



A Leading Airport Authority Standardizes Mission-critical Operations Across Departments with Newgen



About the Customer and The Project Background

The customer is a leading global airport authority. It wanted to strengthen its digital-first operations and enhance responsiveness to change by integrating intelligent imaging, unified workflows, and real-time visibility.

As a critical aviation hub managing over 220 processes across **mission-critical airport operations**, including terminal operations, ARFF-aircraft rescue and firefighting, landside operations, airside operations, air control center, and Bird/Wildlife Aircraft Strike Hazard Management (BASHM) along with key business processes, such as **finance, procurement, operations, ICT, and commercial functions**, the customer faced pressure to eliminate legacy silos and modernize its core systems.



To realize this vision, the airport authority partnered with Newgen to drive enterprise-wide digital transformation.

What was Slowing Down the Day-to-day Operations for the Customer?

The customer's transformation ambitions were being suffocated due to the archaic systems, which refused to keep pace with new-age demands of customers. Despite having an existing business process management (BPM) solution, integrated with a document management solution (DMS) stack, built on Microsoft SharePoint, the customer's digital transformation initiative was constrained by legacy limitations. Here's a quick snapshot of what was holding them back:



Scattered Workflows and Inefficient Change Management

Lack of standardized, agile processes made adapting to new requests slow and disruptive



Business Intelligence Limitations

The lack of real-time analytics and customizable dashboards impaired strategic and operational decision-making



Document Control Risks

Dispersed content repositories led to compliance challenges, inefficient retrieval processes, and compromised audit-readiness



Integration Barriers

Incompatibility with core systems, including SAP, CLM, and LDAP, led to data silos along with process discontinuities





The Deciding Factors: Why the Customer Chose NewgenONE

The airport authority selected NewgenONE after a rigorous evaluation, while recognizing its unique ability to deliver three critical competitive differentiators on a single platform



Process Excellence

Complex process orchestration capabilities made it easier to accommodate 200+ mission-critical airport operations while ensuring flexibility for continuous improvement



Intelligent Content Ecosystem:

By integrating powerful document management with AI/ML technologies, the platform effectively addressed current compliance needs while establishing a scalable foundation for advanced data analytics and future content intelligence requirements



Accelerated Value Realization:

The low-code foundation provided improved implementation speed and business-user configurability, ensuring rapid ROI while eliminating traditional IT bottlenecks.

Unlike point solutions or legacy platforms, NewgenONE delivered true architectural unification, eliminating the integration debt that impacted competing proposals while providing a foundation for continuous innovation. It is the only platform that seamlessly unifies complex process orchestration, industry-leading Content Services Management with an intelligent document management solution (DMS), and embedded content intelligence, on a low-code foundation.

NewgenONE’s Strategic Fit

Capability	Competitive Advantage
All-in-one Low-Code Platform	Digitized over 200 processes with agility and speed
Embedded Document Intelligence	Delivered contextual search, redlining, editing, and real-time traceability
BPM + ECM Synergy	Only platform offering mature BPM and ECM integration with AI-augmented workflows
Customer-owned Deployment	Enabled private cloud deployment with complete control over environments, including production, DR, dev, and test
Proven at Scale	Successfully ran the complex aviation-centric workflow 2-week Proof of Concept well within the timeline by automating complex multi-step processes with 100+ fields and 3-level parallel approvals.



Key Implementation Highlight



Process Automation at Scale

Over 220 complex aviation-centric processes automated across departments with flexible process modeling, versioning, and updates. This was only possible over a platform that unlocks simple with its low-code process automation capabilities.



High-impact POC Delivery

Automation of three complex processes, including multi-SPOC approvals, parallel approval workflows, and master table update.



Seamless Integrations

Real-time integration with SAP, CLM, and LDAP enabled data consistency and identity governance



Enterprise Reporting Engine

Self-configurable dashboards helped deliver real-time performance insights across departments



Contextual Content Services

Replaced siloed document systems with intelligent archival, auto-tagging, version control, and retrieval

Impact and Differentiation

NewgenONE was praised for offering the harmony of BPM, ECM, AI, and the agility of low-code baked into the unified AI-first digital transformation platform.

Outcome	Impact
End-to-end Digital Backbone	Standardized over 200 processes on a single platform, eliminating fragmented systems with streamlined workflows
Enterprise Agility	Quick deployment of new workflows via low-code accelerators
Better Compliance and Auditability	Centralized document management reduced risks and improved audit readiness.
Real-time Visibility	Department-wise dashboards empowered strategic decisioning.
Self-sufficiency	Teams could configure and evolve processes independently after go-live.

In Conclusion: Making the Complex Beautifully Simple

NewgenONE proved that even the most complex operations can become simple. The customer simplified its end-to-end processes. The airport authority now successfully manages its day-to-day operations with agility, control, and clarity, proving that when you simplify complexity, transformation isn't just possible, it's inevitable.



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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