



Oman-based Holding Company Modernizes Record **Management** **Process with Newgen**

Overview

Our customer is the sole provider of electricity, water, and wastewater services in the Sultanate of Oman, with several subsidiaries in the power sector. The company's operations are spread across procurement, generation, transmission, distribution, and supply.

The Pain Points

The functioning of the holding company involves extensive documentation, reporting, and archival. Data migration emerged as a significant challenge for the customer, making it difficult to maintain data security. Realizing the need for a unified platform for hybrid record management, the company sought Newgen's help.



Inefficient Data Migration

Difficulties in transferring data led to potential disruptions in business operations and data integrity issues



Compliance Risk

The customer faced an elevated risk of non-compliance due to lapses in data management. The threat to regulatory adherence raised concerns regarding legal repercussions



Disjointed Record Management

The absence of a unified platform for hybrid record management resulted in inefficiencies in organizing and accessing information, as well as poor collaboration



Lapses in Data Security

The customer faced vulnerabilities that could expose sensitive data to unauthorized access. Low information security made it challenging to safeguard against potential breaches and protect the confidentiality of information



Lack of Accountability

A deficiency in control and accountability within the organization hampered decision-making



Regular Industry Approach

A utility provider needs a lot of support in managing a massive deluge of documents. There are several standalone tools that handle document digitalization, storage, and access. These tools enable users to share information and collate data for compliance purposes. However, some tools may face difficulty in analyzing and handling a volume of data by third-party platforms.

How Newgen Helped

Newgen addressed the customer's challenges by implementing contextual content services (ECM) including a comprehensive records management tool. The solution provided automated correspondence management, streamlined memo processes with approval workflows, and enhanced document lifecycle management for physical and electronic records.

Automated Correspondence Management

The record management solution helped to automate both incoming and outgoing correspondences, ensuring a streamlined process for managing communication

Record Lifecycle Management

The ECM enabled tracking of records from creation to disposal, leading to effective management of the entire lifecycle of both physical and electronic records

Memo Approval Workflow

The predefined rules engines facilitated the management of approval workflows for memos, and enabled systematic archiving of approved memos as records

Record Disposition

The implementation automated the record disposition process, ensuring a systematic and compliant approach to the end-of-life cycle for records

Structured File Plan

Newgen created a file plan structure aligned with the classification scheme, providing the customer with a systematic and organized framework for categorizing and managing records

Interface in Regional Language

A user-friendly Arabic interface made the solution accessible and intuitive for users, promoting adoption and reducing training requirements

Implementation Impact

- ▶ **Improved Data Accessibility**
The comprehensive record lifecycle management ensured a seamless and organized approach from creation to disposal, leading to improved data integrity and accessibility
- ▶ **Better Regulatory Compliance**
By facilitating compliance of record-keeping processes with the National Records & Archives Authority (NRAA) regulations, the solution helped the customer mitigate legal risks and adhere to industry standards
- ▶ **Efficient Document Tracking**
The system enabled swift and accurate movement of physical documents, and ensured real-time visibility, reducing the risk of document loss. The improved file plan ensured consistency and clarity in information management
- ▶ **Heightened Operational Efficiency**
The boost in efficiency of the memo processes and record disposition reduced manual effort and minimized errors, leading to improved decision-making and efficient operations
- ▶ **Wider Adoption by Users**
The Arabic interface catered to the specific needs of the customer's workforce
- ▶ **Reduced Expenses**
The solution reduced the cost incurred on training, litigation, operations, and document storage through end-to-end automation

In Summary

The content management solution acted as a catalyst for document processing and decision-making, removing the hurdles faced in records management and tracking. It solved the customer's problems of data migration and improved security of confidential information. With better compliance, the organization was able to avoid legal issues and maintain a positive brand image.

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

