



A Philippines-based Bank Enables End-to-end Content Management with Newgen Contextual Content Services



About the Client

The client is one of the leading digital banks in the Philippines. The bank aims to bridge the financial inclusion gap in the country with its products and extend its services to Southeast and South Asia.








Challenges Faced by the Client



Enabling End-to-end Content Management with Newgen

The bank partnered with Newgen to digitize and streamline its content-centric processes. After deploying Newgen's SaaS-based Contextual Content Services platform, the client allowed users to easily access content while ensuring information security. The implementation helped the bank to digitize the end-to-end content lifecycle and workflows per record management policies.

Key Benefits Achieved

-  Secure document repository, enabling faster retrieval
-  Easy classification and archival of content
-  Robust content workbench enablement with core platforms
-  Effective document lifecycle management with records manager
-  Streamlined search operations
-  Higher efficiency and productivity
-  Anytime, anywhere access to documents

Solution Highlights

- Efficient document management across lines of business:
 - Account Opening and Deposits - onboarding, product agreements, bank statements, and fixed deposits
 - Loans - onboarding and KYC documents
- Seamless integration with Mambu platform, enabling core applications to view, search, and upload documents

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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