
One of the Largest
Commercial Banks in Vietnam
**Automates Account Opening and
Lending Processes** with Newgen



Overview

The client is a leading bank in Vietnam with nearly 30 years of experience. The bank offers various products and services, including deposits, loan portfolios, internet and mobile banking, and e-commerce services. The bank was looking for a solution for streamlining its account opening, maintenance, and lending processes.

Key Challenges Faced by the Bank



Manual data entry



Absence of a centralized repository for storing and managing documents



Disconnected systems within the current IT landscape



Legacy systems for report generation and managing emails

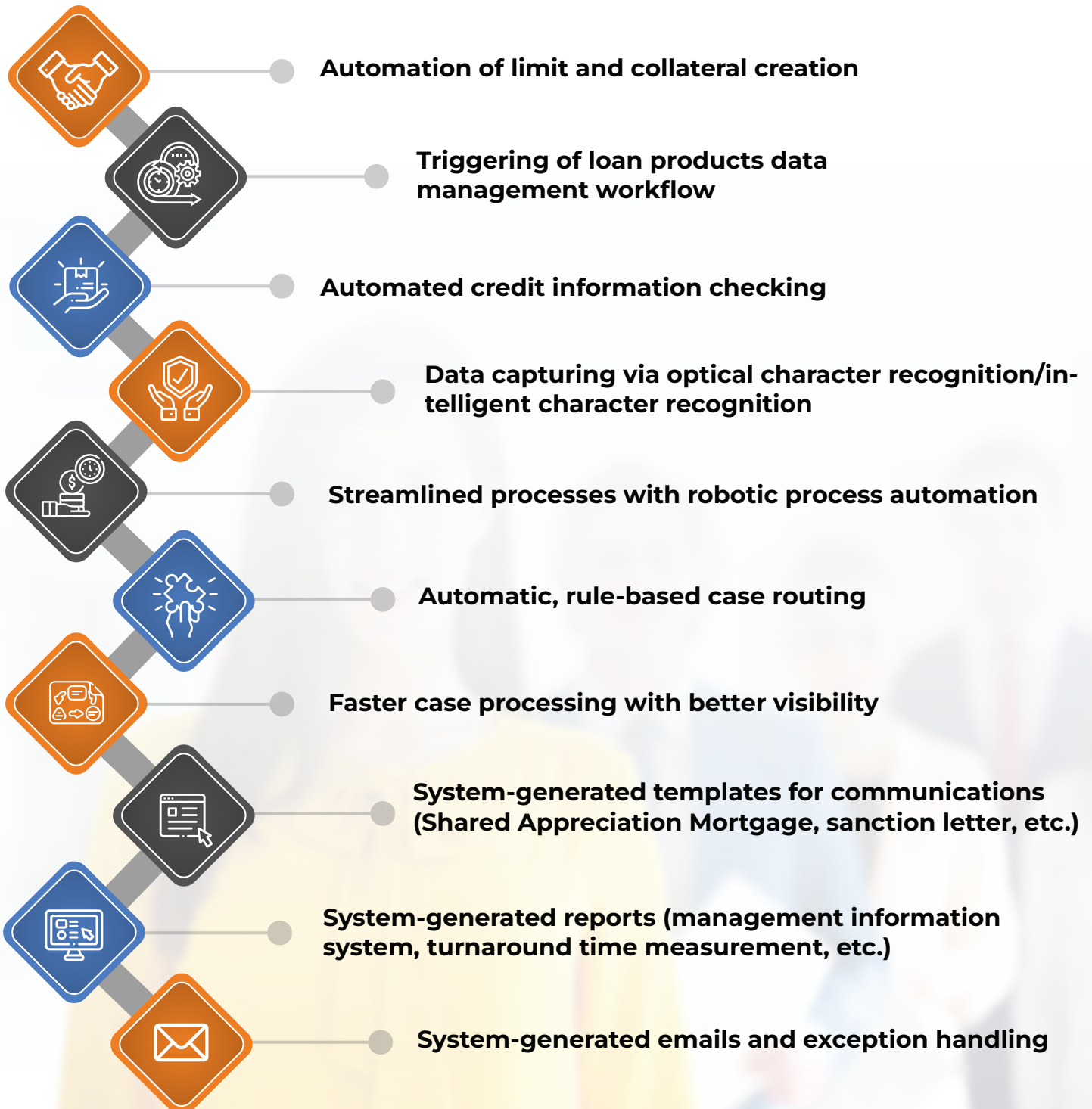


Low visibility across processes

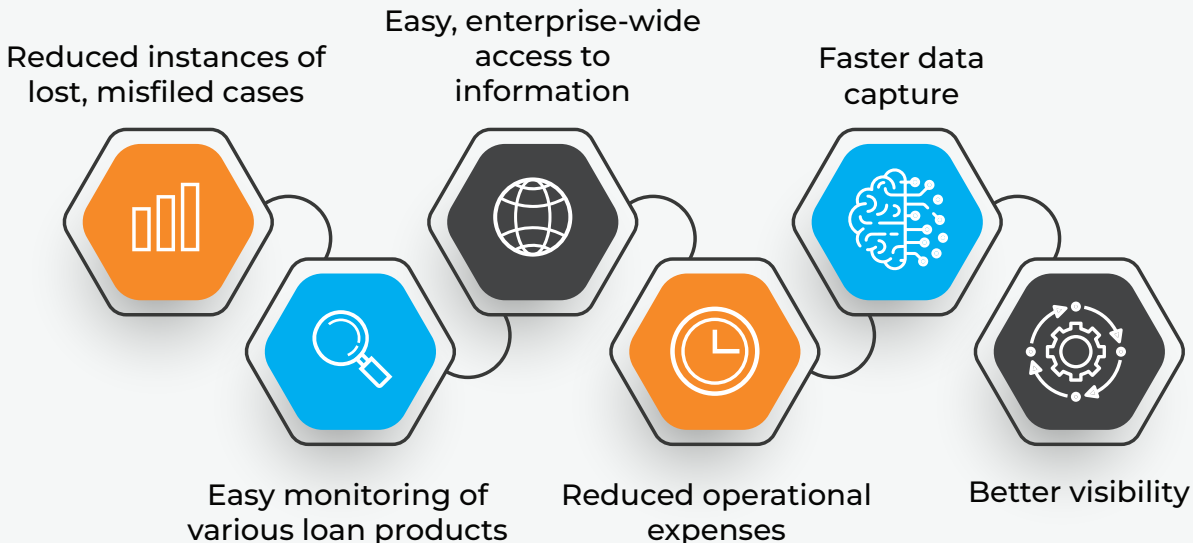


Automating Account Opening and Lending Processes

Using Newgen's solutions for customer onboarding, account opening (retail, small and medium enterprises, and current account) and maintenance, and lending process automation, the bank eradicated manual operations, reduced turnaround time, and enabled end-to-end customer journeys.



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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