

# An Indian State Enables Efficient Administration During COVID-19 with Newgen's e-Gov Suite

## Overview

One of the states in India had implemented Newgen's e-Gov suite, built on key components of our platform - business process management and enterprise content management, to transform their administrative processes.

With the outbreak of COVID-19, the government officials faced the daunting task of managing 24 districts, collaborating with 20 state agencies, and various other departments. They reached out to Newgen to help them in quickly shifting to the remote working environment.

## The State's Requirements

**To continue their operations smoothly, they were looking to:**

- Digitize physical files and make them accessible
- Maintain information security and integrity
- Facilitate government officials to work remotely
- Enable seamless communication and collaboration



## Enabling Continued Administrative Services

Newgen recognized the criticality of the situation and promptly helped in setting up the digital infrastructure enabling the remote working environment.



Enabled intra-department and inter-state communication by digitizing physical files



Made electronic files available to the state's 35 departments and 20,000 users



Restricted user access for ensuring data security and integrity

### Processes enabled:

- e-file and correspondence management
- RTI & grievance management
- Knowledge management
- Committee and meetings management
- Circular and note management
- Court case management



### 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.

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