



# A Leading Thermal Power Producer in India Streamlines Content Management with Newgen



## Overview

Our customer is one of the leading business conglomerates of India, specializing in manufacturing packaging films, steel pipes, pipe fittings, cold-rolled steel strips, and galvanized sheets.

The customer relied on outdated, broken systems to manage its content, which led to unexpected delays, operational inefficiencies, and errors. To address these challenges, the customer partnered with Newgen as its technology partner.

## Customer Pain Points



## Regular Industry Approach

Business leaders often rely on traditional methods like filing cabinets, shelves, and shared network drives/email folders to manage their content. However, these conventional practices often slow the operations and

result in high-cost overruns. Therefore, leaders must consider implementing a robust content management solution that can help manage the complete content lifecycle, from origination to disposition.

## How Newgen Made a Difference

The customer leveraged Newgen's **Contextual Content Services (ECM)** platform to optimize its end-to-end document management. The platform created an interconnected ecosystem that helped the customer to run frictionless operations. Furthermore, the platform enabled the customer to adhere to regulatory mandates while improving accessibility and achieving substantial time and cost savings.

## Highlights of the Solution

- ▶ **Advanced Search:** Implemented a robust search mechanism, featuring easy search, full-text search, and indexed search along with multiple search criteria—metadata fields, document names, and creation timestamps, enabling easy retrieval of documents
- ▶ **Centralized Repository:** Deployed a unified platform to facilitate easy access to documents while minimizing human errors
- ▶ **Role-based Access Control:** Authorized document access based on users' roles and responsibilities through authentication
- ▶ **Smart Document Archival:** Enabled users to store categorized documents in a structured way within the OmniDocs (ECM) platform to ensure consistency and uniformity
- ▶ **Advanced Reporting Capabilities:** Provided comprehensive reporting tools for users to track archived documents, gain valuable insights into content usage, and make smarter business decisions



## Business Benefits Achieved



### Conclusion

The deployment of the ECM platform helped the customer to successfully streamline document management with speed, efficiency, and accuracy. Additionally, centralizing the documents on a unified platform resulted in better process visibility, improved customer experience, and minimized operational costs.

### 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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