

Leading Bank Automates Document-centric Processes with Newgen



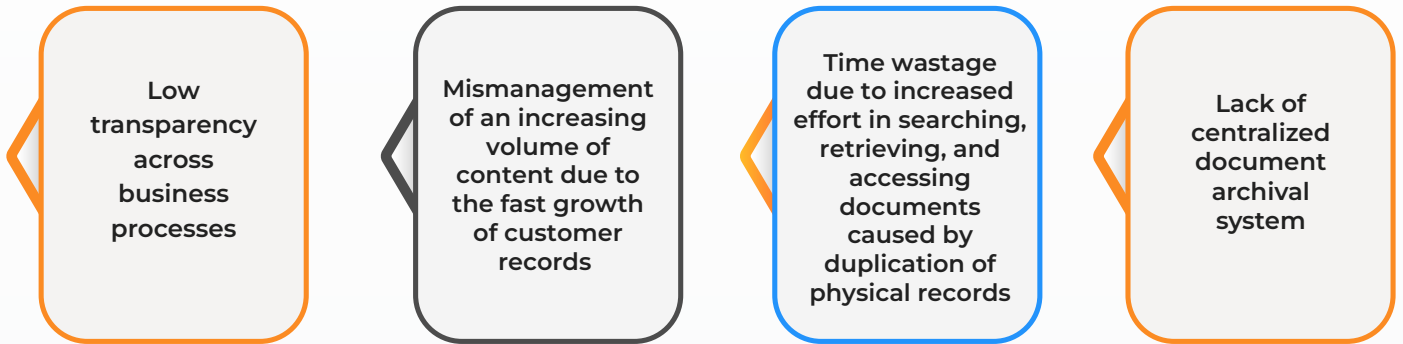
Background

The client bank, located on one of the prominent islands near Australia, has been catering to the needs of its customers for over more than 50 years. The bank offers insurance, personal loans, transactional deposit account, and certain business lending facilities.

Problem Statement

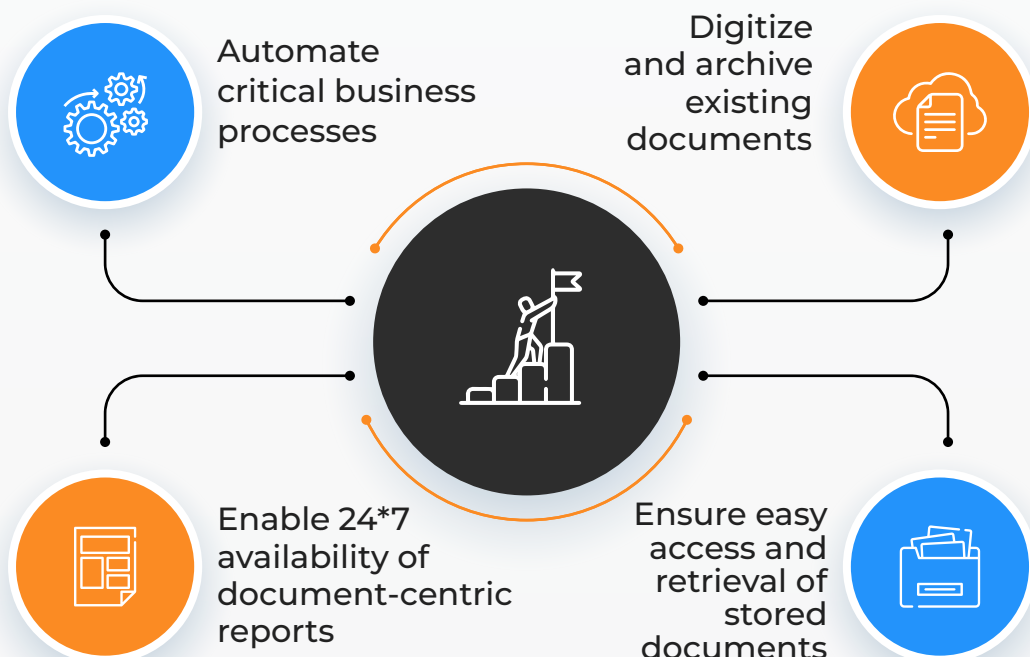
The bank undertook modernisation of its mission-critical processes to position itself as a one-stop financial solutions provider. The lack of a single interface made it challenging to deliver standard services and solutions.

The bank was looking to overcome:



The Client's Objectives

The bank realized that to enable efficiency, standardization, and customer-centricity, it was necessary to:



Newgen's Solution

The bank chose Newgen's contextual content services platform to automate document-centric processes, improve visibility, and achieve collaborative decision making.

Key Highlights of the Solution

End-to-end management of content lifecycle with centralized repository and automatic document classification

Newgen's enterprise-grade scanning software, OmniScan, with optical character recognition (OCR) to manage document digitization



Modules such as full-text search (FTS) to intuitively search for content across repositories and systems using a single unified interface



Expected Benefits



Automation of document-centric processes



Accuracy and completeness of data



Search and retrieval of documents within seconds



Centralized and secured document storage



Real-time case lifecycle visualization



Standardized and delightful customer experience



Integration with new core banking system



Migration of content from existing system to Newgen's content services platform with image enablement capabilities



About Newgen

Newgen is the leading provider of a 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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