newgen

Global IT Solutions Provider
Automates Chargeback Lifecycle with Newgen
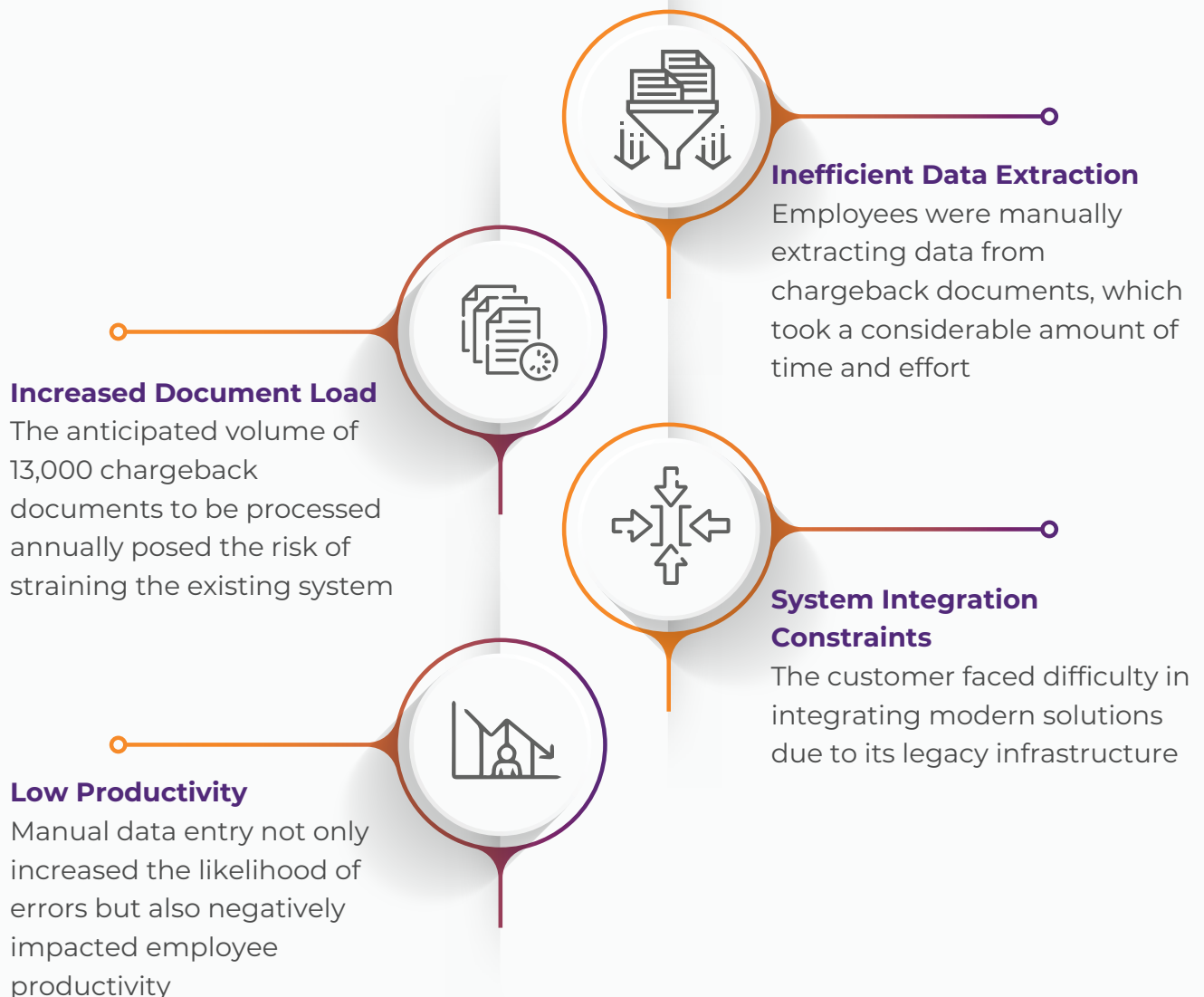
Ensures 100% data accuracy through a scalable solution

Overview

The company is a leading distributor of IT products and services based in California, US. It has over 45 years of industry experience with a global reach spanning nearly 200 countries. Despite its vast experience, the company chose Newgen as its technology partner to tackle significant challenges and efficiently process chargeback documents.

Challenges Faced by the Customer

Inefficient Data Extraction
Employees were manually extracting data from chargeback documents, which took a considerable amount of time and effort

Increased Document Load
The anticipated volume of 13,000 chargeback documents to be processed annually posed the risk of straining the existing system

System Integration Constraints
The customer faced difficulty in integrating modern solutions due to its legacy infrastructure

Low Productivity
Manual data entry not only increased the likelihood of errors but also negatively impacted employee productivity

Regular Industry Approach

Typically, companies rely on chargeback management solutions to streamline the process of tracking and recording chargebacks. While these tools help automate workflows, they struggle to scale effectively when dealing with a high volume of documents.

Newgen's Innovative Solution

Newgen implemented **OmniXtract**, an intelligent extraction engine, designed to automate the entire lifecycle of chargeback documents, from extraction to submission. OmniXtract accurately located and extracted relevant information with minimal errors. The scalable architecture helped in handling a higher number of documents quickly and accurately. At the same time, its low-code framework allowed seamless integration with the customer's existing system.

Solution Highlights

Chargeback Submission
A dedicated third-party portal, managed by the customer, supported the submission of chargeback claims by vendors

PDF Creation
The portal generated a PDF file containing the chargeback details, which was then emailed to a designated mailbox
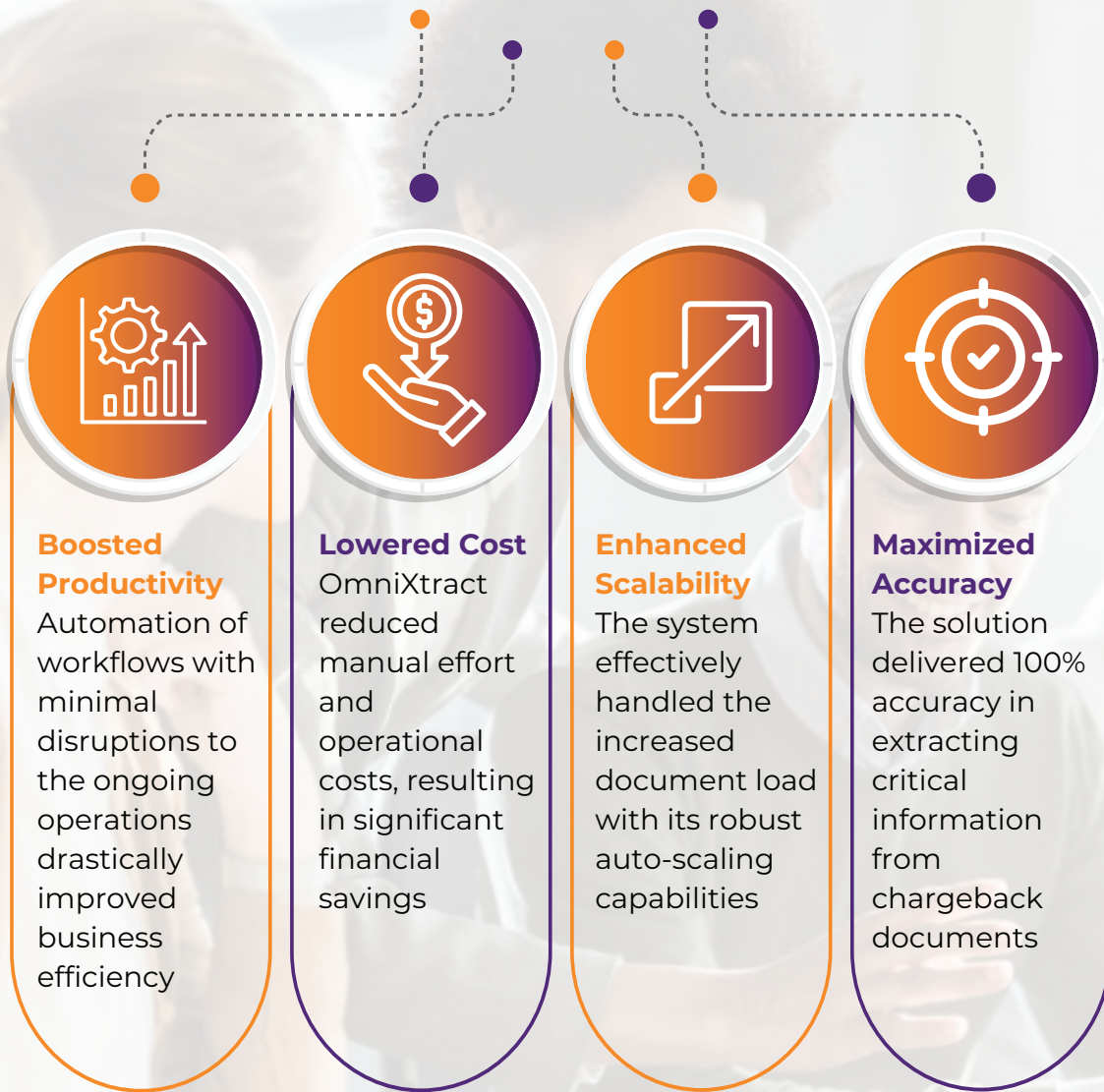
Automated Processing
Newgen's Intelligent Business Process Suite (iBPS) retrieved emails from the mailbox, created work items, and attached the chargeback PDF files. It extracted key fields and line-item details for verification

Data Integration
The extracted data was transferred from OmniXtract to the business processing platform for further processing

Implementation Impact

Boosted Productivity
Automation of workflows with minimal disruptions to the ongoing operations drastically improved business efficiency

Lowered Cost
OmniXtract reduced manual effort and operational costs, resulting in significant financial savings

Enhanced Scalability
The system effectively handled the increased document load with its robust auto-scaling capabilities

Maximized Accuracy
The solution delivered 100% accuracy in extracting critical information from chargeback documents

Conclusion
OmniXtract empowered the customer to streamline its chargeback management process by reducing manual effort and minimizing error rates. The solution's scalability ensured that the company could handle increasing document volumes without the need for costly system upgrades, ensuring long-term sustainability and growth.

About Newgen

Newgen is the leading provider of AI enabled 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.

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