



# One of India's Largest Urban Cooperative Banks Streamlines Lending Lifecycle & Credit Processes with Newgen



Attains 45% improvement in productivity

Witnesses same-day loan approval & disbursement of 23 minutes

# About the Customer

The customer is one of India's largest urban cooperative banks, located across six states – Maharashtra, Gujarat, Goa, Madhya Pradesh, Delhi, and Karnataka. Established in 1918, the bank has 302 branches offering a diverse range of products and services to make banking faster and more convenient. Dedicated to merging technology and tradition, the bank collaborated with Newgen to offer its customers the best of both worlds.

## Customer's Challenges

Struggling to deliver the desired level of services to its customers, the bank was looking to automate its loan and credit card processes and bring efficiency to its systems.

- ▶ **Data entry errors:** Manual loan and credit card processes required users to enter data manually. This increased the likelihood of higher errors in data entry and posed a risk of legal consequences, confusion, and delays in decision-making
- ▶ **Delay in loan approval:** Traditional workflows caused delays in obtaining approvals, miscommunication, and negative customer experience
- ▶ **Risk of non-compliance:** Manual audit processes resulted in inaccuracies in credit assessment and a high risk of non-compliance with regulatory requirements
- ▶ **Use of disjointed applications:** Managing multiple external systems made the process complex and time-consuming for the bank



## Industry Approach

Today's banks realize the importance of digitization. The demand for loan origination software is expected to grow over the next few years, enabling banks to expand their customer base, make data-driven decisions, and improve workforce productivity. Additionally, banks are looking for a modern

platform that allows for seamless integration with third-party tools and external vendors. Prompt decisions and quality assurance pose challenges. While banks possess various tools for transformation, the ideal solution for a unified experience is lacking.



## How Newgen Helped

The bank selected Newgen's Intelligent Process Automation (iBPS) and Contextual Content Services (ECM) platforms to automate the entire consumer loan lifecycle and credit card processes, empowering users with accurate data and real-time reports. The iBPS platform streamlined various stages of the lending cycle, from pre-screening to underwriting and disbursement, resulting in quicker application approvals. The ECM platform captured comprehensive data and segregated different types of loan documents and packages with pre-defined bank-specific templates.

## Key Features of the Platforms

- ▶ **Approval Workflows:** Newgen's document management software enabled the bank to allocate documents to specific people for quick approvals and reviews
- ▶ **Content Capture and Extraction:** Newgen's ECM platform allowed the bank to digitize paper-based processes, scan documents, securely capture content, and extract data from processed documents
- ▶ **Business Rules Management System:** The bank defined, controlled, changed, and deployed complex business rules to seamlessly fetch eligible credit policy products and automated checks
- ▶ **Maker-checker Capability:** Embedding a maker-checker capability validated the data, gave transparency on the requests, and provided a smooth flow for employee and customer onboarding
- ▶ **Business Activity Monitoring Tool:** It helped analyze and monitor real-time data to audit the processes, and provided prompt reports
- ▶ **Workflow Configuration:** The iBPS platform provided the bank with a user-friendly interface for easy configuration

# Implementation Impact



- ▶ **Improved Productivity:** The back-office operations of the bank's finance department saw a **45% improvement** in productivity
- ▶ **Quick Approvals:** Faster loan approvals and reduction in operational bottlenecks facilitated a sharp rise in the number of same-day loan disbursements, with a best-case consumer turnaround time of **23 minutes**
- ▶ **First-time Right Approach:** Automated processing reduced manual effort, enhanced process transparency, and improved decision-making, leading to higher FTR instances
- ▶ **Ensured Regulatory Compliance:** The standardization and security of the contextual content services platform ensured compliance and data security

## Conclusion

Newgen's platforms transformed the operations of one of India's largest urban cooperative banks. By automating the loan and credit card, the bank significantly improved back-office productivity, minimized errors, and ensured compliance. Moreover, the implementation accelerated loan processing and approval rates, which led to improved customer experience.

## 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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