



One of the Top International Energy Alliances Streamlines **Document Management with Newgen**

Overview

Our customer is a leading international energy alliance organization with over 100 members and signatory countries. It collaborates with governments globally to expand the deployment of solar energy technologies and promotes solar power as a sustainable solution for transitioning to a carbon-neutral future.

The customer's dependency on its existing legacy system led to operational challenges, including delays in document retrieval, long-term archival, inadequate audit procedures, and soaring costs. To overcome these barriers and streamline its document management process, the customer onboarded Newgen as its digital transformation partner.

Regular Industry Approach

Business leaders rely on conventional document management systems (DMS), which typically include basic workflow procedures. However, these solutions raise collaboration constraints that frequently fall short in terms of efficiency, security, and adaptability, leading to high-cost overruns. This highlights the necessity for a flexible platform that integrates documents into the system smoothly while ensuring compliance with regulatory standards.



The Customer's Pain Points

Diverse Document Format: Managing both physical and digital copies of documents posed difficulties in efficiently managing

Compliance Challenges: Decentralized document storage presented a critical challenge in safeguarding vital information information

Unstructured Document Management: The existing legacy system lacked uniformity and standardization, significantly impacting accessibility and usability

Extensive Manual Approvals: High dependency on physical documents required additional manpower to get approvals from remote locations, resulting in delays and increased costs

Inefficient Document Retrieval: The absence of a centralized repository impacted the document retrieval process, leading to increased chances of errors and low workforce productivity



How Newgen Made a Difference

The customer leveraged **Newgen's Contextual Content Management (ECM)** platform, combined with **Document Management Solution (DMS)** capabilities, to streamline its content management. This implementation optimized processes and facilitated comprehensive management of all information on a unified platform. Furthermore, it provided an interconnected ecosystem that enhanced operational efficiency, accessibility, and regulatory compliance while ensuring significant cost savings.

A Centralized Repository

An integrated system to streamline different documents on a unified and user-friendly platform for easy access

Document Storage and Retrieval

A robust search mechanism within the system to facilitate real-time retrieval and easy storage of documents

Version Control

Easy accessibility to the recent version of a document to avoid confusion and errors

Document Security

Secure access controls, encryption, and audit trails to secure sensitive information

Workflow Automation

Automated document-centric processes with customizable workflows, routing documents for approval, review, and other action



Implementation Impact



- **Minimized administrative workload and errors** through streamlined processes
- **Transformed superior customer satisfaction** by enabling faster and more efficient access to information
- **Reduced costs** by migrating every document to a centralized platform
- **Better compliance** with regulatory mandates
- **Maximized operational efficiency** through optimized workflows

Conclusion

- By choosing to implement **Newgen's ECM platform and DMS solution**, the customer seamlessly transitioned the entire document management on a unified platform. The deployed solution offered numerous features to achieve greater efficiency, ensure better compliance adherence, improve accessibility, and minimize operational cost.

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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