



# We hope you and your loved ones are staying safe

The current global pandemic has forced everyone to dig deep and come out with a resolve to respond with firm actions, coupled with swift execution. Almost all services are moving to the digital environment or are temporarily getting suspended. Newgen recognizes the criticality of the situation and is working tirelessly to ease and address the concerns of all our stakeholders.

We are all facing this situation together. While times are tough, it is important that we stay calm, ensure our well-being, ensure the safety of our employees, and devise strategies around proofing our businesses from ill-effects of this crisis. There is a silver lining in the form of technology. Digital is a savior for businesses in times like these, when the only way to operate is in a remote distributed environment.

We were among the firsts to transit to this new normal, wherein almost 100% of our workforce was enabled to work from home, ensuring compliance with security protocols. Now, we find ourselves in a position that we are going live with new projects, capturing client requirements remotely, and conducting successful demos online.

More importantly, our digital automation platform is helping our customers run their businesses in a safe and secure manner without impacting the speed and quality of their services. We are facilitating our customers to,

- Seamlessly collaborate and participate in business processes from disparate locations and virtual work environments
- Automate their processes, content, and communication, while bridging functional and data silos, in a rapid application development environment
- Leverage digital intelligence, robotic process automation, and mobility for more efficient and informed employee participation

Our experience has taught us that global emergencies like these can be beyond our control and it's important to be prepared. In addition to helping our customers with their business continuity planning and continuous improvement efforts, we keep finding innovative solutions to handle such crisis situations.

**Problems come and go, it's our preparedness that keeps us surviving and thriving.**

**Stay safe and healthy!**

**Diwakar Nigam**  
CEO & President  
Newgen Software



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