



A Global Private Bank Automates Credit Origination with **Newgen**

Automates Application Processing by 94%
and Risk Management by 95%

About the Customer

Our customer is a global financial services group with an integrated network across more than 30 countries and regions. The bank caters to the needs of individuals, institutions, corporate customers, and the government through its three business divisions – wealth management, investment management, and wholesale (global markets and investment banking).

The Customer's Challenges

The bank's wealth management division encountered significant challenges stemming from a manual credit application process. This led to limited visibility, poor scalability, and difficulty in monitoring key financial workflows. To address these issues, the bank chose Newgen's low-code-based Credit Origination Solution to digitize and streamline its credit approval process. The challenges were as follows:

Manual Document Preparation and Approval

The preparation and approval of credit application documents were handled manually and followed a sequential process, resulting in a longer turnaround time (TAT)

Data Integrity Inconsistency

The absence of a unified data transformation layer across credit and lending data, interfaces, and storage resulted in data inconsistencies. Accurate decision-making and analysis became difficult due to the lack of a definitive single source of truth

LTV Calculation and Integration Challenges

The lack of integration with loan-to-value (LTV) calculators and market data providers, compounded by compatibility issues, hindered accurate risk assessment and delayed decisions within the lending system



Lack of Traceability

The lack of an audit trail to track the overall process between the business, risk, and Lending & Credit Advisory (LCA) teams, capturing the latest status of accounts, hampered operational efficiency

Scalability Constraints

The absence of automation made it difficult for the bank to handle increased volumes of credit applications or support expansion into new markets and multi-booking centers. This limited its ability to scale and adapt to growing business demands

The Regular Industry Approach

Financial services providers began their digital journey years ago. With the implementation of digital strategies, financial organizations have undoubtedly become more tech-savvy and inclusive. By adopting a holistic approach, they have improved customer experience, but the same cannot be said for improving the knowledge of the

employees and partners. Adopting the rip-and-replace approach of legacy systems is only slowing down the digital transformation initiatives of financial service providers. To reap the full benefits of digitization and leverage operational agility, they need a unified platform that caters to front-end users and back-end users.



How Newgen Made a Difference

Newgen proposed its low-code-based Credit Origination Solution to automate, streamline, and monitor the customer's credit origination process, covering three request types across five facilities (Lombard loan, mortgage loan, security borrowing and lending, standby letter of credit loan [SBLC], and premium financing).

The solution was successfully implemented in the Singapore region to meet the customer's operational requirements globally. The integration with key platforms was seamlessly executed and the project was delivered in multiple phases.

Solution Highlights

- ▶ **A Comprehensive Platform:** The solution, built on the NewgenONE low-code automation platform, offered rules-engine-based case management, enterprise document management, and communication management capabilities to support diverse customer needs
- ▶ **Automated Credit Origination:** The customer's credit origination processes were transformed by streamlining workflows for the three request types – new, amendments, and annual reviews
- ▶ **Facility-specific Solutions:** Tailored solutions were designed for specific financial facilities, including Lombard Credit Facility, FX Margin Trading Credit Facility, Trading Limit, Pricing Exception, and Standard Approval Grid
- ▶ **Seamless Integration:** The customer was able to seamlessly integrate with key platforms, including Avaloq, Bloomberg, and Margin Man, to foster a cohesive and interconnected financial ecosystem for the customer
- ▶ **Efficient Data Capture:** A simplified interface enabled systematic capturing of data for processing credit requests and annual review
- ▶ **Data Integrity Workflow:** Validation rules ensured that complete data was fetched from the credit limit forms with the help of hard and soft blocks. It also created a robust workflow with a status tracker
- ▶ **Parallel Approval Workflow:** Simultaneous approval of credit applications by multiple users, based on the corresponding tier for approval, expedited decision-making

Implementation Impact

- **94% automation of credit applications processing** improved efficiency
- **95% automation of the risk management process** created a one-stop interface for credit assessment



Benefits Achieved



Operational Efficiency: The customer streamlined its processes, reduced complexity, and enhanced operational efficiency. The intuitive, user-friendly interface facilitated easy adoption and simplified navigation



Improved Collaboration: Seamless integration with MS Office 365 ensured improved time management, allowing for the efficient scheduling of appointments and enhancing collaboration for the customer



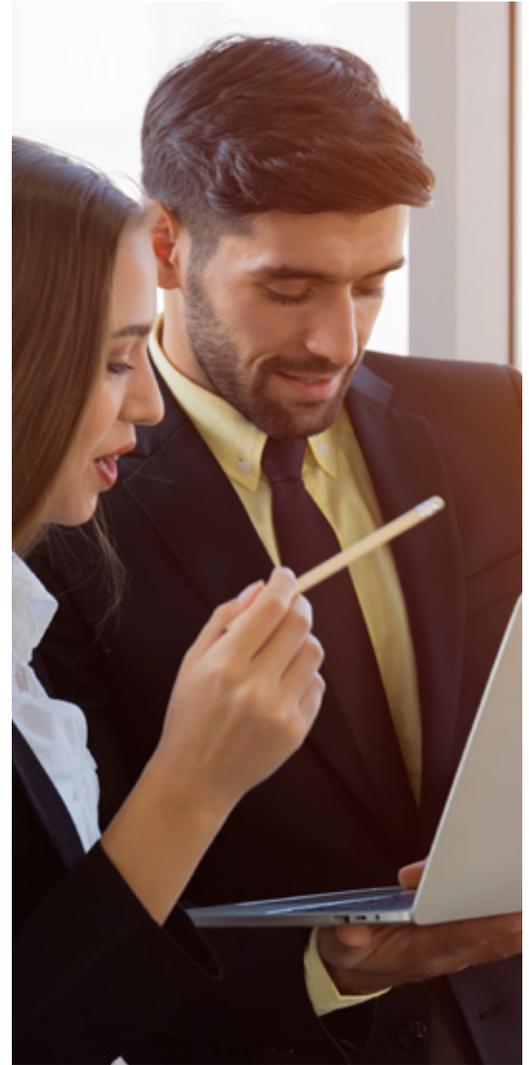
Enhanced Governance: The customer established robust governance practices and generated regular reports for financial processes to ensure compliance



Faster Decision-making: The implementation of real-time dashboards empowered the customer with quick and comprehensive monitoring of cases, enabling timely decisions and proactive responses



Real-time Tracking: The monitoring of ongoing credit applications and credit facilities led to automated capturing of 100% data points from the core banking system



In Summary

By choosing Newgen's Credit Origination Solution, the customer eliminated manual inefficiencies and achieved a significant milestone in transforming the credit origination process. The bank attained operational efficiency, faster credit approvals, better compliance, and improved agility.

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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