

LTI Canada, Newgen Streamline Back Office Operations with an Enterprise Workflow Platform

Overview

Larsen & Toubro Infotech Financial Services Technologies Inc. (LTI Canada) is a leading global technology consulting and digital solutions company. Based on over two decades of experience of providing solutions for the financial services industry in Canada, it is clear that many organizations continue to look for effective ways to optimize operational efficiency, reduce redundant costs, and mitigate the risks associated with operational processes. To address this need, LTI has worked closely with our customers to develop an enterprise class business process management (BPM) and content management (ECM) solution called Digital Case and Content Manager (dCCM). dCCM streamlines the digitization and centralization of documents and work items across all work ingestion channels, and standardizes workflows for routing them. It boosts collaboration through internet-based access that allows users to optimize workload management across locations and geographies. Enabled with case management, intelligent work routing capabilities, and robust analytics and dashboard features, dCCM is a full featured content and business process management platform.

dCCM is built leveraging an industry leading BPM workflow and content management platform from our partners at Newgen Software Inc. The ingestion workflow and document management platform offered by Newgen is recognized by Forrester. .

With this industry leading business process management software, LTI has leveraged its domain expertise in financial services, global view into digital process automation, and 25 years of Canada based hosting services, to provide a process automation platform to address organizational workflow needs.



Common Business Challenges

Financial services back office operations teams receive thousands of work items on a day-to-day basis from various ingestion channels. Effectively digitizing, centralizing, and standardizing workflows to manage these work items through to completion, often requires manual intervention and lacks integration with other critical systems. Work is often not intelligently distributed based on priority, and management lacks insight and alerts into work status, user throughput, and processing accuracy. Without access to detailed data, it is difficult to identify work bottlenecks, user training needs, and opportunities to adjust processes to further increase operational efficiency.

Key Challenges

- **De-centralized work intake**
- **Manual digitization of work**
- **Non-standard business processes**
- **Cross location inefficiencies**
- **Lack of real time alerts and oversight**
- **Ineffective reports and business intelligence**
- **Lack of integration among systems**
- **Limited access to data**
- **Inadequate audit tracking**

The Solution – Digital Case and Content Manager (dCCM)

To address the above challenges, LTI worked with our customers and Newgen, to develop an agile, robust, highly configurable, and innovation-ready workflow platform. The solution seamlessly integrates with existing back office systems, facilitating end-to-end workflow tracking with process standardization and automation.

Key Highlights of the Solution:

- ✓ **Multi-channel Capture/Digitization**
Seamless multi-channel intake of requests from email, fax, scan, manual ingestion, and reports from other systems and networks
- ✓ **Document Management Solution**
End-to-end content management, enabling easy retrieval and storage of digitized documents and records with configurable document retention policies
- ✓ **Case Management Workflow Framework**
Dynamic Case Management framework for highly adaptable process flows. With industry standard workflows defined and implemented – Index, Standard Processing, Quality Control, Not In Good Order (NIGO), and Adjustments
- ✓ **Canadian Hosted Solution**
24/7 business critical application support model, internet facing access, with all hardware and software managed by LTI
- ✓ **Business Activity Monitoring**
Real time reports customized to oversee and manage work/staff. Users can opt for email alerts, and build their own configurable custom dashboards
- ✓ **User Documentation/Training**
Product specific user documentation created and published
- ✓ **Foundation for Automation**
Integration with UI Path RPA enables better efficiency through robotic automation of business processes and tasks

The Implementation Impact

The implementation leveraged agile principles across 200 users, 10 integration points, and 8 critical workflow processes –

Below are the results:

- ✓ 20% increase in user productivity due to process standardization and automated ingestion
- ✓ Reduced costs through the sunsetting of legacy solutions and applications
- ✓ Intelligent work distribution to ensure the right work is addressed first
- ✓ Process improvement with reports and analytics
- ✓ Faster problem identification with alerts
- ✓ Minimized errors and improved reconciliation across teams and locations
- ✓ Enhanced customer experience with transparency in service quality
- ✓ Complete audit of all activities, easily retrievable on demand

“We look forward to continuing to expand our partnership with Newgen to develop enterprise class process optimization and automation solutions for our customers. We are confident that together, through our transformative platforms and implementation expertise, we can enable organizations to achieve their digital goals.”

Steve Kingston

Head of Product and Solutions, LTI Canada



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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