



A Large European Retail Enterprise Orchestrates Records Management with NewgenONE

Customer Snapshot

The customer is one of Europe's leading retail groups with Belgian roots. It manages millions of records across multiple locations and business units, requiring strict governance and regulatory compliance. With operations spread across multiple countries, the group handles various functions, including human resources, legal, finance, and procurement.



Customer Challenges

Fragmented, manual classification, retention, and disposition of records led to the following pain points:

- Multiple repositories with no unified governance framework
- High compliance risk and operational effort, and limited scalability
- Lack of standardized taxonomy, metadata structures, or automated policy enforcement
- Slow search and retrieval that impacted audits and regulatory response times
- Limited integration with Microsoft workplace tools

Newgen's Orchestration Solution

Newgen implemented a future-ready, enterprise-grade intelligent orchestration platform, **NewgenONE Records Management System** (RMS). The platform offered centralized, governed, and automated solution for both

physical and electronic records across the retail group. It combined intelligent classification, policy-driven governance, automation, and deep Microsoft 365 integration.

Implementation highlights:

- AI & GenAI-based metadata-driven records classification using standardized taxonomies
- Cloud-native, Azure-based architecture supporting high-volume migration (17 TB)
- Secure and compliant access using role- and attribute-based controls (RBAC/ABAC)
- Unified governance for documents, emails, and physical records across locations

Measurable Impact



Near-zero downtime for ingestion and retrieval



Instant response to search queries



Near-instant retrieval of active documents



Scalable, multi-location deployment supporting millions of records

Business Benefits

- End-to-end automated failure recovery and lifecycle governance with policy-driven retention and disposition
- Optimized cost through scalable cloud deployment and AI usage
- Faster audits, improved compliance, and reduced operational and regulatory risk
- Out-of-the-box compliance with global and regional regulations
- Improved user experience and employee productivity across functions

Conclusion

Newgen orchestrated a secure, compliant, and future-ready RMS aligned with the organization's digital workplace vision, transforming records governance from fragmented, manual processes into a intelligent, centralized, automated, and enterprise-grade capability at scale.

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.

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