



### Challenges

- *High Cost of Physical Storage*
- *Migration of Data*
- *Short Timelines*

## Newgen implemented BPM, ECM and RMS suite

*For a leading statutory authority of the Government of Australia*

### Overview

The client is responsible for managing residential tenancy bonds, involving – receipt, registration and repayment of residential bonds in Victoria, Australia. This firm is a single interface for tenants, landlords and agents. It is also a statutory authority of the Government of Victoria, administered within the Department of Justice.

### The Challenges

The client required a solution to migrate the entire registry system on one platform to handle Lodgment, Claims and Payments. The client also required a single interface for its staff, agents, landlords and tenants. Some other key concerns of the client were as follows:

- **Outsourcing** – Outsourcing the physical storage of the documents and records to reduce costs
- **Service-level Agreement** – The client was in need of an automated system that would provide a platform for them to achieve Service Level Agreements
- **Migration** – The data was not in an appropriate format. So data had to be filtered and cleaned before migration
- **Timelines** – The System had to go live within a short span (4 Months) of time
- **Certification** – The client wanted VERS (Victorian Electronic Records Strategy) certified RMS

### Newgen Solution

To overcome the challenges faced by the client Newgen proposed a solution comprising its Enterprise Content Management (ECM) suite – OmniDocs™, Business Process Management (BPM) suite – OmniFlow™ and bulk scanning tool - OmniScan™. Newgen also deployed its Record Management System – RMS for efficient management of records.

Newgen proposed solution was designed to enable the outsourcing of bond processing to the offsite location at Bangaluru where 40+ data entry operators worked offsite during Victorian Office hours. In case of any issues while processing these forms, the data entry operators route the workitem to the employees where they recommend actions based on the transactions. As part of the recommendation process, employees have a dashboard that displays the history of bond transactions and appropriate recommended action.

The solution was also integrated with the SEC website portal and users were provided with right based access. Newgen also migrated all data from the old system to ensure the availability of the requisite data on the new system. The proposed solution also met regulatory requirements and compliance mandates (VERS Compliant Solution).

## Benefits

- *Anytime Anywhere Access*
- *Reduced Turn-Around-Time*
- *Increased Productivity*
- *Improved Efficiency*
- *Business Continuity Plan*

## Benefits

- **Anytime Anywhere Access** – The client was able to attain the benefit of anytime-anywhere access of the documents, cost containment for storage and management of the documents
- **Reduced Turn-Around-Time** – The average Turn-Around-Time for searching and retrieving documents was reduced. With the deployment of Newgen's solution, bond claims were processed within 24 hours of submitting an application
- **Increased productivity** – The entire registry system was moved to a single platform which could handle lodgments, claims and payments, and helped to increase productivity by reducing complications. Earlier when lodgments, claims and payments were processed by different platforms, the client had to keep an account of the numbers of lodgments etc. which resulted in overall reduction in productivity
- **Improved Efficiency** – The entire lifecycle of records were managed from creation to final disposition which eventually improved efficiency
- **Business continuity plan** – The architecture was designed such that the process achieved 99.95% up-time with best business continuity plan

## About Newgen

Newgen Software is a leading global provider of Business Process Management (BPM), Enterprise Content Management (ECM) and Customer Communication Management (CCM), with a global footprint of 850 installations in over 45 countries with large, mission-critical solutions deployed at the world's leading Banks, Insurance firms, BPO's, Healthcare Organizations, Government, Telecom Companies & Shared Service Centers.

Newgen Software has been positioned in the Magic Quadrant for Business Process Management (BPM) and Enterprise Content Management (ECM). The company has been recognized by distinguished analyst firms like Frost and Sullivan as A 'Hot Company to Watch for' in their global ECM Market report, 2009 and by IDC in its exclusive report "Newgen Software: Global Leader in Business Process Management and Document Management Solutions".

Newgen's Quality Systems are certified against ISO 9001:2008 and Information Security Standard, ISO 27001:2005. Newgen has been assessed at CMMi Level3.

**Newgen prestigious clients** include HSBC Bank, Deutsche Bank, Hua Nan Bank, ABN Amro Bank, ICICI Bank, IDBI Bank, State Bank of India, ING Vysya Bank, CitiFinacial, RAK Bank, Bank of Tanzania, Max New York Life, Bajaj Allianz, Royal Sundaram Alliance, Unilever, Philips, GE Countrywide, EXL, Satyam Nipuna, iGATE, Core 3, Ranbaxy, GSL, Kenya Airways and SEC Phillipines.

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