



Newgen Implemented its ECM and BPM Suite with E-Memo Application

For a judicial commission's territory of Madhya Pradesh

Overview

The client has its principal seat at Jabalpur and benches at Indore and Gwalior. There are a total of 50 District Courts in Madhya Pradesh with another 1250 courts for which High Court communicates circulars, amendments or information for transfer of case proceedings etc. The client deals with judicial cases that fall under classes such as civil, criminal, writ, taxation, election petition etc. and has 1800 employees.

The Challenges

The client had a vision of building a transparent and corruption free organization. Keeping this in mind, the client required a solution to facilitate scanning and digitization of the physical documents, and needed to enable electronic movement of circulars/memos/orders etc. The client also required rights-based access and version management for documents and a workflow tool to design and publish e-Forms; e-Memo etc. e-Memo is a document archival directory structure, and indexing and search mechanism of the DARIMS (Document Archival and Retrieval Information Management System) solution.

- The client needed an Enterprise Content Management System that could archive search and retrieve various physical documents
- The client needed to design e-Memo and publish it on their portal. E-Memo were required to send notifications issued by the court to respective parties electronically
- The client needed to design e-forms and publish them on their portal. The forms were required to be filled by the officials and after approval, these were to be archived
- Another vital requirement was security features like access through User ID and password, various levels of access rights like view, print, download, delete etc.
- Seamless integration with email server and other existing systems
- Document retrieval was a time consuming process as a request was made by an Officer and then the documents were searched for manually in the stores

Newgen Solution

Newgen proposed its leading enterprise-wide Business Process Management Solution - OmniFlow™ and Enterprise Content Management - OmniDocs™ with Centralized bulk Scanning- OmniScan™ and OmniExtract™.

E-Memo – Business Process Management was used to design the e – Memo. The workflow provided comprehensive routing, rules, alerts, escalations, exceptions, exception management, reports, visibility, SLA management etc. E-memo solution was built on the e-office feature of office note. E-Memo is a document archival directory structure, indexing and search mechanism of the DARIMS (Document Archival and Retrieval Information Management System) solution. This solution was designed according to client requirements, to send notifications issued by the court to respective parties electronically.

Challenges

- *The client needed an Enterprise Content Management System that could archive search and retrieve various physical documents*
- *E-Memo design and publish it on their portal to send notifications issued by the court to respective parties electronically*
- *Forms were required to be filled by the officials and after approval, these were to be archived*
- *Security features like access through various levels of access rights like view, print, download, delete etc*
- *Seamless integration with email server and other existing systems*
- *Document retrieval was a time consuming process then the documents were searched for manually in the stores*

Benefits

- *A central repository to archive all documents for Immediate availability of documents*
- *Reduced average Turn-Around-Time for searching and retrieving document*
- *Enabled real time monitoring and tracking*
- *Facilitating proper security of documents and ensuring document integrity*
- *Integration with their in-house application for document retrieval*

OmniDocs™ – Enterprise Content Management System was used for archiving the digitized documents in appropriate folder after the process was completed or directly archiving images and other electronic documents. With the help of Newgen's solution the documents were available anytime and anywhere online. The system provided not only rights based access but also comprehensive audit trails, version management. The solution will also be used for future search and retrieval of the documents.

OmniScan™ – Scanning, Quality Checking and uploading solution for all physical documents.

OmniExtract™ – The product is ideal in circumstances that require complex and voluminous processing jobs. It extracts critical information from forms for further use in external database application and other Information Management Systems.

Benefits

- A central repository to archive all documents
- A common interface and platform across the departments and user
- Immediate availability of documents
- The average Turn-Around-Time for searching and retrieving document was reduced Online and real time monitoring and tracking
- Enabled digitization of documents and rule based movement across locations
- Reduced operational costs Access to appropriate documents for a variety of uses. No movement of physical documents
- Facilitating proper security of documents and ensuring document integrity
- Integration with their in-house application for document retrieval
- Faster processing of transactions

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, CitiFinancial, RAK Bank, Bank of Tanzania, Max Life Insurance, Bajaj Allianz, Royal Sundaram Alliance, Unilever, Philips, GE Countrywide, EXL, Satyam Nipuna, iGATE, Core 3, Ranbaxy, GSL, Kenya Airways and SEC Philippines.

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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