



# Newgen's Government Solutions

A guide to digitally transform  
government organizations



**Governments around the world are undertaking a digital transformation journey to ensure effective service delivery, transparency, and better accountability to their citizens. These digital initiatives are capable of empowering the economy and society at large.**

**In this eBook, you'll get detailed insights into Newgen's offerings for government organizations.**

Learn how you can facilitate:

- Citizen experience management by innovatively connecting systems, processes, people, and things
- Streamlined administrative processes to establish a digital workplace
- Adoption of cutting edge technologies, such as robotic process automation, artificial intelligence/machine learning, cloud, social, and mobility
- Large scale digitization and content management

**Our solutions, built on our digital automation platform, integrate low code automation, content services (ECM), and case management capabilities to reform government-to-government operations, enhance government-to-citizen interactions, and enable seamless government-to-business transactions.**

# Newgen Digital Transformation Framework



## Citizen Experience Management

- License & Permits
- Citizenship by Investment Program
- Tax Filing and Administration



## Dynamic Case Management

- Grants Management
- Judicial Case Management
- Child Abuse and Foster Care



## Digital Workplace Management

- Correspondence Management
- Committee & Meeting Management
- Grievance Management



## Content and Information Governance

- Intelligent Document & Records Classification
- Document Management
- Records Management



## m-Governance

- Inspection/Audit/Approval
- Tax/Payment Collection
- Application Submission



## Energy and Utilities Transformation

- Engineering Drawing Management
- Transmittal Workflows
- Plant & Facility



“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. Additionally, it has helped us transform digitally. We are much more in control of our processes and have enhanced visibility on performance.”

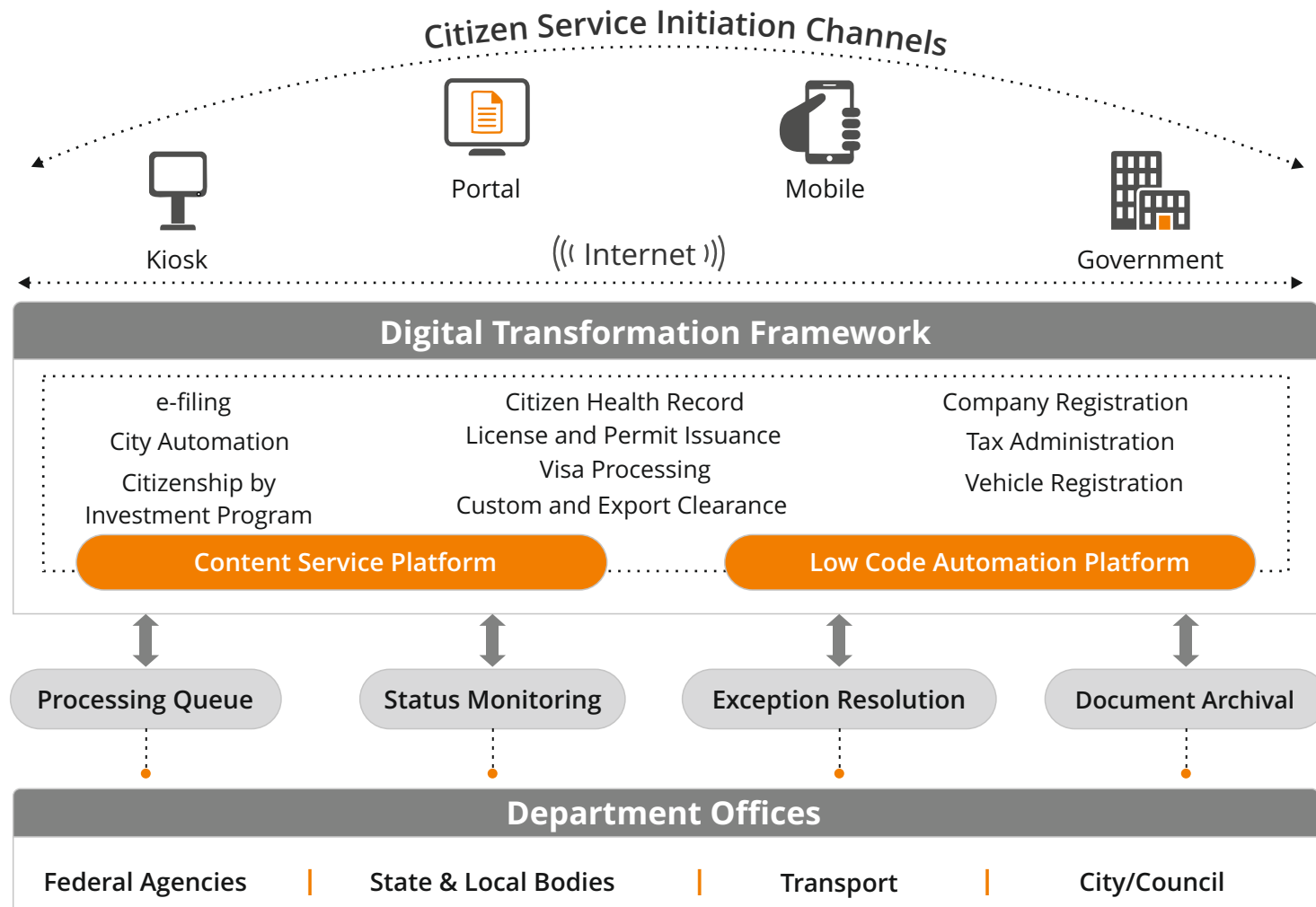


**Gopinath Pillai, Director – CLAS Singapore  
Law Society of Singapore**

# Citizen Experience Management



Enable end-to-end automation of citizen services, such as e-filing, certificate issuance, company registration, tax administration, and more. Offer services to citizens irrespective of place, time, or medium. Serve citizens by giving them round-the-clock access to government programs, information, and services. Furthermore, allow government officials to engage with citizens, seek their feedback, and drive continuous improvement.







## Highlights

Offer services  
round-the-clock



Comply with  
regulations



Integrate  
seamlessly

- ▶ End-to-end automation of processes, from service application and approval to delivery of certificates/licenses
- ▶ Consistent user experience across all channels, including desktop, mobile, and tablet
- ▶ Secured citizen information with rights-based access
- ▶ Real-time reports with intuitive dashboards

## Benefits

- ▶ **Efficient and timely delivery of services** with seamless information exchange
- ▶ **Enhanced productivity** with reduced manual hand-offs and tracking capabilities
- ▶ **Higher citizen satisfaction** with anytime-anywhere access to information across multiple channels
- ▶ **Enhanced collaboration** by bridging information silos across departments and agencies
- ▶ **Better compliance** with detailed capture of audit trails

### A Government Agency in the Caribbean Streamlines Citizen Application Initiation and Tracking

With Newgen's application, the government automated processes including proof of nationality, naturalization, and registration applications. Furthermore, they also streamlined their anti-money laundering process and enabled online registration of businesses.

# Dynamic Case Management



Enable government agencies to collaborate with internal and external parties and exchange information for quick resolutions in unanticipated and unstructured scenarios, such as legal case management, incident management, etc. Manage unstructured or semi-structured processes, including awarding grants, resolving complaints, investigating frauds, and resolving disputes.

Grants Management

Court Case Management

Child Abuse & Foster Care

Judicial Case Management

Incident Management

Fraud Investigation

Dispute Resolution

Emergency Communication

## Typical lifecycle for Case Management Applications



Event  
Triggers



New  
Case File



Case Discovery  
& Preparation



Processing



Case  
Closure



Archived  
Records

## Case Management Framework

Adaptive Process

| Collaboration

| AI/ML

| Case Manager

| Process Discovery

| Digital Sensing



## Highlights

Enhance  
collaboration



Enable dynamic  
task routing



Facilitate intelligent  
decision making

- ▶ Comprehensive view of each case, its sub-cases, tasks, and their relationship
- ▶ Easy case designing with a configurable case modeler
- ▶ Real-time data analysis with an event-driven architecture
- ▶ Artificial intelligence and machine learning-enabled suggestions with probable next steps
- ▶ Integration with mobile and social channels
- ▶ Dynamic adaptive case management capability to efficiently manage long-running cases

## Benefits

- ▶ **Faster case resolution** with better collaboration among stakeholders
- ▶ **Comprehensive investigations** with a unified case file for each case
- ▶ **Smarter decision making** with dynamic task routing, contextual information, and analytics
- ▶ **Better compliance** with enforced data collection rules for capturing audit trails
- ▶ **Improved on-demand citizen services** with on-the-go access to required information

### Top Government Organization Enables Effective Case Management

The organization enabled efficient management of cases with dynamic assignment and task routing. Leveraging Newgen's solutions, the firm automated processes related to drafting laws, document and content filing and storage, document assembly and creation, and correspondence generation.

# Digital Workplace Management



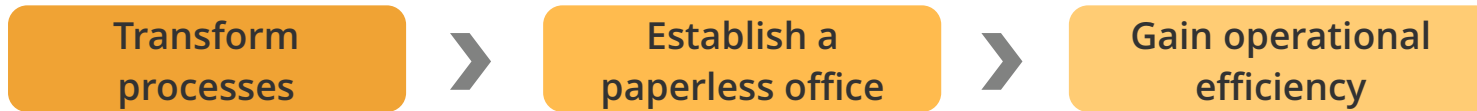
Enable paperless and automated administration. Transform day-to-day functions at all levels of the administrative hierarchy. Automate and streamline a diverse range of administrative processes, such as file and correspondence management, office note creation and approval, committee and meeting management, FOIA management, Parliament/assembly query processing, court case management, and knowledge management.







## Highlights



- ▶ File and correspondence management with electronically driven note sheets
- ▶ Ability to handle FOIA queries and process Parliament questions faster. Allocate queries to the respective departments and collate the final responses
- ▶ Enhanced collaboration using a knowledge management system with advanced features, such as content rating, citations, chats, and discussion forums

## Benefits

- ▶ **Efficient and transparent administration** with centralized processing and tracking capabilities
- ▶ **Reduced transition time** due to better collaboration across departments
- ▶ **Increased accountability** with digitized processes and better interoperability
- ▶ **Timely execution** with a system-defined escalation matrix, alerts, and reminders

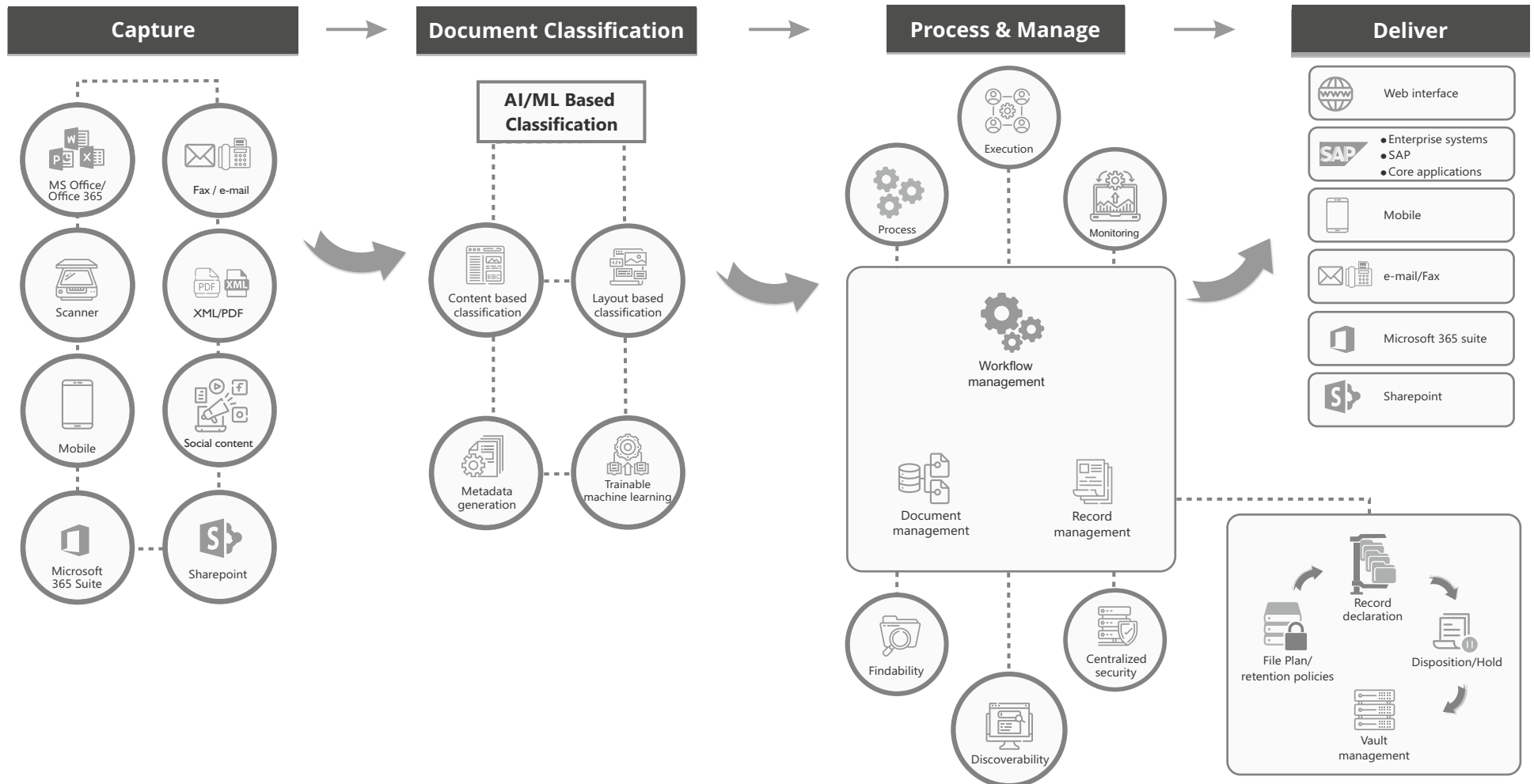
### Administrative Process Transformation in One of the Largest Indian States

The agency streamlined file and correspondence management and digitized office procedures, such as sumptuary allowances, disposal of audit paras, reservation of committee rooms, maintenance of medical rules, etc. Furthermore, they enabled digitization of the legislative assembly questionnaire and automated other key processes.

# Content and Information Governance



Manage the content lifecycle from creation to disposition. Capture, process, and view content, including physical documents, e-mails, and social content. Enable multi-channel content capture, compliant records management, secure archival, and faster retrieval for effective service delivery and public accountability.





## Highlights

Manage document lifecycle



Access content anytime, anywhere



Enforce certified records management

- ▶ On-the-go document capture from various sources, such as e-mail, mobile, office applications, social media, etc.
- ▶ Repository and library services to archive and manage documents. Electronic records management with features, including version management and other document-level operations
- ▶ Secure information access and sharing using distribution tools
- ▶ Ensured compliance, as the system is certified with various standards, such as DoD 5015.02 and NRAA Oman. Compliance with ISO 15489, ISO 16175, and VERS
- ▶ Social records management for classifying and archiving social content

## Benefits

- ▶ **Easy access to information** by applying comprehensive search features on file plans and records
- ▶ **Effective record archival** and management with rights-based access and encrypted storage
- ▶ **Better citizen service delivery** and interactions with access to vital information
- ▶ **Transparent records handling** with extensive audit trails and policy-based security
- ▶ **Consolidated IT infrastructure** using an extensive integration framework

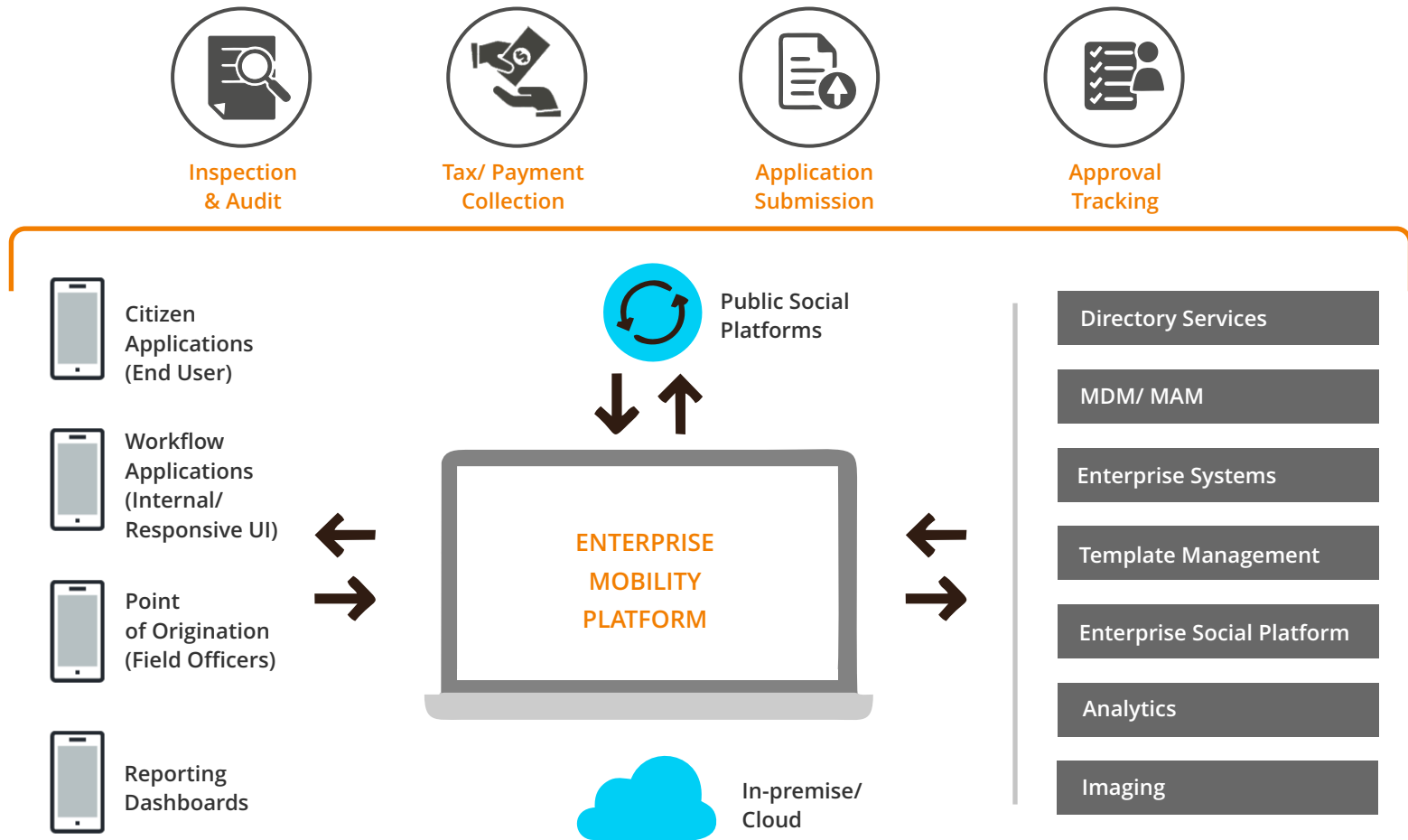
### Records Management at the National Archives Authority and 17 Government Agencies in the Middle East

The National Archives authority digitized their records lifecycle, enabling users to easily access and view records on a single interface, track the physical movement of documents, and capture eSignatures with Public Key Infrastructure digital certificates for authentication and encryption.

# Mobile Governance

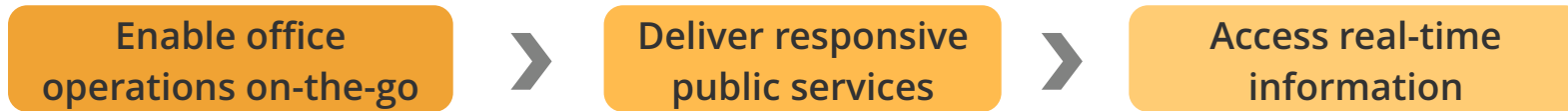


Offer responsive public services by developing and deploying easy-to-use mobile applications. Leverage the applications to enhance government-to-citizen interactions, gain insights, and increase the productivity of inspectors and officials by accessing and sharing real-time information.





## Highlights



- ▶ Support for multiple devices, including smartphones and tablets, and multiple platforms, such as iOS, Android, and Windows
- ▶ Comprehensive library with plug-and-play components for rapid application development
- ▶ Advanced imaging capabilities, such as image quality enhancement, color conversion, image compression, and OCR extraction, for capturing high-quality document images
- ▶ Security features such as data and document encryption and two-factor authentication access

## Benefits

- ▶ **Round-the-clock services** with options for payments, registration, document submission, and service request management
- ▶ **Faster service delivery** with on-the-go data and document entry into the system
- ▶ **Configurable user interface** with an option to enable and disable various UI elements
- ▶ **Limited investment** in developing, deploying, and managing configurable hybrid mobile applications

### Customs Department Conducts Inspections on Mobile

Using Newgen's mobile application, the customs department has enabled its agents to capture images and invoice information for incoming consignments and upload it in the document repository in real-time. This has allowed the department to verify consignments anytime, anywhere.

# Energy and Utilities Transformation



Enable the end-to-end conception, building, and maintenance of assets. Integrate the solution with various content repositories across multiple sites and eliminate redundant processes. Enhance productivity, optimize costs, and gain a competitive edge.



End-to-end  
Automation



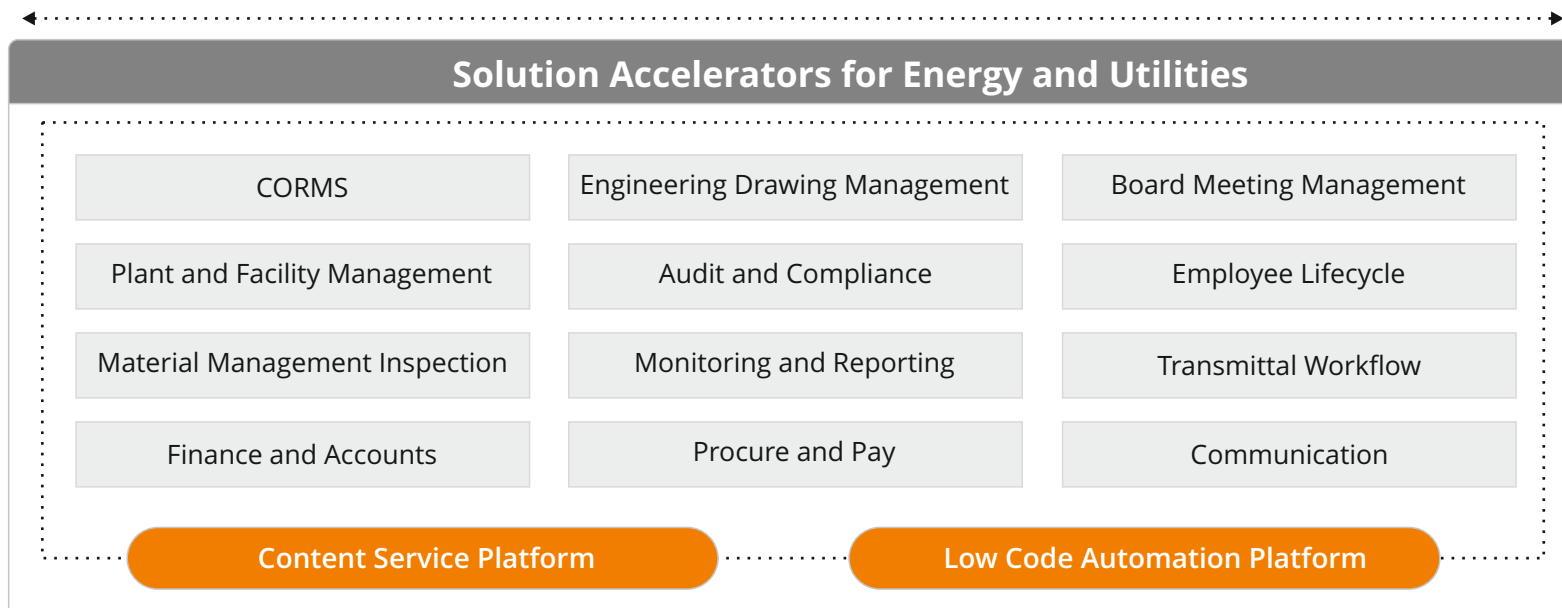
Enhanced  
Collaboration



Reduced  
Project Time



Better  
Visibility







## Highlights

Enable end-to-end automation



Gain process agility and visibility



Enhance collaboration across geographies

- ▶ Effective management of critical documentation related to oil and gas projects
- ▶ Streamlined reviews and approvals for the accurate execution of long-term projects
- ▶ Efficient management of customer grievances
- ▶ Timely identification and management of unexpected incidents

## Benefits

- ▶ **Unified internal processes** across diverse locations
- ▶ **Complete process visibility** with detailed insights into the processes
- ▶ **Enhanced compliance** with a flexible audit plan based on standards and corporate policy
- ▶ **Centralized document management** and easy access to project information

### Process Transformation for a Leading Oil Company in India

The company streamlined the flow of their content and improved their process efficiency by ensuring better tracking and control over documents. With a centralized repository, which allows for editing and sharing documents, and secure archival and retrieval of information, the company ensured systematic storage and document management.

# Newgen's Offerings for Government Organizations

**Citizenship by Investment Program (CIP)** - Allow end-to-end management of the Citizenship by Investment program using an integrated workflow solution. Easily process applications for agent licenses, manage applications for citizenship under various investment categories, such as the National Development Fund, real estate projects, and business, and enable online issuance of citizenship certificates.

**Child Abuse and Foster Care Management** - Transform processes including foster family registration, child and family services case management, foster care management, and investigation of abuse and neglect. Leverage Newgen's case management capabilities, enable easy access to information, and ensure effective service delivery and comprehensive investigations.

**Grants Management** - Standardize, streamline, and automate the grants lifecycle. Optimize time, effort, and costs by applying built-in rules for managing the complete process, from receiving an application, verifying an applicant's eligibility, awarding grants, and managing time-sensitive disbursements to directly communicating with applicants and authorities to plan future funding.

# Newgen's Offerings for Government Organizations

**Digital Office** - Streamline processes including correspondence management, file movement and tracking, FOIA management, Parliament questions, court case management, and office notes. Facilitate improved decision making, better operational efficiency, and enhanced productivity.

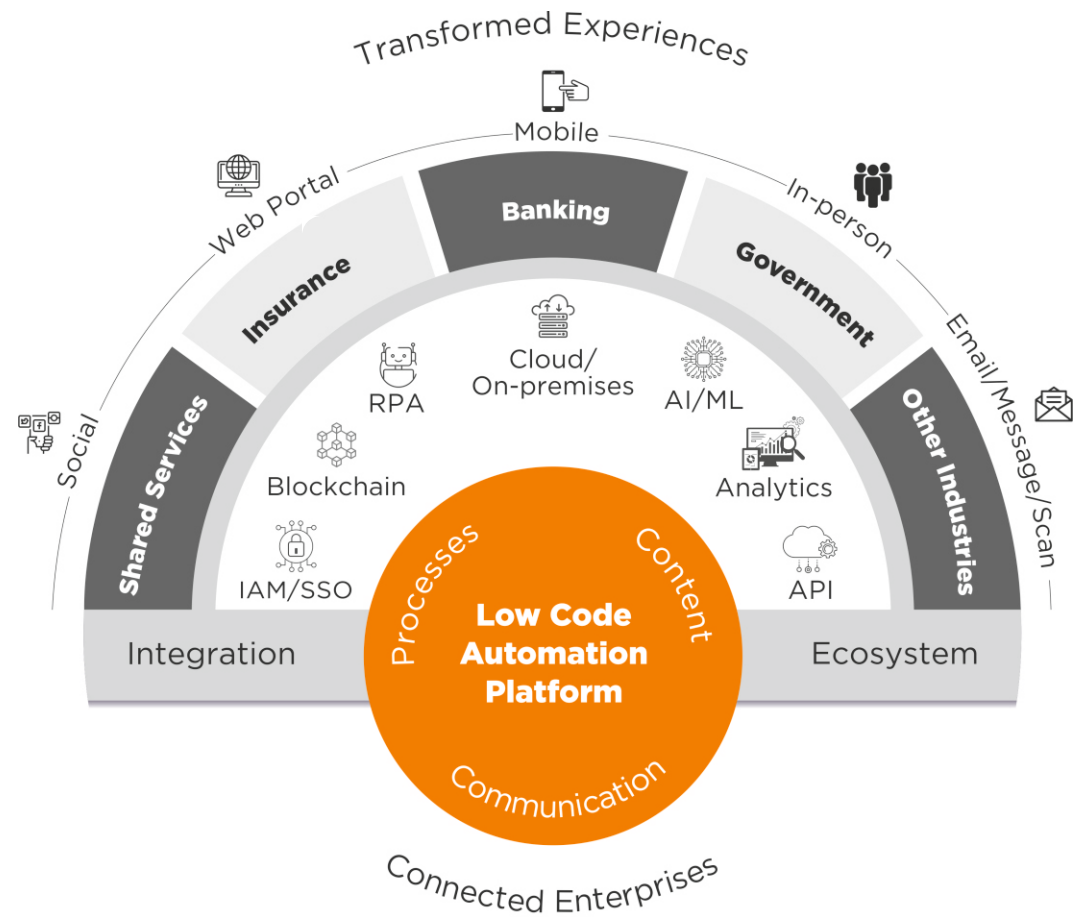
**City and Council Automation** - Enable city and council departments to optimize processes, such as building plan approval, property tax, scheme and policy management, town planning, etc. Offer services to citizens and business organizations through different modes, including web portals, mobile apps, and kiosks. Furthermore, manage the complete lifecycle of citizen documents with EDRMS.

**Knowledge Management** - Leverage the collective knowledge and experience of government officials with a consolidated knowledge repository. Allow departments to easily create, archive, retrieve, and share knowledge. Foster a collaborative learning environment with features such as chat sessions, discussion forums, Q&As, knowledge classification, and more.



# Why Newgen's Applications for Government Organizations?

- Agile citizen services
- Enhanced citizen engagement
- Optimized workforce collaboration
- Faster roll out of government schemes
- Power of social and mobile computing



We would be happy to help you in your digital journey.  
Connect with us to learn more.

## 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.

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