



Singapore-based Technical Educational Institute Streamlines its Records Management with Newgen

*Uploads massive 9,00,000 records
smoothly into storage size of 3TB without
compromising the integrity of data*



Overview

Our customer—a statutory board under the Ministry of Education—is one of the first and leading polytechnics in Singapore, offering a broad-based, multi-disciplinary, and flexible curriculum. The institute is committed to encouraging applied research and development capabilities, aiming to enhance teaching quality and commercialization efforts.

Before the implementation, the customer was dependent on a legacy system to manage a large volume of student records. This approach led to inefficiencies and delays across the process and prompted the customer to leverage a modern solution. To overcome these hurdles, the institute chose Newgen as its digital transformation partner.

Customer Pain Points

The entire record management of the customer was dependent on an outdated on-premises Electronic Registry System (ERS), which impacted the efficiency, accuracy, turnaround time (TAT), and operational expense. The major challenge was to migrate the massive number of documents to a new platform within a tight timeline of four months. Other pain points that contributed to this inefficacy include:



Absence of a Centralized Repository:

Scattered student records across various systems led to inefficiencies and delays in document retrieval

Limited Control and Accessibility:

The lack of a robust control mechanism raised security concerns

Complex Data Migration: Migrating data from the outdated system to a new software added a layer of complexity, compromising data integrity

Inefficient Document Retrieval:

Prompt search result of the required document was posing challenges for users as well as students

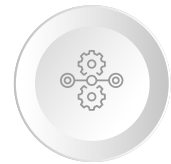
What is the Regular Industry Approach to Address these Pain Points?

Institutes typically follow a traditional approach to handling the record management lifecycle. A majority of them rely on several manufacturing tools and solutions, such as Document Management System (DMS) and ERS, among other applications, to enhance administrative efficiency. While these tools may improve data accessibility, they frequently encounter challenges when handling complex and voluminous data. Issues such as scalability and adaptability across diverse processes emphasize on the need of a configurable platform that seamlessly integrates documents into the system while ensuring compliance with regulatory

Transformative Steps by Newgen

The customer leveraged Newgen's SaaS-based **electronic document and records management solution (EDRMS)** and ensured anytime, anywhere access to records. The advanced features and capabilities of the solution enabled end-to-end secure record transfer of all the information on a unified platform. Additionally, the integration of Newgen's OmniDocs with the solution provided an interconnected ecosystem for streamlined operations, significantly reducing TAT for request processing. The implementation of Newgen's solution empowered the customer with the following

A Centralized Repository: Provided an integrated ecosystem to streamline different documents into a unified and user-friendly platform for easy access



Compliance Adherence: The IM4L guideline for public records and transfer along with ISO 15489 & 16175 standards, ensured adherence to the regulatory norms



Automated Workflow: The integration with Microsoft Office applications, Outlook, SharePoint Online, OneDrive, and Microsoft AAD enhanced collaboration capabilities, offered an interconnected ecosystem for streamlined operations and easy document sharing



Advanced Search Mechanism: Developed a robust search mechanism within the system to enable quick and easy retrieval of documents



Intelligent Record Transfer Support: The solution supports all Network Attached Storage (NAS) record transfer protocols, ensuring a smooth and versatile migration process of documents



Business Benefits Achieved



Better Visibility and Accessibility: The end-to-end automation enabled a 360-degree view of content with anytime, anywhere access to records, aligning with the customer's need for increased accessibility



Improved TAT: The institute improved its day-to-day operations through swift request processing and witnessed a significant reduction in delays and errors



Comprehensive Record Management: Uploaded massive 9,00,000 records smoothly into storage size of 3TB without compromising the integrity of data



Enhanced Operational Efficiency: The seamless integration with Microsoft application and OmniDocs streamlined operations, ensuring a smooth workflow



Conclusion

By choosing Newgen's solution, our customer now has seamless access to records at any time and from anywhere. The transformative shift empowered the institute to overcome the challenges posed by the legacy system and achieve accelerated operational efficiency, faster TAT, and significant cost reduction.

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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