

OmniDocs Enterprise Content Management (ECM) Suite

Newgen OmniDocs ECM Suite

Newgen OmniDocs ECM Suite is a market leading platform that drives enterprise-wide digital transformation through end-to-end management of enterprise content. The platform connects content and processes with context and enables organizations to go digital.

The suite offers smart tools to capture content from multiple sources, manage it in a secure centralized repository and make information accessible across content-centric processes. It offers flexibility to access or deliver content over mobile and cloud, creating a highly connected and digital workplace. Further, it helps enterprises mitigate business risks by ensuring compliance with various regulatory requirements and securing business critical information.

Business Benefits

- **Improve Customer Experience** through faster and personalized responses by accessing the right information at the right time
- **Enhance Productivity** through delivery of contextual content to workers beyond the boundaries of workplace
- **Ensure Compliance and Document Security** through standardization, security by design and robust records management
- **Get Better ROI** by making a one-time investment in the ECM platform and leveraging it across multiple business systems and applications
- **Reduce Operating Costs** through electronic handling of critical content in all forms, from its capture, storage and management to delivery

“Newgen OmniDocs ECM suite has carved out a special dimension for us in the area of technical operations robustness that is unheard of in the Pharma space.”

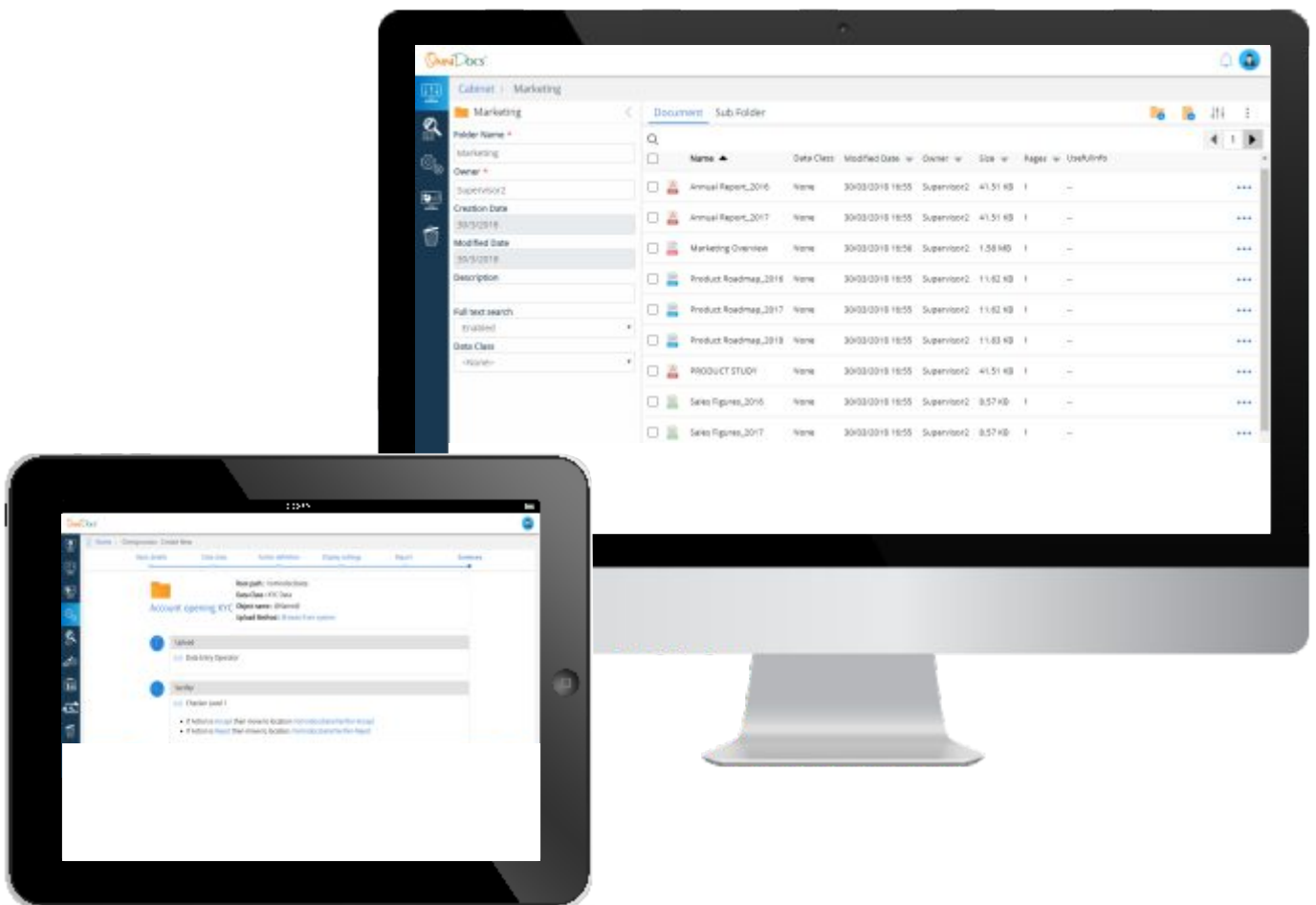
Chief Information Officer
Leading Global Pharmaceutical

Why Newgen OmniDocs ECM Suite?

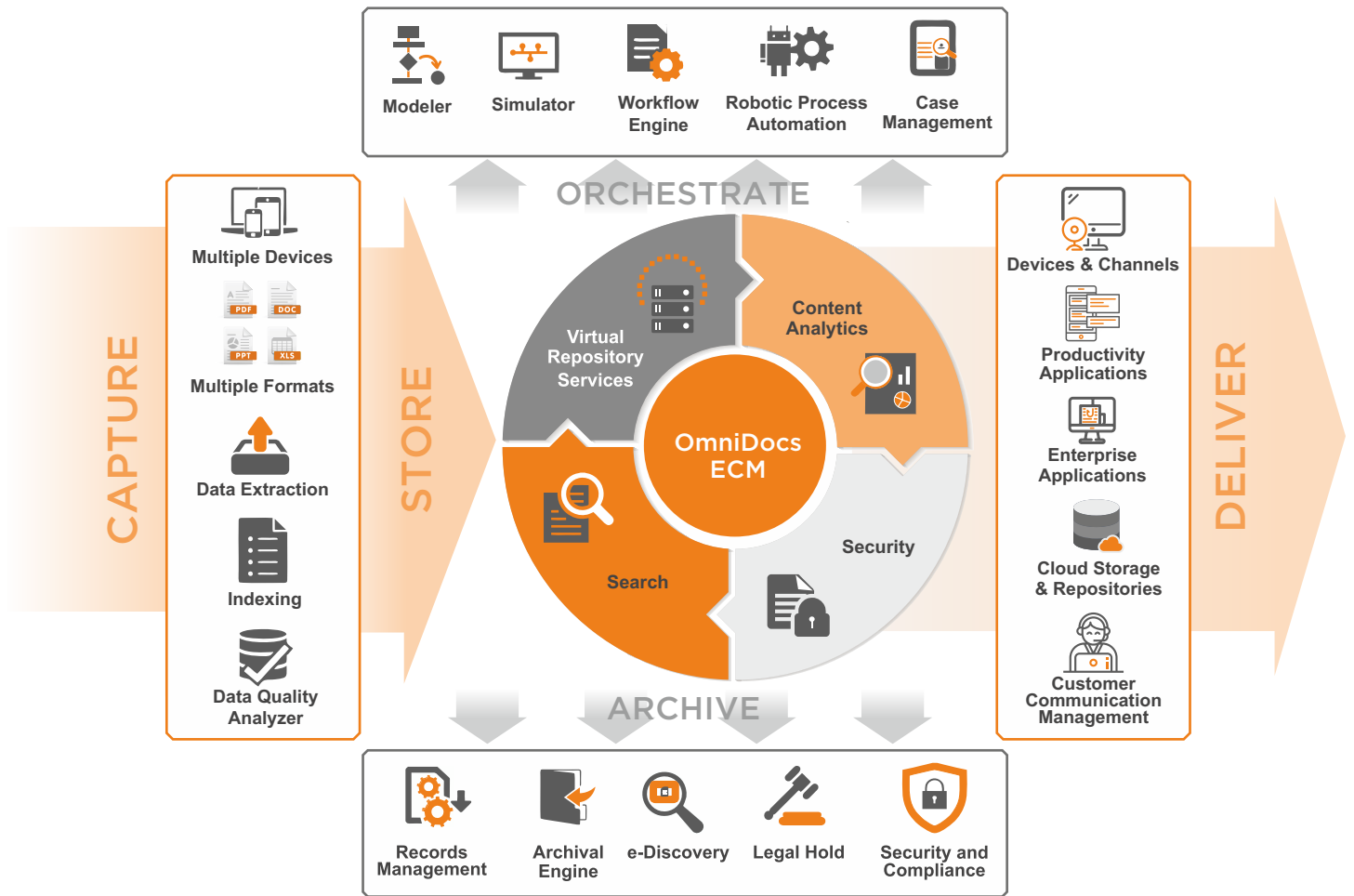
- Build “fit-for-purpose” ECM applications as per business needs
- Ensure end-to-end management of enterprise content from digitization, storage, orchestration to archival
- Ensure compliance with various regulations and standards through certified records management system
- Access OmniDocs from any enterprise application while ensuring document security
- Discover and search contextual information from millions of documents in seconds



Positioned as a
'LEADER' in
Forrester ECM –
Transactional
Content
Services Wave
Report,
Q2 2017



Newgen OmniDocs ECM Suite



Newgen OmniDocs ECM Framework

Newgen has successfully implemented its OmniDocs ECM suite at a leading insurance firm, managing over 10 billion documents, accessed by more than 50,000 enterprise users for servicing over 390 million customers

OmniDocs ECM Suite and its Components

Newgen OmniDocs ECM Suite offers extensive capabilities for capturing, processing and storing content, managing content-centric processes, delivering information and archiving records and documents.

Content Capture

OmniDocs ECM suite offers a host of imaging, capture and data extraction tools that allow you to capture content generated across multiple channels and content sources.

■ **OmniAcquire:** Multi-Channel Distributed Capture Platform

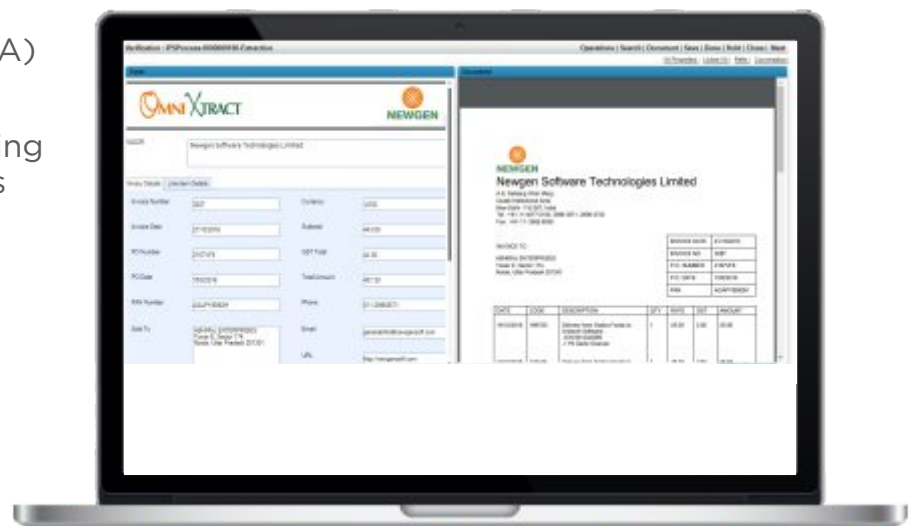
- ▶ Capture critical customer and business information generated across multiple devices, such as multifunction peripherals (MFPs), mobile devices, e-mails, fax, hot folders, scanners and web
- ▶ Serve customers with customized service workflows, mapped across office boundaries, field and back office workers

■ **OmniScan:** On-Demand Document Scanning and Auto-indexing

- ▶ Scan documents from any device, such as MFP, scanner and others, via in-built apps and web interfaces
- ▶ Adjust document scanning rate with immediate and batch scanning modes
- ▶ Enhance scanned images with Document Quality Analyzer (DQA) technology
- ▶ Scan document in any format using pre-defined document templates

■ **OmniXtract:** Intelligent Data Extraction from Documents of Different Layouts

- ▶ Single definition studio with "no-code" interface for defining varied layout documents across multiple processes
- ▶ Identify and extract complex data formats with advanced recognition technologies, such as OMR, ICR, Barcode Recognition, MICR and others
- ▶ Increase data extraction accuracy by learning from processed documents
- ▶ Assist workers with automated interfaces for faster data extraction. Ensure data accuracy through verification of unrecognized and recognized data
- ▶ Extract information from large volume of documents across various business processes



Process & Store Content

The suite enables effective management of documents with content-centric workflows, well-integrated content repository, document viewer, intuitive search and annotation capabilities.

■ **OmniProcess:** Document-Centric Workflows

- ▶ Enable faster processing of documents
- ▶ Automate linear workflows for document processes, such as Maker-Checker and Approval/ Rejection
- ▶ Collaborate and verify documents collected from multiple data sources
- ▶ Maintain a central library for business process related documents

■ **OmniDocs Repository:** Multi-Source Information Storage, Tracking and Search

- ▶ Manage disparate content sources and repositories using virtual repository services
- ▶ Easily search information with advanced and intuitive search capabilities, such as full text, index-based, folder & document search, auto suggestions, faceted search, highlighting and others
- ▶ Organize documents as per business needs and get a personalized view of enterprise content
- ▶ Collaborate with stakeholders using image viewer and annotations
- ▶ Track activities at document and folder level with pre-defined comprehensive reports and audit trails
- ▶ Maintain confidentiality and integrity of records with secured access to content as per defined security guidelines

■ **Content Analytics:** Digital Sensing for Contextual Interactions

- ▶ Discover contextual content from business processes and initiate appropriate back-end processes
- ▶ Drive timely and contextual interactions with sentiment analysis and categorization tools

■ **Audio/Video Content Management:** Rich Media Content Management

- ▶ Manage digital assets, such as videos and audios, through easy acquisition, classification, storage, retrieval and export
- ▶ Compress and transform content while improving quality
- ▶ Instantly search through numerous digital assets
- ▶ Stream videos seamlessly with integrated streaming engine





Orchestrate

OmniDocs ECM suite intelligently orchestrates the flow of content within your enterprise by leveraging Newgen's OmniFlow Intelligent Business Process Management Suite (OmniFlow iBPS). It manages document-centric processes from the point of content origination to final delivery of output while interfacing with multiple enterprise applications and systems.

- **OmniFlow iBPS:** Intelligent Business Process Management Suite
 - ▶ Easily create and design processes with drag and drop feature
 - ▶ Facilitate real-time collaboration among users for process designing, simulation and other related activities
 - ▶ Optimize processes with simulation around goals, rules and bots using what-if scenarios. Achieve continuous process improvement with run-time process heatmaps and KPI analytics
 - ▶ Orchestrate structured and ad-hoc processes with powerful workflow engine
 - ▶ Manage dynamic policy changes with the Business Rules Management System (BRMS)
 - ▶ Manage complex business events with the Complex Event Processing (CEP) engine. Take corrective actions with alerts and notifications
- ▶ Monitor business activities with personalized dashboards. Drill down information for root cause analysis and make informed decisions based on historical trends
- **iBPS RPA:** The Last Mile of Process Automation
 - ▶ Transform end-to-end processes with bots along with workflow orchestration engine and case management capabilities
 - ▶ Convert human actions into executable script using UI Path studio, integrated with Newgen OmniFlow iBPS
 - ▶ Ensure continuous monitoring of bot processes or work steps through RPA Control Centre
 - ▶ Run bot scenario on the automated process to identify opportunities and risk areas

Deliver Information

Break information silos by seamlessly delivering contextual content to workers and teams working on different business processes and systems. Newgen OmniDocs ECM suite easily integrates with other business applications, tools, repositories, cloud storage systems and customer communication platforms. Thus, allowing easy access and delivery of content both within and outside the organization.

■ Devices and Access Channels

- ▶ Make content available to workers across the organization through multiple devices and channels, such as email, web and others

■ Enterprise and Productivity Applications

- ▶ Access content through on-premise and cloud business applications, such as Finacle, SAP and others
- ▶ Allow workers to access, edit and manage documents through productivity applications, such as MS Office, Google Drive and MS Sharepoint, via OmniDocs ECM

■ Cloud Content Storage & Repositories

- ▶ Maintain backup of enterprise content by storing the content on cloud leveraging OmniDocs adaptors for Amazon S3, Azure Blob, Hitachi Content Platform and Hadoop Distributed File System

■ Customer Communication Management (CCM) Platforms

- ▶ Create, manage and distribute customer communications by streamlining the flow of content from OmniDocs to CCM platform

Archive

OmniDocs Record Management System enables organizations to comply with regulatory and governance policies for long-term archival of physical and electronic records.

■ Records Management: End-to-end Record Lifecycle Management System

- ▶ Manage electronic records/physical files from generation to disposition. Keep track of records with extensive reports and audit trails
- ▶ Comply and adhere to regulatory requirements and internal record management policies
- ▶ Trigger actions, such as verification, disposition and others, as per defined record policies
- ▶ Ensure secure access to records with assigned rights for search and retrieval
- ▶ Apply comprehensive search on file-plan, electronic and physical records
- ▶ Ensure business continuity by managing vital records. Preserve company knowledge and facilitate e-discovery and legal holds
- ▶ The system is certified by DoD 5015.2 Standard and by National Records and Archives Authority (NRAA) of the Sultanate of Oman

■ Social Records

Management: Rule-Based Social Records Management

- ▶ Manage Social Media records across Facebook, Twitter, LinkedIn and other social channels
- ▶ Archive social records with defined retention & disposition policies and classification scheme
- ▶ Access the right information by searching through various social media conversation threads
- ▶ Specialized handling of social media content for size optimization and scalability

■ Enterprise Content

Archival: Secure Content Archival from Other Work Groups and Systems

- ▶ Enable rule-based archival of emails from MS Exchange and Lotus Notes mail servers
- ▶ Archive documents and forms from SharePoint libraries
- ▶ Compress (upto 90%), archive and distribute reports across the organization. Allow users to instantly search and retrieve reports in real-time

OmniDocs ECM Mobile and Cloud Apps

OmniDocs ECM on Mobile

Newgen offers a broad range of ECM features on mobile, enabling business users to:

- ▶ View, search, download, upload, email and delete documents 'on the fly'
- ▶ Experience enhanced user experience as system intelligently optimizes audio/video content for mobile devices
- ▶ Download documents on mobile devices for reading in no connectivity zones, and offline usage
- ▶ Share documents on various social channels, such as Facebook, Twitter, Whatsapp and others

OmniDocs ECM on Cloud

NewgenOmniDocs ECM Suite on Cloud is a cost-effective alternative to traditional document management. The ECM Cloud Applications enable seamless flow of content across the organization, allowing users to access content anytime-anywhere.

- ▶ Ensure foolproof disaster recovery
- ▶ Start with minimal investment and scale ECM application with pay-as-you-go model
- ▶ Break silos and enable seamless flow of information across geographically dispersed teams
- ▶ Comply with Enterprise-grade Service Level Agreements and major security and regulatory standards

ECM Technology Landscape

OmniDocs ECM suite lends organizations both flexibility and scalability to grow in a highly demanding marketplace. Businesses across the globe have benefitted by orchestrating large volumes of enterprise data and converting it into actionable intelligence.

■ Scalable for Managing High Volumes of Documents

OmniDocs ECM suite is highly optimized to store and retrieve large volumes of documents

■ J2EE and Unicode Based Architecture

The platform 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 provides multi-lingual support, making it operational across geographies

■ Access OmniDocs from any Enterprise Application

Integrate OmniDocs with other business applications, tools, repositories and cloud storage systems through Web services, Readymade Adaptors, Integration Standards, Web API based GUI and Custom APIs. It also supports CMIS 1.0 interoperability standards. And, offers out-of-the-box integration adaptors for Finacle, SAP, Google Drive, MS Office, Office 365 and Cloud Storage (Azure, AWS, Hitachi Content Platform, Hadoop)

■ Enterprise Class Security

OmniDocs ECM suite has been successfully audited against customers' internal security, compliance and server hardening policies. The product suite captures audit trails of all actions and archives it in the system.

- ▶ Restrict access through user, group or roles based rights
- ▶ Authentication support includes strong password policies, LDAP/SSO support, PKI/Biometrics, digital signatures and IRMS (Seclore) connector

Newgen Differentiators

- Leverage new-age technologies in compliance with various regulations (FATCA/CRS, Check 21 & others)
- Supports CMIS 1.0 interoperability standards
- Integrates with SAP, Oracle E-Business Suite, Finacle, SharePoint and others
- Product Principle Ownership - Direct support and/or assistance through partners
- Lower Total Cost of Ownership (TCO)
- Scalable platform with large-scale enterprise deployments, managing billions of documents

Delivering Industry Specific Solutions

Banking



- ▶ Origination & On-Boarding
- ▶ Retail & Commercial Lending
- ▶ FATCA & CRS Compliance
- ▶ Wealth Management
- ▶ Trade Finance & Payment Systems

Government



- ▶ Correspondence Management
- ▶ Agenda Management
- ▶ Citizen Centric Services
- ▶ Office Automation
- ▶ Grants Management

Shared Services



- ▶ Procure-to-Pay & Accounts Payable
- ▶ Order-to-Cash & Accounts Receivable
- ▶ HR-Hire to Retire
- ▶ PO & Requisitions
- ▶ General Ledger

Insurance



- ▶ Customer Acquisition & Policy Issuance
- ▶ Policy Owner Servicing
- ▶ Claims Management
- ▶ Service Request Management
- ▶ FNOL

Healthcare



- ▶ Member Enrollment
- ▶ Provider Contract Management
- ▶ Claims Management
- ▶ Complaint Tracking & Grievance Management

150+ solutions across 20+ verticals

Industries

- ▶ Banking & Finance
- ▶ Insurance
- ▶ Government
- ▶ Healthcare
- ▶ Shared Services
- ▶ Telecom
- ▶ Pharma
- ▶ Legal
- ▶ Education

Departments

- ▶ Accounts
- ▶ Finance
- ▶ Customer Support
- ▶ Customer Service
- ▶ Human Resources
- ▶ Legal
- ▶ Marketing
- ▶ Procurement
- ▶ Operations
- ▶ Sales
- ▶ Admin

About Newgen

Newgen Software is a vendor/provider of Business Process Management (BPM), Enterprise Content Management (ECM), Customer Communication Management (CCM), Document Management System (DMS), Workflow and Process Automation software. The company has a global footprint in over 60 countries with large, mission-critical solutions that have been deployed in Banks, Insurance firms, BPO's, Healthcare Organizations, Government and Telecom Companies.

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