



Top Equipment Finance Provider Elevates Lending Journeys with Newgen

Disburses 228+ loans worth ₹120 million within seven months



Overview

The customer is a captive finance arm of a global agricultural machinery and construction equipment manufacturer. As a holistic financial solution provider, it helps farmers and infrastructure contractors finance the purchase of essential machinery. As it scaled up across India, it faced delayed loan approvals due to manual, paper-based workflows, resulting in a subpar borrower experience.

To overcome these challenges, the company partnered with Newgen to digitize its lending operations, boost efficiency, improve compliance, and elevate customer satisfaction.



Challenges Faced

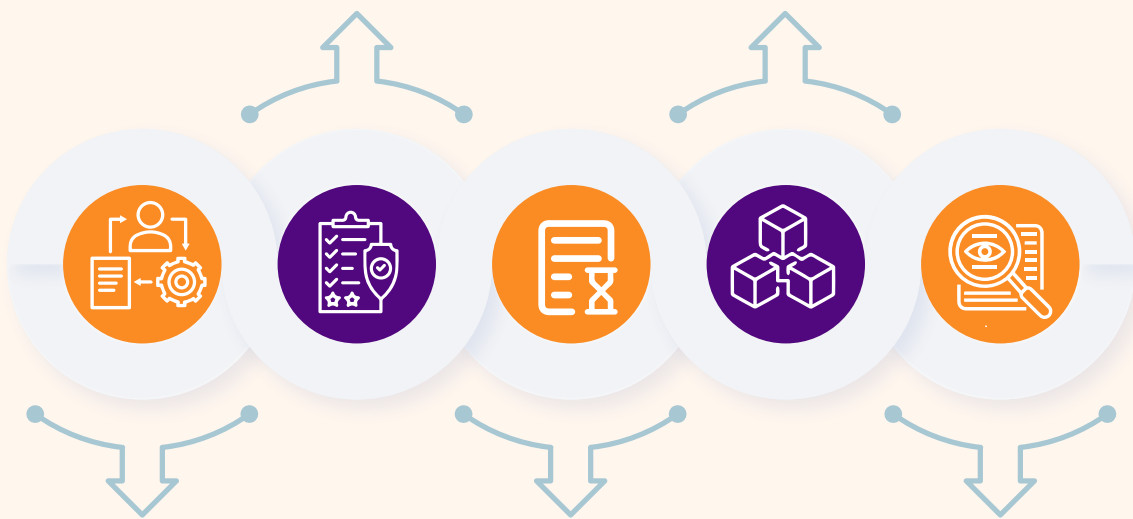
The company's traditional approach to loan processing presented several critical challenges:

Compliance Complexity

Ensuring regulatory adherence was difficult due to scattered documentation and limited audit trails

Fragmented Documentation

Locating and retrieving loan documents was time-consuming and cumbersome



Manual Loan Processing

Dependency on physical documents and spreadsheets led to delays, duplicate data entry, and high error rates

Delayed Approvals

Manual document verification and siloed workflows prolonged the loan approval cycle

Lack of Transparency

Borrowers had limited visibility of their application status, resulting in reduced satisfaction

Industry's Typical Response

In the broader NBFC landscape, many organizations still rely on semi-digitized loan processes, where front-end digitization exists, but back-end workflows remain manual. These piecemeal approaches may offer temporary automation, but often fall short of delivering the

speed, compliance, and customer-centricity needed to meet today's lending requirements. As lending volumes in the agricultural sector increase, these limitations become roadblocks to sustainable growth. Recognizing this, the company pursued a holistic transformation.

Newgen's Comprehensive Solution for Streamlined Financing

To accelerate loan approvals and reduce manual overhead, the company implemented **Newgen's Digital Lending Suite**, which consists of purpose-built solutions for loan origination, management, and collections. Built on **NewgenONE**, an **AI-first, low-code platform**, the **Loan Origination System (LOS)** enabled complete automation of loan workflows from application capture and document verification to credit checks and approvals.

Other modules of the suite for **Loan Management** and **Collections** supported the end-to-end lending lifecycle, while the LOS directly addressed the company's core challenge – delayed, manual loan approvals.

Key Highlights of the Implementation:

- ▶ **End-to-end Automation:** Newgen digitized the entire loan lifecycle from application to disbursement, automating document verification, approval workflows, and compliance checks
- ▶ **Self-service Capabilities:** The solution empowered borrowers with a digital portal to apply for loans, upload required documents, and track loan status, enhancing transparency
- ▶ **Centralized Document Management:** An intelligent document management system enabled secure storage, easy retrieval, and improved compliance with regulatory requirements
- ▶ **Dealer Portal Enablement:** The solution provided channel partners with a dedicated portal to initiate applications, upload documentation, and track loan status, accelerating lead conversion
- ▶ **Scalable Architecture:** With configurable, micro-services architecture, the solution offered scalability to offer newer product lines, serve more geographies, and comply with dynamic regulatory requirements
- ▶ **Smarter Decision-making:** Role-based dashboards and real-time analytics enabled proactive, data-driven lending decisions



Benefits Unlocked

Since deployment, the company has achieved measurable improvements across operations, compliance, and customer engagement.



Seamless System Integration: The solution effortlessly integrated with the company's core banking and ERP systems, enabling real-time data flow



Faster Disbursements: Loan turnaround time has drastically reduced, with over 228 tractor loans worth ₹120 million successfully processed within seven months of implementation



Improved Compliance: Automated traceability and documentation strengthened audit readiness and reduced regulatory risk



Higher Operational Efficiency: After the implementation, lending teams spent lesser time on routine tasks, allowing them to focus on business development



Enhanced Customer Trust: The self-service portal and transparent communication improved borrower confidence and satisfaction



Conclusion

By partnering with Newgen, the company refined its lending operations and laid a strong digital foundation for future growth, better governance, and improved customer experiences. Faster, agile and more transparent lending operations supported continued growth, establishing the company as a leader in the agricultural lending markets.

About Newgen

Newgen is the leading provider of an AI-first unified digital transformation platform with native [process automation](#), [content services](#), [customer engagement](#), 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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