



NEWGEN

One world. One workplace.

Newgen Intelligent Business Process Suite



Newgen iBPS

Newgen Intelligent Business Process Suite (iBPS) provides a process platform for business stakeholders to drive enterprise wide Digital Transformation. It manages the full range of business processes by leveraging advanced tools for content integration, process orchestration, dynamic case management, predictive and on-demand analytics, enterprise mobility and social collaboration. iBPS facilitates collaboration in the design and execution of intelligent business processes. By taking an iterative approach: Design, Deploy, Monitor and Improve, the iBPS drives continuous process improvement thereby eliminating operational redundancies and increasing efficacy. The Case Management capability empowers knowledge workers to manage tasks which are variable in nature and cannot be pre-orchestrated.

The Social Mobile, Analytics and Cloud (SMAC) capabilities of Newgen iBPS allows enterprises to reengineer their business processes and speed up the delivery of innovative initiatives. To this end, the suite offers ready adaptors for social media, that can help businesses gauge customer preferences and create better opportunities to cross-sell and up-sell. Newgen iBPS can be leveraged by enterprises either on-premise, on cloud or through hybrid deployments. Newgen utilizes Amazon's AWS platform and HP's Cloud Map platform to host its cloud offerings for iBPS.

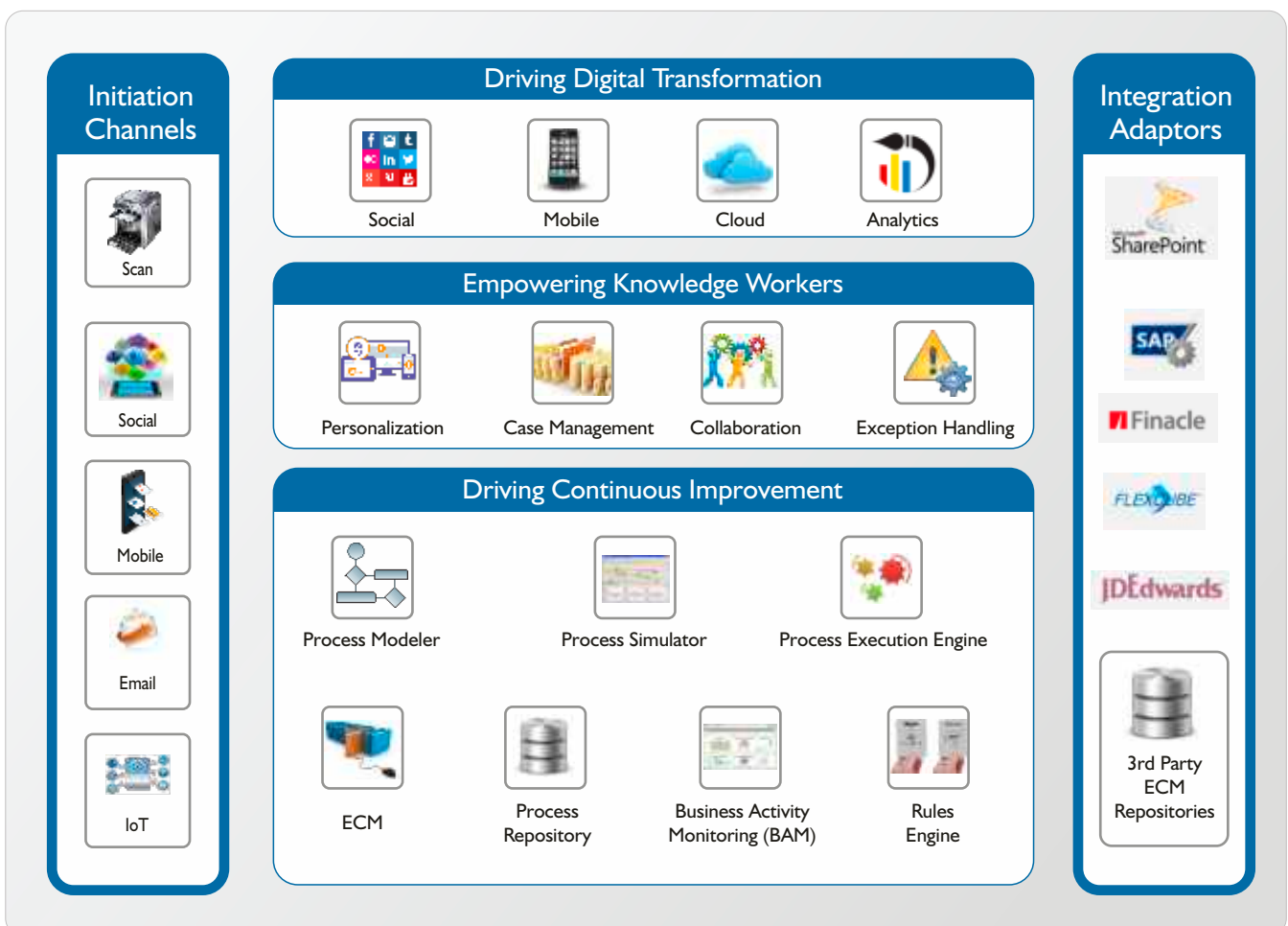
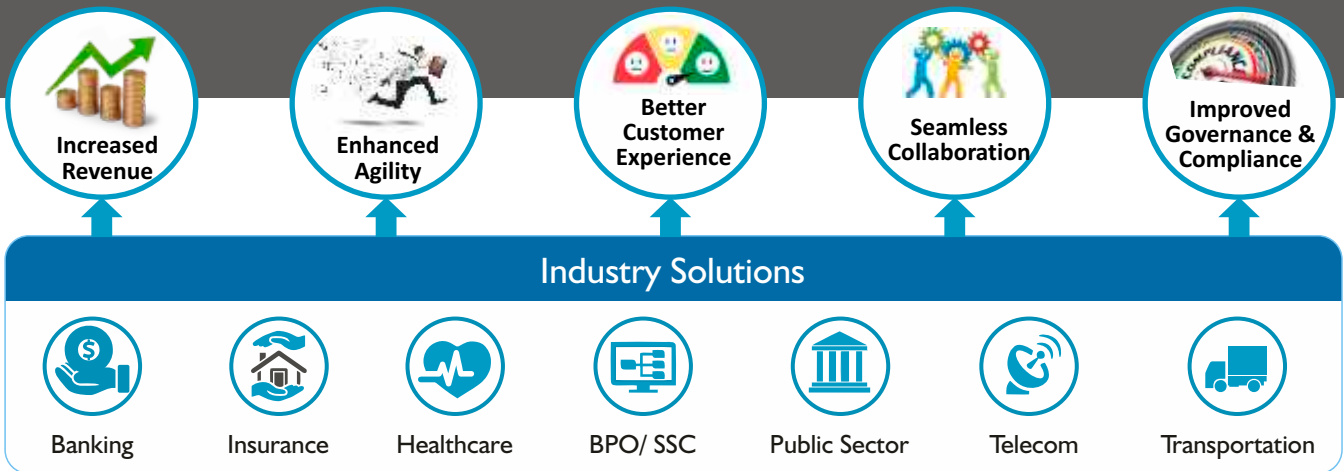


Business Benefits

- ➔ **Accelerated Revenue Growth**
with digitalized and agile processes enhancing transaction volumes and reducing operational costs leading to improved profitability
- ➔ **Enhanced Customer Experience and Engagement**
by creating 360 degree visibility of customer information and driving initiatives to match evolving customer needs
- ➔ **Continuous Process Improvement**
by enabling enhanced monitoring of key performance indicators and providing contextual insights
- ➔ **Improved Governance and Compliance**
with rule-driven decisions and operational analytics

→ Newgen Differentiators

- Homogeneous, well integrated suite for agile and streamlined processes
- Lower Total Cost of Ownership
- Social, Mobile, Analytics and Cloud for driving innovative and customer focused processes
- Highly customizable and flexible workflow platform
- Global delivery model for shorter project cycles
- Proven for scalability





Collaborative Process Modeling

The Newgen Process Modeler is a web-based, user-friendly, drag & drop process modeling tool. It facilitates real time collaboration between multiple business and IT users for designing of business processes, user experiences, and integrations.

→ Feature Highlights:

- Collaborative modeling environment for real-time discussion and process design
- Configurable views of the same business process for different stakeholders to improve collaboration
- Swim-lane based process design for simplified work allocation and management
- Reusability of business logic and process artifacts
- Creation of different process variants

Personalization & Contextualization

Newgen Omni-App brings together various enterprise applications and provides a user friendly interface to access them through an integrated application container. It allows business users to make informed decisions and enhances their productivity.

→ Feature Highlights

- Personalized user desktops, enabling immediate access to contextual information
- User specific analytical reports and dashboards
- Event updates, notifications and alerts to provide real-time contextual awareness
- Single window access to enterprise applications including third-party applications

Process Execution Engine

The iBPS Workflow Engine lies at the core of the solution. The Engine controls process workflows and maintains the integrity of process definitions. Standard workflow operations such as initiation of work, processing of rules, sequential, parallel, and ad-hoc routing of work are also supported.

→ Feature Highlights

- Parallel and inclusive distribution of work-items allowing a conditional flow of processes
- End-to-end process management with the flexibility to enable or disable any process
- High-volume transaction processing
- Dynamic load balancing to remove bottle necks for high performance and stability
- Ad-hoc routing to enable dynamic changes in the normal process flow
- Can be deployed on standard application servers such as BEA, WebLogic™, IBM WebSphere™, JBoss, and Oracle 10g

Agile Business Rules Management System

Newgen Business Rules Management System (BRMS) is a scalable web based tool which helps define critical business policies and procedures. BRMS eliminates the need to define or embed stagnant business rules or policies in the process.

→ Feature Highlights

- Adaptability for changing rules during run time
- Rules can be created through logic statements or decision matrices with no coding

Business Activity Monitoring

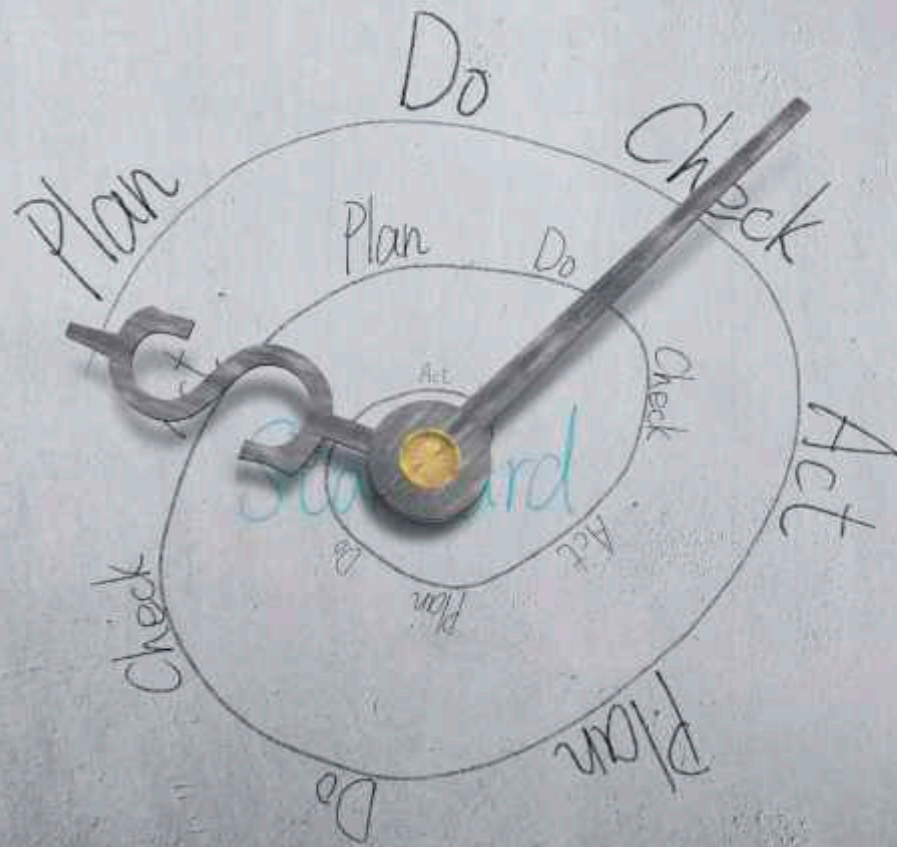
Newgen iBPS with the help of its Business Activity Monitoring tool provides real-time monitoring of processes, relevant process artifacts and process participants deliverables. Customized dashboards allow process owners to easily design reports, define KPIs and set control charts.

→ Feature Highlights

- 360 degree view of processes using exhaustive graphical charts, reports and dashboards
- Reports on cycle times, cost per transaction, geographic performance, resource utilization and SLA adherence
- Rules based alerts for every level of stakeholders enabling faster bottleneck resolution
- Ability to slice and dice process data for active, on-demand and predictive analysis
- Integration with external analytic tools for enhanced predictive analysis

“Newgen helped us reinvent key processes including customer on-boarding, policy management, claims submission & customer communications management, allowing us to improve process efficiencies and deliver enhanced customer experiences.”

Regional Manager - IT Solution Delivery
Global Insurance Company



Smart Process Simulation

Newgen iBPS Process Simulator simulates business processes prior to their deployment, using historical data and what-if analysis. Process designers and business users can optimize their response to varying conditions by running upfront assessments of dynamic process behavior.

→ Feature Highlights

- Comparison reports of a process or processes across different simulation criteria
- Scenario definition based on process calendar, user information, activities information and other simulation preferences
- Enhanced resource utilization through effective load balancing

Document and Content Interaction

Newgen iBPS integrates seamlessly with the Newgen OmniDocs Enterprise Content Management (ECM) suite, to provide comprehensive document life cycle management. The platform can easily be integrated with other content repositories through ready adaptors and web services.

→ Feature Highlights

- Precise metadata based searches, library services, access permissions and version control for faster access and better management of documents associated with processes
- Email based work initiation and content capture
- Enhanced information accessibility, facilitating fast retrieval and content security
- Secured access to ensure document confidentiality and integrity of records
- Interoperability support through CMIS compliance
- Flexibility to initiate processes through various content capture points

Process Component Repository

All processes modeled and executed using iBPS process modeler benefit from the iBPS process repository which stores process definitions, snippets, e-form fragments, rules, and process metadata along with predefined business objects. These process components can be reused and customized to specific business situations, thus enhancing the adaptability and responsiveness of your organization to change.

Dynamic Case Management

Newgen offers a Dynamic Case Management Framework which is built leveraging the iBPS. The framework supports unstructured processes and unpredictable tasks. The Framework allows knowledge workers in responding to unprecedented business scenarios while maintaining the highest level of collaboration and developing need based processes at run-time.

→ Feature Highlights

- Dynamic process design and real-time routing and re-routing
- Personalized work-benches for enhanced interaction and ad-hoc collaboration
- Advanced analytics for business moment capture and deliverability
- Flexible rule engine with ability to change rules 'on the fly'

Complex Event Processing

Newgen iBPS supports the definition, subscription, and robust handling of business events, to assess future market opportunities and potential threats that can impact businesses. The system has extensive capabilities to identify patterns and trigger actions associated with events. It enables multiple sub-processes, alerts and notifications to subscribe to a single event.

Social Media Integration

Newgen iBPS offers social media adapters, allowing businesses to tap market intelligence from Social Media platforms. The solution enables enterprises to identify prospects, acquire new customers, crowd-source, cross-sell/up-sell, and manage service requests using social platforms. Customers can use popular social media channels such as Facebook, Twitter, Google+ to initiate service requests including complaints, queries and feedback. These service requests can be directly captured and processed within the Newgen iBPS.

Mobility

Newgen iBPS empowers business users to deliver on the go, with its mobile capabilities. The solution provides enterprise users with anytime-anywhere secure access to processes and information on mobile devices. These capabilities help accelerate business growth and improve productivity and enhance customer experiences. Newgen offers two distinct mobility apps on its iBPS platform:

- **ZapIn - Capture on the Go** - Built on the scalable Newgen Enterprise Mobility Platform (NEMP), ZapIn is a mobile capture application allowing users to capture information from physical documents with relevant metadata and initiate business processes on the go. ZapIn drives benefits through features such as:
 - Mobile capture with advanced document imaging and extraction
 - Smart image enhancement capabilities
 - Geo-fencing and tagging for location intelligence

Technology Landscape

Newgen iBPS is built on robust technology platform that lends organizations both the flexibility to adapt and the scalability to grow.

Businesses across the globe have benefitted from Newgen iBPS by leveraging its advanced capabilities for process designing and execution.

J2EE and Unicode based architecture

Newgen iBPS suite is platform independent and can be deployed on multiple application servers and industry standard databases. It is built leveraging a multi-tier scalable J2EE based architecture with support for clustering and load balancing. It is Unicode-based and the multi-lingual support makes it operational across geographies.

Integration with business systems using Web Services, Messaging and XML API

Newgen iBPS offers integration with other business applications through Web services (REST and SOAP),

JMS, EJBs, URLs integration, external event notification, SAP Archive Link, SAP GUI integration, BAPI, etc. Integration adapters are available for systems such as SAP, Oracle eBusiness Suite, Finnacle, SharePoint.

Enterprise Class Security

Newgen iBPS has been successfully audited against customers' internal security, compliance and server hardening policies across various verticals. The product suite provides strong security features like access permissions on processes, queues, views, reports and documents using user/group/role-based rights. The secure platform benefits enterprises in Telecom, Banking, BPO, Insurance and Financial Services.

Audit trail of all actions are archived in the system. Authentication support includes strong password policies, LDAP/SSO support, PKI/Biometrics, and Digital signatures. Maker-Checker support for administrative operations is also provided.

“ Our association of over 5 years with Newgen has helped us create faster, transparent, efficient and greener operations for more than 35 critical processes.”

Head - Solution Delivery Group
Leading Private Bank in Asia



Newgen iBPS

Global Customer Success Stories

Leading Healthcare Payer in North America

Reduced cycle time for new member enrollments by **76%**



US Based Global Cable and Satellite TV Channel

Increased resource productivity by **70%**



Leading American Electronics Company and IT Distributor

Standardized operations to manage
1700+ tech manufacturers
100,000+ SKUs
20,000+ Resellers

Leading Bank in UAE

Reduced through-put time for customer on-boarding by **70%**



Pan African Bank

Deployed in **32 countries** enabled savings of approximately
\$ 70 MILLION



India's Largest Private Sector Bank

Added **500,000 accounts** in 8 months using Tab Banking





Configurable Platform: *Delivering Industry Business Solutions*

Newgen iBPS is a flexible and configurable platform facilitating the development of a wide range of business solutions. Solution accelerators built leveraging the Newgen iBPS and Case Management Framework are among the most comprehensive offerings available in the market.



Banking

- Account Opening
- Loan Origination
- Loan Servicing
- FATCA Compliance
- Mortgage
- Trade Finance
- Commercial Lending
- Wealth Management
- Payments



Insurance

- New Business
- Policy Servicing
- Claims
- Service Request Management
- e-Statements
- First Notice of Loss



Government

- Correspondence Management
- Committee & Meeting Management
- Grants Management
- Audit & Inspection
- Complaints & Grievance
- Case Management



Shared Services

- Accounts Payable
- Accounts Receivable
- General Ledger
- P/O and Requisitions
- SOXA Compliance
- Freight Billing
- Vendor Management



Healthcare

- Member Enrollment
- Appeals and Grievances
- Claims Management
- Provider Contracting



About Newgen

Newgen Software is a leading global provider of Business Process Management (BPM), Enterprise Content Management (ECM) Adaptive Case Management (ACM) and Customer Communication Management (CCM), with a global footprint of 1200+ installations in 58+ countries with large, mission-critical solutions deployed at the world's leading Banks, Insurance firms, BPO's, Healthcare Organizations, Government, Telecom Companies & Shared Service Centers.

Newgen's Quality Systems are certified against ISO 9001:2008 and Information Security Standard, ISO 27001:2013. Newgen has been assessed at CMMi Level3.

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