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
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 decision making with smart search and intelligent recommendations
- Improved collaboration among departments
- Reduced physical flow and storage of paper-based documents and records
- Enhanced employee productivity
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.

For more details, visit www.newgensoft.com