A Renowned Steel Manufacturer in India Transforms its Global Digital Journey with **Newgen's ECM**

Empowers over 5000 customers spanning across 20 countries

Overview

Our client is a key player in steel manufacturing, renowned for top-quality galvanized products. Serving 5,000+ partners across 20 countries, with a global distribution network, the organization is committed to offering cutting-edge solutions to its customers. The client faced severe challenges in managing their legacy content management system across different departments. Therefore, they decided to streamline the end-to-end document management practices.

The Client's Pain Points

Issues included the coexistence of hard and soft copy documents, an unstructured document system, decentralized storage, remote physical approvals, and protracted document searches. The inefficiencies stemming from manual data entry into SAP had become error-prone and resource-intensive. Quick and easy access to content associated with SAP transactions was difficult. The key issues that required attention included:

Diverse Document Formats: Dealing with a combination of hard copy and digital documents made it a challenging task to maintain an efficient document management system

Unstructured Document Management: The existing approach to document management lacked structure and standardization, resulting in difficulties in tracking and retrieving information

Decentralized Document Storage: Documents were scattered across various departments, impacting document integrity, security, and accessibility

Physical Approval Process: Approvals from remote locations required the use of physical documents, leading to the need for additional manpower and causing delays in the approval process

Time-consuming Document Retrieval: Finding specific documents within the organization was a time-consuming process due to the absence of an organized document repository, impacting case workers' productivity drastically

What is a Regular Industry Approach to These Pain points?

Many organizations address these challenges by implementing automated document management systems. However, Newgen stands out in its ability to automate content lifecycle management for all types of content across an organization. Its contextual content services (ECM) platform streamlines document handling, digitizes content, centralizes storage, and facilitates integration with ERP systems, resulting in enhanced efficiency and accessibility.

Transformative Steps by Newgen

Newgen's strategic approach addressed document management challenges with digitization, efficient categorization, centralized access, and robust security measures. This transformation resulted in enhanced accessibility, collaboration, improved security, and significant cost savings. Given here are some of the key functionalities, including:

Scanning and Metadata Enrichment: Hard copy documents are scanned with proper metadata mapping during digitization. The physical documents are converted into digital format, and associated metadata is added to enrich each document

Document Categorization: This categorization functionality helps users organize documents efficiently, making it easier to sort and retrieve them when needed

Structured Storage: All digitized documents are stored in a structured manner within the system. The structured storage ensures a consistent and uniform filing system for all documents

Central Repository: A centralized repository houses all documents from various departments and simplifies document management

Role-based Access Control: A robust rights management ensures only authorized users have access to specific documents based on their roles and responsibilities

Document Search Capabilities: Users benefit from a powerful search system that offers an intuitive and efficient way to find specific documents. This includes easy search, full-text search, and indexed search options, along with multiple search criteria like metadata fields, document names, and creation timestamps, providing flexibility for document retrieval

SAP Integration: Integration with SAP ensures that documents are easily uploaded into the system and retrieved, enhancing data consistency and accessibility across the organization

Business Benefits Achieved by the Client

Smooth Collaboration and Decision-making: The system fosters enhanced collaboration among teams and departments, leading to informed decision-making due to easy access to critical documents

Improved Data Security: Robust security measures reduce the risk of unauthorized access, protecting sensitive information and ensuring compliance with data security regulations

Reduced Turnaround Time: Streamlined workflows lead to reduced turnaround times, increasing efficiency in various processes and saving valuable time

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Cost Savings: Significant cost savings are achieved through streamlined workflows, reduced administrative overhead, and minimized errors in document management

Environmental Impact Reduction: By minimizing paper usage and physical transfers, the system reduces the organization's environmental impact, contributing to sustainability efforts and cost savings associated with paper-based processes

Quantitative Improvements

- OD Users: 20

- Avg. Monthly Documents Upload: Over 5,000

- Total Documents Upload: 15,380

- Types of Documents: Purchase Orders (PO), Invoices, Policies, Annexures, Bills, etc.

- Departments Involved: HR, Purchase, Finance, IT

Conclusion

The Indian steel manufacturer's partnership with Newgen's ECM solution has powered a profound digital transformation. Overcoming the challenges of unstructured content, remote approvals, and decentralized storage, the organization now enjoys streamlined document management, secure collaboration, and substantial cost savings. With 20 users, over 15,000 documents processed, and integration with key systems, the transformation has led to enhanced productivity, informed decision-making, and significant time and cost efficiencies. Furthermore, this endeavor reflects the organization's commitment to sustainability by reducing its environmental impact through reduced paper usage. Newgen's ECM has empowered the client to lead the way in efficient, secure, and sustainable content management.