

BPM enabled e-Governance

For a State-Owned Company

Overview

The client is a highly respected government sector enterprise, based out of Gujarat. The client has the distinctive status of being a leading fertilizers and chemicals manufacturer

The Challenge

The client wanted to implement a solution to take care of the approvals and proposals generated for management considerations within the organisation. The prevailing manual process of paper file management was tedious, cumbersome, and a highly complex process leading to high turn around time and tracking difficulties.

Moreover, implementation of an automated system was hindered by strong apprehensions from employees.

The NEWGEN Solution

NEWGEN provided an enterprise-wide document management solution with built-in workflow capabilities. All the proposals and approvals are independently sent by different users in various departments as per their rights. These are then automatically sent on predefined paths for immediate action of the designated personnel. A parallel setup is also maintained to handle any contingency. Comprehensive training was also provided to the employees on the system, thus ensuring ready acceptability

The Benefits

The NEWGEN solution delivered substantial benefits. There was nearly 80% reduction in turnaround time and 90% reduction in paper usage. The cost for document maintenance went down.

Process simplification and standardization along with quicker, decentralized decision making enhanced employee productivity. Other benefits of the Solution included a greater level of transparency, employee accountability and an enhanced disaster management capability

Newgen Software Technologies Limited is the market leader in Business Process Management (BPM) and Document Management System (DMS), with a global footprint in over 60 countries made of large, mission-critical solutions that have been deployed in Banks, Insurance firms, BPOs, Healthcare Organizations, Government and Telecom Companies.

The company has been recognized by distinguished analyst firms including Gartner and Forrester. It has been positioned as a Leader in Dynamic Case Management (2018), Digital Process Automation (2017) and Enterprise Content Management (2017) by Forrester in their Wave™ Reports. It has been positioned in the Magic Quadrants for Intelligent Business Process Management (iBPM), Enterprise Content Management (ECM), Customer Communication Management (CCM) and BPM platform-based Case Management frameworks.

Newgen Software is certified for ISO 9001:2008 and ISO 27001:2013.

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: +1-20 2-800-7783
AMERICAS: +1 (20 2) 800 77 83
AUSTRALIA: +61 290 53 7 174
INDIA: +91 11 40773769
APAC: +65 315 7 6189
MEA: +973-1-619-8002,
+971 44541365
EUROPE: +44 (0) 20 36 514805

info@newgensoft.com
www.newgensoft.com

