



A Dubai-based Emirati Holding Company Simplifies its Document and Records Management with Newgen



Overview

Our customer—a Dubai-based Emirati corporation—is a prominent player in the Middle East and North Africa. It owns the iconic Mall of the Emirates and franchise operations of the French hypermarket chain Carrefour. Established in 1992, the Emirati giant has an extensive portfolio of properties, including shopping malls, retail outlets, and over twelve hotels, contributing significantly to the region's economic landscape.

The Challenges Hindering Growth

The customer was bogged down with various operational challenges, including extended timelines and low workforce productivity. Some of the other challenges that hindered the customer's day-to-day operations, included:



Dependency on Physical Movement of Documents

The extensive dependency on the physical movement of documents between departments hindered seamless workflows, leading to inefficiencies, potential delays, and soaring operational cost



Difficulty in Searching Documents

The paper-driven process of retrieving data led to challenges in searching critical information, further impacting decision-making



Insecure Data Access

Ensuring secure access to documents posed difficulties and had a direct impact on ensuring the sensitivity of the information

The Regular Industry Approach

For holding companies managing large franchise networks, maintaining consistent and accessible documentation across a multitude of locations is paramount. Traditional paper-based systems can lead to cumbersome and error-prone functions, hindering information sharing and regulatory compliance. A robust Document Management System (DMS) and Records Management System (RMS) can offer a transformative solution for franchise operations. While a DMS can streamline the storage, and retrieval of crucial documents, an RMS can help eliminate the chaos of scattered documents across various franchise locations, fostering consistency. However, a disjointed approach just won't make the cut. It requires a holistic strategy.

Transformative Steps by Newgen

Newgen deployed its DMS – Contextual Content Services (ECM) platform – and RMS to streamline the end-to-end records lifecycle and ensure the integrity of the documents. This streamlined approach to content management encouraged workforce collaboration and enabled safe access to documents anywhere. The implementation also included advanced tracking, document integrity assurance, and seamless integration with Salesforce & DocuSign.

The introduced platform and solution enhanced collaboration and boosted workforce productivity by a significant margin. This implementation bridged information siloes, allowing employees to access documents and records anytime and anywhere, promoting a connected and agile work environment.



Business Benefits Achieved



Significant Transactional Growth

The company witnessed a remarkable 110% increase in daily transaction volumes, demonstrating the solution's scalability and capability to handle growing business demands



Reduction in Turnaround Time (TAT)

The customer experienced a notable reduction in TAT and servicing time, streamlining processes, and enhancing overall operational efficiency



Regulatory Compliance

The implementation ensured rigorous security measures, ensuring the company's adherence to regulatory standards, and safeguarding against potential risks and compliance issues



Centralized Access

The establishment of a central repository enabled secure and easy remote access to content, providing a streamlined approach for information retrieval and fostering a more agile and connected work environment

Conclusion

The customer, grappling with operational challenges, achieved a significant increase in transaction volume and a reduction in TAT with Newgen's ECM platform. The solutions facilitated tracking and seamless access to documents. Comprehensive integration with the systems brought about higher productivity.

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.

For Sales Query

AMERICAS: +1 (202) 800 77 83
CANADA: +1 (202) 800 77 83
AUSTRALIA: +61 290 537174
INDIA: +91 11 407 73769
APAC: +65 3157 6189
MEA: +973 1 619 8002, +971 445 41365
EUROPE: +44 (0) 2036 514805

info@newgensoft.com
www.newgensoft.com

