



# The Trials and Triumphs of the Leading Indian Financial Institutions

Explored with Newgen's Top 10 Transformation Stories  
Starring AI-first, Low-code, Future-ready Solutions





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# PROLOGUE

This eBook is aimed to be a guidebook for the decision makers and senior executives of the Indian banking diorama. It presents ten remarkable transformation stories from India's leading financial institutions, showcasing how Newgen's AI-first, low-code platform, NewgenONE, has enabled banks to achieve extraordinary results. These stories demonstrate the tangible impact of strategic digital transformation, from **reducing processing times by 400% to increasing revenue by 25%**.

Each case study is structured to give you:



The business challenge faced by the institution



The specific solution implemented by Newgen



Tangible results and strategic takeaways for industry peers

The goal of this eBook is to provide **real-world transformation blueprints** that banking leaders can adapt, refine, and execute in their own organizations.

## Who Should Read This eBook:

- ▶ Banking executives and decision-makers
- ▶ IT leaders and digital transformation teams
- ▶ Technology vendors and consultants
- ▶ Financial services professionals
- ▶ Students and researchers in fintech

## What You Should Look Forward to:

- ▶ Real-world implementation strategies and outcomes
- ▶ Technical insights into AI-first, low-code solutions
- ▶ Best practices for digital transformation in banking
- ▶ ROI frameworks and success metrics
- ▶ Future trends shaping Indian banking



## EXECUTIVE SUMMARY

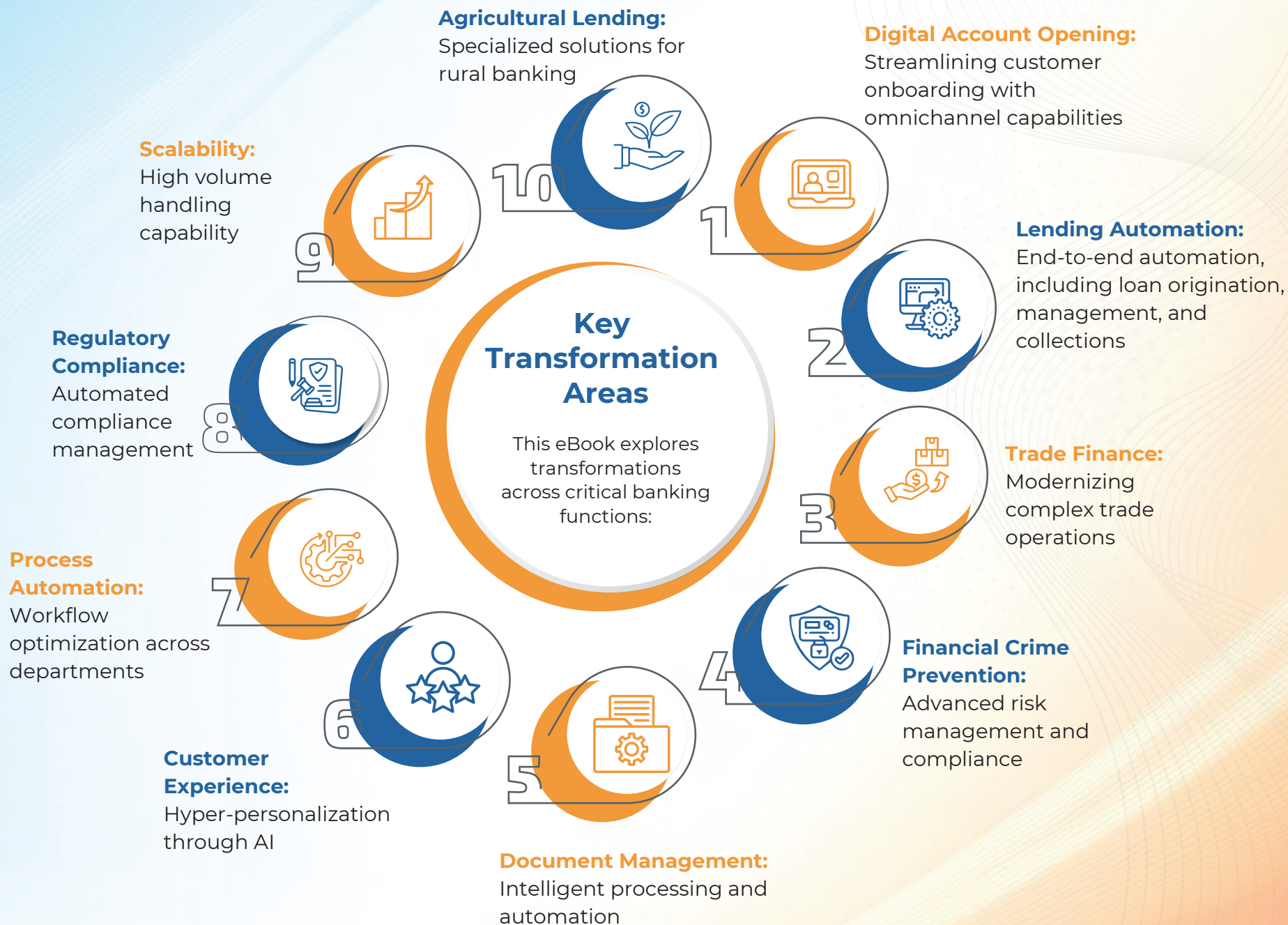
The Indian banking ecosystem is highly complex and chaotic, with borrowers differing widely in demographic profiles, needs, and income groups. The new generation of borrowers is more inclined toward digital banking services. The digital lending market, valued at USD 400.1 million in 2023 and **expected to soar to USD 2,377.1 million by 2030**, reflects the pace and scale of transformation underway.

But this isn't just about numbers. It's about how financial institutions engage customers, comply with regulators, and rewire their business models for an AI-first future. While the growth has been phenomenal, roadblocks like better service, faster approvals, and seamless communication have cropped up. Customers have moved from expecting just "fast" services to demanding instant, personalized, and transparent experiences. Regulators, meanwhile, are tightening oversight, introducing new frameworks around consumer protection, data privacy, and responsible lending. This points to a central concern: **How can banks and NBFCs balance growth, compliance, and customer experience?**

Technology provides the answer, but only when applied with intelligence, domain knowledge, and agility. AI, low-code platforms, and cloud-native systems are no longer just enablers; they are the engines driving efficiency, resilience, and innovation. Financial institutions that can seamlessly blend these capabilities into their core operations are the ones rewriting the rules of the industry.







## Chapter 1

# The Digital Banking Revolution in India

### The Current Landscape

In recent years, there has been a significant surge in banking adoption in India. In 2024, **89% of Indians held financial accounts, up from 35% in 2011**, indicating a significant increase in the penetration of banking services into the remote regions of India. India's lending sector has experienced remarkable growth, driven by fintech innovation, NBFC agility, and expanding digital infrastructure.

**Digital lending is growing at nearly 40% CAGR and is expected to account for 5% of retail loans by FY2028, up from a mere 1.8% in FY2022.** In 2024, the digital lending market reached USD 438.9 billion, while personal loans alone hit USD 135.7 billion, with strong long-term forecasts.





## Market Dynamics:

Indian banks and NBFCs are significantly ramping up technology investments. A report by EY India indicates that **74% of financial firms have initiated proof-of-concept projects in Generative AI**, with 42% allocating budgets for AI-driven initiatives.

FinTechs dominate personal credit, commanding **52% market share** via small ticket loans for underserved segments.

NBFCs are the fastest-growing credit providers with **20% growth in FY25**. Personal and agri lending are experiencing strong growth, with the former **growing at a 33% CAGR**.

MSMEs show massive digital acceptance, with **90% accepting online payments**, though only 18% use digital credit solutions, highlighting an untapped opportunity.

## Factors That Make Transformation Critical



### Legacy System Constraints

Core banking systems (CBS), initially designed for traditional banking, are struggling under the weight of modern digital demands. The surge in UPI transactions has pushed these systems to their limits, causing widespread outages..



### Regulatory Compliance

Banks must navigate complex regulatory requirements while maintaining operational efficiency. The Reserve Bank of India's continuous evolution of guidelines demands agile, compliant solutions.



### Customer Expectations

Modern customers expect seamless, personalized experiences across all touchpoints. Banks must deliver real-time services while maintaining security and regulatory compliance.

## Chapter 2

# Newgen's AI-first Platform for Financial Institutions

Newgen Software stands out in the competitive landscape through its integrated approach to digital transformation. Unlike vendors that offer point solutions, Newgen provides a comprehensive platform that addresses the entire customer lifecycle.

### Core Differentiators:



#### AI-first Architecture

Built-in artificial intelligence capabilities across all modules



#### Low-code Development

Rapid application development with minimal coding



#### Industry Recognition

Leader in multiple analyst reports, including Forrester and Gartner



#### Proven Track Record

30+ years of experience with successful implementations globally





## Core Technologies and Capabilities

### NewgenONE Platform

The flagship low-code platform combines multiple technologies in a unified solution:

#### Intelligent Process Automation (BPM):

Automates complex business processes

#### Contextual Content Services (ECM):

Advanced document management

#### Omnichannel Customer Engagement (CCM):

Unified customer communication

#### Agentic AI:

Purpose-built AI agents for decision-making

### The NewgenONE platform is designed to evolve with changing technological trends:

#### Cloud-native:

Built for cloud deployment and hybrid environments

#### AI-first:

Extensive AI agents to simplify complex banking journeys

#### Microservices Architecture:

Modular architecture for flexible deployment

#### Security:

Enterprise-grade security with compliance built in

#### Analytics

Real-time insights and predictive capabilities

**NEWGEN WAS RECOGNIZED AS A  
'REPRESENTATIVE VENDOR' IN GARTNER®  
MARKET GUIDE FOR COMMERCIAL BANKING  
CASH MANAGEMENT, AUGUST 2025.**

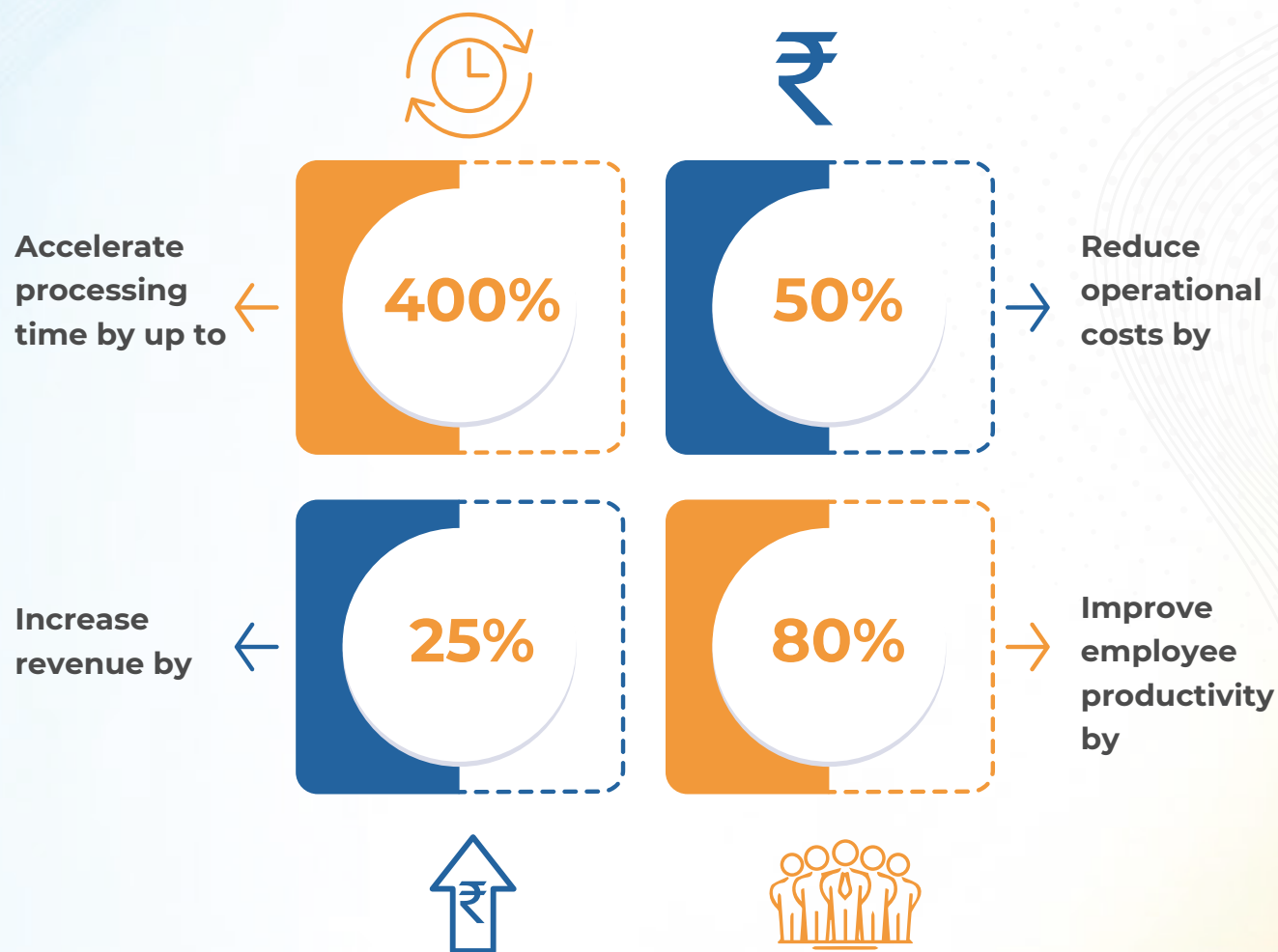
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**NEWGEN WAS NAMED A “STRONG  
PERFORMER” IN THE FORRESTER WAVE™:  
DIGITAL PROCESS AUTOMATION  
SOFTWARE, Q3 2025**

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## The Newgen Advantage

Newgen has emerged as a powerful force in the BFS landscape. For over thirty years, we have partnered with India's leading banks and NBFCs, helping them digitize and automate mission-critical processes like lending, onboarding, trade finance, collections, or servicing. Our AI-first solutions, augmented with AI Agents for financial institutions, have brought about pivotal changes.







# THE TOP 10 Transformation Stories

Newgen's role has been more than that of a technology provider. We have been transformation partners, enabling financial institutions to address today's priorities while building capabilities for the future.

What follows are stories of resilience, agility, and innovation. Together, they demonstrate how technology, when applied with purpose, can transform the way financial institutions serve their customers and shape the future of banking.

## Chapter 3

# Fortune 500 Bank Reaps 200% Scalability with Advanced Agri Lending

### Know Our Customer

India's largest banking and financial services organization, with over 500 million customers countrywide. It offers personal, corporate, agricultural, and international banking.

### The Challenge

Manual loan processing was slowing disbursements to farmers. Systems functioned in silos, and there was limited visibility into the process.





## The Transformation with Newgen

Newgen's **Agri Lending Solution** automated the end-to-end lending process, which helped the bank process multiple agricultural loan requests seamlessly and efficiently. The solution delivered:



A unified platform for multiple functions, reducing complexity and vendor reliance



Centralized document management to store, archive, and share all loan-related paperwork



A customer portal to allow the customer to interact with the bank services digitally



A dedicated mobile app empowering field agents in rural areas to process loans on the go



Customizable business rule engine for crop, land, and season-specific criteria

## Results and Benefits

**100%  
Compliance**

**33 products and  
139 sub-products  
automated  
end-to-end**

**Scalability  
doubled from  
40,000 users to  
80,000 users**

**NEWGEN'S IMPACT**  
**SAME-DAY KISAN CREDIT**  
**CARD ISSUANCE WITH 60%**  
**FASTER TURNAROUND**

”

## Chapter 4

# Leading Financial Regulator Streamlined 60+ Regulatory Processes with Newgen

### Know Our Customer

As one of the world's most influential financial regulators, this authority is responsible for safeguarding monetary stability, supervising banks, and guiding policy in a major global economy.

### The Challenge

Despite its stature, the regulator's internal systems were struggling. Partial automation left critical oversight processes fragmented. Case data lived in siloes, routing was manual, and communication was static. As applications surged and oversight requirements grew more complex, decision-making slowed, audit risks increased, and transparency suffered.

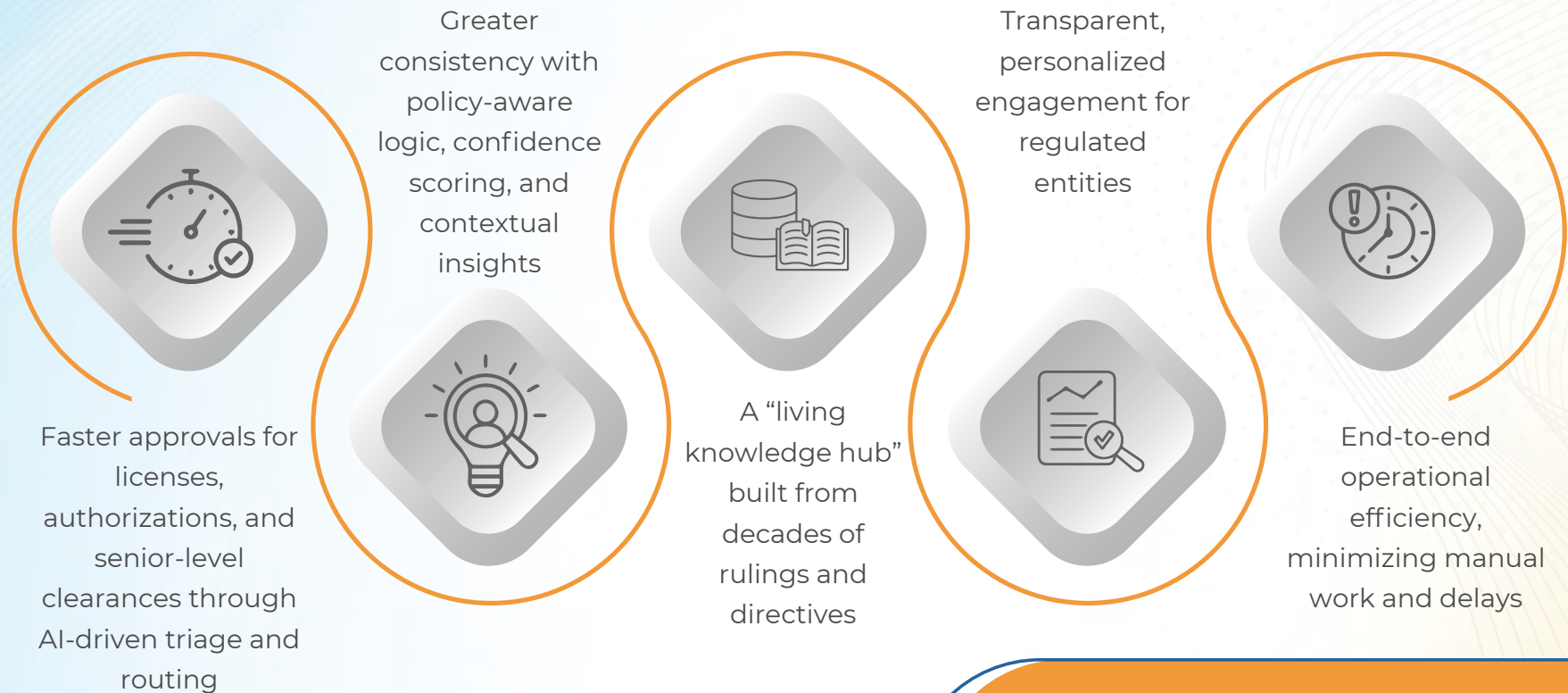




## The Transformation with Newgen

**NewgenONE Agentic Regulatory Management System**, built on an AI-first, low-code platform, introduced adaptive case management, contextual intelligence, and decision augmentation into the regulator's core. Suddenly, decades of rulings became searchable knowledge. Policy-aware recommendations guided decisions. Dynamic workflows adapted in real time. Personalized communication kept stakeholders engaged.

## Results and Benefits



**NEWGEN'S IMPACT**  
FULL TRACEABILITY ACROSS  
60+ REGULATORY AND  
SUPERVISORY PROCESSES



## Chapter 5

# Top Equipment Finance NBFC Disbursed Loans Worth ₹120M with Digital Lending Solution

### Know Our Customer

A captive finance arm of a global agricultural machinery leader, which helps farmers and contractors secure essential equipment.

### The Challenge

Loan processing was stuck in the past. Manual spreadsheets, scattered records, and siloed workflows led to delays, errors, and poor compliance.



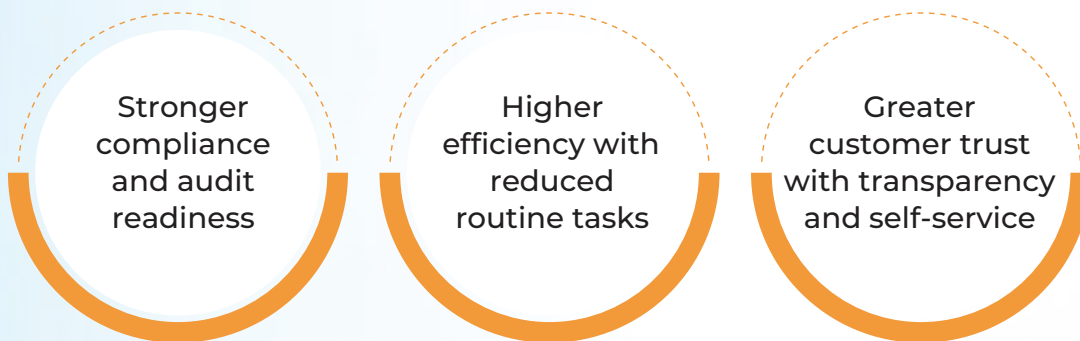


## The Transformation with Newgen

The NBFC deployed **Newgen's Digital Lending Suite** and unlocked:



## Result and Benefits



**NEWGEN'S IMPACT**  
228+ TRACTOR LOANS WORTH  
₹120M DISBURSED IN 7  
MONTHS



## Chapter 6

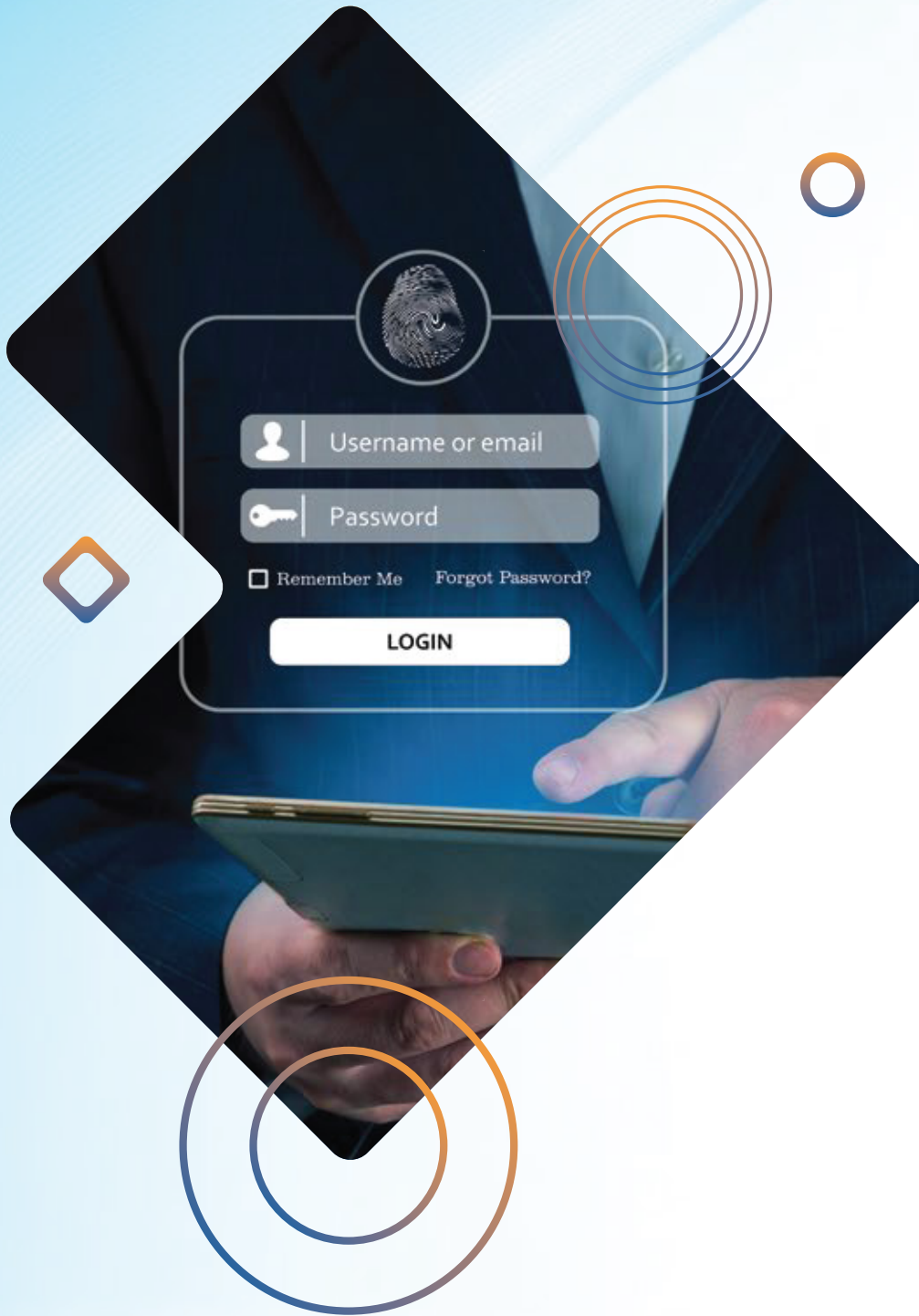
# Indian Retail Bank Saved 47 Man-Hours Monthly with Automated Account Opening

### Know Our Customer

Formed in 2015, this bank offers a comprehensive range of services, including loans for MSMEs and startups, corporate banking, cash management, wealth management, deposits, government banking, working capital, trade finance, and treasury solutions.

### The Challenge

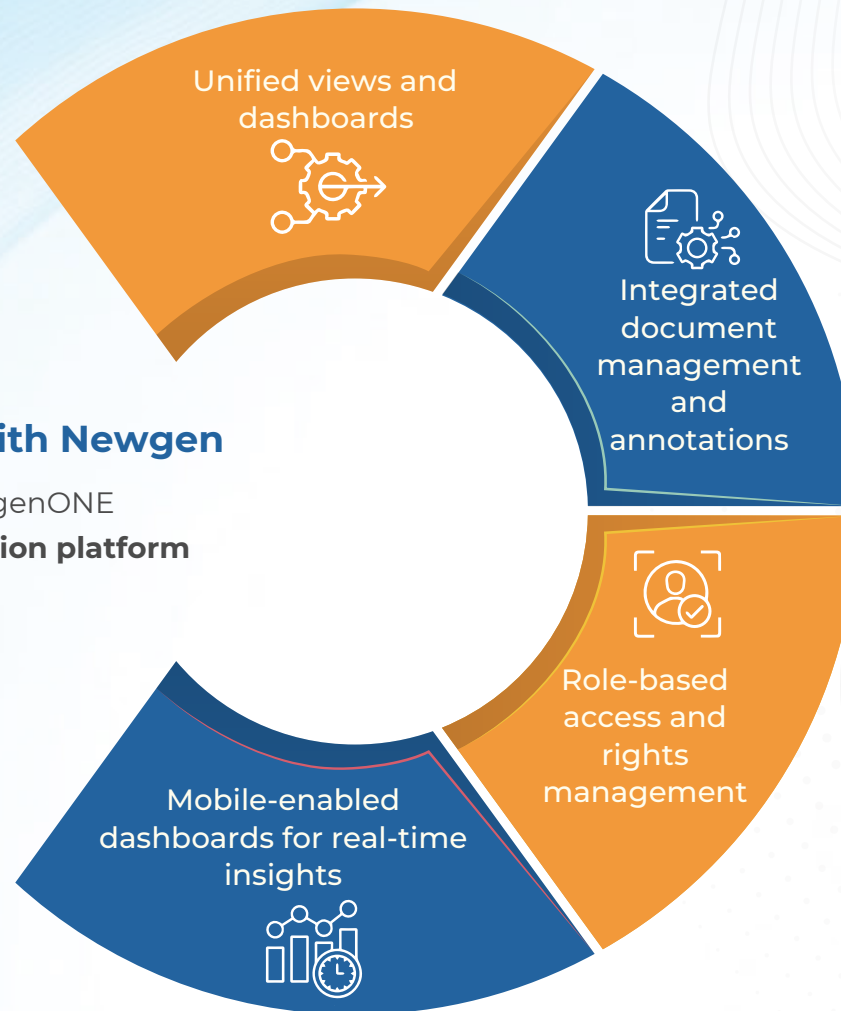
The bank faced delays in resolving customer requests due to outdated systems, which affected customer satisfaction. It also struggled to handle growing volumes, impacting SLAs and productivity.



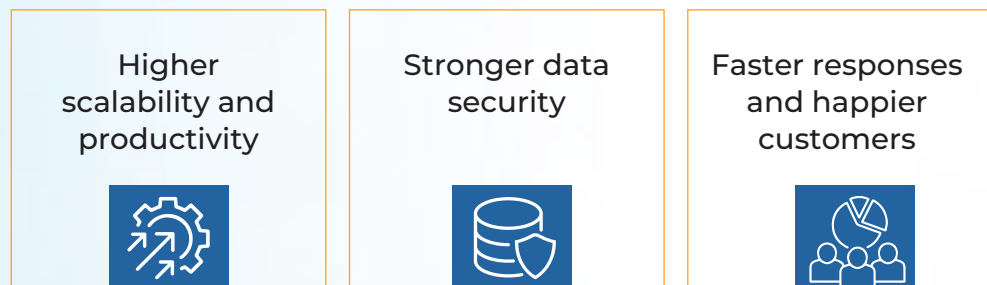


## The Transformation with Newgen

The bank implemented NewgenONE  
**Intelligent Process Automation platform**  
and delivered:



## Result and Benefits



**NEWGEN'S IMPACT**  
SAVED 47 MAN-HOURS PER  
MONTH

”

## Chapter 7

# Renowned Housing Finance NBFC Accelerated Loan Processing by 80%

### Know Our Customer

With 211 branches across 18 states, this NBFC provides affordable home loans to thousands of families.

### The Challenge

Manual adjudication slowed approvals and invited errors. Disconnected systems made document sharing inefficient, increasing compliance risks and hurting customer satisfaction.





## The Transformation with Newgen

The NBFC implemented the **NewgenONE Contextual Content Services Platform**, which empowered them with:



A centralized repository for secure, compliant storage



Intelligent document capture to auto-fill data



Automated workflows ensuring timely approvals

## Result and Benefits



100% regulatory compliance



Superior customer experience with faster updates

### **NEWGEN'S IMPACT**

**80% FASTER LOAN  
PROCESSING | 60% HIGHER  
EMPLOYEE PRODUCTIVITY**



## Chapter 8

# India's Oldest Private Sector Bank Reduced Turnaround Time for MSME Loans to 48 Hours

### Know Our Customer

With 850+ branches, this bank is a pioneer in MSME-focused banking in India.

### The Challenge

Legacy systems, paper-heavy workflows, and siloed operations slowed approvals and limited agility.





## The Transformation with Newgen

Using **AI-powered Loan Origination for MSMEs**, the bank:



Automated underwriting for faster loan approvals



Enabled digital KYC and e-signatures for quick borrower identification



Managed data intelligently through unified document management

## Result and Benefits



MSME loans rose to 41% of the total loans approved



Faster, transparent, and secure customer experiences

**NEWGEN'S IMPACT**  
MSME LOANS APPROVED  
WITHIN 48 HOURS



## Chapter 9

# One of India's Fastest-growing NBFCs Witnessed a 25% Rise in Loan Disbursements

### Know Our Customer

This NBFC is an associate company of a multi-national motorcycle and scooter manufacturer. It offers financing services for two-wheelers and loans against property.

### The Challenge

Manual, outdated systems delayed approvals, burdened staff, and exposed security gaps. Lack of digital touchpoints hindered customer engagement, while compliance risks loomed.





## The Transformation with Newgen

By adopting the **NewgenONE Contextual Content Services Platform**, the NBFC achieved:



Structured digital storage for faster retrieval



Robust security framework with role-based access



Compliance adherence while safeguarding data confidentiality and integrity

## Result and Benefits

**80%**

boost in employee productivity

**60%**

fewer errors

**30%**

higher customer satisfaction

**100%**

compliance assurance

### **NEWGEN'S IMPACT**

**50% FASTER LOAN  
PROCESSING | 25% INCREASED  
LOAN DISBURSEMENTS**

”

## Chapter 10

# A Premier Automobile Captive Financer Enhanced Loan Processing Efficiency by 70%

### Know Our Customer

The financial arm of one of the world's most prestigious automobile groups, this NBFC enables customers to finance their dream vehicles.

### The Challenge

Data inconsistencies and manual entry led to duplication and errors. Multiple disconnected loan systems created bottlenecks, inflated costs, and reduced visibility across the loan lifecycle.



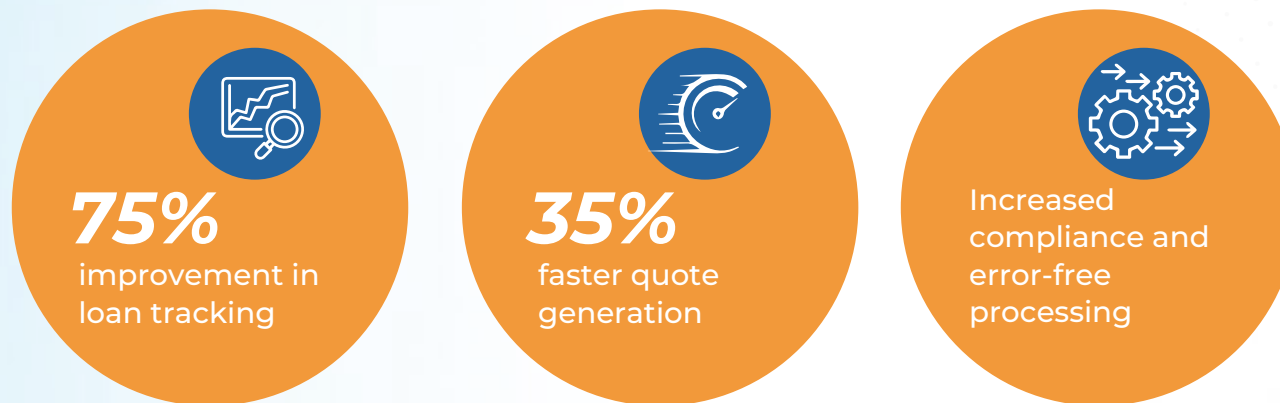


## The Transformation with Newgen

Newgen deployed its **Digital Lending Suite** covering origination, servicing, collections, and beyond, which helped the institution streamline:



## Result and Benefits



### NEWGEN'S IMPACT

50% REDUCTION IN  
OPERATIONAL COST | 70%  
FASTER LOAN APPROVAL

”



## Chapter 11

# A Reputable Commercial Bank Increased Revenue by Automating the Account Opening Process

### Know Our Customer

Founded in 2004, this commercial bank has quickly risen as a trusted financial partner in India, catering to retail, MSME, and corporate customers with innovative solutions.

### The Challenge

The absence of automated workflows slowed account opening, and paper-heavy processes invited errors. Without a centralized repository, document retrieval was slow and frustrating. Verification took days due to disconnected systems.



## The Transformation with Newgen

The bank turned to **Newgen's Digital Account Opening Solution** to simplify the onboarding process. It helped them:



Digitize account opening across branches



Eliminate physical paperwork through intelligent document scanning



Strengthen verification and prevent duplication by integrating with NSDL, UIDAI, and internal repositories



Ensure secure, instant access for authorized users using centralized document management

## Result and Benefits

Higher efficiency with faster, digitized onboarding

Greater business volume through quicker customer handling

Happier customers with real-time tracking and digital verification

Assured compliance through seamless integrations and audit-ready documentation

**NEWGEN'S IMPACT**  
**25% HIGHER REVENUE WITHIN**  
**A YEAR**



## Chapter 12

# A Leading Indian Retail Bank Centralized International Trade Finance Operations

### Know Our Customer

Established in 1955, this iconic bank operates over 2,900 international branches in 15 countries and handles over 70 trade transaction-related products.

### The Challenge

The large volume and complexity of trade-related transactions involved coordination with multiple systems, which often led to inaccurate data and increased turnaround time.





## The Transformation with Newgen

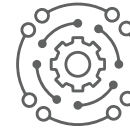
The bank implemented **Newgen's Trade Finance Automation solution**, which helped them centralize their core trade finance operations.



Instant Export Packing Credit (EPC) process was developed with a "no-click" functionality



The process was cross-integrated across India, which helped the domestic customers process their transactions easily



Complex routing criteria were configured with a global mechanism to manage the flow of over 70 trade-related products

## Result and Benefits



Reduced the turnaround time for trade-related transactions



Over 1.16 crore total transactions processed

**NEWGEN'S IMPACT**  
DAILY TRANSACTION COUNT  
ROSE TO 8,400+



## Chapter 13

# Key Learnings and Next Steps

India's banking sector is at the forefront of a global digital transformation revolution. The stories presented in this guidebook for banking CXOs demonstrate that financial institutions can achieve remarkable results with the right technology platform and strategic approach.

### Key Takeaways:

#### Technology Alone Is Not Enough

Successful transformations require strong leadership, cultural change, and customer focus alongside advanced technology.

#### AI-first Platforms Deliver Results

Banks using AI-enabled, low-code platforms consistently achieved better outcomes than those relying on traditional approaches.

#### Customer Experience Is Paramount

Transformations that prioritized customer experience delivered superior business results.

#### Continuous Innovation Is Essential

The pace of change in banking requires platforms that can evolve and adapt quickly.





## Next Steps for Financial Institutions:



The future of banking in India will be defined by institutions that can successfully combine cutting-edge technology with deep customer understanding and operational excellence. Newgen's AI-first, low-code platform provides the foundation for this transformation, enabling banks to build the future-ready institutions that India's growing economy demands.

**The next transformation story could be yours.**

### 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.

### For Sales Query

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