Building a Cloud-based Process Platform for a Leading BPO Service Provider

Overview

The client is a leading US BPO services provider with a global reach, offering end-to-end, industry specific outsourcing solutions for corporations and public sector.

The Challenge

The BPO services provider was looking at building a robust process platform to serve its end customers. The client organization was looking to reduce its customer on-boarding time and operational costs significantly. It wanted to leverage the BPM & ECM technology on cloud to build process platforms that would serve multiple customers. The client faced the following challenges:

- Customer On-boarding took 4 to 5 months
- Customer specific changes took a long time and were difficult to maintain
- Upfront Capital expenditure
- Tracking and resolving issues cumbersome and time consuming
- Sub-optimal Resource utilization

To meet these challenges the client needed to partner with a Cloud services provider with proven BPM & ECM expertise.

The Solution

Based on the analysis of client's requirement, Newgen proposed a cloud-based process framework solution based on its comprehensive Business Process Management (BPM) and Enterprise Content Management (ECM) suite. The process framework for a specific process had industry best practices built in, enabling the service to be used on-demand with minimal customizations. These customer specific customizations were managed through configuration level changes with minimal IT support.

Process platforms were created for the following three key processes:

- Accounts Payable
- Order to Cash
- Procure to Pay

Solution Highlights:

- A robust and efficient architecture, designed to scale in sync with the growth of the organization
- Cloud solution delivered leveraging Newgen's proven ECM & BPM suite

Key Benefits

- *Same infrastructure used to service multiple customers*
- *Customer specific changes, easy to do in few days*
- *Low cost of entry & rapid deployment*
- *No IT worries about infrastructure, licenses, upgrades & patches*
- *Real time process visibility for continuous process improvement*
- *OPEX instead of CAPEX*
- *AWS infrastructure ensures highly secure, scalable & reliable cloud hosting*

SOLUTIONS FOR BUSINESS PROCESS & CONTENT MANAGEMENT

- Strategic advantage of Amazon Web Services infrastructure (compliant with SAS 70, guarantees 99.95% availability of the Amazon cloud service)
- A generic process framework to reduce customer onboarding time
- Quick, on demand access to business processes as services
- Pay as you go

The Benefits

This unique approach of a process platform on cloud has drastically reduced the go to market time for the client organization. It has enabled the client to showcase their of fering and have the prospect get the real feel of the solution in the very early stages of purchase process. This will ensure a short er sales cycle.

Some of the benefits accrued to the client are as follows:

- Generic Process Framework reduced Customer on-boarding time to weeks
- On demand access to business processes leveraging Newgen's deep domain expertise and proven BPM and ECM capabilities
- Same infrastructure used to service multiple customers
- Customer specific changes, easy to do in few days
- Low cost of entry & rapid deployment
- No IT worries about infrastructure, licenses, upgrades & patches
- Real time process visibility for continuous process improvement
- OPEX instead of CAPEX
- AWS infrastructure ensures highly secure, scalable & reliable cloud hosting

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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