

A Leading Dubai-based Company Transforms Accounts Payable Process with Newgen

About the Client

The client is a privately held Dubai-based conglomerate and has its operations and assets spread across the UAE. It operates across different lines of business, including real estate, hospitality, retail, food and beverages (F&B), leisure, healthcare, and entertainment.

Growth Bottlenecks

The client wanted to streamline its accounts payable process to improve customer service and workforce productivity.

The weak data integration and extensive dependency on manual efforts for tracking and advancing the processes were leading to inadequate response and services. To process invoices and payments-related transactions, users had to be dependent on three different systems, which was time-consuming and error-prone.

There was no single platform to automate the manual processing of invoices and activities, such as data entries, validations, three-way matching, and others. The existing legacy-based system lacked web services/application programming interface for retrieving data. Invoices had to be mailed every time a purchase order was created, affecting turnaround time. Furthermore, due to difficulty in tracking user actions, there were compliance issues.

Challenges Snapshot

- Difficulty in tracking incomplete applications and generating reports
- Disjointed systems
- Long processing cycle times
- Lack of visibility and control in the process
- Extensive manual intervention
- Ineffective data integration
- Rigid and monolithic architecture

Streamlined Accounts Payable Processes with Newgen

The client partnered with Newgen to automate its accounts payable processes. With the robotic process management (RPA+BPM) suite implementation, the client had a single integrated platform to manage end-to-end transactions.

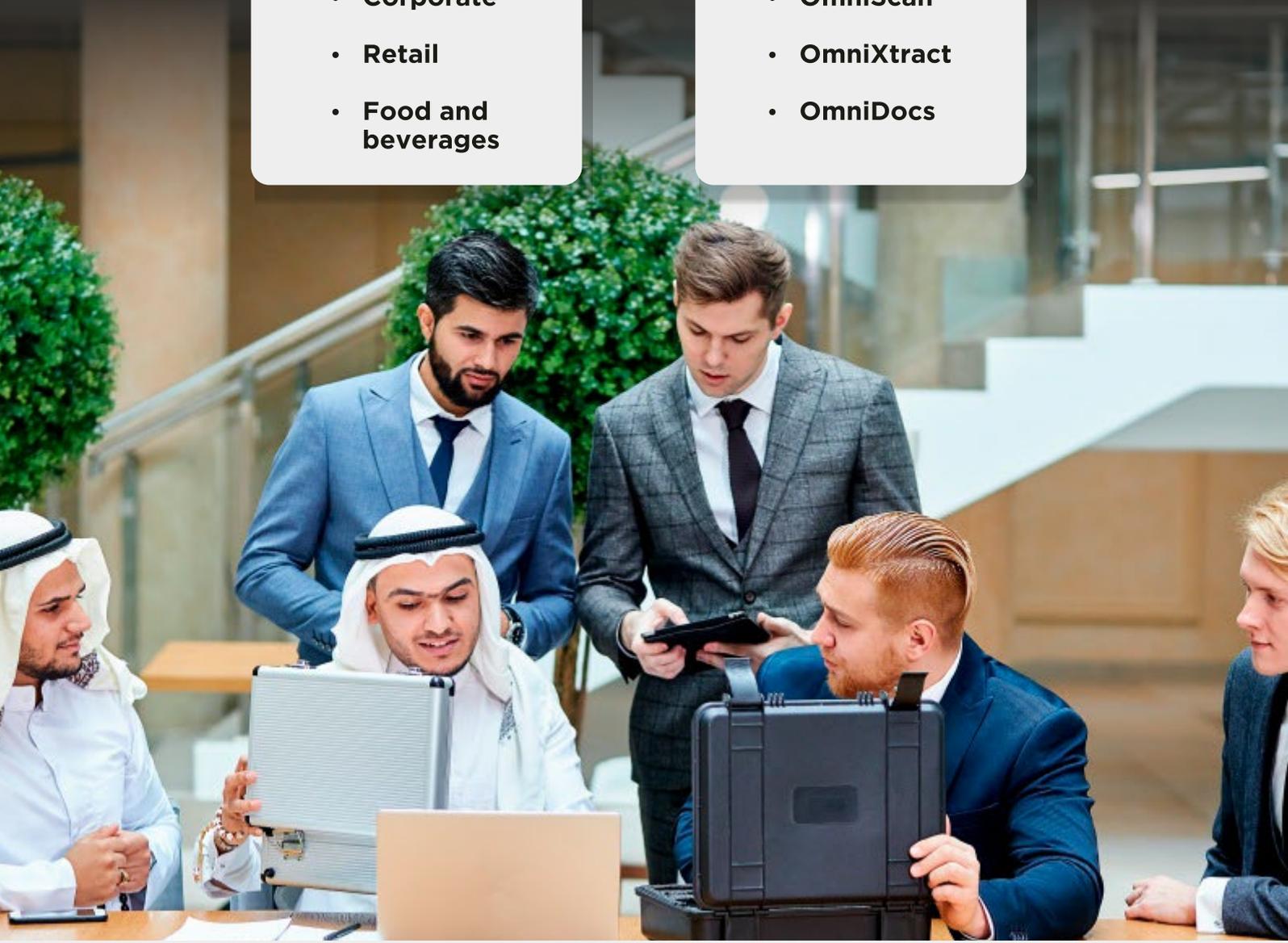
The implemented suite, built on the **NewgenONE Digital Transformation Platform**, streamlined the complete process. The client could seamlessly replicate human actions and automate repetitive tasks through the deployment of software bots, without modifying the existing infrastructure and systems. Also, the implementation enabled the client to interact with different systems in the backend for processing invoices, from purchase requests to purchase orders.

Processes Automated

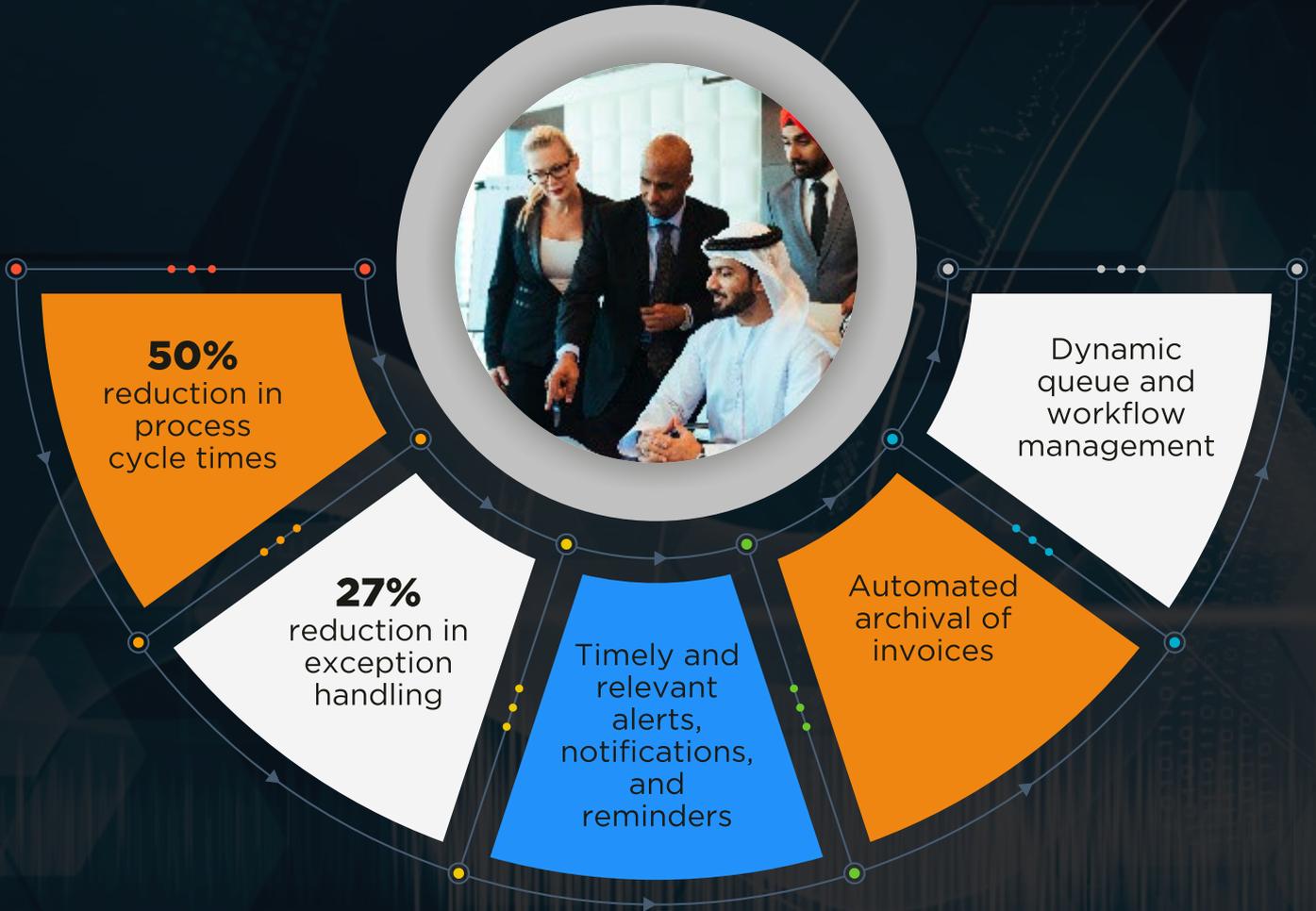
- Corporate
- Retail
- Food and beverages

Additional Products Used

- OmniScan
- OmniXtract
- OmniDocs



Business Benefits



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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CANADA: +1-202-800-7783
AMERICAS: +1 (202) 800 7783
AUSTRALIA: +61 290 537 174
INDIA: +91 11 40773769
APAC: +65 3157 6189
MEA: +973-1-619-8002, +971 44541365
EUROPE: +44 (0) 2036 514805

info@newgensoft.com
www.newgensoft.com