



A Leading Nigerian Islamic Bank Advances the Next Chapter of Content Modernization with Newgen

Digitized workflows to simplify thousands of banking documents every month



Our customer is one of the top two Islamic banks in Nigeria, known for its commitment to Sharia-compliant banking and customer-focused services. The bank has earned strong trust and reliability, but it struggled to manage large volumes of customer documents/records and meet compliance requirements efficiently.

Determined to carry that trust into the digital era without compromise, the institution set a clear goal, i.e., to **overcome process inefficiencies, strengthen compliance, and set a concrete digital foundation for growth**. The leadership chose Newgen as its partner to digitize its document-centric banking processes, ensuring accuracy, speed, and transparency at scale.

OVERVIEW



Day-to-day Challenges Faced by the Bank



Manual storage and retrieval created delays

Limited automation slowed down audits and introduced errors



Inefficient approval cycles and redundant tasks adversely impacted productivity

Lack of complete visibility hindered performance tracking and KPI metrics



Limited ability to scale operations without incurring additional costs

Difficulty maintaining complete and real-time records



How Do Banks Usually Handle Modernization?

For banking leaders, digital transformation often starts with unstructured implementation of content management tools, including scanning, extraction, classification, and document storage. These initiatives turn out to be efficient in the short term, but they rarely scale or connect seamlessly with core banking workflows. Banks, thus, are left with fragmented systems that improve specific functions but fail to deliver end-to-end optimization. This siloed approach results in weak audit trails,

inconsistent controls, and reliance on manual intervention.

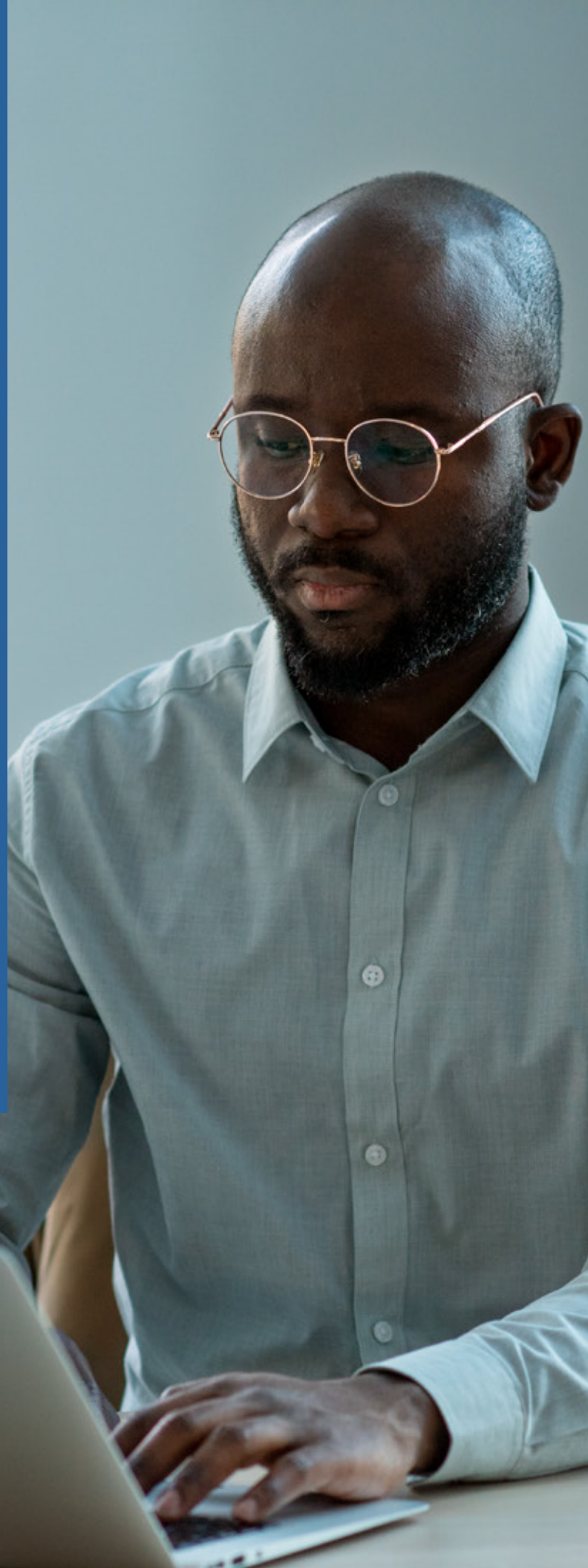
The more effective path is to embrace a **platform-led transformation**. This approach helps simplify the entire records lifecycle on a unified system that integrates with core banking. Banks get a consolidated system where capture, classification, storage, retrieval, and audit are all embedded by design. This approach scales effortlessly, strengthens compliance, and ensures end-to-end transparency.



How Newgen Helped the Bank Transform with its AI-first Platform Offering

The customer leveraged **NewgenONE AI-first Contextual Content Services (ECM) Platform** to streamline its content-centric banking workflows. The deployment followed a structured, phased rollout.

First, the platform was integrated with core banking to ensure that records automatically captured relevant customer and transaction data. Next, staff were trained to transition from paper-heavy practices to digital-first processes. The low-code configuration ensured business users adapted to the workflows without IT teams. Security and compliance features were embedded from the start. The platform enforced strict access controls, audit trails, and backup protocols, ensuring that the bank's digital records met internal governance requirements and external standards.



Transformation in Action



Capture and Extraction

Implemented imaging and data extraction tools to capture content generated across multiple channels and content sources, including financial statements, applications, and forms



Archival

Digitized all customer documents/records and archived it securely, making retrieval instant



End-to-end Content Lifecycle Management

Administered the complete documents lifecycle with AI workflows, a document viewer, and intuitive search capabilities



Retrieval

Ensured real-time access to critical information, reducing document retrieval processes



Robust Integration

Effectively connected with core systems and peripheral applications in real-time



Audit Automation

Optimized auditing efforts with real-time tracking and historical visibility, reducing both effort and error



Dashboards and Reports

Offered customized dashboard reports that helped in maintaining clear visibility and timely updates on the status of applications, documents, and other key information

What Changed for the Bank



Significantly improved turnaround time for customer service



Improved compliance accuracy, reducing risks of regulatory penalties



High volume of records processed each month without error



Substantial savings on physical storage and administrative cost



Faster audit cycles, cutting processing time by more than half

Conclusion

The Nigerian bank digitized its document-centric processes with Newgen, shifting from manual to a unified AI-first ECM platform. Employees worked faster with secure, real-time access to documents. The bank minimized cost, accelerated audits, and built a concrete digital foundation for future growth. The bank is positioned to serve its customers better while maintaining the highest standards of accuracy.

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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