

An Australian State Government Agency Streamlines its Processes with Newgen

Implements Low Code Process Automation Platform and Electronic Documents and Records Management System (EDRMS)

About the Client

The agency is responsible for managing residential tenancy bonds, involving receipt, registration, and repayment of residential bonds in Victoria, Australia. This agency is a single interface for tenants, landlords, and agents.

The Operational Bottlenecks

- Paper-led processes, leading to human-prone errors
- Higher processing cycle times, impacting citizens' experiences
- Difficulty in tracking and monitoring application status
- Absence of a centralised records repository and limited access to documents
- Non-adherence with local regulatory compliances
- Vulnerability to security threats against unauthorised access to records and risk of tampering, leaks, and loss of records

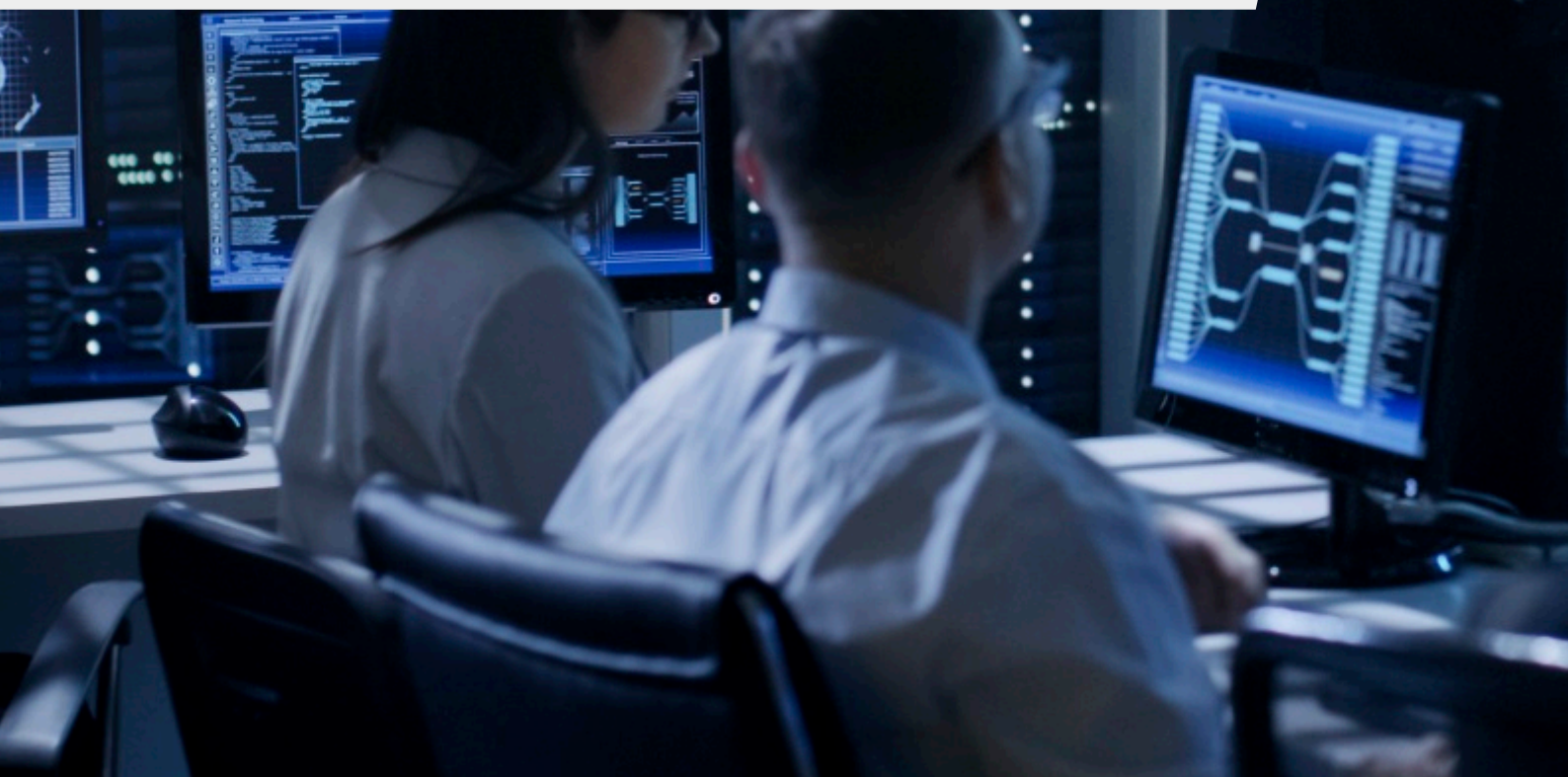


The Agency Digitally Transformed its Processes with Newgen

To overcome the challenges and ensure better administration of citizen-centric services, the agency onboarded Newgen as its technology partner. The agency leveraged Newgen's **low code process automation platform (iBPS) and EDRMS**.

Using the solutions, the agency automated various citizen-centric services and streamlined records management, enabling a **secure archival** of the records being added, uploaded, and generated during the processing of applications.

With Newgen-deployed solutions, the agency is able to deliver **enhanced experience** to its citizens and departmental officials. The implemented solutions have **seamlessly integrated** with the citizen's portal and various other legacy applications, enabling the agency to **gain operational efficiencies**. Now, the departmental officials can instantly generate certificates, including agent registration, bond lodgment, etc., and share them with applicants over an e-mail while significantly **reducing the turnaround times**. Furthermore, applicants can use the online portal to **track the real-time status of their applications** anytime, anywhere.



Other Highlights



A Quick Snapshot of Automated Processes

1. **Bond Lodgment (BL)**
2. **Agent Fax Registration (AFR)**
3. **Bond Transfer Single (BTS)**
4. **ET Authorisation (ETA)**
5. **Bond Transfer Bulk (BTB)**
6. **Access Code Level (ACL)**
7. **Bond Lodgment Bulk (BLB)**
8. **Agent Registrations (AR)**
9. **Change of Details (CD)**
10. **Repayment(R)**
11. **Bond Claims (BC)**
12. **Generate Payment Type (GPT)**
13. **Cheque Process Queue (CPQ)**

Business Benefits



About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management 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 more details, visit www.newgensoft.com

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