**newgen**

# An Indian Government Agency Ensures Business Continuity with Newgen's eGov suite
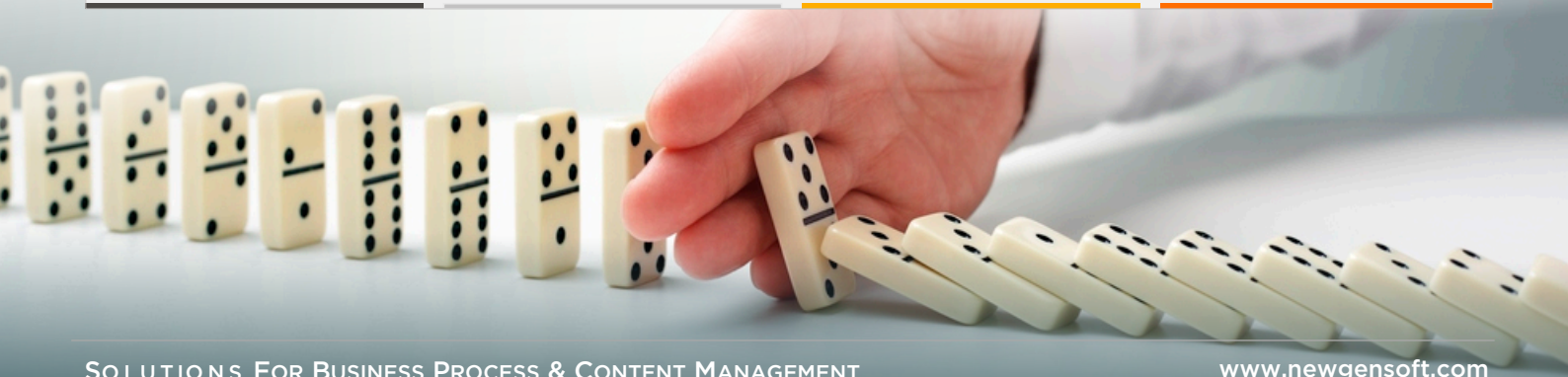
## Overview

The client is a wholly-owned Government of India organization. They had implemented Newgen's eGov suite, built on enterprise content management (ECM) and business process management (BPM) products, to streamline and manage their correspondences, documents, and workflows.

In light of the recent Covid-19 pandemic, the client needed support in ensuring business continuity and in maintaining the speed and quality of their services. The absence of the continued operations in a remote distributed environment would have impacted the progress of several infrastructure development projects in the country.
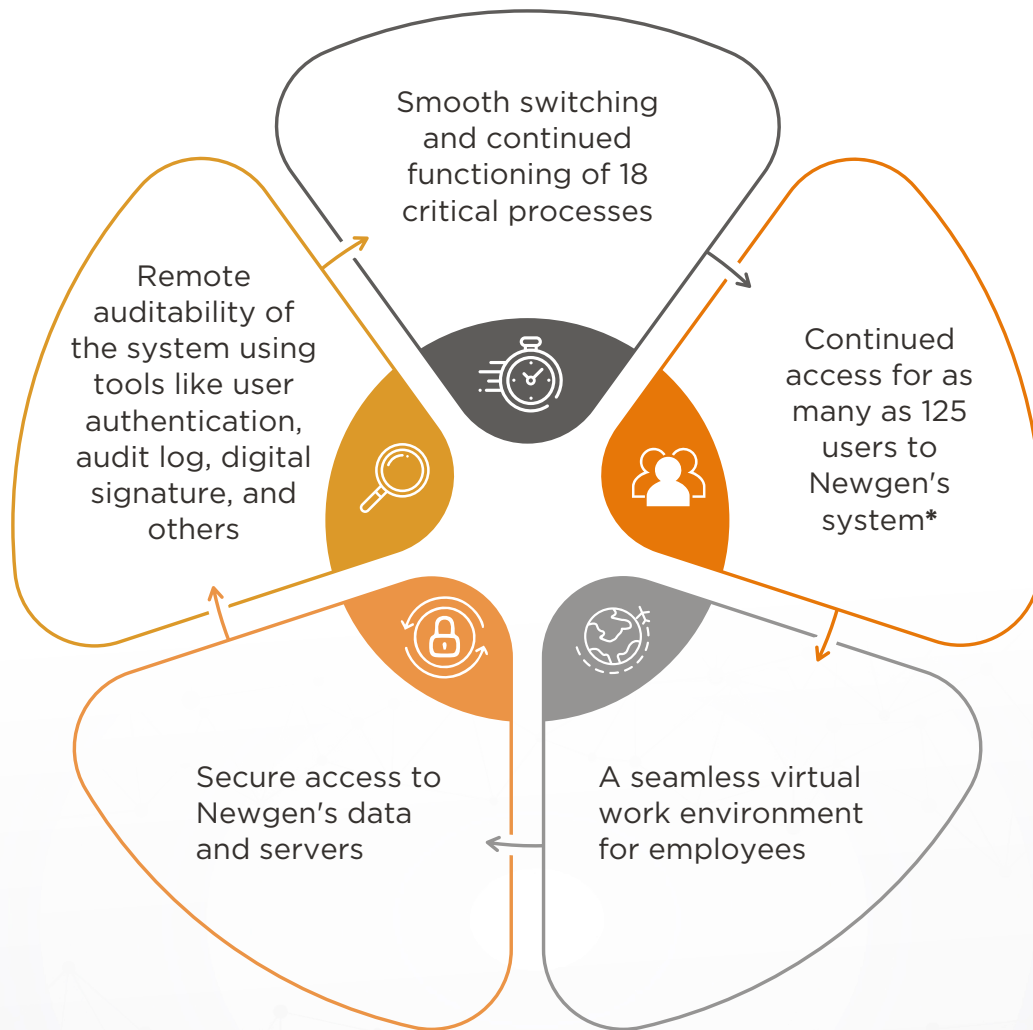
*Newgen's team responded immediately and within 24 hours, reconfigured the system while following security measures and adhering to protocols.*

### Client's Requirement at the Time of this Unprecedented Crisis Situation

- Shift operations online quickly and seamlessly

- Make servers secure and available in the public environment

- Ensure remote auditability of the system

- Empower employees to work remotely, with complete access to a central repository of documents and relevant information

- Enable teams to collaborate and communicate, regardless of their locations, devices, and/or channels

# Value Delivered

Smooth switching and continued functioning of 18 critical processes

Remote auditability of the system using tools like user authentication, audit log, digital signature, and others

Continued access for as many as 125 users to Newgen's system*

Secure access to Newgen's data and servers

A seamless virtual work environment for employees

*for managing inward/outward correspondences, building plan approvals, audit, office notes, right to information queries, and more, thereby ensuring uninterrupted services

## 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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