Jordan's Leading Commercial Bank Orchestrates Intelligent Operations with Newgen

Achieves 60% faster TAT for document-centric operations
Automates 17+ mission-critical workflows

Overview

Our customer is a leading bank for trade and finance in Jordan, operating one of the most extensive branch networks in the country. It manages high volumes of customer transactions daily across onboarding, lending, cards, remittances, and payments – all subject to strict regulatory scrutiny. However, the aging manual infrastructure created blind spots and lags in service, thus establishing a critical need to orchestrate intelligent execution across the bank's operations.

By adopting Newgen's intelligent business processing engine integrated with an enterprise-wide content management solution, the bank automated 17+ mission-critical processes and unified content, process, and communication onto a single platform.

The Numbers Show the Result

17+
Mission-critical processes automated

7.125 million
Documents archived

60%
Lower TAT for complex processes

50%
Reduction in search & validation time

40%
Improvement in retrieval efficiency

30%
Lower infrastructure overhead

35-40%
Faster customer-centric processes

100%
Compliance traceability

Pain Points Resolved

Delayed Account Opening & Remittance

Heavy manual intervention in account opening and remittance workflows resulted in frequent errors, inconsistent data, and processing delays.

Inadequate Governance

As deletions and modifications of sensitive document were not restricted to authorized personnel, the bank faced accountability gaps and compliance risk.

Fragmented Document Storage

Documents were stored across separate servers with no unified repository, creating operational silos and excessive infrastructure overhead.

Gaps in Indexing & Retrieval

Disconnected core banking and CRM systems led to inconsistencies in document indexing and retrieval, and slowed customer-facing processes.

Manual Document Management

The absence of an automated mechanism to govern the lifecycle of dormant versus active records led to audit risks and delays in record disposition.

Disconnected Decision-making

Workflows spanning multiple systems that could not communicate with each other created blind spots and delayed decisions.

Newgen Orchestrated Intelligent Systems

The bank partnered with Newgen to build a scalable, secure, and compliant orchestration backbone, to ensure that content, processes, communications, and AI work as one unified execution layer rather than disconnected components. The deployment of **NewgenONE Enterprise Content Management (ECM)** and **Intelligent Business Process Management (BPM)** platform created a single governed execution fabric.

Implementation Highlights

Focus Area	How Newgen Helped	Business Benefits
Core Banking & CRM Integration	Deep, real-time integration with core banking systems and CRM platforms eliminated disconnected data lookups and manual reconciliation	Brought consistency to document indexing and retrieval across customer-facing processes, creating a single source of truth.
Workflow Automation	Applied automated workflows with embedded validation rules across customer onboarding, remittances, and credit processes	Replaced manual checks with governed, rules-driven execution
RPA-augmented Automation	The platform leveraged Robotic Process Automation (RPA) to handle repetitive data transfers and routine compliance checks	Extended the orchestration layer into legacy environments without costly system replacement
Centralized Repository	Documents were consolidated from fragmented servers into a single repository	Improved retrieval efficiency by nearly 40% and reduced duplicate storage
Access-controlled Document Management	Role-based Access Control (RBAC), implemented across all document operations, restricted sensitive actions, like deletions and modifications, to authorized administrators	Captured user action with comprehensive, tamper-proof audit trails, providing full accountability and continuous compliance traceability
Metadata-driven Lifecycle Management	Automated document lifecycle management, driven by metadata logic, ensured that active and dormant records were governed consistently and disposed of correctly	Reduced dormant record handling time from days to hours, eliminated compliance risk and lowered the cost of document storage

Conclusion

With the deployment of Newgen's unified BPM and ECM platform the bank eliminated manual bottlenecks, strengthened governance, and enabled seamless real-time integration with core banking and CRM systems. Automation of 17+ critical processes streamlined operations, delivered 60% faster turnaround time, and improved compliance posture across all departments. Together, these initiatives empowered the bank to deliver faster, more secure, and genuinely customer-centric banking services at scale.

About Newgen

Newgen Software Orchestrates Intelligent Enterprises at scale. The NewgenONE Platform unifies content, processes, and communications into an orchestration layer where intelligence is embedded into how enterprises operate, with trust, governance, and control built in. Enterprises move beyond fragmented initiatives to continuously adaptive, production-ready operations. Decisions, workflows, and experiences evolve in real time, shaped by context, data, and embedded AI. Trusted by leading organizations worldwide, Newgen defines how modern enterprises operate, intelligently and at scale.

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