

Driving Digital Transformation at a Leading Jordanian Bank

- **Scale: 100+ branches nationwide**
- **Business Lines: Retail Banking, Corporate Banking, Treasury & Investments**

Newgen Impact: Automated 17+ Processes

WHAT WAS STUCK?

The bank wasn't just facing delays. It struggled to keep up with the fast-growing banking ecosystem.

Account opening was slow, remittances stumbled and documents were scattered across systems. Governance lacked visibility.

TECHNOLOGY TROUBLES

The bank was digitally stuck. Automation barely moved the needle. Work was happening. Control wasn't.



NEWGEN'S SOLUTION

The bank deployed Newgen's AI-first platforms for Intelligent Process Automation (BPM) and Enterprise Content Management (ECM) to create a single, governed digital core.

BUSINESS IMPACT

- Eliminated paper-driven work
- Embedded governance with **RBAC, audit trails,** and automated lifecycle management
- Unified enterprise content into a **secure record system**
- Accelerated processing cycles while enabling **end-to-end traceability**
- Strengthened **customer experience** and regulatory compliance

WHAT CHANGED WITH NEWGEN

17+ Critical Banking Processes Automated

With Newgen's intelligent automation platforms, the bank is now equipped to deliver secure, efficient, and customer-centric banking experiences at scale.