

Facilitating e-Governance at a Government Aviation Department of a South Asian Country

About the Client

The client is a government department in a South Asian country, responsible for overseeing aviation. It acts as a regulatory body and plays an important role in maintaining and improving aviation safety standards in the country.

It wanted to create a paperless office and implement a comprehensive program to accelerate e-governance at all levels within the organization.

Major Bottlenecks Faced by the Client

- Absence of an online repository for documents
- Difficulty in search & retrieval of stored files
- Low data security
- High rate of errors due to manual and paper-based processes

The Stumbling Block

The aviation body has several directorates and divisions under its purview to carry out various functions and services. As a result, the day-to-day activities require a lot of information exchange and collaboration among these directorates & divisions. However, the operations at the workplace were manual in nature and generated a lot of paperwork, resulting in wastage of time and low information security. Moreover, all the documents were stored physically in the storage rooms of the respective directorates, which made searching for a file/record a cumbersome task.

Further, any file movement from one desk to another or from one directorate to another was done manually via the inward and outward sections of the respective directorates. This affected back-office processing, which hampered the overall productivity, quality of service and effectiveness across the organization.

Enabling Digitization with Newgen

The client realized the need to enhance its efficiency, transparency, and accountability and initiated the project- e-Governance for civil aviation with an aim to deliver online services by automating their existing processes.

The client partnered with Newgen and implemented its contextual content services (ECM) system to achieve the business objectives. Leveraging the capabilities of ECM such as document indexing, storage and archival, smart retrieval, and viewing, the client witnessed end-to-end management of electronic documents such as correspondences, letters, and other supporting documents. Further, the enterprise scanning solution (OmniScan) ensured the effective scanning of physical documents at the point of origin or on-demand.

In addition to the above, with Newgen's offerings, the client improved its operational efficiency and achieved the following objectives:

- **Enhanced service delivery** - Online services to stakeholders, ensuring faster service delivery and adhering to the timelines
- **Speedy back-office processing** - Centralized repository enabling quick verification, approval, issue, and audit of applications
- **Single data entry/retrieval source** - Integrated various directorate functions and maintained a single repository ensuring a single point of data entry
- **Easy information access** - Anytime, anywhere secure access to information and smarter decision making

Implementation Benefits

- Minimized paperwork
- Online centralized storage of documents for directorates
- Quick and easy archival/retrieval of documents
- Creation of a single access point for all data
- Improved data security
- Enhanced collaboration among directorates

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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