

A Leading Food Agency in Singapore Streamlines Management of its ***Food Safety Documents***

Migrates 250 TB of documents into a centralized system

Overview

Our customer—a statutory board under the Ministry of the Environment and Water Resources—is one of the leading food agencies in the Republic of Singapore. The agency focuses on ensuring the safety and security of the food supplied to the people living in the Southeast Asian country.

Before the implementation, the agency juggled between different manufacturing instruments to manage a large volume of records related to food safety. This resulted in various challenges, such as complications in retrieving archived documents, human errors, and difficulty accessing reports. To overcome these inefficiencies, the agency onboarded Newgen as its digital transformation partner.

The Customer's Pain Points

The customer depended on 45 manufacturing instruments to manage food safety analysis and report generation. The multiple file formats from different equipment posed hurdles for users to view and organize the generated reports efficiently. Here's a quick snapshot of the challenges:



Extensive Manual Intervention:

Using multiple instruments to handle data manually was time-consuming and error-prone, making data analysis and consolidation complex

Risk of Non-compliance:

Facing a critical challenge in protecting crucial information and ensuring compliance with data privacy regulations

Limited Control and Accessibility:

Retrieving and routing documents from the archives hindered accessibility and usability

Difficulty in Data Migration:

Uploading 250 TB of data into the system proved to be a hurdle due to the absence of a robust platform, further creating obstacles in the data migration process



Industry Approach

Efficient document handling is at the core of every organization. Government leaders depend on several manufacturing instruments and solutions, such as Document Management System (DMS), among other applications, to enhance the efficiency of administrative tasks. Although these solutions improve data accessibility, they often fall short when dealing with complex and voluminous data. This underscores the increasing need for a configurable platform that seamlessly integrates documents into the system while adhering to regulatory norms.

How Newgen Made a Difference?

To overcome the ongoing day-to-day challenges and enhance the overall document management, the customer leveraged Newgen's Electronic Documents and Record Management Solution (EDRMS). The implementation allowed the agency to upload all the information on a unified platform and easily access documents anytime, anywhere. The solution also streamlined the document processing workflow and seamlessly integrated with other instruments. Enlisted are some of the core capabilities of the implemented solution:

Unified Data Management System:

Provided a centralized system capable of handling data from 45 manufacturing instruments, facilitating easier data consolidation, management, and analysis

Automated Record Handling:

Automated processes to minimize manual efforts and errors and enhanced efficiency in data management

Unified Archiving:

Provided a comprehensive digital archival system capable of organizing and consolidating over 40 document formats into a unified, easily accessible repository

Advanced Search Mechanism:

Developed a robust search mechanism within the system to enable quick and efficient retrieval of both generated and archived documents

Scalable Infrastructure for Data Upload:

Integrated scalable infrastructure solutions to efficiently manage and upload large units of data, ensuring a smooth transition into the new system

User-friendly Interface and Access Control:

Designed an intuitive and user-friendly interface for easy accessibility by stakeholders while implementing strict access controls to maintain data security

Business Benefits to Note



Seamless Integration:

The solution helped streamline document archival from 45 instruments into a unified platform, saving time and ensuring efficient consolidation, analysis, and real-time access to files

Better Compliance Adherence:

The solution improved compliance and audit processes for greater accuracy

Error Reduction:

The implementation cut processing time and reliance on manual intervention, leading to increased workforce productivity, reduced errors, and enhanced efficiency in handling food safety records

Enhanced Accessibility:

The robust search mechanism allowed users to swiftly retrieve the documents, boosting accessibility and operational speed

Comprehensive Record Management:

The scalable solution helped the users to upload massive 250 TB data smoothly into a single platform

Improved Decision-making:

System-generated reports enhanced decision-making and provided valuable insights for effective information management

In Summary

By implementing Newgen's EDRMS, the customer could seamlessly move the bulk of the documents onto a unified platform. The solution provided users and viewers with valuable insights and easy access to records, significantly reducing the risk of data mishandling. It also helped the customer achieve greater efficiency, ensure better compliance adherence, and improve accessibility of the food supply documents.

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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