newgen

Vision
Digital India 2047

Reimagining Governance to Fulfil a Billion Dreams

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A Sneak Peek into Successful Deployments for Government Organizations

Overview

India is on the verge of a huge transformative journey with the ambitious vision of **Digital India** and **Viksit Bharat** (developed India) by **2047.** This vision is also set to reinvent governance.

At the center of this transformation lies a fundamental question: **How can we build and progress a nation where governance meets and exceeds the aspirations of over a billion people?**

The solution lies in embracing a bold approach while taking a decisive action. This eBook provides detailed insights into success stories that empowered government organizations, like yours, to streamline end-to-end processes across various central and state government sectors, including defense, railway, aviation, infrastructure, etc.

What Slows Down Processes?

- **Evolving Citizen Expectations:** Modern citizens demand governance that is seamless, responsive, and personalized, putting immense pressure on systems that fail to deliver

- **Massive Scale of Transformation:** Managing billions of records and processes easily pressures the most ambitious initiatives

- **Aging Infrastructure:** Legacy systems often succumb to the weight of evolving demands, affecting responsiveness and agility

- **Digital Innovation Gaps:** Limited investment in new-age technologies stifles progress

- **Fragmentated Service Delivery:** Siloed departments lead to inefficiencies and a disjointed experience for citizens, undermining service quality

- **Rising Security and Privacy Concerns:** Growing cyber threats and data vulnerabilities erode the trust of citizens
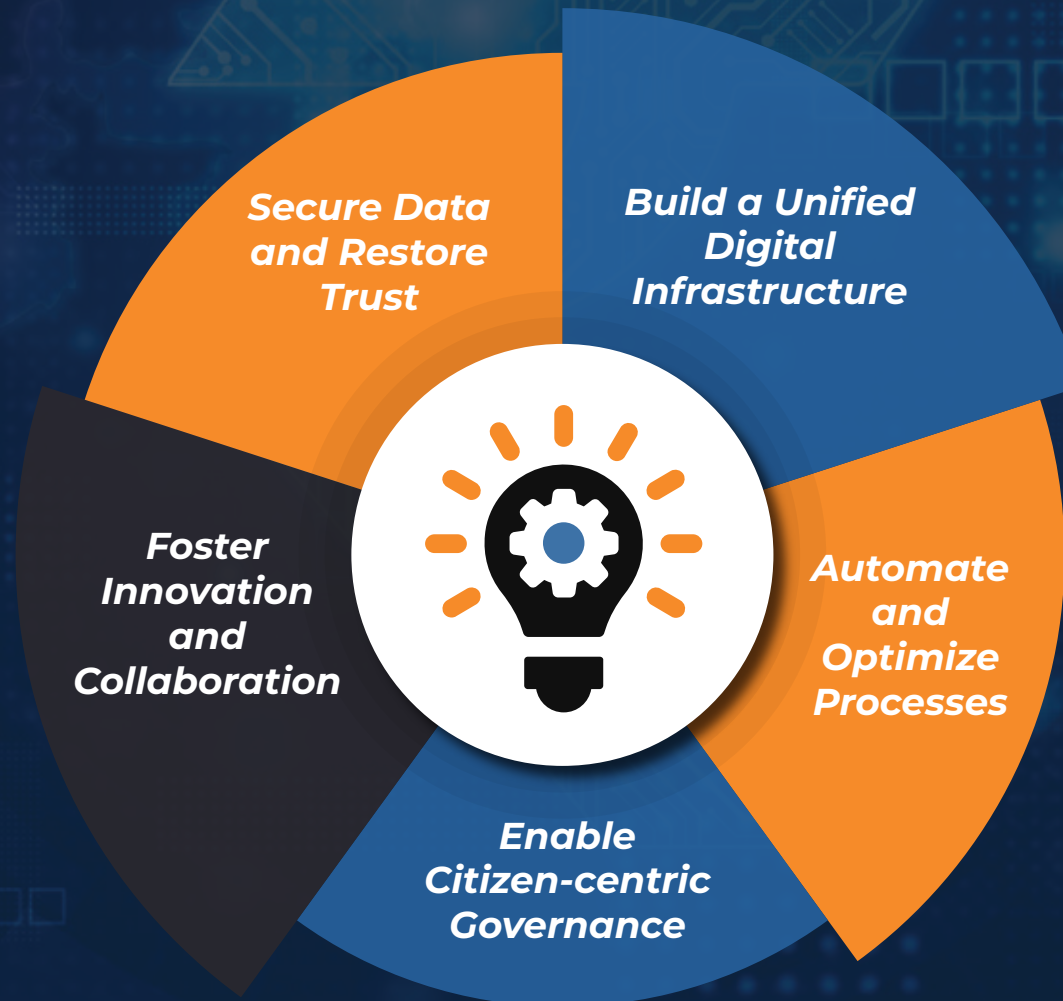
Execution isn't just about getting a task done-it's about getting it done right. The stakes are too high for anything less.

Bridging the Gaps: Considerations for a Successful Transformation

The path to impactful change starts with putting **CITIZENS FIRST.**

This means moving beyond siloes, focusing on the complete citizen journey, and ensuring that services are easily accessible and delivered faster. However, it's not only about the citizens; your case workers on the frontline—must have the right tools to translate the vision into reality. Here's what you need to make it happen:

- Secure Data and Restore Trust
- Build a Unified Digital Infrastructure
- Automate and Optimize Processes
- Enable Citizen-centric Governance
- Foster Innovation and Collaboration

- **Modernize/replace** fragmented systems with centralized, cloud-based platforms to ensure scalability and interoperability

- **Leverage** AI and RPA to eliminate manual errors and speed up workflows

- **Deliver** a superior citizen experience by integrating services across all departments

- **Develop** intuitive, multilingual platforms for inclusive service delivery

- **Implement** real-time grievance redressal systems to ensure transparency and trust

- **Adopt** security models to protect sensitive information

- **Ensure** compliance with data privacy laws to establish digital trust

- **Partner** with technology solution providers

- **Invest** in smart systems like IoT for predictive governance and resource optimization

With this roadmap, transformation becomes feasible. However, the massive scale of Digital India and Viksit Bharat 2047 demands meticulous execution with an ideal tech partner.

Digitally Transform Processes with Newgen

With **over three decades of domain expertise** and over **40 successful implementations across various government** sectors, **Newgen** stands as your trusted digital transformation partner to translate your vision into reality.

Our solutions, built on an AI-first, low-code platform, **simplify all aspects of your agency.** The solutions facilitate a seamless flow of information across the organization by connecting the front-, middle-, and back-office. Transform processes with advanced intelligence and new-age technologies, for rapid innovation and responsiveness. Leverage the platform to:

- **Reform government-to-government (G2G) processes**
  Drive better collaboration and improve communication across departments and agencies

- **Enhance government-to-citizen (G2C) interactions**
  Deliver personalized and responsive citizen services

- **Enable seamless government-to-business (G2B) transactions**
  Simplify interactions and offer easy access to services

40+ Implementations Across Key Sectors
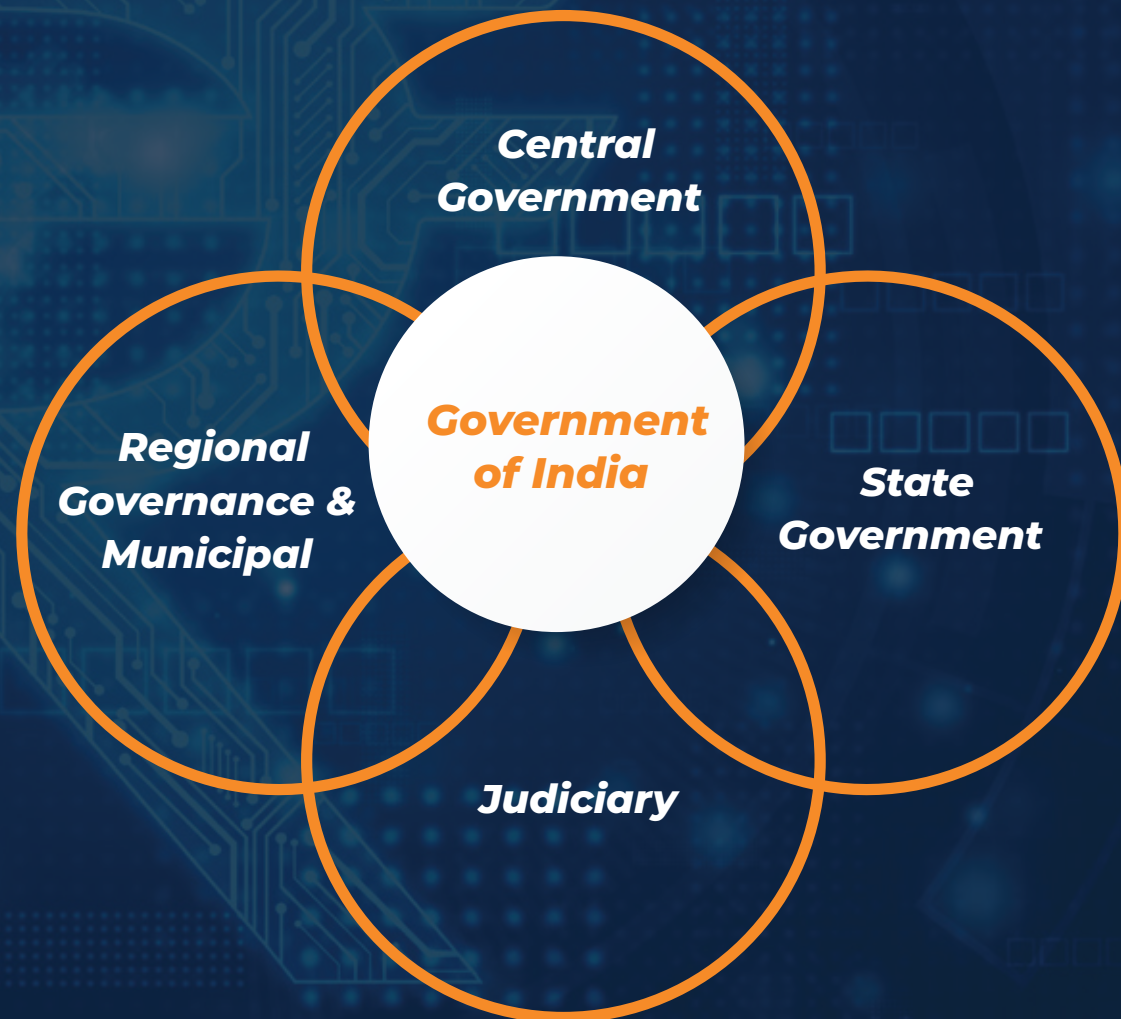
Central Government Implementations

Rail Transport

Key Barriers

- Limited integration capabilities, translating into a broken experience
- Fragmented data systems, impacting overall visibility
- Disconnected systems, affecting workflows across various units of the railway

Newgen's Deployed Solutions

- File/DAK management
- Process automation (BPM) for seamless interdepartmental workflows
- Document management system (ECM) and digitization of records

Qualitative Improvements

- Better collaboration, accessibility, and flow of information across units
- Maximized operational efficiency

Defense and Security

Key Barriers

▪ Legacy systems, resulting in inefficiencies

▪ Lack of centralized repository to access management

Newgen's Deployed Solutions

▪ Modernized access management

▪ Workflow automation and document management to streamline operations

Qualitative Improvements

▪ Swift issuance and secure access management, which complied with predefined protocols

▪ Improved interdepartmental collaboration at bases

State Government Successes

e-District Services (Multiple States)

The Roadblocks

- Manual processes and administration, delaying citizen service delivery
- Limited access to essential resources

How Newgen Helped

- Implemented e-district portals for seamless citizen services
- End-to-end digitization of processes, such as birth/death registration and welfare schemes

Qualitative Improvements

- Faster processing time
- Greater accessibility and transparency across processes for citizens

Urban Development Projects

The Roadblocks

- Infrastructure limitations and outdated systems
- Slow administrative and documentation process

How Newgen Helped

- Intelligent process automation for streamlined processes
- Document management solution for the end-to-end management of content lifecycle, from creation to disposition

Qualitative Improvements

- Streamlined property-related, legal, payments, and customer service processes
- Accelerated urban development initiatives
- Improved citizen service delivery

Regional Governance and Municipal Successes

Municipal Corporations

The Stumbling Blocks

- High turnaround time (TAT) and paper-based processes
- Documentation in multiple languages

How Newgen Helped

- Workflow digitization to reduce manual dependencies
- Real-time monitoring tools for enhanced governance

Business Benefits

- Massive reduction in TAT
- Significant decrease in manual hand-offs

Others

Large Ministry

Core Challenges

▪ Physical storage led to slow and inefficient management of aviation documentation
▪ Lack of automation and risks of data security

Newgen's Deployment

▪ OmniScan—a scanning solution

Qualitative Improvements

▪ Central repository, secured document access
▪ Improved collaboration among stakeholders

PSUs

Core Challenges

▪ Manual movement of files and information
▪ Lack of authorization for access
▪ Limited visibility and transparency

Newgen's Deployment

▪ e-Gov Office
▪ Document management system and intelligent process automation

Qualitative Improvements

▪ Consolidated management of voluminous data
▪ Dynamic routing for faster workflows
▪ Enhanced transparency in operations
▪ Significant reduction in average processing cycle time

Value Delivered

- A state-owned aerospace agency achieved a **75% reduction in lead time**

- A top scientific research institution saw **50-60% quicker** documentation and decision-making process

- A leading chemical manufacturing company in Gujarat reduced **TAT by 80%** and minimized **paper usage by 90%**

- A state government's secretariat streamlined governance by making electronic files accessible to **35 departments** and **20,000 users,** enhancing efficiency at scale

- A major shipbuilding and engineering agency achieved a **200% reduction in TAT,** with a **20x** enhancement in processing speed
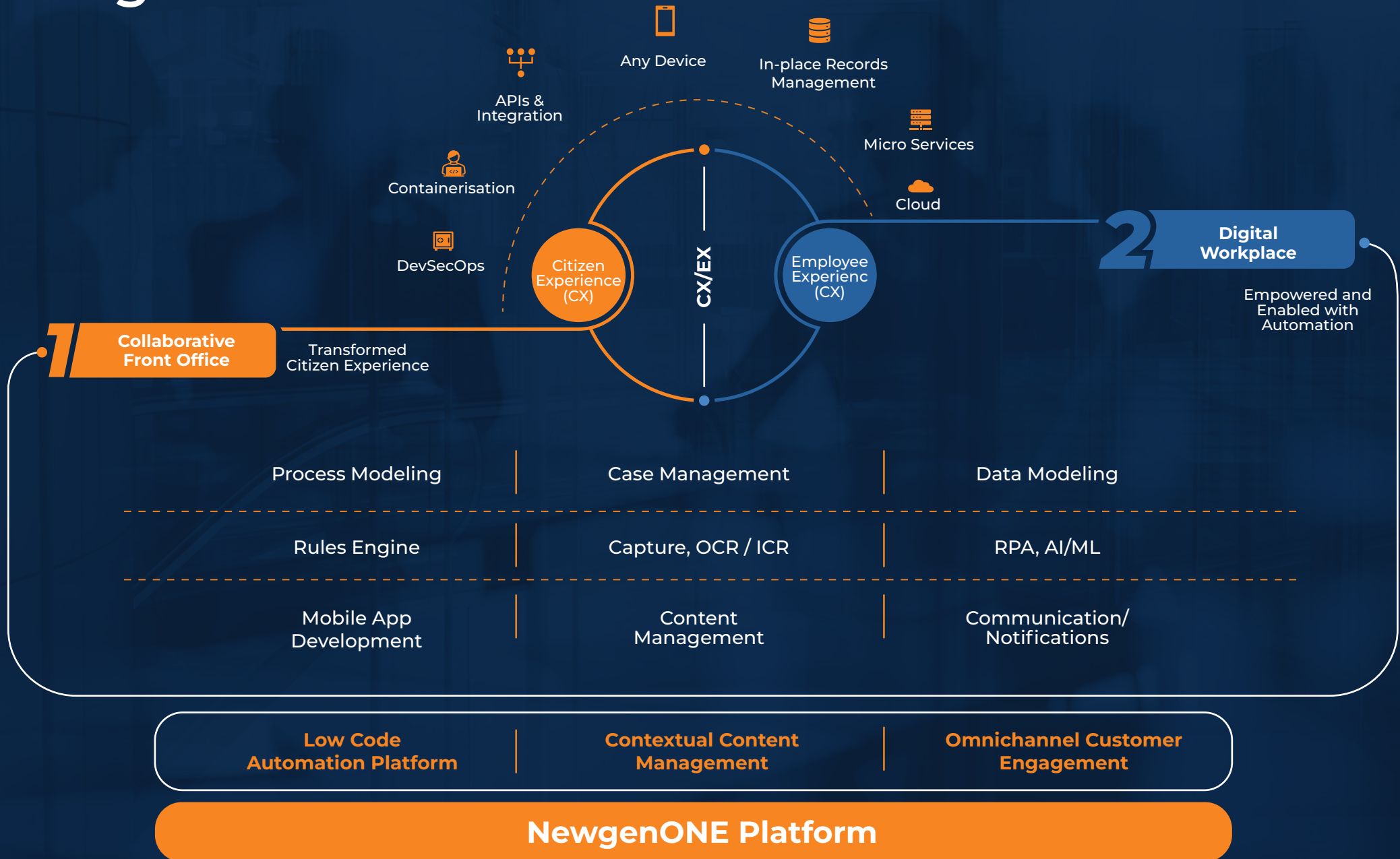
Why Choose Newgen for Government Organizations?

- Flexible, government-specific solutions

- Involvement of the principal product owner during the implementation

- Proven solutions for scalability and mission-critical deployments

- Cloud-ready with support for multi-tenant architecture

- Continuous innovation

Know Us Better, The Global Picture

12 Billion Records; 200k Users (Largest Site)

250+ Dedicated Center of Excellence Experts

Trusted by Governments Globally – US, Singapore, Australia, India, Middle East, Africa, Caribbean

150+ Customers

ISO, DOD, VERS (Certifications)

350+ Strong Partner Ecosystem (GSIs, ISVs, Technology and Consulting Partners)

Consistently recognized by industry analysts

Newgen's Custom-fit Offerings

Citizen Experience Management

Build a digitally connected & citizen-centric ecosystem while delivering a superior experience.

Case Management

Streamline complex cases, ensure transparency, and enhance service delivery.

EDRMS

Build digital trust in the age of AI and ensure adherence with regulatory mandates.

eGov Office

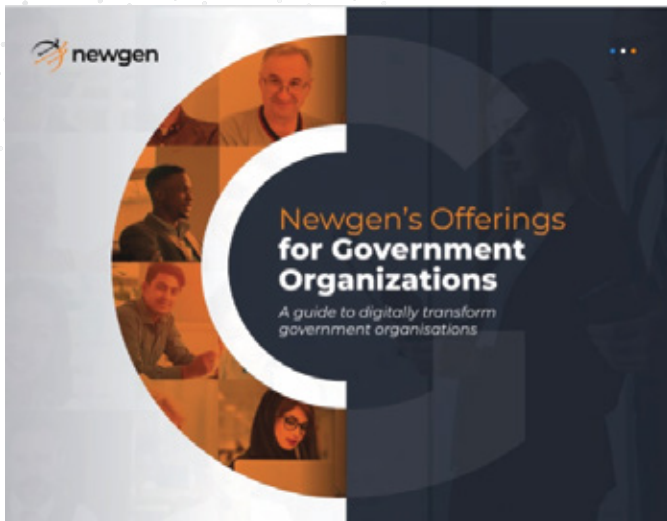Automate your key government processes for efficiency and improved compliance.

Tender Management

Optimize the end-to-end tender lifecycle, from creation to contract awarding

Grants Management

Automate the lifecycle of grant disbursement for seamless, intelligent, and timely management.

You May Like to Read

About Newgen

Newgen is a leading provider of an AI-enabled unified digital transformation platform with native process automation, content services, and communication management 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 and service requests to lending and underwriting, and various other use cases across industries, Newgen unlocks simple with speed and agility.

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