



# Singapore's Energy Regulator Upgrades Licensing System with Newgen

Achieves end-to-end automation

Offers a 360-degree view of applicant information



## Overview

Our customer is a statutory board under Singapore's Ministry of Trade and Industry. Apart from being an industry regulator, the government body also operates and shapes the power industry, which requires third-party integration and licensing for success. However, it faced challenges due to the legacy back-end processes for license approval and scholarship management. Delays in license generation and sharing also led to unsatisfactory customer experience.

## Customer Pain Points



### Manual Processes

A lack of end-to-end process automation resulted in information gaps and operational challenges. The manual processes for approval of back-end electrical/supply installation licenses and scholarship management caused errors and delays



### Unavailability of a User-friendly Interface

The customer lacked an intuitive interface for license representatives, applicants, and knowledge workers, which spoiled the overall user experience



### Fragmented Data

Tracking, sharing, and viewing applicant information throughout the process was complex. The lack of a 360-degree view led to fragmentation of data and enhanced risk



### Ineffective Communication Channels

The absence of seamless communication channels for the dissemination of information to the applicants was one of the major hurdles in the process of generating and sharing licenses

## Regular Industry Approach for the Challenges

The scale of operations of regulatory bodies is vast, making it difficult to find a solution that can help them streamline processes, eliminate wastage, attain transparency, and manage data. The available tools can usually handle the operations of one function, cater to one set of users, or connect different users through a communication channel. Fragmented data and the lack of a unified system continue to hinder the growth of government agencies.

## How Newgen Tackled the Challenges

Newgen sought to solve the customer's problems by deploying a range of solutions based on its low-code platform. It implemented powerful platforms like Intelligent Process Automation (IBPS), Omnichannel Customer Engagement (CCM), and Contextual Content Services (ECM) on GCC Azure Cloud. The solutions helped the customer with:

**Process Automation:** The comprehensive solution enabled the customer to automate the processes for electrical/supply installation license approval, submission of appeals, scholarship application, scholarship claim submission, and generation of license

**Personalized Dashboards:** The introduction of personalized dashboards provided a comprehensive and real-time view of information, empowering users with quick and relevant insights

**Integration with Legacy System:** The configurable ECM and CCM platforms were integrated with the customer's existing systems, ensuring a smooth transition

**Multichannel Communication:** The implementation included flawless integration with multiple touchpoints, such as Central Provident Fund Board (CPF), Govtech, Immigration Checkpoint Authority, OneMap, Ministry of Manpower (MOM), Unique Entity Number (UEN), Whole-Of-Government Active Directory (WOG AD), MyInfo, and Singpass/Corppass, fostering a cohesive ecosystem

**Agile Deployment:** The low-code solution helped the customer implement changes on the go and deploy updates rapidly, ensuring adaptability to evolving needs and reducing the time-to-market for new features

**Content Management:** The CCM solutions empowered knowledge workers by managing applicant data through intelligent classification, extraction and analysis of data, creation of reports and information archival

## Benefits Achieved



- ▶ **Efficient License Approval:** The solution focuses on streamlining electrical/supply installation (EI/SI) and worker license processes, ensuring a faster and more efficient approval mechanism
- ▶ **Intelligent Decision-making:** The user-friendly dashboards offered a 360-degree view of the applicant information, thereby leading to informed decision-making and efficient tracking of applications
- ▶ **Superior User Experience:** The implementation delivered a unified user experience, enhancing the usability and accessibility for license representatives, workers, and applicants, ultimately improving satisfaction and engagement
- ▶ **Higher Accuracy:** Automated scholarship application and claims submission processes reduced manual efforts and potential errors while ensuring a more efficient workflow
- ▶ **Reduced Operational Cost:** Agile implementation reduced the cost by lowering turnaround time and speeding up operations
- ▶ **Optimized Efficiency:** The deployment facilitated smooth submission and management of appeals, improving the overall appeals process for enhanced efficiency

## Conclusion

Newgen's product suite helped the regulatory body achieve end-to-end automation for its critical processes. The customer was able to remove the siloes in license and scholarship approval processes. Efficient communication management and secure content services empowered the workers to stay compliant, make better decisions, and process a larger number of applications seamlessly. The deployment of low-code solutions removed operational challenges and resulted in significant cost advantages.

## 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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