

Middle-eastern Refinery Goes Paperless with Newgen

Background

The customer is a refinery and petrochemical organization and its primary products are diesel, jet fuel, naphtha, and LPG. They wanted to digitize all paper-intensive transactions and orchestrate its engineering, procurement, and construction (EPC) work packages. The customer was looking at implementing a document management system to help the users execute the EPC work in a paperless manner.

Key Challenges Faced by the Customer

- Cumbersome process of managing a large number of engineering drawings with multiple versions
- Time-consuming search and retrieval due to the presence of multiple physical records
- Lack of a single interface for accessing content
- High volume of mismanaged content due to the fast growth in the number of records
- Lack of effective monitoring of data and approvals coming in from various sources



Streamlined Content Management with Newgen's Contextual Content Services Platform

The organization implemented [Newgen's Contextual Content Services \(ECM\)](#), part of the NewgenONE Digital Transformation Platform. It ensured the end-to-end management of enterprise content from digitization, storage, and orchestration to archival. The solution digitized paper-based processes and intelligently captured and extracted critical information from paper and digital documents.

Key Highlights of the Solution

- Centralized repository for archival and retrieval of documents, records, and incident reports
- Engineering drawing approval and management with automated workflows
- Effective tracking with extensive reports and audit trails
- Secure access to records with assigned rights for search and retrieval



Benefits Achieved



Streamlined document management

Improved collaboration among departments

Reduced physical flow and storage of paper-based documents and records

Enhanced employee productivity

Improved decision making with smart search and intelligent recommendations



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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AMERICAS: +1 (202) 800 7783

CANADA: +1 905 361 2824

AUSTRALIA: +61 290 537 174

INDIA: +91 11 40773769

APAC: +65 3157 6189

MEA: +27-11-461-6497

EUROPE: +44 (0) 2036 514805

WRITE TO US

info@newgensoft.com