



A Globally Renowned
Fortune 200 Bank **Digitizes**
its Financial Operations
with **Newgen**



Process automation for middle office, onboarding, account reviewing and managing deals valuing over **500 million USD**



~4000 users accessing the system globally



Low code platform for seamlessly creating and rolling out new processes **in less than 3 months**



About the Client

The client is a multinational banking and financial services group with 150+ years of experience in some of the world's most dynamic markets.



85,000+
employees



1,025+ branches
worldwide



Presence in
59 markets

Existing Challenges

The bank wanted a single and unified low code-based solution to modernize its IT ecosystem to automate its existing day-to-day operations and roll out new processes across 60 countries.

- Inefficient and outdated legacy systems
- Sluggish deployment cycles, spanning months
- Complex change management process
- Lack of visibility and standardization
- Suboptimal user experience and interface
- Limited reporting capabilities
- No tracking mechanism
- High dependency on IT
- Weak integration

To overcome these challenges, the bank chose Newgen as its technology partner.

How Newgen Helped

Newgen deployed its low code-based case management solution, built on the NewgenONE—a cloud-based comprehensive digital transformation platform. By leveraging the solution, the bank digitized and modernized its operations across various critical financial processes, including:



Client Advisory



Document Management
Review



Trade Monitoring



Funds Onboarding



Client Onboarding

Key Highlights of the Implementation

- Low code automation framework, enabling rapid deployment and changes
- Robust integration with multiple systems, including CRM, Workspace, and business intelligence (BI) tools, facilitating smooth enterprise-wide rollout
- Real-time reports and dashboards
- Seamless access to files and folders, mimicking physical world experience
- An intuitive user interface
- Automated e-mail notifications and alerts
- 360-degree view of each deal, offering detailed insights to users
- Functionalities to smoothly create and automate processes
- Comprehensive audit and compliance capabilities
- 100% automated CI/CD deployment to ensure faster rollouts
- Hybrid deployment architecture, with web application hosted on AWS cloud and core banking database on-premise

Business Benefits

Reduced turnaround time

Increased responsiveness

Standardized processes

Increased agility

Enhanced process transparency and control

High compliance adherence

Enhanced operational efficiency

Faster roll out to new branches

High workforce productivity

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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