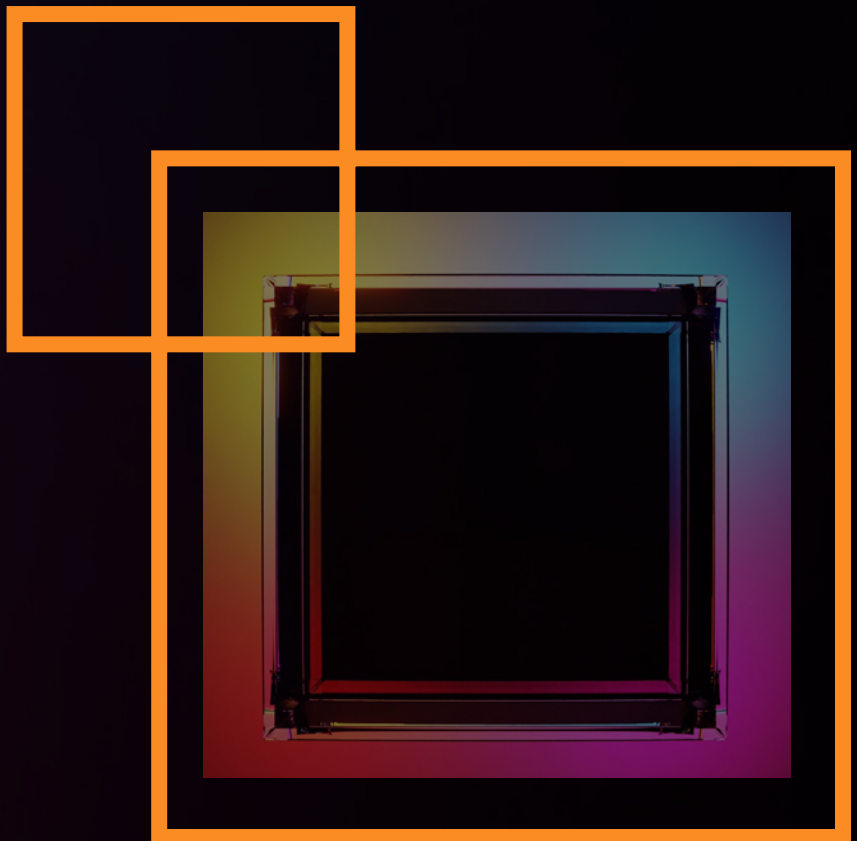# NewgenONE Platform

Low code Platform for
End-to-end Automation at Scale

The Need to Automate End-to-End

Your customers demand personalized and meaningful interactions at every touch point. Streamlining end-to-end customer journeys requires you to not only improve your customer-facing processes but also **integrate operations across the organization from front-office, to middle-office, and back-office**.

This integration facilitates smooth information flow and seamless transitions across touchpoints, **allowing your customers to follow their journey digitally**, and empowering your customer reps with all the information to support customers.

Doing this requires automation at scale, from automating a task in an individual department to a process that spans across the organization. However, you must be able to do it fast. You should be able to **automate thousands of applications and processes rapidly**.

Not only that, constantly changing consumer behaviors are forcing enterprises to find ways for continuous innovation. Leveraging **AI for innovation** becomes a top priority.

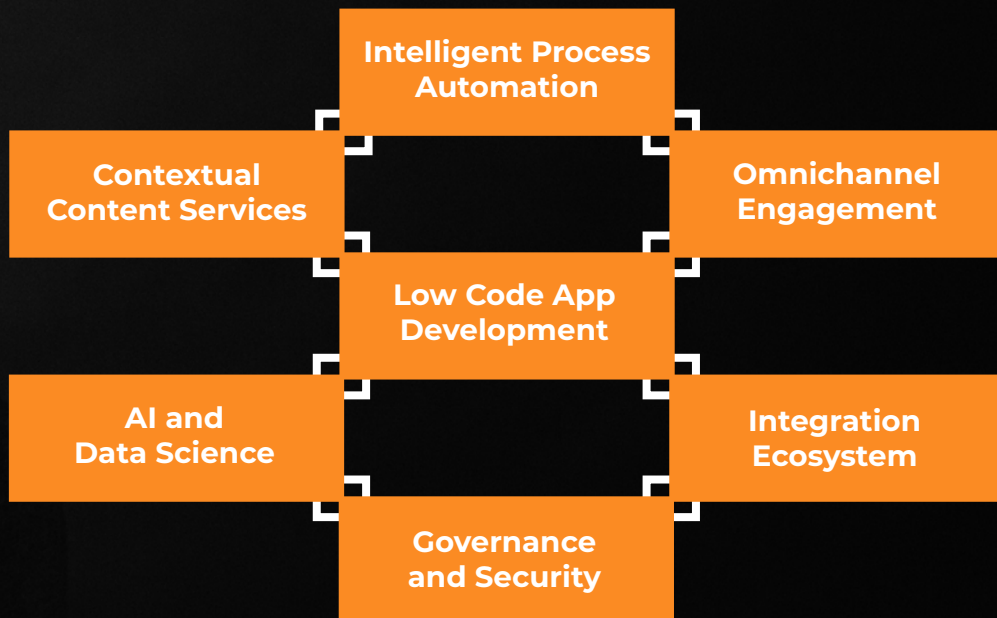To do all this, you must think enterprise-wide, and automate end-to-end.

Do it all with Newgen**ONE**

NewgenONE is a **low code platform** that helps you drive end-to-end automation at scale.

It facilitates seamless information flow across the organization by connecting the front-office, mid-office, and back-office. Moreover, the platform drives intelligence into operations for rapid innovation and responsiveness.

The integrated product suite enables the automation of thousands of applications and processes enterprise-wide.

Intelligent Process Automation

Contextual Content Services

Omnichannel Engagement

Low Code App Development

AI and Data Science

Integration Ecosystem

Governance and Security

NewgenONE includes, and integrates, cutting-edge and award-winning technologies across process, content, communication, intelligence and low code – all delivered through a single, unified platform that drives end-to-end automation at scale.

Intelligent Process Automation

Automate workflows at all levels to streamline end-to-end customer journeys. Modernize work to unleash automated and touch-less processes that make not only customers happy, but also employees and partners.

- Design, execute, monitor, and optimize processes
- Deliver intelligent and context-aware applications
- Optimize processes using comprehensive insights and drill-down dashboards
- Easily scale across thousands of processes
- Use business rules for agile policy implementation

Contextual Content Services

Automate content lifecycle management for all types of content across the enterprise. Derive real-time outcomes through automated processing of documents and digital media in content-centric processes.

- Manage end-to-end content lifecycle
- Embed content in apps across the enterprise
- Enable anytime, anywhere access to information
- Intuitively search for content across repositories and systems using a single, unified interface
- Automate processing of embedded content

Omnichannel Engagement

Engage with customers in context through their channels of preference with full control and visibility across the enterprise. Deliver a delightful experience across the journey.

- Design engaging communications with user-friendly and ready-to-use templates
- Generate and deliver personalized and responsive communications at scale
- Stay on top of customer communications with end-to-end visibility

AI and Data Science

Tap the power of visual AI to accelerate your journey from data to insights at enterprise scale. Infuse AI into automated processes and applications for real-time insights for faster and smarter decisions.

- Leverage an intuitive drag-and-drop design studio for model development
- Collaborate across stakeholders across the AI lifecycle from preparation to deployment
- Use visual interface for data exploration, comprehensive reporting, and data cleansing

Low Code Application Development

Rapidly compose complex mission-critical applications with enterprise-grade sturdiness and built-in agility for change. Leverage low code across process, content, communication, and AI.

- Rapidly design, develop, and deploy applications through modeling-driven environment
- Ensure information consistency across all channels, applications, and third-party systems
- Accelerate the DevOps lifecycle by streamlining application development

Integration Ecosystem

Create a connected and extended enterprise by integrating systems, processes, and functions. Connect front-office, middle-office, and back-office for seamless information flow across the organization.

- Utilize microservices-based architecture to facilitate the orchestration of headless APIs
- Enable seamless integration for easy data exchange through ready-to-use connectors
- Extend and modernize your legacy systems by integrating them with NewgenONE Platform

Governance and Security

Ensure information security with authentication and authorization at data model, application, and process layers. Create an operational fabric that is both secure and compliant

- Ensure robust security with two-factor and multi-factor authentication
- Leverage object-level access controls for authorized role-based access
- Use native multi-level audit and reporting capability to ensure compliance

NewgenONE accelerates transformation!

Streamline end-to-end customer journey	• Automate processes end-to-end • Personalize every interaction • Empower customers with self-service
Automate enterprise-wide rapidly at scale	• Automate thousands of applications • Accelerate devops with low code • Respond to market conditions fast
Innovate continuously with intelligence	• Inject intelligence in processes • Tap insights for real-time decisions • Discover new business models

NewgenONE is recognized by leading analysts!

"Leader" in The Forrester Wave™: Content Platforms, Q1 2023

"Niche Player" in Gartner® Magic Quadrant™ for Enterprise Low-Code Application Platforms, 2023

Recognized in Gartner's Market Guide for Content Services Platforms 2023

"Strong Performer" in Forrester Wave™: Robotic Process Automation, Q1 2023

"Strong Performer" in The Forrester Wave™: Digital Process Automation Software, Q4 2021

Business Automation "Leader" in the 2021 Aspire Leaderboard for CCM

Large enterprises globally leverage Newgen's cutting edge technologies to innovate and transform their operations to serve their customers better, faster.

Banking

- Loan Origination and Onboarding
- Retail and Commercial Lending
- FATCA and CRS Compliance
- Trade Finance and Payment Systems
- Omnichannel Digital Banking

Government

- Citizen-centric Services
- e-Government Office Automation
- Correspondence Management
- Records Management
- Grants Management

Insurance

- Customer Acquisition
- Policy Issuance and Servicing
- Digital Claims Management
- Service Request Management
- Policy and Records Management

Healthcare

- Member Enrollment
- Provider Lifecycle Management
- Complaints and Grievances
- Claims Management
- Member Services

Enterprise Journeys Applicable Across Industries

- Supply Chain Management
- Finance and Accounting
- Enterprise Service Management
- Dynamic Case Management
- Electronic Documents and Records

- HR Operations
- Sales Orders and Requisitions
- Compliance and Reporting
- Environmental, Social, and Governance
- Contract Lifecycle Management

Customers Achieve Significant ROI with Newgen.

370%

Return on Investment

$37M

Total Benefits

$29M

Net Present Value

6 Months

Payback Period

*A Forrester Consulting TOTAL ECONOMIC IMPACT™ Study Commissioned by Newgen

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