



How Legacy Records Management System Hurts Government Organizations

Building Digital Trust in the Age of AI



Overview

Governments store some of society's most sensitive information, including land records, birth registries, tax filings, social security data, healthcare records, and confidential intelligence files. However, all too frequently, these essential records often remain trapped in paper archives or legacy systems with secure accessibility challenges created many years ago. These outdated systems, that were not designed to cater to new-age digital demands, lead to serious problems, such as:

- Slower services for citizens
- Higher security risks

- Inefficient collaboration, reduced transparency, and stalled innovation
- Wasted money on old infrastructure

Government leaders must now modernize record management while leveraging intelligent, secure systems at scale. This shift will both restore operational efficiency and strengthen public trust.

Read the complete eBook to explore actionable strategies for smart governance. Furthermore, learn how an AI-first records management system prevents data disasters, empowers you to go beyond embracing band-aid approach, and deliver a superior citizen experience.



By the Numbers: The Burden of Outdated Government IT



The U.S. government spent over **\$100 billion** annually just to keep outdated systems running, more life support than innovation



80% of Australian agency tech budgets were allocated to maintaining obsolete platforms



In the UK, a third of central government IT systems were outdated, with over **20** identified as 'legacy'.

Gartner researchers predicted GenAI would eventually reduce modernization costs by

70%

The Fragile Foundation of Digital Governance



Every interaction between citizens and government is a test of confidence. When systems fail, whether through delays, breaches, or lost records, they don't just create frustration; they damage the public's belief in their institutions.

When Government Systems Fail, People Lose Faith

It's simple, when public services work poorly, citizens stop trusting their government. Every time records get lost, services get delayed, or data gets leaked, people wonder, can they really protect my information? Can they actually help me when I need it? The truth is trust is built through consistent, reliable services. When someone applies for a permit and gets it quickly, when they request information and receive it securely, when they see the system working smoothly, that's when confidence grows. However, outdated systems can't deliver this reliability. They're slow, unsafe, and full of gaps.



Modern record-keeping solves this, which means:



The result? Citizens who believe their government works for them.

The Pain of Paper Trails and Patchy Systems: The cost of Inaction is Mounting

Fifteen years ago, digital record keeping was still in its early stages, compelling government organizations to rely on physical archives and no standardized process. Despite efforts to modernize, most public sector entities still struggled with outdated records management systems that were fragmented, error-prone, and lacked scalability. These legacy systems did not even facilitate governance. A 2023 study by Accenture revealed a harsh reality that **70% of companies attempting digital transformation were still held by old, inefficient systems.** These legacy systems slowed down their progress and innovation. The consequences,



For many government agencies, their records may no longer be on paper, but their so-called 'digital' systems remain stuck in the past. These outdated platforms function merely as electronic filing cabinets, offering little real automation or connectivity. As these aging systems grow more obsolete, they demand increasingly expensive maintenance, specialized IT skills, custom software patches, and constant workarounds just to keep them functioning. The consequences multiply and translate into inconsistent record-keeping, gap-filled audit trails, and an inability to harness modern technologies like AI. Meanwhile, proper digitization, the kind that actually improves access, security and efficiency, requires more than superficial upgrades. It demands robust encryption, strict access controls, comprehensive monitoring, and forward-thinking governance.

The gap between these legacy systems and modern needs doesn't just represent outdated technology, it reflects a growing vulnerability in how governments preserve and protect critical information.



Modernizing Records Management for the AI Era

The traditional RMS, once a step forward, is now a roadblock. What's needed isn't just a better way to manage documents; it's a smarter, **AI-augmented** solution that places records at the centre of governance innovation and fosters digital trust through enhanced transparency, security, and accountability.

An Electronic Document and Records Management System (EDRMS) offers core lifecycle capabilities like **secured capture, classification, archiving, retention management, and disposition** along with search and retrieval across all records, while ensuring compliance with global standards. Here's how an **enterprise-grade EDRMS** helps:

- **Unified Records Governance and Access:** Manage physical and digital records through one centralized platform while enabling secure, role-based access control.
- **Intelligent Records Management:** Leverage AI/ML to simplify records organization, improve access to information, and streamline repetitive tasks.
- **Security & Compliance:** Ensure secure access to

records with authentication protocols and user permissions while maintaining alignment with industry standards and internal government policies.

- **Legal Hold:** Multiple users can place legal holds on the same record at once and automatically block deletion until all holds are removed to keep important information safe.
- **Email Archival:** Archive emails, attachments, and links into a central repository with AI-powered classification and indexing.
- **Disaster Recovery:** Protect public data with encrypted backups and multi-layered security
- **Migration from legacy systems:** Automate transfer of records, metadata and associated files in a seamless, error-free migration process
- **Secure On-premises Deployment:** Deploy AI within a secure, on-premise environment to ensure data control and maintain compliance with regulatory requirements.

A Singapore-based Government Polytechnic Institution Streamlined Records Management with Newgen

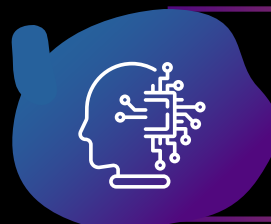
A leading Singapore-based government polytechnic, under the Ministry of Education, faced mounting cost and inefficiencies in managing student records. By migrating from HP Trim to Newgen's EDRMS, the institution:

- Empowered 1,300+ users across departments
- Reduced record processing turnaround time
- Improved compliance adherence with national mandates
- Record filing through applications such as MS SharePoint Online and MS Outlook

Read the Complete Story Here

Reimagine Records Management with Advanced Tech

Modern EDRMS integrates advanced technologies to optimize records management:



AI: Automates classification, tagging, and retrieval of documents.



Generative AI (GenAI): Assists in summarizing content and extracting key insights.



Low-code Development: Allows rapid customization and deployment of workflows without extensive coding.

Technology that Builds Digital Trust in the Age of AI: NewgenONE AI-first Records Management System

NewgenONE AI-first Records Management System, built on a low-code, digital transformation platform, empowers government leaders to build digital trust in the age of AI. It empowers public sector agencies to ensure complete visibility, control, and precision across the records lifecycle.

What Makes NewgenONE Records Management System different: _____

- **Low-code workflows:** Rapidly build and adapt records policies and processes
- **GenAI-powered automation:** Leverage AI/ML for autoclassification, metadata extraction, administrative functions. Use AI agent like NewgenONE Marvin to auto-classify, index, summarize and interact with documents
- **Search:** Leverage AI-assisted & NLP-based search, full-text, fuzzy, Boolean, phrase, metadata and more search types across physical and electronic records
- **Email Archival:** Archive and link email records into a centralized repository from MS Outlook. Ensure simplified email classification, metadata indexing with auto-recommendation of the right archive location
- **Legal holds and consignment tracking:** Prevent premature deletion, monitor record movements, and preserve integrity
- **Better compliance:** Align with global standards like DoD 5015.02, VERS, ISO 16175 1 & 2, ISO 15489, IM4L, IM8, BagIt, NRAA Oman and more and 20+ Australian regulations for NSW, Victoria, Queensland etc.
- **Security:** Ensure secure access through SSO with LDAP authentication, implement security classifications and data encryption, and leverage AI with built-in guardrails, role-based permissions, and controls for managing sensitive records
- **Deep integrations:** Seamlessly connect with enterprise applications and legacy systems
- **Migration from Legacy systems:** Automate transfer of records, metadata, and associated files while ensuring error-free migration and utilize advanced data mapping techniques for accurate transformation of records



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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