



Leading Commercial Bank in **UAE Transforms Trade Finance Process with Newgen**



The UAE-based bank facilitates upto 10,000 monthly transactions with Newgen's trade finance automation software

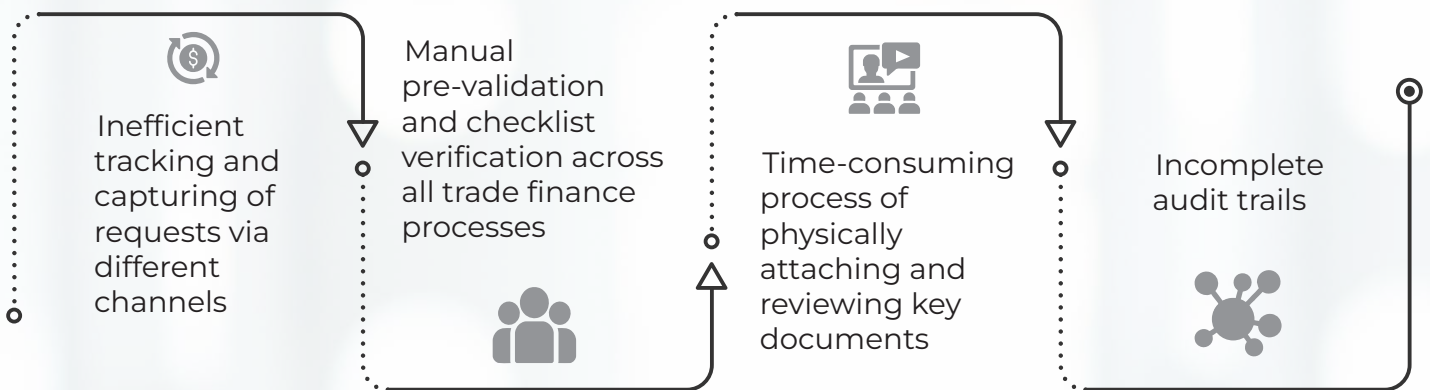
Overview

Established three decades ago, the client is one of the top three banks in the UAE in terms of assets with over a million customers. The client offers a diverse line of financial products and services to their customers, including commercial, corporate, and retail banking, wealth management, corporate finance, and Islamic banking products.

Improving Operational Efficiency with Newgen

The client implemented Newgen's trade finance automation software, built on the NewgenONE digital transformation platform. Using the solution, the bank streamlined the intake of requests across channels. Also, the client enabled efficient tracking of credit documents via end-to-end monitoring, and ensured detailed audit trails and adherence to SLAs and regulatory requirements by implementing checklists.

Key Challenges Faced by the Client



Key Features of the Solution

- ✓ Single-pane view for all trade contracts, along with related documents
- ✓ Auto-work item creation for all customer transaction requests
- ✓ To-do-list for deferred items with automated work-item initiation on the scheduled date
- ✓ In-built system checks for limits and balances, with one-time data input and distribution across multiple systems
- ✓ Rule-based case assignment, ad-hoc routing, and auto-exception registration and tracking via business activity module (BAM)
- ✓ SWIFT integration and tracking of all incoming messages
- ✓ Real-time transaction, shipment tracking, and status updates
- ✓ Configuration of auto-scheduler to generate reports at regular intervals using BAM

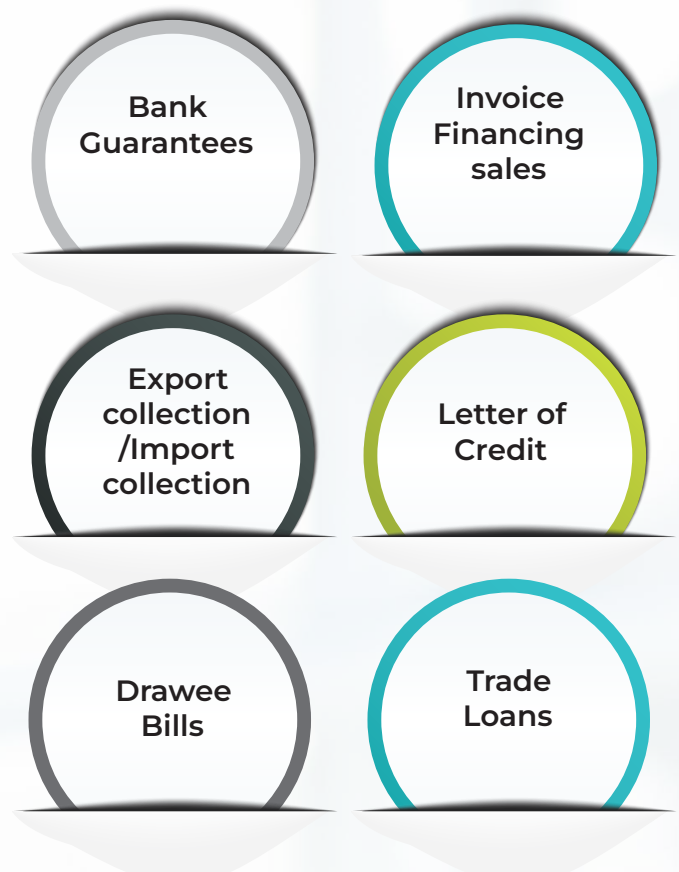
Implementation Highlights

- ✓ **8,000-10,000**
Transactions per month
- ✓ **100-120**
Users
- ✓ **3**
Channels supported
- ✓ **40**
Online interfaces supported
- ✓ **100-120**
Business users impacted
- ✓ **22 hours**
Time saved
- ✓ **40,000**
Cost savings **AED/month**
- ✓ **Integration with existing systems**
 - Flexcube
 - LLI (Lloyds)
 - SWIFT Alliance / SFMS
 - Vessel Tracking

Other Benefits Achieved

- Reduced manual data entry
- Significant cost savings and improved productivity
- Improved customer communications
- End-to-end content management
- Better visibility and detailed audit trails
- Better compliance and data security

Processes Automated



About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, communication management, and AI/ML 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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