Malaysia's Federal Statutory Body Streamlines Processes with Newgen

Empowers over 2500+ users across 65+ branches to seamlessly manage end-to-end document lifecycle



















About the Customer

The customer is a federal statutory body in Malaysia under the purview of the Ministry of Finance. It manages the compulsory savings and retirement plans for Malaysia's private sector workers.

The Stumbling Blocks

The organization's existing document management process was posing significant challenges to their operations. A major obstacle was manually uploading the scanned documents to the repository. This practice was impacting the client's efficiency and resulting in increased processing time. The existing system incurred substantial operational expenses and held potential non-compliance risks with prevailing government regulations. The system lacked the capabilities to generate MIS reports, making it difficult for users in assessing business perfor mance and making informed decisions. Additionally, there existed a lack of transparency between the workers and the public.

Challenges Snapshot

- Manual processes, slowing down operations
- High operational costs due to excessive dependency on the legacy system
- Absence of mechanism to track domestic/international payments
- Soaring operational costs due to excessive dependency on the legacy system
- Difficulty in adhering with compliance mandates
- Inability to track the status of legal cases
- Absence of reports for tracking requests received by the regulatory body

To overcome these hurdles, the client sought an integrated solution that could streamline their current processes, automate tasks, and mitigate compliance risks while ensuring data security.

How Newgen Helped?

To overcome these ongoing day-to-day challenges and enhance the overall processes, the federal agency onboarded **Newgen as its technology partner.**

The customer leveraged **Newgen's Contextual Content Services (ECM)** platform and **Intelligent Process Automation (BPM)** platform to automate their existing processes while intelligently capturing and extracting critical information from paper and digital documents. The implementation empowered over **3100 users** across **65+ branches,** encompassing tasks such as document uploading, scanning, indexing, and maintaining policies and records. Notably, the implementation enabled anytime-anywhere access to documents, fostering real-time collaboration amongst users and enabling them to stay compliant.

With a low code process automation (BPM) platform, dynamic case routing, business rules, and reporting capabilities, the system has streamlined various processes, including:

Telegraphic Transfer	*Streamlined the generation of payment vouchers and instruction letters for overseas payments through workflow automation*
Manual Cheque Replacement	*Automated the issuance of manual checks for special cases, such as those involving a deceased individual or extended names*
Payment Release Automation	*Streamlined reimbursements for vendors, staff, and E-claims by integrating with public bank's online banking system*
Legal Process Automation	*Automated workflows for any legal amendments or regulatory changes in the finance management department*
Appeal Submission Workflow	*Managed legal proceedings, including prosecution, civil cases, and section 39 cases, within the Finance department of the Ministry*
Mixed Accounts Investigation	*Implemented a workflow for investigating fraud and suspicious cases related to money transfers in the banking, receipting, and accounting sections of the department*

The implementation also involved content migration of approximately **15+ TB** from **FileNet, SharePoint, and shared folders to Newgen Records Management System.** The ECM platform enhanced the capture, management, and archival of documents across core systems and external portals for functions, including registration, withdrawal, JPK Section 39, and contribution. Additionally, the system enabled seamless data sharing via integration with external portals and platforms of the federal body.

Business Benefits Achieved

- **Reduced Lead Time for Manual Processes:** Implementation led to quicker processing times for digitized manual tasks
- **Transparent Application Progress Communication:** Citizens had a lot of transparency into their application progress, enhancing engagement and understanding
- **Better Compliance:** The new system facilitated better adherence to regulatory requirements and standards
- **Higher Employee Productivity:** Adoption of digital solutions improved employee productivity within the regulatory body by replacing manual work
- **Accessible Documents Anytime, Anywhere:** The solution enabled swift access to documents and records from any location, resulting in faster information retrieval
- **Accelerated Intra-department Communication:** Reduced lead time for communication between departments improved overall productivity
- **Comprehensive Reporting:** The system offered comprehensive reporting functionalities for efficient monitoring and analysis, thereby improving decision making

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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