

# Why Newgen for ECM Modernization



**9** reasons you should partner with us to transform your content services platform

Your existing ECM system needs a facelift. And your industry peers are already leveraging Newgen to modernize their legacy ECM with Newgen's contextual content services platform.

Newgen's industry-recognized contextual content services platform enables enterprises to efficiently handle billions of documents, reduce costs, increase process efficiency, ensure compliance, and enable remote, secure operations. We have successfully helped a number of large enterprises across the globe with their ECM modernization initiatives by digitizing their workplace through contextual automation, intelligence, and cloud-based deployment.

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**Read this eBook to explore the 9 reasons why Newgen is the right digital partner to upgrade your content management system.**



“Newgen is a good fit for enterprises looking to modernize their critical content and process applications and seeking a fresh, cost-effective alternative to older apps.”

The Forrester Wave™: ECM  
Content Platforms, Q3 2019

# 1.

## Transform the Way You Manage Your Content

Our scalable, enterprise-grade content services system features a modular, services-based architecture with large-scale federated repositories that help to simplify content management across your enterprise.

Built on a low code-based digital transformation platform, our system enables the holistic management of all content types—including electronic, paper-based, e-mail, social, and audio-video content—from the moment they are captured till storage, processing, distribution, and archival. It allows for secure access to enterprise-wide content and offers built-in, intuitive search capabilities.



### Real Outcomes

- Archival of more than 225 million documents for a leading Indian private sector bank
- Seamless migration of 40 TB content from the legacy system of a US-based annuity company
- Archival of more than 550 million policy dockets with over 15 billion documents for a leading Indian insurance company



## 2.

# Enable a Seamless, Secure Digital Workplace

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Our content services platform helps establish a 100% digital workplace, making relevant content available to the right stakeholder, at the right time, regardless of location or channel. With Newgen as your digital partner, information bottlenecks will never be an issue.



### Case in Point

A US-based Fortune 500 insurance provider chose Newgen's contextual content services (ECM) platform to manage the complete lifecycle of their enterprise content and create a digitally-connected workplace, all while enabling their employees with contextual information.

Read the complete case study [here](#)



### 3.

## Enable AI/ML-led Smarter Decisioning

Newgen helps businesses, like yours, leverage new-age technologies to add value to your content. Our content services platform enables advanced content processing by using robotic process automation, artificial intelligence, and machine learning to extract intelligence from your content and aid in your decision-making process.



### Survey

“Nearly half of all respondents (49 percent) assert that the greatest benefit of using analytics is that it is a key factor in better decision-making capabilities. Another 16 percent believe that its greatest benefit is better enabling key strategic initiatives. Nearly two-thirds of respondents say that analytics play an important role in driving business strategy.”

**Deloitte**

The Analytics Advantage Survey

# 4.

## Empower IT Workforce

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Our contextual content services platform, with low code capability, empowers professional IT developers to rapidly develop and deploy complex, mission-critical business applications. Enabling remote and rights-based access to documents, omnichannel interactions, and contextual automation of content-driven processes goes a long way in achieving your employee productivity goals.



“Through our partnership with Newgen, we've been able to implement various new designs and processes. We have empowered our employees to deliver best quality services. And all of this adds up to a great customer experience.”

**Nancy Foster**

Senior Vice President Credit Administrator  
Bridgehampton National Bank

# 5.

## Enable Effective Collaboration Between Stakeholders

To drive rapid business outcomes, smooth collaboration amongst internal and external stakeholders, including customers, employees, and partners, is a must. Our content services platform ensures extensive, enterprise-wide collaboration by enabling self-service applications, real-time content revision, and secure, easy access to relevant content.



“Adopting the Newgen platform has helped us tremendously in terms of the lead time in processing an application. What used to take almost 2 weeks earlier now takes around 2-3 days to close. We are much more in control of our processes and have enhanced visibility on performance.”

**Gopinath Pillai**

Director – CLAS Singapore  
Law Society of Singapore



# 6.

## Ensure Business Continuity with Cloud

Our cloud-based content services platform allows anytime-anywhere access to documents while enabling remote operations, seamless collaboration between employees, and uninterrupted business services across channels, for customers and partners.



"Golomt Bank has been using Newgen's ECM platform since July 2017 and it has really helped us during the COVID-19 pandemic. We have been able to maintain business continuity despite of WFH situation. All the documents that we require are available anywhere, anytime."

**Battsengel Oidov**  
Director IT  
Golomt Bank

## 7. Stay Secure and Compliant

Newgen's contextual content services platform offers unmatched security and scalability, resulting in long-lasting relationships with our customers. Our platform provides a secure infrastructure that prevents data breaches, ensures privacy protection, provides authorized access to content, and enables complete trackability for auditing purposes.



“With Newgen's contextual content services (ECM) platform, we have successfully digitized our manual contracts filing. Newgen's ECM is available to our users both in English and French, thereby making it easy for users to access the content in their preferred language. The important reasons for adopting this product were its ability to seamlessly integrate with internal systems, user friendliness, and contentious support/engagement. Newgen team ensured all compliance requirements. We are happy to engage with Newgen and look forward to leveraging their products for our current and future digital requirements.”

**Vinodanand Jha**

Sr. Vice President, Information Technology and Administration  
Olam International Ltd. Gabon

## 8.

# Leverage a Foolproof Migration Strategy

Our implementation team facilitates easy migration and integration by creating a strategy that aligns perfectly with client requirements, without any business disruptions. Our team ensures careful mapping of metadata, creates a robust folder structure and hierarchy, enables user group access, and grants permission from the source to the target system, so that nothing falls through the cracks.



"I thank Newgen for all the help and support it has accorded to us on the customization and tailor fitting of their products to fit our requirements. As owner of their system, I am honored to have given a team that are not only professional but meets customer needs despite demanding pressure. Congratulations and job well done!"

**Ms. Rebecca G Reyes**  
AVP IT Middle management  
Development Bank of Philippines



# 9.

## Ensure a Rapid and On-budget Go-live

Time to market is critical. With nearly three decades of implementation experience globally, our industry experts offer proven methodologies to get you up and running fast.

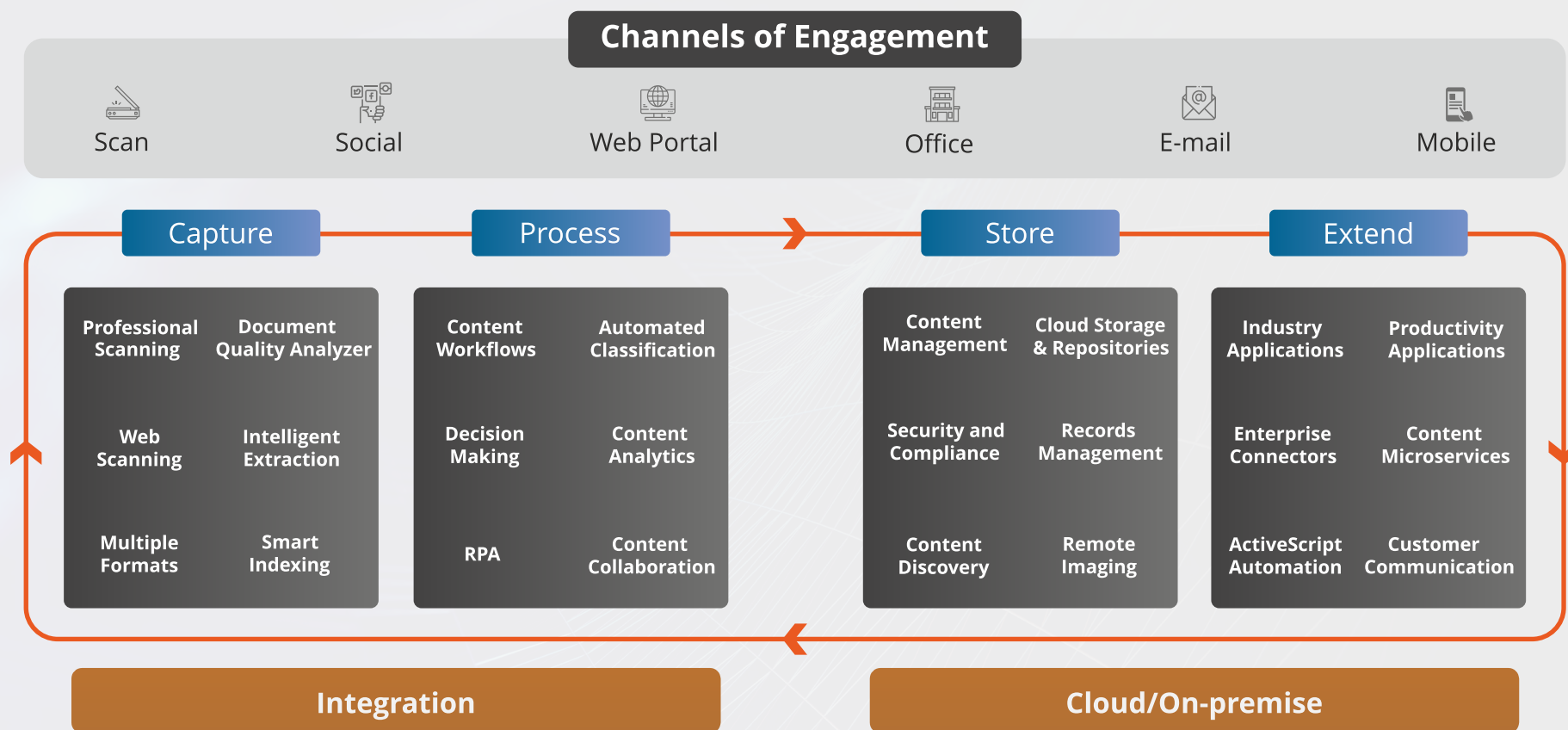


“As part of our customer-centric business approach, we continually focus on our digital strategies and Newgen has been the perfect partner for us in this digital transformation. Its robust BPM & ECM platform and agile implementation helped us smoothly transition our loan origination and credit card processes to an automated environment. And thus, has helped us in achieving our endeavors of giving best of the class services to our customers.”

**Dr. Tariq Taha**

Chief Information & Transformation Officer  
Bank Dhofar

# Partner with us on your ECM modernization journey!



## About Newgen

Newgen is the leading provider of a 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 to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

### FOR SALES QUERY

AMERICAS: +1 (202) 800 7783  
AUSTRALIA: +61 290 537 174  
CANADA: +1-202-800-7783  
INDIA: +91 11 40773769  
APAC: +65 3157 6189  
MEA: +973-1-619-8002, +971 44541365  
EUROPE: +44 (0) 2036 514805

info@newgensoft.com  
www.newgensoft.com

