



Government Transformation Portfolio



**How Governments are Building the
Future on a Digital Foundation with Newgen**

Overview



The greatest promise a government makes to its people is to protect, to serve, and to build a better future. Yet for too long, that sacred duty has been burdened by the weight of paper, the delay of disjointed systems, and the vulnerability of lost information.

This collection, titled Government Transformation Portfolio, is not only about technology. It is about kept promises.

Each story is a proof that a unified, intelligent digital foundation doesn't just change systems, it translates into tangible outcomes. It closes the gap between intent and impact, empowering those who serve to fulfill their mission with clarity, security, and right intention.

We offer these transformation stories as both evidence and inspiration. These are for every leader who believes that the machinery of government should be worthy of the citizens it serves.



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The Architecture of Change

BUILDING THE FUTURE, CASE BY CASE





US-based State Government Agency Digitizes Inmate Records for Improved Access

The Paper Prison

A U.S. state corrections agency, responsible for the custody, care, and supervision of **over 30,000 incarcerated individuals and 80,000+ individuals** on probation, parole, and post-release programs, was constrained by paper. Managing the vast volume of documents across these critical responsibilities created delays, consumed staff time, and introduced risk.

What Slowed Down Processes?



Critical parole, medical, and legal details were trapped in filing cabinets.



Valuable staff hours that should have been dedicated to programming and safety were instead lost to the endless chase for paper files.

The Clear OBJECTIVE

The agency had to set its data, and its people, free with a secure, instant digital system.



A Partnership for Progress with Newgen

We deployed **NewgenONE Contextual Content Services (ECM) platform** to create a single, secure electronic repository for the records of over 100,000 inmates. The deployment transformed paper into actionable digital assets through imaging, allowing for instant electronic access and sharing. To ensure security and seamlessness, it was directly integrated with the state's critical systems:



A portal for secure user authentication and access control



Database to link documents directly to inmate profiles

This created a unified, authoritative source of truth, turning scattered paper records into a streamlined digital system.

Freedom Achieved



Instant Intel: Parole boards access full histories in clicks, not days



Zero Leaks: Role-based access ensured data stays sealed and secure



Mission Refocus: Staff swapped manual hunting for meaningful human work



Total Transparency: A clear, complete digital trail uplifted integrity and trust

A Legacy of Modern Governance

This demonstrated how thoughtful technology adoption improved service delivery. The department not only digitized its files, but it enhanced the very infrastructure of care, custody, and community safety. The result was an agency empowered to fulfill its mission with greater efficiency, integrity, and focus, building a stronger future for all those it serves.



Caribbean Government Unifies Operations to Transform Public Service Delivery

The Organization

A forward-looking national government in the Caribbean, driven by a visionary national development aimed to transform public administration through technology and transparency.

The Challenge: A System of Silos

The nation's public sector was fragmented. Multiple key agencies, from tax and customs to finance and motor vehicle registration, operated in isolation with manual, paper-based processes. This lack of connectivity led to slow service delivery, duplication of effort, and limited visibility, challenging the country's ambitious goals for modern governance.

The Strategic Objective: One Connected Government

The mission was to dismantle these silos. The goal was to implement a unified digital platform that could standardize workflows, centralize information, and provide a seamless, transparent experience across the entire public sector.

The Centralized Solution: A Unified AI-first Low-code Platform

Partnering with Newgen, the government deployed NewgenONE, the AI-first low-code platform. The solution combined document management, records management, and digital capture capabilities to create a single, secure repository. This low-code foundation enabled the rapid automation of complex, citizen-centric processes across agencies.



The Transformation, by the Numbers:



Processes Automated

30+ critical business processes were automated across four major agencies in two streamlined phases



Dramatic Speed

Retrieval of physical files accelerated from 1-3 months down to 1-2 days



Real-time Updates

Case status updates that once took a full day were reduced to just 5-20 minutes

The New Foundation for National Progress

This transformation built more than a new IT system; it established the digital backbone for national development. By connecting agencies and automating workflows, the government unlocked operational transparency, empowered its civil servants, and laid a resilient foundation for a more efficient, accountable, and citizen-centered future.



Singapore-based Technical Educational Institute Streamlines its Records Management

The Background and the Need for Digital Evolution

Our customer, a statutory board under the Ministry of Education, is one of the first and leading polytechnics in Singapore, offering a broad-based, multi-disciplinary, and flexible curriculum. Before the implementation, the customer was dependent on a legacy system to manage a large volume of student records. This approach led to inefficiencies and delays across the process and prompted the customer to leverage a modern solution.

The Vision: Seamless Access as a Standard

The vision was to enable seamless, secure, and immediate access to information for every educator, administrator, and student. This meant replacing a rigid, on-premises legacy system with a modern, agile platform capable of scaling with the institute's growth.

The Solution: A Unified, Cloud-ready Ecosystem

Partnering with Newgen, the polytechnic implemented a NewgenONE AI-first Electronic Documents and Records Management System (EDRMS). This cloud-native platform was integrated directly into the daily workflow via Microsoft 365, allowing staff to manage records within familiar tools like Outlook and SharePoint. The system automated compliance with **IM4L guidelines**, streamlined the transfer of over **900,000 records (3 TB of data)** without disruption, and introduced an advanced search mechanism for near-instant retrieval.



Impact: Efficiency that Empowered Education

The transformation extended beyond IT. With a centralized, intelligent repository in place, the polytechnic operated with:



Educational Excellence

By building a smarter records foundation, the polytechnic didn't just streamline operations, it reinforced its commitment to excellence, ensuring that its digital environment is as forward-thinking as the education it provides.

Singapore Government Agency Implements Digital Services for Enhanced Citizen Engagement

The
Promise,
Kept!

Know the Background

A Singapore-based national agency at the forefront of digital governance was tasked with building the technological infrastructure and citizen services that drive whole-of-government transformation. While responsible for critical national systems, from land transport to digital services, the agency faced a common, yet profound, challenge. Its existing digital record-keeping was a passive repository, not an intelligent asset. The aim was to move beyond basic filing to create a thinking system, one that understood context, helped adhere compliance mandates, and worked seamlessly within the daily tools of thousands of public servants.

The Intelligent Shift

Partnering with Newgen, the agency deployed NewgenONE AI-first Electronic Documents and Records Management System (EDRMS) on the secure government commercial cloud to manage whole of government operations.





The Smart Flow

AI in the Workstream

Native connectors to Outlook, Microsoft Teams, and SharePoint automated filing and retrieval without ever disrupting workflow, turning productivity apps into powerful records management tools



Answers, Not Just Archives

Generative AI capabilities enabled instant document summarization, automatic metadata filling, and natural language Q&A, transforming search from a chore into a conversation



Compliance, Automated

Built-in workflows for IM4L and BagIT standards ensured seamless, policy-driven record handling, from creation to disposition and secure transfer to the National Archives, eliminating manual effort and risk



The Broader Impact

This intelligent system empowered over **4,000 users**. It turned rigid, compliance-centric record-keeping into a source of proactive insight, accelerating decision-making and strengthening governance. The results were tangible, including **faster retrieval, reduced duplication, and vastly improved knowledge sharing** across the government.

The Takeaway

By building a government platform that doesn't just store information but truly *understands* it, it proves that the smartest, most secure governance can also be the simplest for those who deliver it.



Singapore-based Government Agency Modernizes Records Management

The Organization and the Critical Gap

A national-level agency responsible for Singapore's critical land transport infrastructure, the backbone of a nation that moves millions daily. While managing a world-class transport network, the agency itself was stuck in the past. Its records management was about manual processes, fragmented repositories, and complex compliance requirements. This operational friction slowed decision-making and diverted focus from the agency's core mission, building a seamless, people-centered transport future.

The Strategic Shift

The agency partnered with Newgen to implement a modern, AI-first records platform on a secure government cloud. The goal was to transform records management from a compliance task into a strategic advantage.

The Intelligent Integration

NewgenONE Electronic Documents and Records Management System (EDRMS), built on secure, cloud-native architecture delivered a future-ready platform for this need. It addressed the agency's needs on multiple fronts. This was not just a new archive; it was an intelligent operational layer. Generative AI Agent, NewgenONE Marvin, was embedded directly into Microsoft 365 tools. Teams surfaced key documents and complex reports were instantly summarized.

The shift was immediate and decisive. Employees could find information in seconds, not hours. The agency's 3,000+ staff, comprising 20 TB+ data, swapped manual tasks for strategic work, turning records management from a cost center into a driver of faster, smarter infrastructure planning.



The Transformation Delivered:



AI-powered Efficiency

Gen AI capabilities helped automatically classify incoming documents, extract key metadata, and provide instant summaries. Staff spent less time filing and more time analyzing



Guaranteed Compliance

Built-in workflows ensured every record adhered to strict standards like IM4L for lifecycle management and BagIT for secure transfer



Unified Intelligence

The platform consolidated access, turning scattered information into a single source of truth

Secure Future

The agency accelerated planning, enhanced governance, and refocused its talent on innovation, ensuring Singapore's transport system was powered by data, not hindered by paper.



National Archives Authority Transforms Records Management Across Multiple Government Agencies

Who's the Customer?

A national-level archive and records authority, responsible for overseeing over 15,000 users across multiple federal agencies and managing a mixture of physical and electronic records, was constrained by manual processes. Governing the vast volume of national records across these critical agencies created security gaps, compliance risks, and inefficiency.

What Hindered Control and Preservation?

Critical government records were scattered across 17 agencies in disparate systems and physical storage

Archival staff had to face difficulties with manual searches and complex routing, slowing access and oversight

The risk of data loss, tampering or non-compliance threatened the integrity of the national record



The Unifying Solution with Newgen

The authority partnered with Newgen and leveraged **NewgenONE Electronic Documents and Records Management System (EDRMS)** to create a centralized, cloud-based repository for the entire authority. The deployed system digitized the complete records lifecycle, allowing for the capture, management, and preservation of content ranging from documents and emails to photographs and audio files. To ensure security and scalability, it was hosted in a secure multitenant cloud architecture. It provided a unified yet distinct digital workspace for every connected agency.

The Transformation, by the Numbers

22

ministries connected into one collaborative, secure ecosystem

15,000+

users granted seamless, role-based access to the records they required

300+

regulations automated into the platform's core, ensuring continuous compliance

The New Foundation for Governance

This is the story of a nation securing its legacy for the digital age. With the deployment, the authority ensures transparency for citizens, provides a resilient foundation for audit and accountability, and preserves the national story for generations to come.

**The
Promise,
Kept!**

A Qatar-based Shipping Company Streamlines Accounts Payable & Receivable and Engineering Drawing Management

The Protagonist

A large state-owned maritime logistics and shipping company operating in the Gulf region, managing high-volume transactions and documentation for cargo transport and gas shipments.

The Plot Twist

Official documents, from visas to birth certificates, were vulnerable. Verification was slow, manual, and left room for fraud. Trust became the hardest document to authenticate.

The Bold Move

Launched Tasdeeq, a national verification portal and mobile app powered by Newgen, a single source of truth for every document, everywhere.





The New Reality with Newgen



One-click Verification

Citizens and businesses could confirm authenticity instantly from their phones



Forgery-proof Security

Tampering was detected immediately, protecting national integrity



No More Queues

Multiple office visits were not required anymore. There was easy document verification by agents and private entities by integrating with Qatar Government Contact Center (QGCC), where information was communicated in a secure manner

The Final Transformation

The customer transformed verification from a bureaucratic checkpoint into a seamless experience. This is how modern governments turned vulnerability into strength, not by adding more steps, but by building trust into every interaction.



A Premier LNG Fleet Streamlined its Day-to-day Operations

The Captain

A premier maritime company operating the world's largest fleet of LNG carriers, a vital link in a national energy supply chain.

The Bottleneck

Navigating the seas was easier than navigating paperwork. Thousands of invoices, engineering blueprints, and critical correspondence were managed manually. This led to delays, compliance risks, and hidden cost, threatening smooth sailing for the vital energy supply chain.

The Digital Voyage

The customer partnered with Newgen to modernize its back office. We automated three crucial systems on a single, intelligent platform, including:



**Accounts Payable &
Receivables**



**Engineering Drawings
Management**



**Corporate
Correspondence**



The Clear Skies



No More Penalties

→ Automated tracking and approvals eliminated late payments and fines



Full Visibility

→ Leadership gained a real-time dashboard view of every invoice and document



Enhanced Efficiency

→ Bulk processing and digital workflows freed the team from manual drudgery, boosting overall workforce productivity



Audit-readiness

→ Every process became traceable, ensuring complete compliance and smarter decision-making

The Final Transformation

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India-based Leading Insurance Giant Centralizes its Insurance Processes

The Background and the Scale of Challenge

A national insurance leader responsible for over 250 million citizens was operating in a paper-based world. Managing a staggering 15 billion documents across a network of 2,000+ branches created delays. This fragmented system hindered the work of 1 million agents and 25,000 employees, slowing service and obscuring critical information.

The Strategic Partnership

The insurer partnered with Newgen with a definitive aim, to build a unified, agile digital core that could serve the nation. This began a decade-long evolution, engineering a seamless digital ecosystem across three technology tiers and executing two major platform upgrades to ensure lasting innovation.

The Driver of Change: A Unified Digital Platform

The solution was NewgenONE, unified, integrated platform, combining the capabilities of Intelligent Process Automation (BPM), Contextual Content Services (ECM), and Omnichannel Customer Engagement (CCM). The implementation helped connect every branch, agent, and department. It transformed the entire policy lifecycle, from customer onboarding to claims processing, into a streamlined, automated workflow, replacing manual paper trails with digital efficiency.



Qualitative and Quantitative Improvements



A new, unified underwriting workflow allowed teams across all levels, from local branches and divisions to zonal and central offices, to process and approve life insurance applications on a single, connected system



A centralized records management ecosystem to manage all digital office records, including policy files, agent files, and administrative documents



15 billion documents secured in a 100 TB digital archive, eliminating physical storage and saving an estimated 100,000 trees annually



20 million communications automated, personalized communications delivered to customers each month

Trust, Digitized: Towards a Secure Future

This transformation was the digitization of trust itself. By replacing paper with data and manual processes with intelligent automation, the insurer strengthened its promise to the nation. It emerged not just modernized, but as a resilient, responsive, and future-ready pillar of public security.



A Renowned Financial Regulator Augments AI Intelligence for Faster, Smarter Oversight

Meet the Customer

Our customer is not just a regulator, it is a pillar of economic stability. This renowned financial authority oversees the entire banking and financial ecosystem in India, ensuring compliance, supervising institutions, and safeguarding the integrity of the monetary system.

Fulfilling the Vision: From Automation to Intelligence

Already equipped with advanced digital systems, the regulator had a bold ambition: to move beyond basic automation and embed AI into its core operations. The goal was to create a truly intelligent ecosystem where AI could think, learn, and decide, transforming regulatory oversight from reactive to proactive.

The Ask: Building a Smarter Regulatory Mind

The regulator's objectives were clear and transformative:



A next-gen portal for real-time, guided interactions with banks and fintechs



A self-routing system to match each case with the right expert team instantly



GenAI-assisted smart decision engine to analyze decades of rulings in seconds



A living knowledge hub where policies and precedents connect dynamically



The Newgen Solution: An Intelligent Regulatory Engine

Newgen deployed NewgenONE Content Decisioning Intelligence, an AI-powered low-code solution that acted as a proactive partner in oversight. The system's power came from its ability to generate insights through triangulation of knowledge, dynamically connecting three critical pillars of regulatory intelligence for every decision:

► **The Current Application and Case Data:** Real-time facts, submissions, and context

► **Past Application Decisions and Precedents:** Analysis of thousands of historical rulings and outcomes

► **The Regulatory Framework:** Master directions, standard operating procedures (SOPs), and live regulations.

This interconnected intelligence powered the entire system:



The Brain: An agentic AI system that triangulated all knowledge sources to generate recommendations with confidence scores, learning continuously



The Nervous System: Intelligent workflows that used this holistic view to auto-route cases, adapt in real-time, and maintain flawless audit trails



The Institutional Memory: A living content hub that turned isolated documents into a web of insights, surfacing critical, context-aware precedents on demand



Transformational Outcomes



Streamlined 60+ regulatory processes, reducing manual efforts and accelerating response time



Instant precedent analysis gave officers summarized case histories in seconds, not hours



Self-optimizing workflows that learned and improved with every decision



Context-aware, personalized communication with regulated entities



Human expertise, amplified through AI-backed confidence scoring and collaborative decision-making

The Leadership Insight

It was a paradigm shift in governance. By transitioning from partial automation to full AI-augmented intelligence, the regulator set a new global benchmark. The result is a more agile, transparent, and profoundly effective oversight framework, proving that the future of regulation is not just faster, it's smarter.



Fortune Global 100 Petrochemical Corporation Streamlines Procurement & Workflows

The Organization

A fortune global 100 petrochemical corporation with a \$119B turnover, operating complex midstream and downstream businesses with over 30,000 employees.

The Operational Challenge

The corporation's vast operations—spanning refineries, LPG, retail outlets, and marketing, were managed through numerous manual, paper-based processes. Information was often misplaced, reviews were difficult to track, and critical departmental workflows (from retail outlet commissioning to training) lacked integration with core systems like SAP. This created delays, inefficiencies, and hindered the agility of its massive distribution network.

The Strategic Automation

Partnering with Newgen, the corporation launched a comprehensive enterprise-wide automation initiative. The goal was to digitize and connect its operational backbone, integrating seamlessly with SAP to eliminate manual intervention and accelerate cycle time.



The Unified Solution: An integrated platform was deployed, combining:

Document and Records Management for centralized knowledge



Collaboration and File Management tools for seamless teamwork

Workflow and Case Management to automate complex processes



Deep SAP Integration to bridge operational and transactional data

The corporation automated **over 50 processes** across various departments on an AI-first, low-code platform, including:



Corporate and Operations



Retail and Lube



Human Resource and Finance



Aviation and Engineering



The Scale of Change

50+

processes automated
across 6 departments

10,000

users onboarded onto the
platform

2,000+

monthly transactions
processed seamlessly

10 million

legacy documents migrated and
digitized into a centralized DMS

Toward an Efficient Future

By automating its core business and office processes, the corporation achieved faster document access, efficient information sharing, and significant reduction in cycle times. The initiative replaced physical records with dynamic knowledge management, creating a transparent, agile, and integrated operational foundation for its nationwide downstream network.

Trust is Built with Action

Look beyond the case study. See the decisions, the challenges, and the tangible change that followed.

From protecting national records to powering global supply chains, every story shares a single truth i.e. real change happens when you remove the friction. When you give people the right tools, they can align their energy to society's most critical work, i.e., to serve, protect, and build the nation.

***Ready to write your organization's next chapter?
Let's build what matters, together.***



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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