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Vision Bank Optimizes **Document Management with Newgen**

Doubles archival capacity

Improves regulatory compliance

Overview

Vision Bank distinguishes itself as the only homegrown 'Category 1 Islamic Bank' in the Abu Dhabi Global Market (ADGM) with a fully digital banking platform. The bank offers personalized corporate banking solutions to businesses operating within the ADGM and Dubai International Financial Center (DIFC).

As its digital operations expanded, Vision Bank found it challenging to manage an increasing volume of documents efficiently while maintaining regulatory compliance. Recognizing the need for a holistic overhaul of its document management infrastructure, the bank partnered with Newgen to modernize and automate its document management framework.

Identifying Opportunities for Growth

Dynamic Regulations: Vision Bank required a system to manage and track regulatory documents to stay fully compliant with changing laws and evolving compliance requirements.

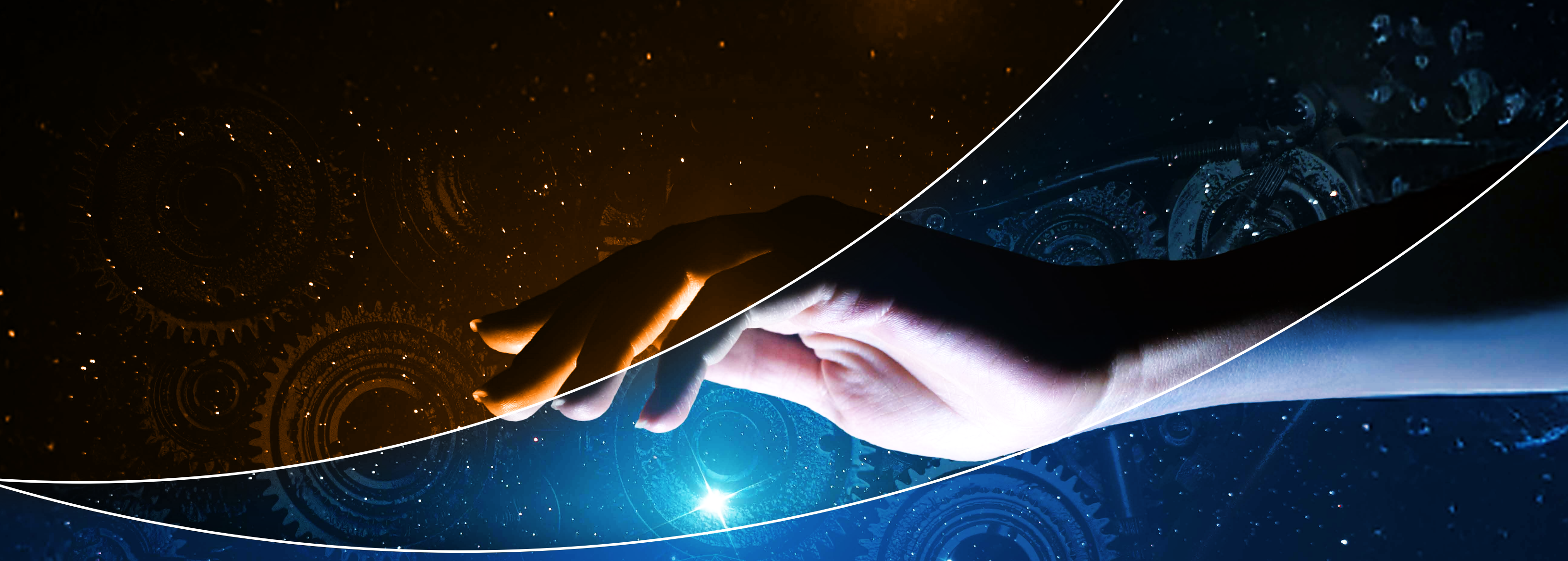
Access to Records: Vision Bank sought a centralized document management system to ensure quick access and verification of past executed documents and records, aiming to reduce operational delays and enhance employee productivity.

Customer Service: To support business growth, the bank realized the need to boost the speed and efficiency of service offered to the corporate customers.

Risk Visibility: The modernization effort also sought to consolidate risk assessment and compliance reports, improving transparency and minimizing potential risks.

Why Traditional Methods Can't Keep Up

Many banks still rely on shared drives and basic folder hierarchies for document storage. However, these conventional approaches fall short in several critical areas. As data grows in volume and becomes complex, folder structures become chaotic and unmanageable. Without unified access controls, sensitive records are exposed to misuse. Retrieving documents becomes time-consuming due to the lack of intelligent search, and manual tracking of versions and updates creates compliance risks. Such piecemeal, department-driven approaches can no longer support the needs of a fast-moving, digitally driven bank.



A Smarter System: How Newgen Revamped Document Management

Vision Bank implemented **NewgenONE Contextual Content Services, an AI-first enterprise content management (ECM) platform,** to overcome the challenges and address document management issues. The platform brought intelligence, agility, and automation to the entire document management lifecycle, helping the bank store, share, archive, and manage the complete lifecycle of documents from a unified location.

Key Elements of the Implementation:

Centralized Document Repository:

All departments transitioned to a single cloud-based system, enabling seamless collaboration and uniform document management.

Standardized Folder Hierarchy:

A consistent and logical folder structure was created across Vision Bank using predefined templates and naming conventions.

Intelligent Scanning and Indexing:

The ECM platform digitized paper-based records using advanced recognition and tagging mechanisms.

Smart Search:

Using metadata, full-text indexing, and wildcard search, users could locate documents within seconds, even across vast archives.

Role-based Access Control:

Clear user roles and permissions were set up to ensure confidentiality and prevent unauthorized modifications.

Automated Log Management:

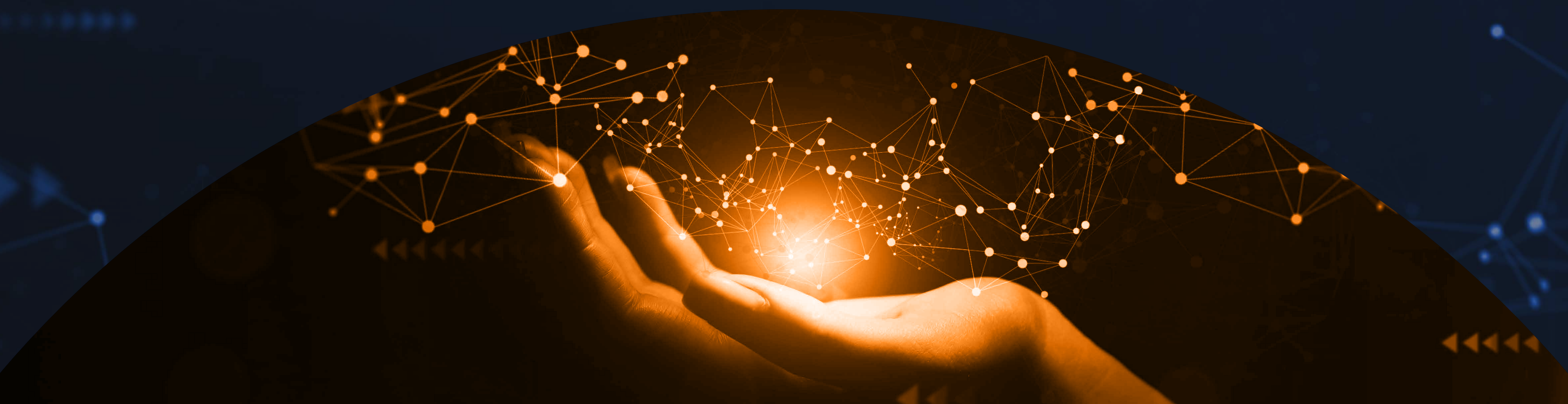
Every document action was logged in real time, from uploading and editing to archiving, enhancing compliance and auditability.

Scalable, Secure Cloud Infrastructure:

The solution was deployed on Azure Red Hat OpenShift, ensuring high performance, robust security, and scalable infrastructure tailored for enterprise-grade applications.

Timely Alerts and Reminders:

Automated notifications for document expirations and regulatory reports enabled the teams to be proactive and audit-ready.



Tangible Outcomes and Business Impact

Document archival capacity increased by 100% without additional headcount

Improved Productivity:
Automation reduced manual intervention, freeing up knowledge workers to focus on higher-value activities.

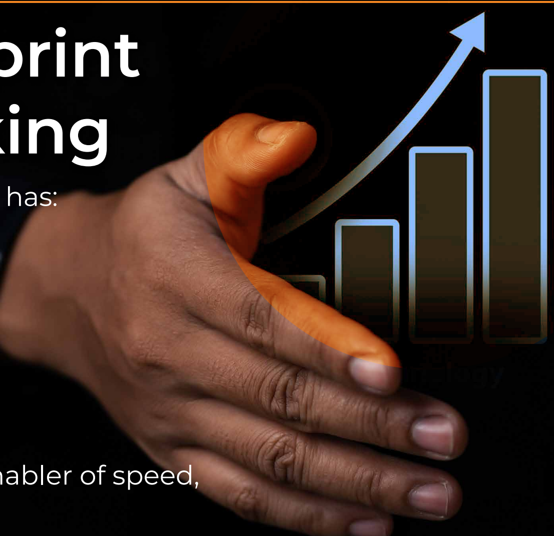
Faster Document Access:
Smart search tools reduced document retrieval time and accelerated decision-making across teams.

Enhanced Compliance Readiness:
Document versioning, tracking, and secure access made regulatory responses faster and more accurate.

Reduced Operational Risk:
Clear access controls and structured repositories minimized the chances of data mishandling or loss.

Future-ready Infrastructure:
The scalable ECM platform empowered Vision Bank to adapt to expanding product lines and regulatory requirements.

Looking Forward: A Blueprint for Scalable, Secure Banking



With Newgen's AI-first ECM platform in place, the Vision Bank has:

- Strengthened its position as a digital-first bank, recognized for fast, compliant onboarding of corporate customers working within ADGM and DIFC
- Future-proofed its core operations for regulatory shifts and market growth
- Transformed document management into a strategic enabler of speed, compliance, and agility
- Created a unified information architecture

More than a technology upgrade, this transformation marks a shift toward **intelligent, compliant, and agile content workflows,** empowering Vision Bank to deliver on its commitment to modern Islamic banking excellence.

About Vision Bank:
Vision Bank Limited, a Prudential Category-1 Islamic Financial Institution based in ADGM (Abu Dhabi Global Market), is committed to empowering businesses with tailored, Shari'ah-compliant banking solutions. Regulated by the ADGM Financial Services Regulatory Authority (FSRA), Vision Bank specializes in corporate banking for ADGM and DIFC entities, providing comprehensive, secure financial services and has regulatory permissions for Accepting Deposits, Advising on Investments or Credit and Providing Credit.