newgen

Top Real Estate Developer in India Streamlines Document Management with Newgen



About the Customer

Our customer, headquartered in Gurugram, is a renowned real estate developer with a rich history of designing townships, group housing, commercial land holdings, organized retail destinations, hotels, resorts, and a broad spectrum of properties across North India. Their presence extends beyond the northern regions, with successful land development projects in Andhra Pradesh, Tamil Nadu, Goa, and Maharashtra.

Customer Pain Points



The customer faced various challenges in retrieving and storing data for all real estate-related documents, including sales contracts, purchase/lease agreements, deeds, and mortgage documents using IBM FileNet. The absence of an automated approval workflow and subpar support compounded these challenges. As a result, access to critical documents was hindered, significantly impacting overall business operations. Other challenges that hindered the customer's day-to-day operations were:

- **Insufficient Document Retrieval and Storage**: Difficulty in retrieving land and contract documents using IBM FileNet as it needed more storage capacity. This gap led to delays in accessing the required information
- **Absence of Approval Workflow**: The existing document management system lacked a basic level of automation, resulting in the absence of a configured approval workflow. This impacted the seamless flow of critical documents within the organization
- **Subpar Support Services**: Inadequate support services led to document accessibility concerns. The lack of support resulted in a significant hindrance in addressing and resolving the identified problems
- **Inaccessibility to Critical Documents**: Important documents could not be easily accessed or retrieved. Inaccessibility hindered decision-making processes and impeded the overall workforce productivity

Regular Industry Approach

For a real estate developer, managing documents in huge volumes is an everyday challenge. Contracts, permits, deeds, and other critical paperwork need to be organized, accessed, and shared efficiently among different stakeholders. However, traditional methods often involve cumbersome paper-driven processes, which translates into delays, errors, and higher operational costs.

Embracing a piecemeal approach does not work in the long run. This is where a robust document management system becomes indispensable. A robust system allows for the consolidation of diverse documents in one secure location. Whether it's contracts, permits, or other crucial paperwork, everything is neatly organized using tags and folders, facilitating easy retrieval and collaboration among team members.

Transformative Steps by Newgen

Newgen proposed a comprehensive solution, advising the customer on the seamless data migration from IBM FileNet to Newgen's document management system — Contextual Content Services (ECM) platform.

- **Strategic Data Migration**

  A strategic approach was proposed to migrate the customer's data from IBM FileNet to Newgen's DMS, ensuring a smooth transition with a focus on maintaining the complete folder structure and preserving essential metadata details

- **Folder Structure Migration**

  The migration process helped transfer the entire folder structure, preserving the organizational hierarchy and ensuring seamless organization of documents within DMS

- **Metadata Preservation**

  A lot of emphasis was placed on preserving metadata details during the migration process, ensuring that crucial information associated with each document was retained and readily accessible in the new system

- **Efficient Workflow Configuration**

  Post-migration, a robust workflow was configured within the DMS, streamlining the complete document management processes for the customer

- **Note for Approval Portal**

  A note for approval portal was deployed within the DMS, expediting the customer's approval processes, and facilitating smoother, more transparent workflows

Business Benefits Achieved

The customer gained substantial benefits, including a seamless transition from IBM FileNet to Newgen DMS with the preservation of the complete folder structure and metadata details, maximized efficiency, and higher workforce productivity.

Better Collaboration Amongst Users

The configured workflow on Newgen DMS optimized document management processes, leading to reduced processing times and better collaboration among users

Enhanced Document Accessibility

With the data migration, the customer gained better access to critical documents within Newgen's DMS. This easy accessibility contributed to quicker decision-making and overall business responsiveness

Streamlined Approval Processes

The implementation of the note for approval portal in Newgen DMS facilitated streamlined approval workflows. This not only helped in making smarter business decisions but also maintained transparency and accountability across the approval processes

Operational Effectiveness

The customer achieves operational excellence, benefiting from enhanced document management, streamlined workflows, and improved collaboration. This translated into a more responsive and agile business environment, contributing to overall success

Conclusion

The customer successfully overcame document management challenges by leveraging Newgen's solution. This successful collaboration between the customer and Newgen exemplifies the power of innovative solutions in driving organizational growth and success.

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.

For Sales Query

AMERICAS: +1 (202) 800 77 83
CANADA: +1 (202) 800 77 83
AUSTRALIA: +61 290 537174
INDIA: +91 11 407 73769
APAC: +65 3157 6189
MEA: +973 1 619 8002, +971 445 41365
EUROPE: +44 (0) 2036 514805

info@newgensoft.com
www.newgensoft.com

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