

Automation of Customer Communication for a Leading Bank

Overview

The Riyadh-based bank is one of the biggest and most acclaimed in the Kingdom. Established over 60 years back, the client is present in the Middle East, Europe, and South Asia.

The client was looking for a solution to automate communication generation within business processes and core banking systems (CBS).

Challenges Faced by the Organization

The client was facing a delay in the generation and delivery of customer communication documents. Lack of an automated system made it difficult for tellers to generate communications directly from business applications and CBS.

The manual process for designing communication templates prolonged the process. Further, the designing of Arabic and English language on the same document was a challenge. Separate documents had to be created to cater to different people, leading to higher printing costs.

Challenges Snapshot

- Delayed communication generation and delivery
- Lack of an automated system
- High turnaround time
- Issues in multilingual communication
- High printing costs

Delivering Effective Customer Communication

The client chose Newgen's customer communication management (CCM) suite, OmniOMS to ensure seamless integration with its CBS, Temenos.

OmniOMS helped tellers generate documents, such as account statements, clearance letters, advice notes, without logging in to any other application.

Real-time document generation was enabled, and the communications were sent out through e-mail and print channels. For batch or bulk generation of documents, OmniOMS helped business users set-up schedules for managing the frequency of communications.

The CCM suite integrated with the client's document management system (DMS), making archival and retrieval of communication-related documents smoother. The drag and drop designer tool reduced the dependency on IT teams by enabling business users to design communication templates. Further, the designing of Arabic and English language on the same document helped in reducing the number of published documents.

Implementation Snapshot

Business Processes Impacted

- Corporate & Retail Banking
- Cash Management
- Treasury Operations

Communication Mode

- On-Demand
- Batch

Output Channel

- E-Mail
- Print
- Document Management System

Integration with

- Temenos T24 (Core Banking)
- IBM FileNet

Communication Templates (300+)

Account Statement, Account Activity Letter, Clearance Letter, Debit Advice, Collection Report, SWIFT Advice, Balance Certificate, Power of Attorney Contract

Benefits of the Implementation



Faster document generation within the CBS without having to switch applications



Easier template designing, helping business users design over 300 templates



Increased effectiveness in operations and customer issue handling for front office



Printing costs lowered, due to the reduction in the number of published documents with designing of multilingual communication on the same document

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.

FOR SALES QUERY

CANADA: +1-20 2-800-7783
AMERICAS: +1 (20 2) 800 77 83
AUSTRALIA: +61 290 53 7 174
INDIA: +91 11 40773769
APAC: +65 315 7 6189
MEA: +973-1-619-8002,
+971 44541365
EUROPE: +44 (0) 20 36 514805

info@newgensoft.com
www.newgensoft.com

