



A GCC-based National Records & Archives Authority

**Achieves Content-centric
Orchestration Excellence with Newgen**

Scale: Implemented across 23 Ministries

Impact: Automated documents for 20,000+ users | Streamlined 2M+ transactions

Customer Snapshot

The **National Records & Archives Authority (NRAA)** of a Middle Eastern nation governs, preserves, and safeguards national records while ensuring strict regulatory and archival compliance across **22 federal agencies**.

The Challenge: Managing Records and Operations at Scale

Without a unified information management framework, the organization risked higher operational costs, data duplication, and barriers to secure collaboration and scalable growth. The institution faced limited enterprise-wide visibility and slow decision-making due to siloed systems, hybrid physical-digital records, and paper-intensive workflows.

Disconnected data across departments and branches increased operational inefficiencies, heightened compliance risks, and exposed critical information to potential loss or unauthorized access. At the same time, evolving regulatory mandates impacted retention policies, metadata standards, and audit readiness.

Achieving intelligent orchestration was critical to sustaining growth, improving the customer experience, and ensuring full regulatory compliance. Newgen helped the organization achieve decision excellence at scale.



The Newgen Solution

NewgenONE Electronic Data & Records Management System (EDRMS), on a secure government cloud, enabled end-to-end orchestration of digitized records and correspondence on a single platform.

Aligned with NRAA standards, the unified, certified EDRMS orchestrated a compliant lifecycle management capability for both electronic and physical records, with built-in retention policies, archival capabilities, and enterprise search. The solution also incorporated **Correspondence Management (CORMS)** alongside **EDRMS**, ensuring seamless management of records and official correspondence across the organization.



Implementation Impact

- Fully **digital correspondence** and records automation
- **Real-time tracking** of physical records across warehouses
- Continuous **audit readiness**, enabling secure inter-agency collaboration
- Faster adoption via **Arabic-first UX** with Unicode-compliant metadata, classifications, numerals, and search
- Advanced **security controls**, including role-based access, audit trails, and PKI e-signatures

The Numbers Show the Result

- **20,000+ users** on a unified government cloud
- **2M+ transactions** securely governed
- End-to-end accountability across **22 agencies**
- **Zero accidental deletions** with enforced compliance

The Bottom Line: A Future-ready National Records Platform

Newgen helped the authority achieve orchestration intelligence by replacing fragmented, manual systems with a **secure, audit-ready, and scalable EDRMS**. The solution helped modernize records and correspondence management across government agencies, while safeguarding national records for generations to come.

About Newgen

Newgen is the leading provider of an AI-first unified digital transformation platform with native **process automation**, **content services**, **customer engagement**, and **AI/ML** capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low-code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries, Newgen unlocks simple with speed and agility.

For Sales Query

AMERICAS: +1 (202) 800 77 83
CANADA: +1 (202) 800 77 83
AUSTRALIA: +61 290 537174
INDIA: +91 11 407 73769
APAC: +65 3157 6189
MEA: +971-600521468, +27-11-461-6497
EUROPE: +44 (0) 2036 514805

info@newgensoft.com
www.newgensoft.com

