



# Why **NewgenONE** Digital Transformation Platform

*for Simplifying Your Complex Business Needs*

*A Newgen Guidebook for CXOs*

## Digital transformation is not easy. But why?

The answer lies in the complexity of the business process being digitalized and the complexity of the information used by the business process.

While some business applications are relatively simple, organizations often stumble when it comes to automating processes that are complex, content-driven, and involve sophisticated, omnichannel customer interactions. The complexity increases manifold if your departments, people, systems, and devices are not working in sync. Automation in silos is not enough. You must take the complexity out of your processes, unravel messy information, and simplify your engagements with one single platform?



With the **NewgenONE digital transformation platform**, you can do it all! It is a unified, cloud-based low code platform with a robust integration ecosystem. The platform encompasses native process automation, content services, and communication management capabilities to simplify your complex, content-driven business needs.

# Core Components of **NewgenONE** Digital Transformation Platform

01

## **Contextual Content Services (ECM)**

For managing, accessing, and utilizing content, as well as intelligently extracting information, in order to digitize content-driven processes and improve employee productivity and customer service

02

## **Low Code Process Automation (BPM)**

For streamlining end-to-end, mission-critical, customer and employee-facing journeys

03

## **Omnichannel Customer Engagement (CCM)**

For generating and managing at-scale, personalized communications across all channels, as well as combining business data and output formats



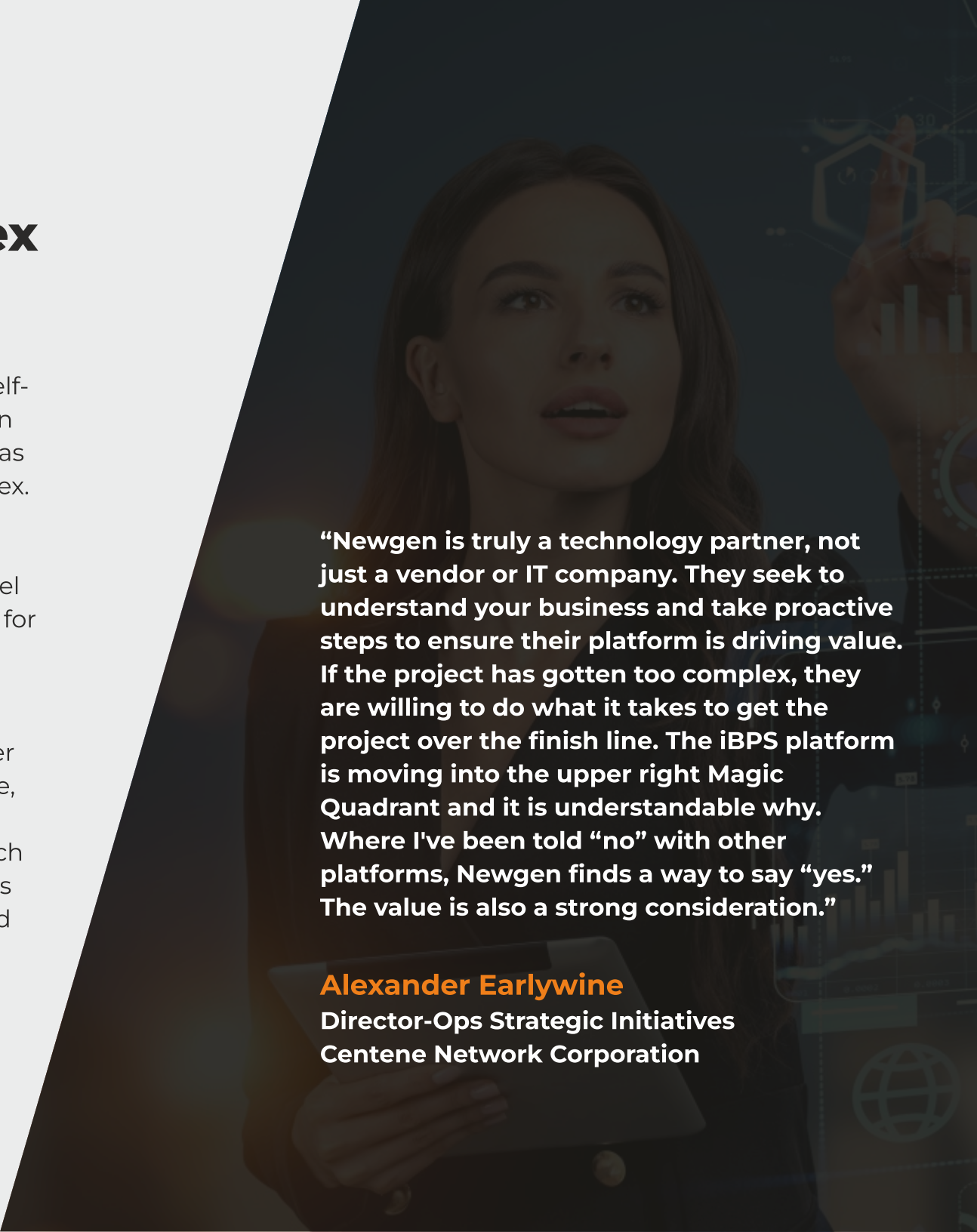




# Simplify Your Complex Business Processes

Some business processes like developing a self-service portal for employees to check vacation days are relatively simple. While others, such as processing an insurance claim, can be complex. These complicated processes span multiple departments, involve complex, unstructured content, and require a nuanced, multi-channel customer engagement. So, how do you solve for such complex scenarios?

NewgenONE is built to tackle your complex processes and information and deliver simpler experiences to your customers. With low code, RPA, content intelligence, AI/ML-based document classification capabilities, and much more, NewgenONE is the only platform that is uniquely poised to orchestrate, automate, and streamline your business processes quickly.



**“Newgen is truly a technology partner, not just a vendor or IT company. They seek to understand your business and take proactive steps to ensure their platform is driving value. If the project has gotten too complex, they are willing to do what it takes to get the project over the finish line. The iBPS platform is moving into the upper right Magic Quadrant and it is understandable why. Where I've been told “no” with other platforms, Newgen finds a way to say “yes.” The value is also a strong consideration.”**

**Alexander Earlywine**  
Director-Ops Strategic Initiatives  
Centene Network Corporation

## Embrace One Unified Platform to Do It All

NewgenONE is a single, comprehensive platform that combines the power of our three leading product capabilities to help manage your end-to-end business needs. The contextual content services component enables you to handle complex information and extract intelligent insights; the low code process automation component helps you digitize the end-to-end customer and employee journey with low code; and the omnichannel customer engagement component allows you to deliver personalized communications across channels, at scale. The platform connects all your departments, people, systems, and devices, enabling harmony across your operations while ensuring the success of your digital transformation initiatives.

## Streamlined Accounts Payable & Receivable and Engineering Drawing Management for a Qatar-based Shipping Company

The company was facing difficulties in tracking and maintaining thousands of invoices manually. They wanted to streamline their accounts payable (AP), accounts receivable (AR), engineering drawing management, and correspondence management processes to improve productivity and customer experience.

### Our Implementation Enabled

- Reduction in paying penalties incidents
- Improvement in audit and compliance functions
- Smarter decision-making and seamless collaboration among users
- Increased user productivity
- Better visibility

### Processes Automated

- Accounts payable (AP) and accounts receivable (AR)
- Engineering drawing management
- Correspondence management

## Empower Your Organization with the Power of Low Code

NewgenONE is built on a low code philosophy and utilizes an agile methodology along with continuous integration (CI), continuous development (CD), and DevOps. This enables your professional IT developers to rapidly design and develop even the most complex business applications and take products to market much faster. It also supports a collaborative development ecosystem and simplifies application management with DevOps.

**“Adopting to 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**

**Criminal Legal Aid Scheme, Singapore**



## Ensure Seamless Integration with Existing Systems

The platform supports deep ecosystem integration and open APIs to help you connect your disparate data sources and applications and bridge information silos. You can optimize your existing investments (from legacy applications to modern, cloud-based solutions) by seamlessly connecting your operations with internal and external systems and applications. The platform comes with ready-to-use, plug-and-play adaptors and supports REST and SOAP web services.



**“Newgen's ECMS implementation has helped us digitally transform our operations and create a connected enterprise. By leveraging the solution, we've been able to reduce the cycle times of approvals, establish a paperless office, and implement our projects at a much faster pace. It's worth mentioning that this implementation has enabled us to operate without any disruption during the pandemic seamlessly.”**

**Manish Malik**

General Manager

A Fortune 500 Oil & Petroleum Company

## Modernize Your Existing IT Infrastructure with Migration to Cloud

Enterprises, like yours, are looking to leverage the power of the cloud to optimize costs, avail on-demand scalability, reduce storage costs, and move from Capex to Opex. Migrating legacy content management, business process management, and customer communication management systems to NewgenONE allows seamless migration to the cloud. NewgenONE's cloud-compliant architecture and containerization capability makes it a platform of choice.

### Automation of Shared Service Centre at a Fortune 500 FMCG Company

The company had set up a shared service center (SSC) in India to serve various offices across multiple countries to achieve economies of scale by optimizing resource utilization. The complex manual processes were costly, labor-intensive, error-prone, and time-consuming. The company wanted an automated solution that could fulfill country-specific needs across multiple geographies.

#### Our Implementation Enabled

- Massive cost savings
- Complete security of transactions
- Reduced cycle times
- Improved vendor relationships
- Faster credit collection
- Real-time scalability
- Minimum change management
- Effective transaction monitoring
- Control and SOXA compliance

#### Processes Automated

- Accounts payables
- Accounts receivables
- Vendor bills
- Freight bills
- POPR
- SOXA compliance

## Leverage New-age Technologies for Smart Decisioning

NewgenONE helps you tap into the power of intelligent automation. The platform integrates the capabilities of technologies, such as low code process automation, RPA, AI, process orchestration, analytics, chatbots, and natural language processing. This enables organizations, like yours, to extract intelligence and insights from the available content, thereby empowering them to make smarter decisions and stay future-ready.

## A US-based Health Plan Transforms Operations with Newgen's Provider Ecosystem Solution

The client was facing several difficulties due to an inefficient provider onboarding system, so they were looking for a solution to streamline their end-to-end processes and enhance operational efficiency.

### Our Implementation Enabled

- **6-month** return on investment
- **84%** reduction in onboarding turn-around time
- **90%** reduction in task labor
- **85%** reduction in customer service call
- **1.5 increase** in HEDIS score
- **1.5 increase** in STAR rating

### Processes Automated

- Contracting request
- Self-service
- Onboarding



## Develop 100% Custom-fit Industry Applications

With NewgenONE, the sky is the limit! You can define additional workflows based on your dynamic business needs and deliver custom-fit industry applications. You can develop and deploy hundreds of use cases for various departments across verticals, such as retail, mining, manufacturing, education, energy, utility, and healthcare.

## Global Beverage Manufacturer Streamlines its Financial Shared Services with Newgen

A leading global alcohol beverage manufacturer was looking to centralize and standardize processes across its five global in-house centers.

### How Newgen Helped

Newgen automated 12+ processes while enabling the client to improve decision-making, ensure smooth cash management, and eliminate process inefficiencies.

### Scale of Implementation

- **12+ processes** automated
- **5000,000+** transactions completed
- **25,000+** users

### Processes Automated

- Accounts payable
- Cash management
- Capital and risk management
- General ledger accounting
- Cost accounting
- Intercompany accounting
- Record to report
- Fixed assets master data management
- Vendor, product, and customer master data management
- Loans and guarantees

## Build a Digital Workplace with Cloud and Mobility

NewgenONE's cloud and mobility capabilities help you create a connected and digital workplace. Enterprise mobility provides a seamless experience to business professionals on the go by empowering employees to access data and core business applications on-demand, thereby improving overall agility, productivity, and customer satisfaction. Your IT developers can rapidly build configurable mobile apps in a low code environment to enable anytime-anywhere operations. Also, the capacity for cloud deployment enables secure, remote operations, as well as extended collaboration between all stakeholders.

### One of the World's Leading Naval Forces Implements Centralized Access Management with Newgen

The client was facing several challenges due to the lack of a centralized access management solution, a secure end-to-end centralized tracking system to issue the card, the risk of misplacement and misuse of cards, and the lack of synergies with respect to access management across different naval commands.

### How Newgen Helped

Newgen implemented the card access management solution, built on the NewgenONE digital transformation platform. By leveraging the platform, the client automated **200+ workflows** of varying complexities and enabled **100,00+ users** across **127 locations**.

## Use Intelligent Data Extraction and Document Classification Capabilities

NewgenONE has AI/ML-enabled document classification capability for layout-based, content-based, and object-based classification. These capabilities help you deliver an improved customer experience through faster classification of customer documents. You can easily manage and quickly access documents by classifying them.

OmniXtract, packaged with NewgenONE, can swiftly extract critical data from documents of multiple layouts. It collects documents from input sources, makes them legible, and extracts data precisely while continuously improving extraction accuracy. This translates to higher operational efficiency and reduced business risks due to inaccurate data.

## A Singapore-based Institution Streamlines Records Management with Newgen

The institution wanted to streamline its records management process as they were incurring high costs for managing documents. Low efficiency, risk of non-compliance, unfiltered data, and lack of record filing capabilities were some of the other challenges encountered by the client.

### How Newgen Helped?

Newgen's records management system (RMS) enabled end-to-end records management and seamlessly migrated its content to the cloud.


### The Implementation Enabled

- Anytime, anywhere access to records
- Extended records management capabilities through productivity applications
- Better adherence to regulatory compliances
- Reduced turnaround time for processing records
- Enhanced productivity  
Simplified handling of electronic, physical, and multimedia content through a single repository



## 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 and on-budget.



**“We at 'Infomedia' have been using Newgen's BPM, ECM platforms at our Finance Shared Services platform for Telkom Indonesia Group and it has been really helpful for us during the pandemic COVID19 situation. We've been able to maintain business continuity despite of WFH situation. All the documents that we require are available anywhere, anytime. With Newgen's implementation we have been able to automate the processes and reduce the human dependency significantly.”**

**Tri Indra Basoeki**

**Exec. Vice President  
Enterprise Shared Service Business PT.  
INFOMEDIA NUSANTARA**

# Transforming Enterprise-wide Processes

## Logistics

- Inbound/outbound logistics
- Reverse logistics
- POD capture
- Transport management
- Freight bills processing

## Procurement

- Supplier/vendor portal
- Approval process automation
- Vendor management
- Requisition and PO processing
- Sourcing execution

## Human Resources

- Employee onboarding/exit/appraisal process
- Leave management
- Payroll process
- Employee helpdesk
- T&E claim

## After Sales

- Warranty claims
- After sales change implementation
- Customer complaints management

## Finance

- Procure-to-pay (P2P)
- Order-to-cash (OTC)
- Record-to-report (R2R)
- Asset management and tracking
- Sales order vetting/processing
- Master data management
- E-invoicing
- Collections management
- Budget approvals
- Financial close governance
- Recurring bills approval
- Vendor and supplier payments

## Marketing & Sales

- Lead generation and management
- Vendor/supplier onboarding
- Contractor onboarding
- Partner onboarding
- Corporate communication
- Marketing communication
- New customer acquisition marketing communications

## Administration

- Helpdesk
- Facilities management
- Purchase request model
- Service requisition
- Travel & transport management
- Visitor management

## Others

- ESG management & reporting
- Compliance management
- Litigation management
- Dispute management
- Maintenance, Repair & Operations
- Change request process

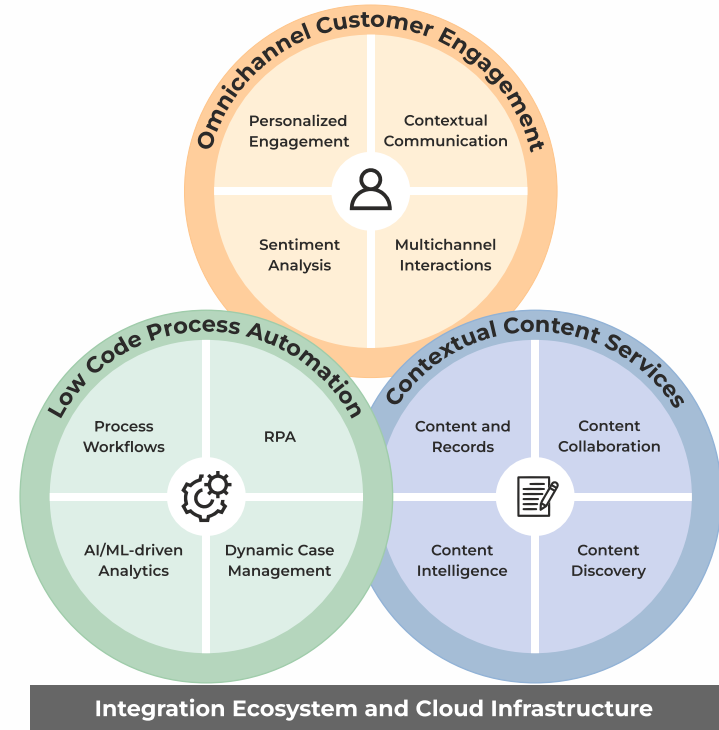
## Contracts Management

- Contracts drafting
- Contracts evaluation and finalization
- Versioning and management

# Unlock Simple with NewgenONE

The NewgenONE platform is backed by 30 years of passion and innovation. Year after year, our platform has been recognized by leading industry analysts. Using the platform, our customers have been successful in running award-winning operations, around the world.

With the NewgenONE Digital Transformation Platform, you can unlock simple in your business operations, thereby enabling your stakeholders to participate, utilize information, make informed decisions, and enhance customer experience.



## 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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