

BPM enabled Processes for Case (*Public Grievance*) and Tax Management

For an Agency to Monitor Government Functioning

Overview

The Agency, based in Philippines, has been established to proactively monitor the performance of government officials and employees with respect to carrying out their duties effectively and honestly. The Agency acts as a protector of common people against the misuse of government power by corrupt officials and therefore, acts as a grievances-redressal forum for the general public in dealing with government departments. It is responsible for a number of functions such as public assistance, graft prevention, investigation, prosecution and administrative adjudication.

The Challenge

The Agency needed a Solution to maintain all the documents for the cases filed by the public, so that they could be quickly sent to various officials for processing. The volume of the documents produced was huge and it was cumbersome, inefficient and time intensive to manually manage, track and retrieve them. Thus, the Solution had to also provide for a smooth and efficient processing of the documents, to prevent delays, and to enable timely and speedy justice to people.

The Newgen Solution

The agency chose BPM solution from Newgen to automate its Case Management System and Tax Management System. Newgen proposed an image-enabled end-to-end workflow solution for efficient document tracking, retrieval and archival.

The Benefits

The solution enables the government agency to expedite the redressing of public grievances and to provide speedy justice efficiently and accurately. Moreover, the Solution also helped the agency substantially cut down on its document management and maintenance costs.

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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