newgen

Newgen's Offerings
for Government Organizations

A guide to digitally transform government organisations

Overview

Government organisations are facing significant disruptions from multiple sources, including changing expectations from both employees and citizens, evolving regulatory requirements, aging infrastructure, and new challengers from non-governmental sectors. To address these challenges, governments must embrace a culture of innovation and agility. They should focus on streamlining citizen-facing interfaces and employee-facing tools & systems to make them more user-friendly and efficient.

NewgenONE for Government Organisations

The platform automates all aspects of your organization for efficient operations and end-to-end citizens' journeys. Connect front-office, middle-office and back-office for seamless information flow across the organization. Infuse intelligence into operations for rapid innovation and responsiveness. Achieve all this at scale across thousands of applications and processes enterprise-wide with a single unified platform. Leverage the platform to:

Reform government-to-government **(G2G)** operations, improving collaboration and communication between different departments and agencies

Enhance government-to-citizen **(G2C)** interactions, providing citizens with personalized and responsive services

Enable seamless government-to-business **(G2B)** transactions, making it easier for businesses to interact with government agencies and access the services they need

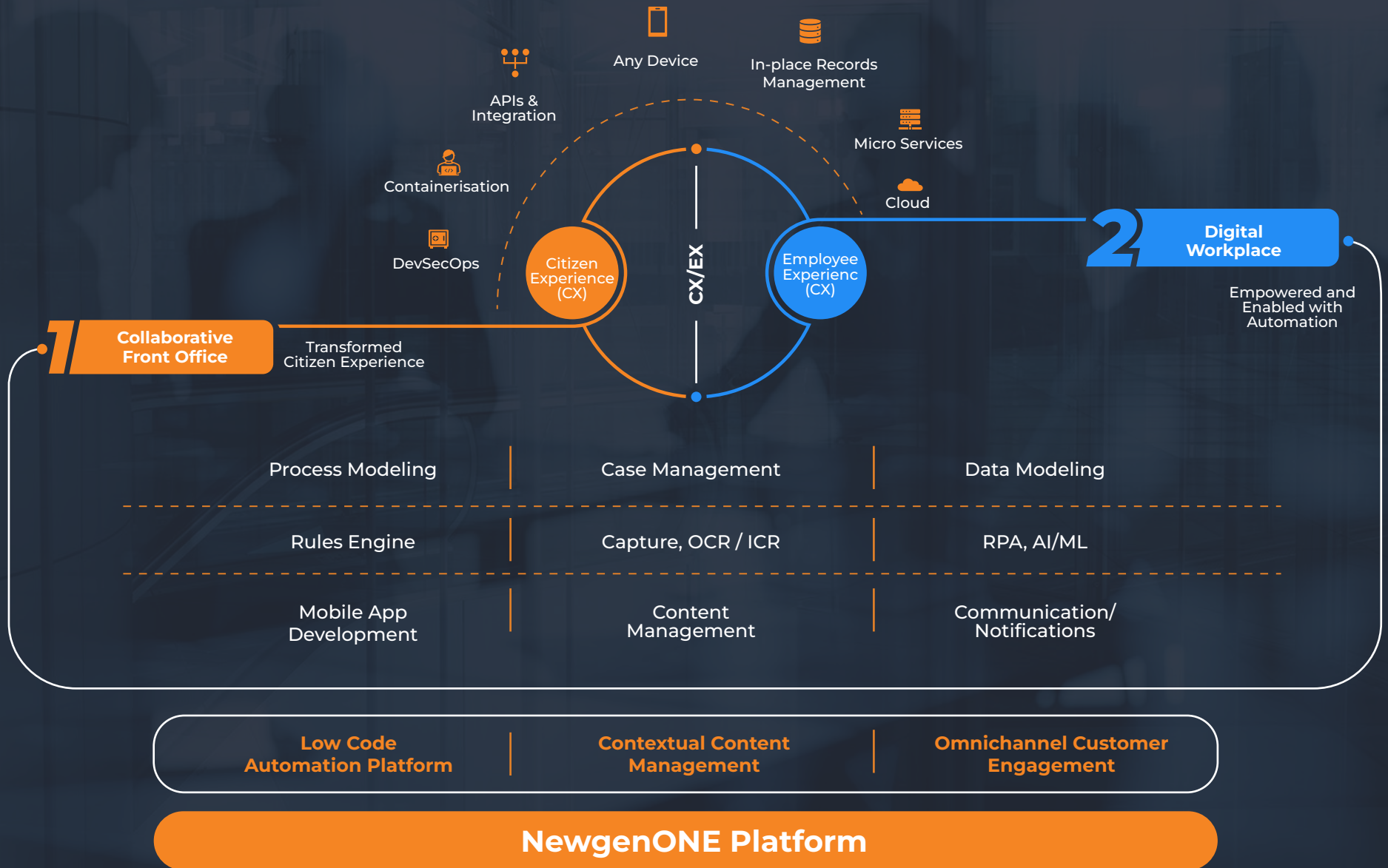**Newgen's Solutions**

- Citizen Service Management
- Dynamic Case Management
- Digital Workplace Management
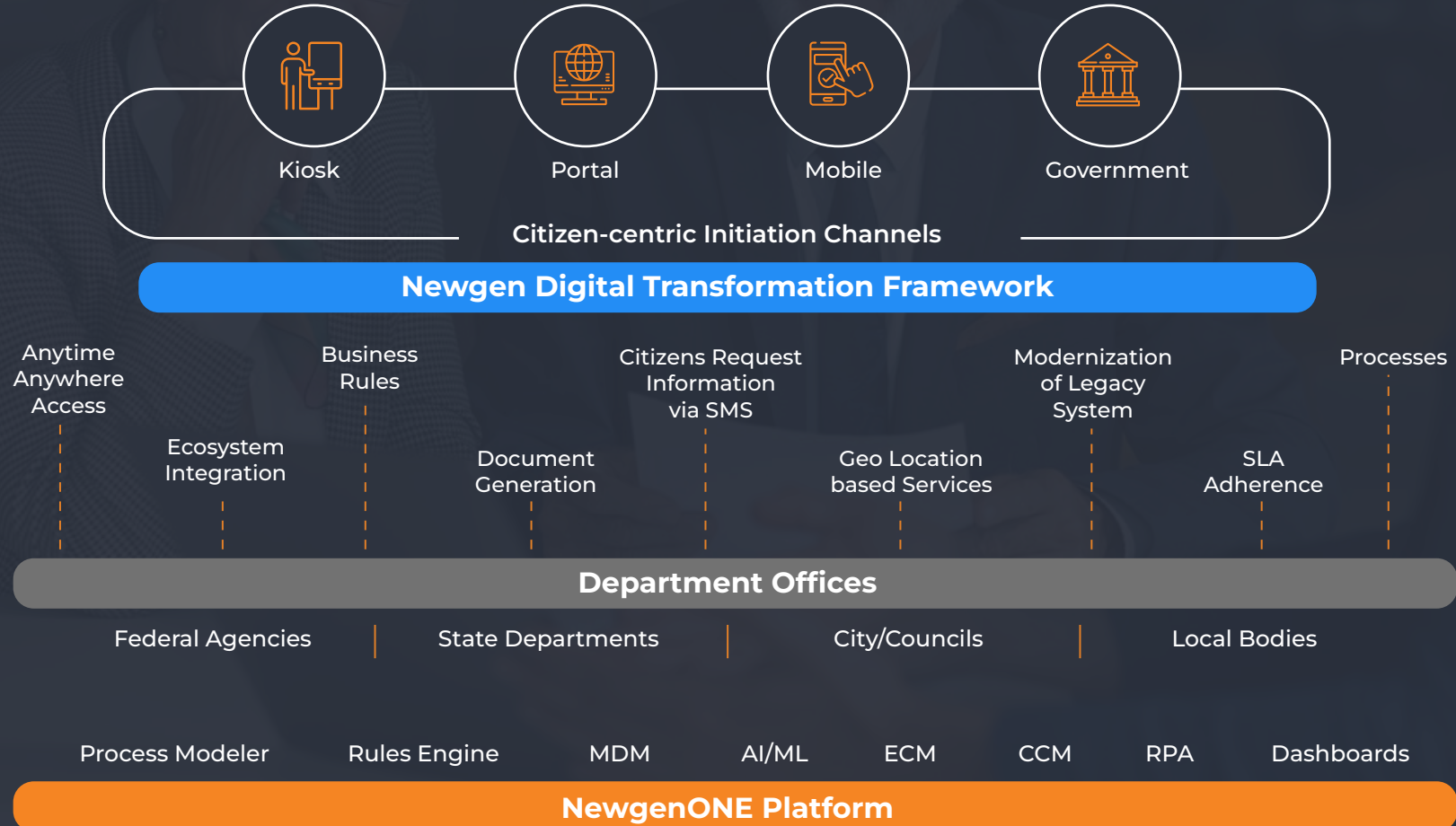- Electronic Documents and Records Management
- Citizen Communication Management

Transforming Governments with NewgenONE

APIs & Integration

Any Device

In-place Records Management

Containerisation

Micro Services

Cloud

DevSecOps

Citizen Experience (CX)

CX/EX

Employee Experienc (CX)

2 Digital Workplace

Empowered and Enabled with Automation

1 Collaborative Front Office

Transformed Citizen Experience

Process Modeling	Case Management	Data Modeling
Rules Engine	Capture, OCR / ICR	RPA, AI/ML
Mobile App Development	Content Management	Communication/ Notifications

Low Code Automation Platform	Contextual Content Management	Omnichannel Customer Engagement

NewgenONE Platform

Citizen Service Management

Deliver top-notch citizen-centric services and engage with citizens through multiple channels, such as web portals, mobile applications, social media, and e-mail. Improve citizen satisfaction across a range of areas, including licenses, permits, certificate services, company/business establishment services, aged care services, child & safety services, and health & disability services. By leveraging the built-in capabilities, including real-time reporting, analytics, portals, and others, effectively manage citizen inquiries & requests and provide timely & personalised services.

Kiosk — **Portal** — **Mobile** — **Government**

Citizen-centric Initiation Channels

Newgen Digital Transformation Framework

- Anytime Anywhere Access
- Ecosystem Integration
- Business Rules
- Document Generation
- Citizens Request Information via SMS
- Geo Location based Services
- Modernization of Legacy System
- SLA Adherence
- Processes

Department Offices

Federal Agencies | State Departments | City/Councils | Local Bodies

Process Modeler | Rules Engine | MDM | AI/ML | ECM | CCM | RPA | Dashboards

NewgenONE Platform

Core Highlights - Citizen Service Management

- Make government programmes,, information, and services available 24/7 across channels, including desktop, mobile, and tablet, thereby reaching a wider audience and providing convenient and accessible services to citizens

- Create timely, meaningful, personalized, and engaging communications that engage citizens while minimising operational costs

- Enable intelligent data linking and analysis practices to ensure the protection of citizen information and to restrict access to authorized personnel only

- Use intuitive dashboards that generate comprehensive reports to identify opportunities for innovation and improvement in citizen services
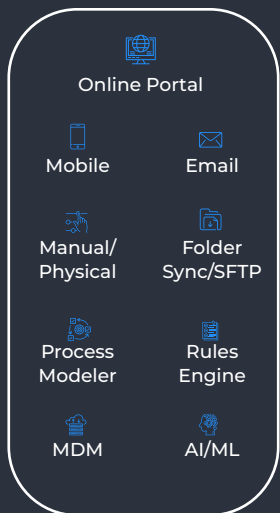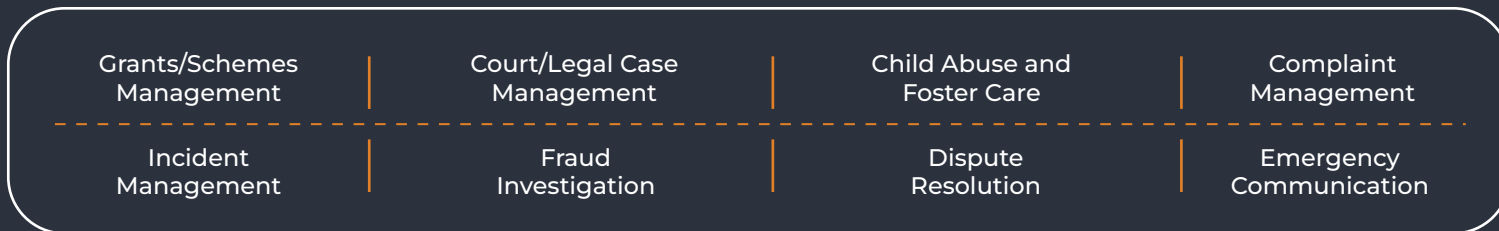
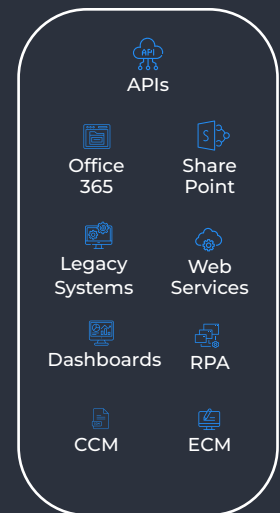## Qualitative Benefits - Citizen Service Management

- Efficient, timely delivery of services to citizens with seamless information exchange

- Increased productivity with fewer manual hand-offs and automating repetitive tasks—data entry or document processing

- Higher citizen satisfaction with anytime-anywhere access to information across multiple channels

- Seamless collaboration and improved communications by bridging information silos across departments and agencies

- Better compliance with detailed capture of audit trails

- Improved agility by leveraging the power of a digital transformation platform; anticipate challenges and mitigate risks beforehand

Dynamic Case Management

Manage complex cases involving multiple stakeholders, processes, and decisions. Empower your knowledge workers with contextual information to collaborate and respond to real-time opportunities, as well as unanticipated situations, while adhering to compliance requirements. Manage case-related information, documents, and communications by designing semi-structured and dynamic processes. Exchange information easily for quick resolutions in scenarios like legal case management and incident management. Additionally, manage unstructured or semi-structured processes, including grants/schemes management, complaints resolution, fraud investigation, emergency communication, and dispute resolution.

Grants/Schemes Management	Court/Legal Case Management	Child Abuse and Foster Care	Complaint Management
Incident Management	Fraud Investigation	Dispute Resolution	Emergency Communication

Exception Management | Case Visualization | Case Notes | Email | Collaboration | Escalation

Online Portal

Mobile | Email

Manual/ Physical | Folder Sync/SFTP

Process Modeler | Rules Engine

MDM | AI/ML

Sub Cases

Case Content

Case Events

Tasks

Processes

Case Workers | Collaboration | Case Stages | Business Case Objective | Business Rules | Document Generation

APIs

Office 365 | Share Point

Legacy Systems | Web Services

Dashboards | RPA

CCM | ECM

Dynamic Case Management

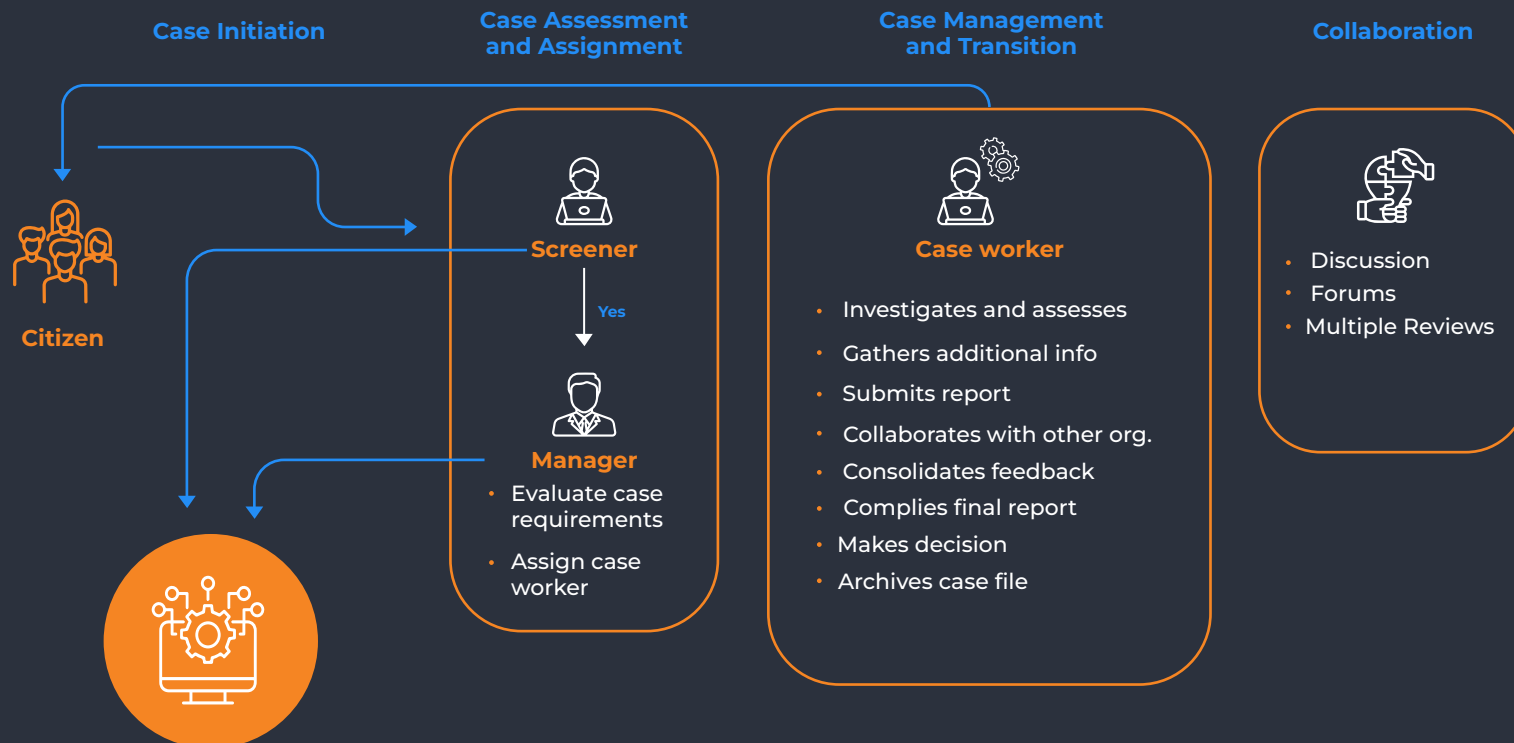## **Core Highlights -** Dynamic Case Management

- Compilation of all case-related content, that exists in various formats, under a single location. Indexing, extraction, and classification of relevant data from the captured content to provide accurate, useful insights to citizens

- Seamless collaboration across all stakeholders to efficiently process cases

- AI/ML-enabled suggestions, as well as the likelihood of the next steps

- Ad-hoc/defined tasks creation and tracking for caseworkers

- Controlled access to information for collecting data from disparate sources

- Generation of ad-hoc reports while gaining contextually accurate insights and better case lifecycle monitoring

Qualitative Benefits - Dynamic Case Management

- Faster case resolution through improved stakeholder collaboration
- Comprehensive investigations with a unified case file for each case
- Smarter decision making through dynamic task routing, contextual information, and analytics (AI/ML)
- Better compliance through enforced data collection rules for capturing audit trails
- Improved on-demand citizen services with mobile access to required information
- Continuous process improvement through analytics

Understanding with a Use Case

Case Initiation

Case Assessment and Assignment

Case Management and Transition

Collaboration

Citizen

Screener

Yes

Manager
- Evaluate case requirements
- Assign case worker

Case worker
- Investigates and assesses
- Gathers additional info
- Submits report
- Collaborates with other org.
- Consolidates feedback
- Complies final report
- Makes decision
- Archives case file
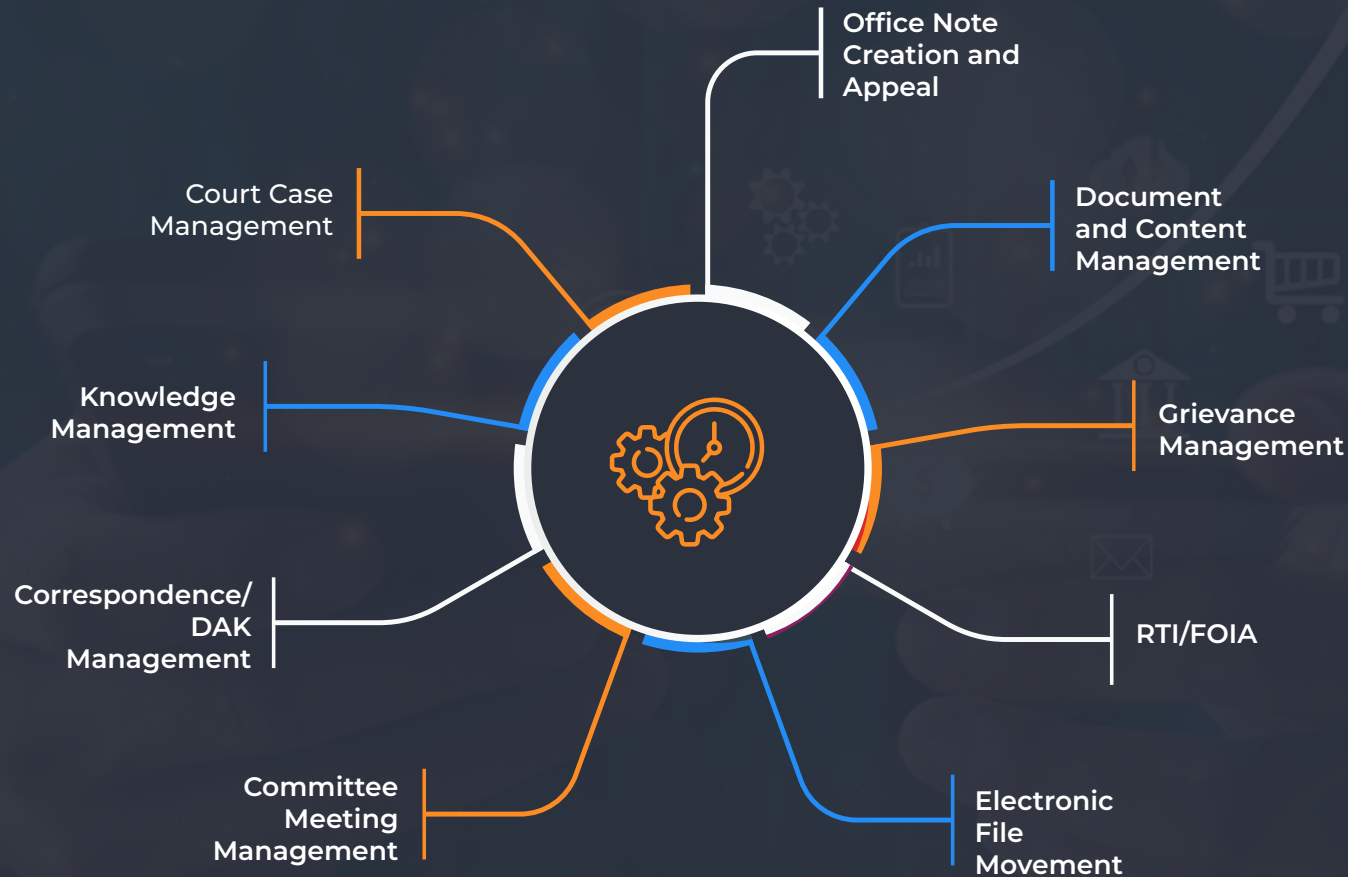
- Discussion
- Forums
- Multiple Reviews

Top Government Intelligence Agency Uses Newgen's Case Management to Prevent Suspicious & Fraudulent Financial Transactions

• The client is a high-level government and nationalagency in charge of monitoring, gathering, analysing information from financial transactions about suspicious financial transactions. Following an investigation, these transactions are reported to law enforcement agencies for action

• The agency used Newgen's low code-based case management solution to automate end-to-end investigative case management workflow

• They used the solution's reporting, monitoring, and integration capabilities to mitigate suspicious financial transactions while reviewing case information. The ML-based integrated model generated inputs that users leveraged to make smarter decisions

• The agency simplified a variety of use cases, including **counterfeit currency reporting, cross-border transactions reported by banks & financial institutions, reporting entities registration, and request & response workflows by Law Enforcement Agencies (LEA) and entities**

Read the Complete Case Study **Here**

Digital Workplace Management

Improve collaboration and boost departmental-level engagement by building a consolidated digital workplace. Streamline all levels of the administrative hierarchy's day-to-day functions. Automate and streamline a diverse range of organizational processes, such as file and correspondence management, office note creation and approval, committee and meeting management, RTI/FOIA management, parliament/assembly query processing, court case management, and knowledge management.

Office Note Creation and Appeal

Court Case Management

Document and Content Management

Knowledge Management

Grievance Management

Correspondence/ DAK Management

RTI/FOIA

Committee Meeting Management

Electronic File Movement

Core Highlights - Digital Workplace Management

- Electronically-driven note sheets for file and correspondence management

- Ability to handle RTI/FOIA queries and process parliament questions quickly. Allocation of queries to the respective departments and compilation of final responses

- Capability to manage the overall process for committee, agenda, and meeting management, as well as approval and document management throughout the process

Qualitative Benefits

- Efficient and transparent administration through centralized processing and tracking capabilities

- Reduced transition time due to improved cross-departmental collaboration

- Increased accountability through digitized processes and better interoperability

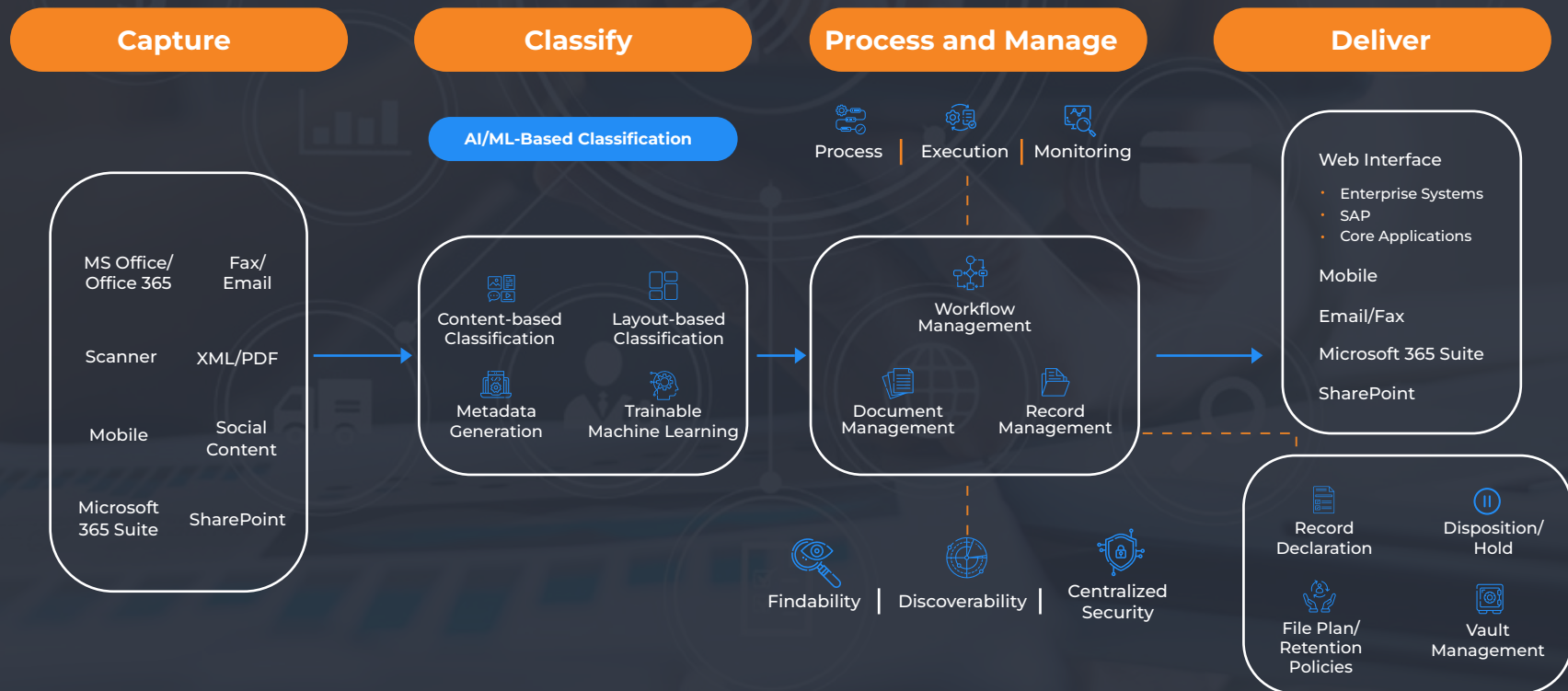- Timely execution through a system-defined escalation matrix, alerts, and reminders

One of the Largest Indian States Transforms its Administrative Processes with Newgen

- The client is one of India's top 10 largest states, with approximately 20 departments, 265 talukas (administrative departments), and over 19,000 villages

- The agency transformed its processes at multiple levels for different departments. They could streamline G2C, G2B, and G2G processes as a result of the implementation

- The client improved file and correspondence management and digitized various office procedures, including **e-cabinet, committee & meeting management, office note management, appointment scheduler, legislative query management, RTI management, citizen grievance management,** and others.

Read the Complete Case Study **Here**

Electronic Documents and Records Management System (EDRMS)

Manage the content lifecycle, from creation to disposition to ensure effective service delivery and public accountability. Capture, process, and view different content types, such as physical documents, e-mails, electronic records, and social media content. Enable multi-channel content capture, automated classification, in-place records management, standard compliant records management, secure archival, and faster retrieval of documents. Digitize documents and automate information processing, like unstructured documents, to improve efficiency and decision making. Furthermore, automate routine tasks to free up workers' and record managers' time so that they can focus on more constructive tasks

Capture

- MS Office/ Office 365
- Fax/ Email
- Scanner
- XML/PDF
- Mobile
- Social Content
- Microsoft 365 Suite
- SharePoint

Classify

AI/ML-Based Classification

- Content-based Classification
- Layout-based Classification
- Metadata Generation
- Trainable Machine Learning

Process and Manage

Process | Execution | Monitoring

- Workflow Management
- Document Management
- Record Management

Findability | Discoverability | Centralized Security

Deliver

Web Interface
- Enterprise Systems
- SAP
- Core Applications

Mobile

Email/Fax

Microsoft 365 Suite

SharePoint

- Record Declaration
- Disposition/ Hold
- File Plan/ Retention Policies
- Vault Management

Core Highlights - EDRMS

- Support capturing records and content on-the-fly across multiple systems, including SharePoint, SharePoint Online, and Microsoft 365. Intelligent classification of records using AI/ML-powered classifier

- A federated records management system that offers a unified view of information, allowing record managers to create a policy for records across repositories while assisting them in searching, managing, and viewing records seamlessly

- Better compliance with various regulatory standards—DoD 5015.02, NRAA Oman, ISO 15489, ISO 16175, and VERS

- Social records management for classifying and archiving social content

- Lightweight container-based microservices architecture

- Consolidated IT infrastructure using an extensive integration framework

Benefits - EDRMS

- Complete records and document lifecycle

- Format-agnostic repository; extensible platform for value-added services based on file format

- Comprehensive tracking of physical documents and records

- Effective record archival and management with rights-based access and encrypted storage

- Transparent records handling with extensive audit trails and policy-based security

Transformation of Records Management at a National Archives Authority and 22 Middle Eastern Government Agencies

The government organization aims to manage and preserve national records and digitize operations of concerned bodies to build a modern records management system

The organization streamlined the record management process at the authority and across 22 government agencies with more than 15,000 users

y hosted Newgen's offerings on the government cloud in a multitenant architecture achieved various benefits, including adherence with regulatory compliances, higher efficiency, and improved information security

mplete Case Study **Here**

Citizen Communicati

Generate timely, relevant, and accurate communic
engagement channel. Maintain citizen engageme
communications across various channels, includir

Enterprise Use Cases

Batch Communication	On-demand Response	One-to-one Correspondence	Workflow-driven Communication
Branding and Personalization	Multi-lingual Communication	Whitespace Marketing	Industry Compliance

Design	Generate	Track	Engage

Integration Ecosystem

Customer and Employee-facing Applications

Data Formats and Sources

Design	Generate	Track	Engage
Template Library	Communication Scheduling	Production Monitoring	Social Listening
PDF/MS Word Import	Approval Workflows	Response Tracking	Natural Language Processing (AI/ML)
User-defined Rules	Multiple Format Output	Comprehensive Reporting	Conditional Routing
Version Control	Active XML	Audit Logs	Contextual Response

Output Channels

Printer   Email

Web   SMS

FTP   Social

Archive

Omnichannel Customer Engagement (CCM)

Core Highlights - Citizen Communication Management

- Extensive template management capabilities

- Multi-channel communication distribution and tracking

- User-friendly, automated document generation

- Simple drag-and-drop for flexible communication design

- Seamless integration with legacy systems and core enterprise applications

Qualitative Benefits

- Multi-channel communication delivery—e-mail, SMS, WhatsApp, PDF, webpage, and print

- Enhanced visibility with a centralized dashboard

- Deeper insights into every citizen interaction, leading to personalized support

- Fast retrieval of citizen information

- Streamlined communication via standardization and end-to-end automation

An Australian State Government-owned company Automates End-to-end Communications with Newgen

- The client is an Australian state government-owned company. Under various predecessors, the company has been offering administration, trustee, and estate-related services since 1851

- The client had problems with delays in creating and delivering documents, both for internal and external use. Additionally, it was difficult and took a lot of time to find information in their customer records

- The client streamlined enterprise-wide communications while leveraging Omnichannel Customer Engagement (CCM) platform

- Post deployment, they achieved various benefits, including faster generation of documents, better visibility into communications, and quick retrieval of documents.

Read the Complete Case Study **Here**

Newgen for Government Organisations

12 Billion Records; 200k Users (Largest Site)

150+ Customers

ISO, DOD, VERS (Certifications)

250+ Dedicated Center of Excellence Experts

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

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

Consistently recognized by industry analysts

Real Outcomes Delivered

Certificate Management

Legal Case Management

Grants Management

Complaints and Grievance Management

Case Management

Documents and Records Management

Grievance Management

40% ↓
operational costs

70% ↓
manual data entry

60% ↑
touchless processing

Certificate Management

Documents and Records Management

Certificate Management

Digital Workplace Management

60% ↑
operational efficiency

99% ↑
quality and compliance

Documents and Records Management

Digital Workplace Management

Documents and Records Management

Grants Management

License and Permit Management

Documents and Records Management

About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, communication management, 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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