

# Streamlined Records Management Across National Archives Authority and 17 Government Agencies in the Middle East

## Overview

The government organization aims to manage and preserve national records and digitize operations of concerned bodies to build a modern records management system.

The organization leveraged Newgen's certified electronic document and record management system (EDRMS) offerings to streamline the record management process at the authority and across 17 government agencies.

## Key Challenges Faced in Managing Records

Managing records while ensuring compliance with various guidelines posed a lot of challenges such as:

- **Difficulty in data migration** - The existing data had to be migrated to a certified system. This also required metadata tagging of the migrated content
- **Risk of non-compliance** - The government agencies had to ensure that records management is as per the set standards and guidelines
- **Single platform for hybrid records management** - Both electronic and physical records need to be managed and archived
- **Low information security** - The agencies need to ensure safety and archival of records and prevent unauthorized access, reducing instances of tampering, corruption, leaks and disappearance/ loss of records
- **Lack of control and accountability** - Manual and complex processes for retrieving and routing documents and records resulted in low visibility and control
- **Upgradation and maintenance of the system** - The metadata of the migrated records had to be updated based on new retention schedules

## Enabling End-to-End Digital Records Management

The government body partnered with Newgen to modernize and streamline the records management process. Using Newgen's certified EDRMS offerings, comprising Newgen's document management system, records management system, and correspondence management system, the authority has digitized the records lifecycle. The users can now capture, process and view content, ranging from electronic and physical documents, emails, photographs, to audios.

The authority has hosted Newgen's offerings on cloud in a multitenant architecture mode. The implementation enabled users with a centralized repository with restricted access, based on the defined roles, resulting in enhanced information security.

---

### Goals of the Project

- To streamline record and correspondence management
  - To automate 6 workflows required for processing records and documents at different stages of the document lifecycle
  - To provide inter-ministry paperless correspondence movement
  - To implement similar solution in 17 other ministries
  - To gain 360-degree visibility across processes and ensure effective project management
- 

### Further, the implementation enabled:

- Users to easily access and view records through a single interface
- Tracking of physical movement of documents
- e-signature with Public Key Infrastructure digital certificates for authentication and encryption
- Support for the Arabic language
- Compliance with Unicode



## Implementation Highlights

Processes Transformed	How Newgen's Offerings Helped
<b>Document Archival and Records Management System</b>	<ul style="list-style-type: none"> <li>• Enabled storage of a large number of documents</li> <li>• Facilitated lifecycle management and tracking of physical and electronic documents using the intelligent process automation (BPM) based workflow management system:               <ul style="list-style-type: none"> <li>• Transferred records from current to intermediate storage, based on retention rules</li> <li>• Transferred records from various government agencies to store them as permanent archives</li> <li>• Destructed records as per the retention policy of the agencies</li> <li>• Enabled generic document creation, review and approval cycles</li> <li>• Facilitated the audit procedure for authorized deletion of records</li> </ul> </li> <li>• Created the file plan structure as per classification schemes</li> <li>• Defined various metadata sets for each record format with the flexibility to make changes</li> <li>• Provided facility for ingesting documents and records from multiple sources such as MS Office, fax, email, etc.</li> <li>• Automated record disposition process</li> </ul>
<b>Correspondence Management</b>	<ul style="list-style-type: none"> <li>• Automated correspondence management for incoming and outgoing correspondences</li> <li>• Enabled routing and tracking of correspondences</li> <li>• Facilitated filing of correspondences and its archival</li> </ul>
<b>Office Memo Management</b>	<ul style="list-style-type: none"> <li>• Helped the agencies manage memos, send them for approval and archive them as records</li> </ul>

## Benefits Achieved



### Comprehensive record lifecycle management

Cost-effective, long-term storage of all types of records



### Physical document moving tracking

Easy tracking of the physical movement of documents and physical records stored in the warehouse



### Compliance with regulations

Compliance with the regulatory requirements prevents accidental deletion of documents, minimizing risk and enhancing accountability



### User-friendly desktop

Simple Arabic user interface for users to add and index documents, search for records, and retrieve physical copies



### Higher operational efficiency and better decision-making

Continuous monitoring and enhanced collaboration with anytime-anywhere access to information enabled better workload management and reduced redundancy

## 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 SALES QUERY

AMERICAS: +1 (202) 800 7783  
CANADA: +1-202-800-7783  
AUSTRALIA: +61 290 537 174  
INDIA: +91 11 40773769  
APAC: +65 3157 6189  
MEA: +973-1-619-8002, +971 44541365  
EUROPE: +44 (0) 2036 514805

info@newgensoft.com  
www.newgensoft.com

