

Strategic Transformation of NIC Bank's Key Processes with Newgen's BPM Based Banking Solution

Overview

NIC Group PLC, is a registered non-operating holding company that oversees NIC Bank Kenya PLC, NIC Bank (Uganda), NIC Bank (Tanzania), NIC Insurance Agents, NIC Securities, NIC Capital and NIC Leasing. The Group employs over 1,000 staff members across its 48 branches in Kenya, Tanzania and Uganda. NIC Group is known for its innovation, customer service excellence, and strong governance. The Group has been at the forefront of introducing and applying new technology to meet their customers' growing demands.

Going the Automation Way

The bank had an aggressive strategy to expand the number of branches, and at the same time to provide more products and services to its customers. However, due to lack of centralization and digitization, the bank had heavy dependency on manual and paper based processes, which led to higher costs and inefficiency. The complexity of the loan approval process and lack of transparency and visibility was also a concern for the bank's expansion strategy.

The bank therefore strategized to automate its processes and develop a Central Processing Centre (CPC) and Regional Processing Centre (RPC) for complete back office process automation. NIC Bank on-boarded Newgen as its technology partner and implemented its BPM based solution to automate their processes.

Key Challenges

- High Processing time for loan approvals
- Physical document dependencies
- Paper movement
- Lack of transparency and visibility in the process
- More manual process
- Inability to track the individual's performance
- Difficulty in identifying the number of applications processed in a specific timeframe

Implementing Newgen's Solution

The solution was designed as per the strategic initiatives taken by the bank. It solved the business concerns of the bank and proved a game changer for them as it brought about Complete Business Transformation.

The bank successfully automated the following processes with Newgen's solution:

▶ Loan Automation ▶ Asset Finance ▶ Credit Card
▶ Business Banking ▶ Personal Banking ▶ Credit Scoring for Asset Finance ▶ Account Opening

Some innovative features and applications of the Newgen's Banking Solution implemented by the bank include **Blacklist Check, De – Duplication Check, Credit Risk Check** and **FATCA Compliance**.

Newgen's Banking Solution:

- **Newgen OmniFlow:** Business Process Management tool for easy tracking and workflow
- **Newgen OmniDocs:** Enterprise Content Management System for management, archival, identification and easy retrieval of documents in real time
- **Newgen OmniScan:** Digitization and Automatic Data Capturing Tool

Highlights of OmniFlow - the BPM Based Solution

- Defines the workflow and electronic document flow for every process
- All documents were digitized and archived in the centralized repository of OmniDocs
- Documents in the central repository were made accessible to users as per the access rights given to them
- All customer requests and other work could now be processed in the Central office resulting in leaner branch offices
- The solution removed silos by bringing together all the interdependent processes and external business systems

Solution Benefits

- Reduced process TAT by 65%
- Improved customer satisfaction
- Increased agility & responsiveness from months to weeks
- 99% improvement in compliance & quality
- First time right approach improved by 90%
- Increased productivity by 90%
- Reduced Operational Costs by 50%



Customer Testimonial

“Our goal is to surpass our customers' expectations by offering superior, excellent and consistent service in all out service points. This goal has been achieved through investing in an intelligent workflow platform that has automated product and service delivery across the Bank. Newgen's world-class BPM & ECM product suite has automated our business processes and helped us to achieve business excellence resulting in increased productivity and faster services to our customers. We look forward to further strengthen our relationship in the future.”

- Julius Kamau
(Director – Technology & Operations)



Key Improvement Areas	Before BPM Implementation	After BPM Implementation
Loan Approval Time	Took 3 to 7 business days for loan approvals	1 to 2 business days for approval
Loan Volume	Not more than 50 to 150 Asset Finance Loan applications were processed in a month	300 to 600 Asset Finance loan applications processed in a month
Tracking of Loan Applications	Inability to track number of accounts opened in a month by a user/branch	Easy tracking of the number of accounts that are opened in a month to measure performance
Document Movement	Document movement form Branches to Head office took at least 24 hours	Now, it takes just few seconds

About Newgen

Newgen Software is a vendor/provider of Business Process Management (BPM), Enterprise Content Management (ECM), Customer Communication Management (CCM), Document Management System (DMS), Workflow and Process Automation software. The company has a global footprint in over 60 countries with large, mission-critical solutions that have been deployed in Banks, Insurance firms, BPO's, Healthcare Organizations, Government and Telecom Companies.

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