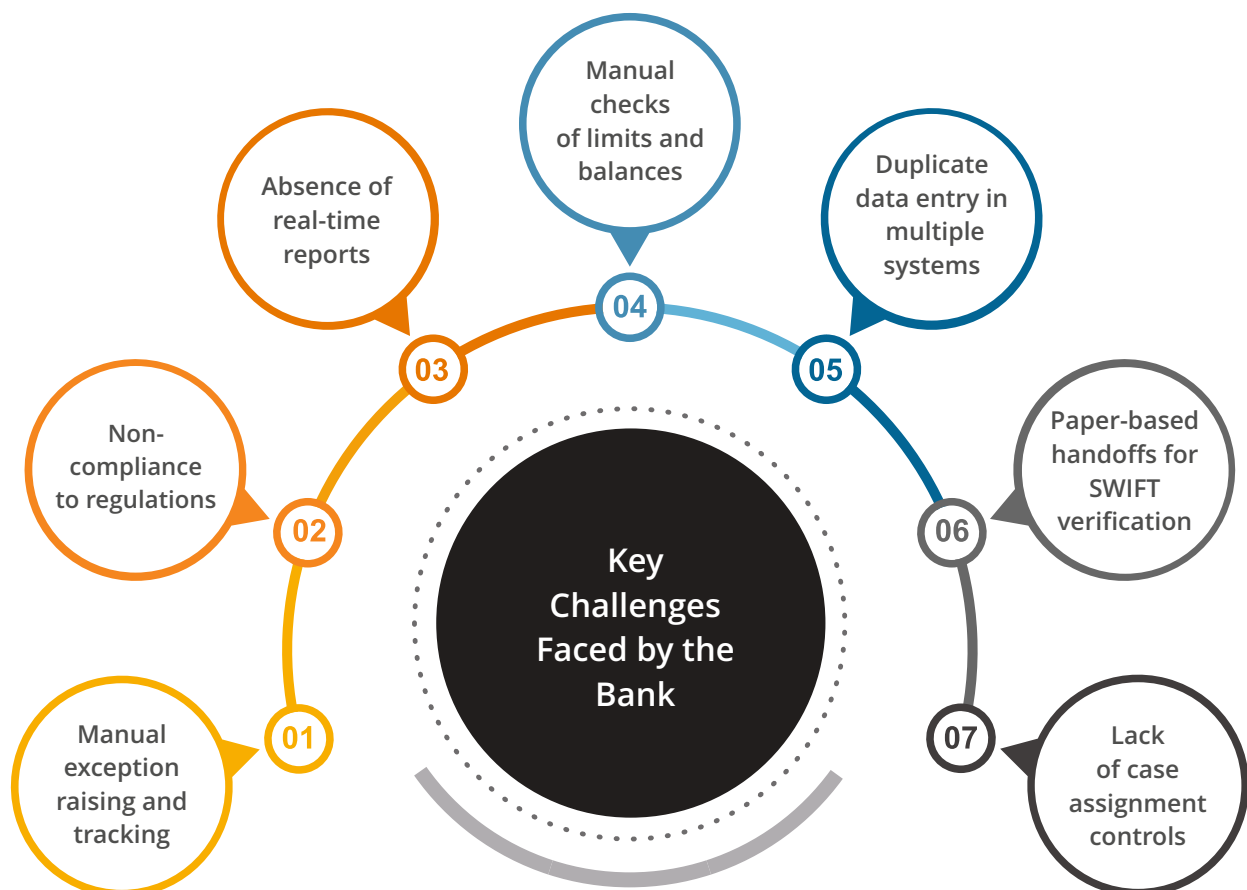


Trade Finance Process Automation at a Leading Private Sector Bank with Newgen

Reduces FTE Cost by 40-50%

The customer is a fast-growing private sector bank in India. The bank was looking for a solution to automate and scale its trade finance operations, maintain cost efficiencies and a targeted service level, and improve customer experience.



Streamlined Trade Finance Operations with NewgenONE

The customer implemented the trade finance automation software built on the NewgenONE Digital Transformation Platform. The solution ensured adherence to SLAs and regulatory requirements by implementing checklists, efficient tracking of credit documents, and increased the scale of operations by extending trade finance services to even low-volume branches.

Key Highlights

- Multiple transaction initiation channels, including branch walk-in, customer web portal, and handheld devices
- Automated document classification, extraction of data from invoices and customer request letters
- Conversion of unstructured trade documents to a structured PDF for runtime data extraction along with the following:
 - Automatic intelligent data capture
 - Extraction confidence percentage for the checker
 - Support for documents from multiple channels
 - Easy drag and drop, copy and paste from PDF
 - Automated sanction screening
- Automatic fee calculation, multi-level approval, and escalations
- Support for latest SWIFT messages
- Snapshot of a customer profile along with regulatory and transaction pattern parameters
- Risk assessment based on previous transactions and alerts in case of deviations
- Support for Islamic trade finance
- Business activity monitoring dashboards and operational analytics with configurable KPIs
- Ticklers and tracers for auto-renewals, expiry checks, billings, and more
- SWIFT GPI compliant
- Complete implementation of ISO 20022 that is suited to accelerate and simplify the migration to the new SWIFT's MX standards



Implementation Highlights

Reduced
FTE cost by
40-50 %

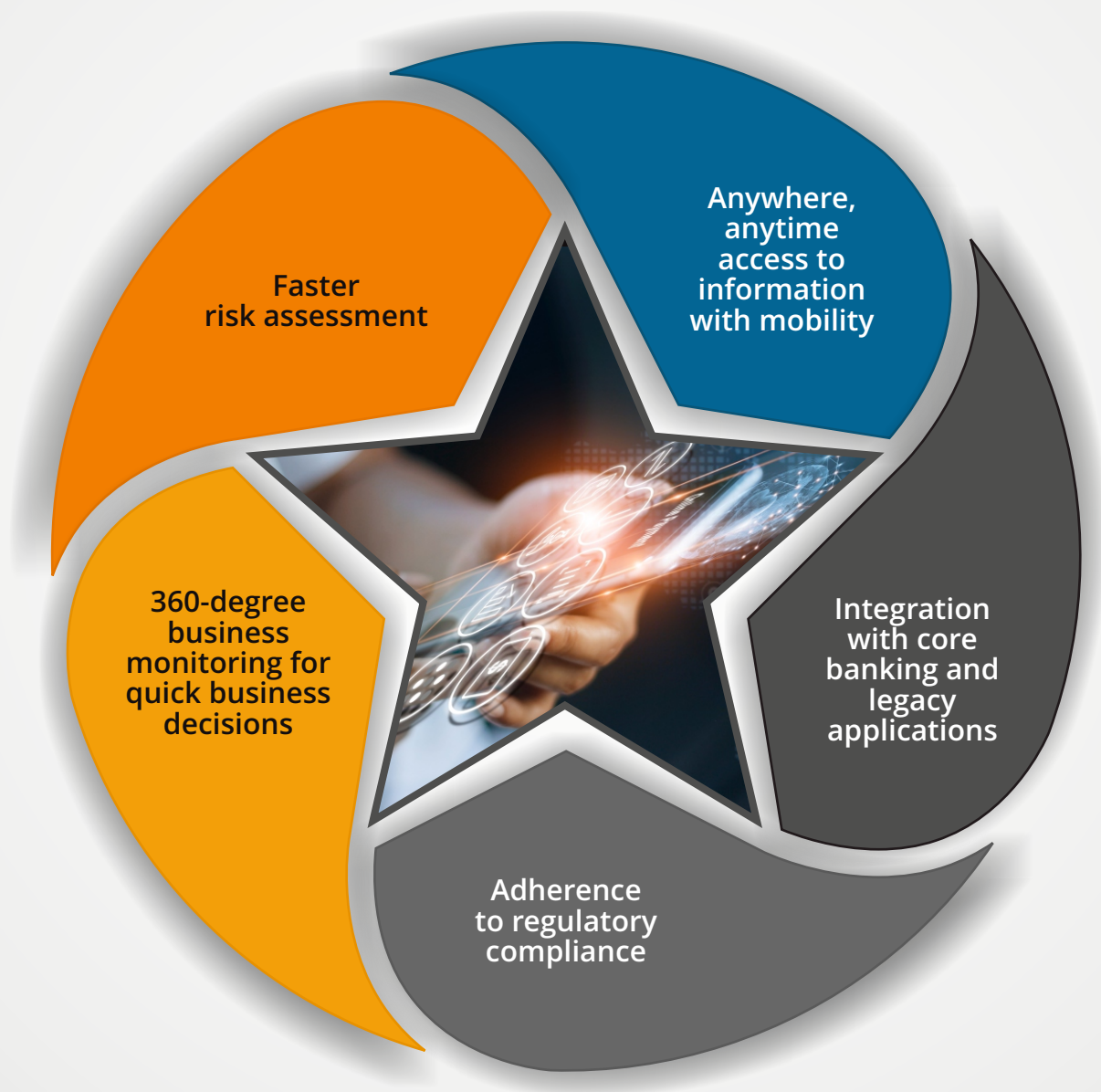
Increased
in processing
capacity from
**70% to
99%**

Improved
FTR from
**50% to
70%**

Improved
adherence to
SLAs from
**70% to
95%**



Business Benefits



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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