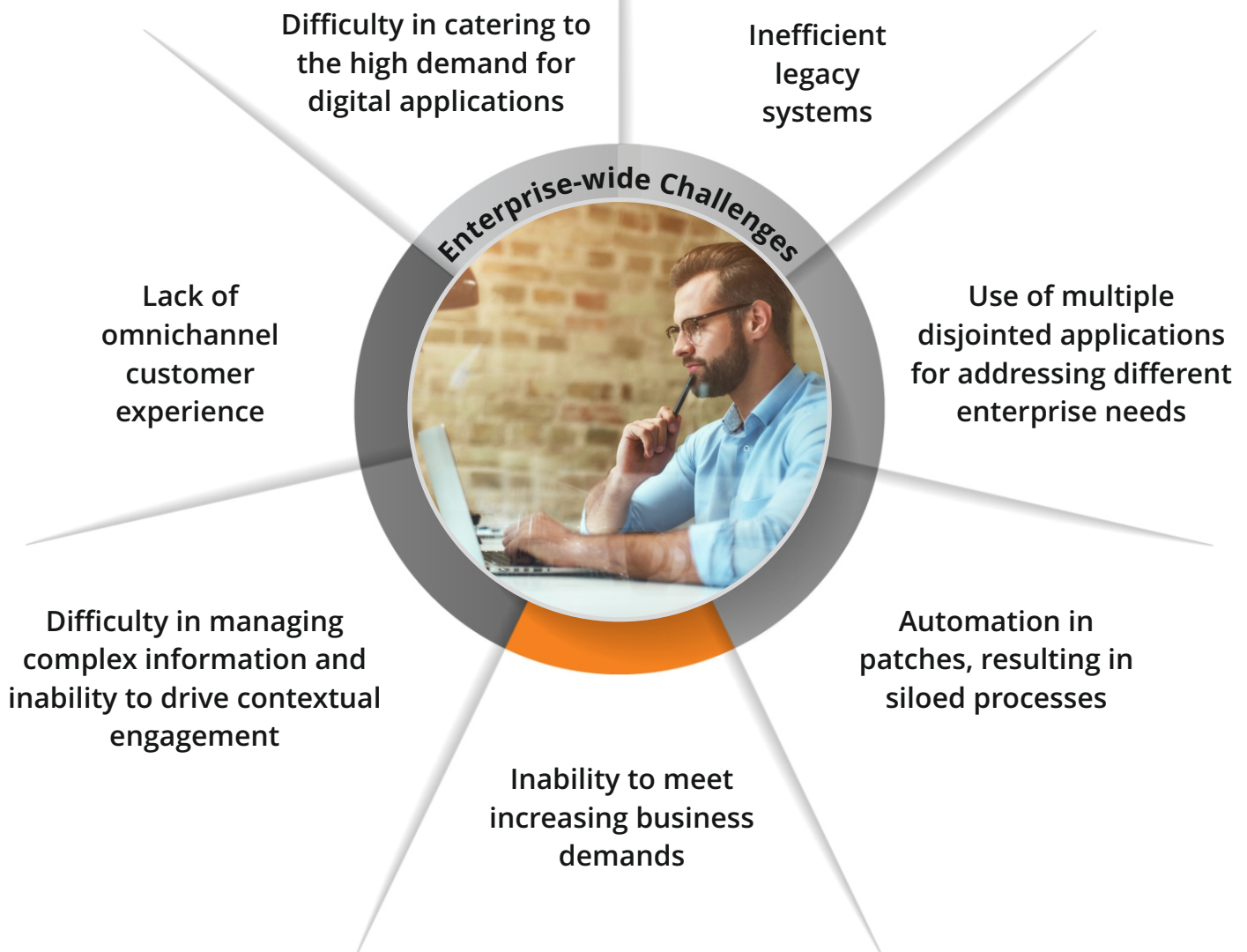# iBPS Low Code Process Automation Platform

Overview

Organizations, like yours, are constantly looking for ways to decrease process turnaround time, streamline business processes, provide contextual information, and deliver an omnichannel experience to delight customers.

To achieve these goals, you need a platform that offers speed, flexibility, and agility to your operations and allows you to execute new business strategies effectively.

"By 2025, low-code application development will be responsible for more than 65% of application development activity."
– Gartner

A low code process automation platform can help you develop applications rapidly and automate end-to-end customer journeys without losing context across all digital touchpoints.

Enterprise-wide Challenges

Difficulty in catering to the high demand for digital applications

Inefficient legacy systems

Lack of omnichannel customer experience

Use of multiple disjointed applications for addressing different enterprise needs

Difficulty in managing complex information and inability to drive contextual engagement

Automation in patches, resulting in siloed processes

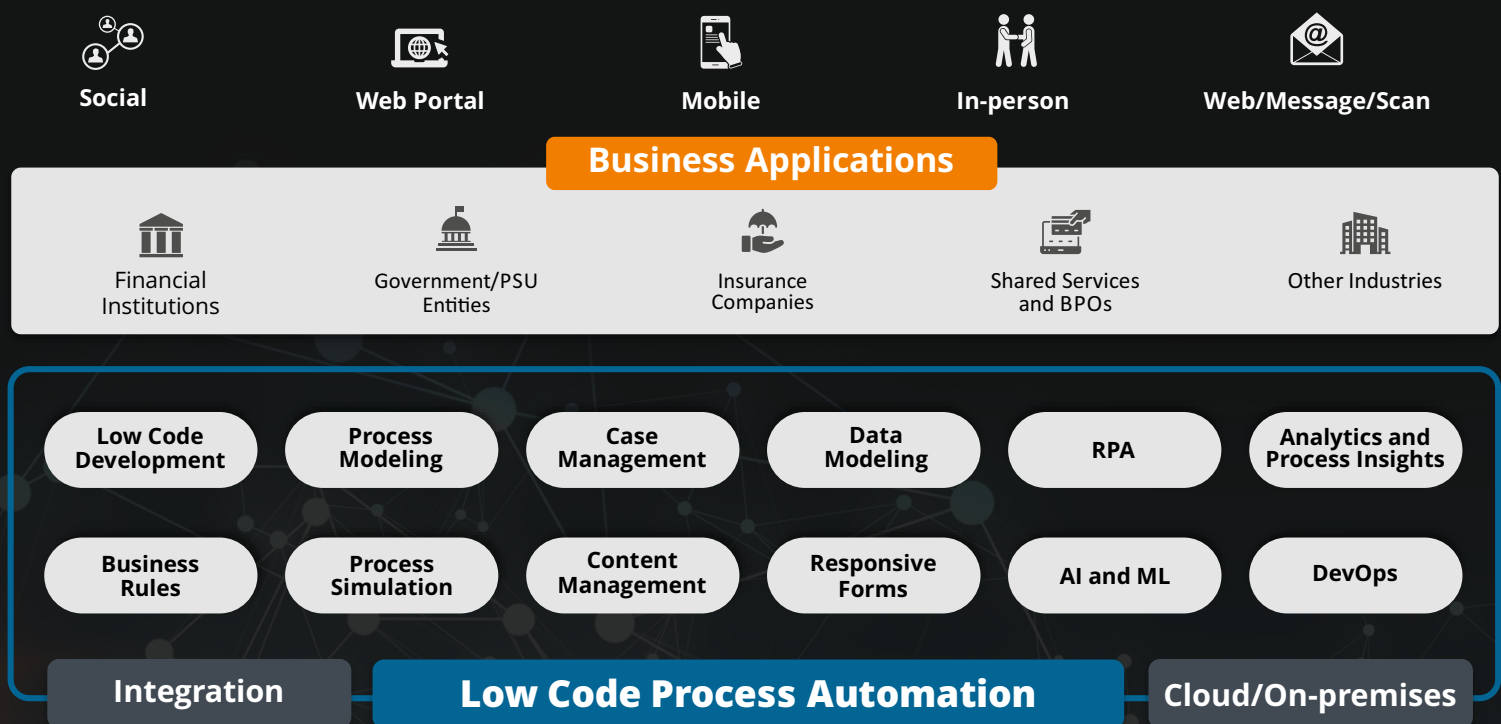Inability to meet increasing business demands

Newgen Low Code Process Automation Platform (iBPS)

Newgen's Low Code Process Automation Platform is a proven, intelligent platform to develop complex, context-aware, and customer-centric business applications. It enables rapid application development, end-to-end automation of business processes, and contextual engagement with customers across multiple touchpoints while driving continuous process improvement.

The platform offers a comprehensive set of tools for low code application configuration. Its point-and-click and drag-and-drop functionalities help you develop and deliver responsive web and mobile applications rapidly. Its advanced capabilities, including **artificial intelligence (AI), machine learning (ML), analytics, multi-experience apps, omnichannel communication, and cloud-native architecture, enable a rich user experience and customer engagement across all digital channels.** Furthermore, it allows you to manage the application lifecycle with **containerized deployments** and **integrated DevOps.**

Low Code Process Automation Platform

| Social | Web Portal | Mobile | In-person | Web/Message/Scan |

Business Applications

| Financial Institutions | Government/PSU Entities | Insurance Companies | Shared Services and BPOs | Other Industries |

| Low Code Development | Process Modeling | Case Management | Data Modeling | RPA | Analytics and Process Insights |
| Business Rules | Process Simulation | Content Management | Responsive Forms | AI and ML | DevOps |

| Integration | Low Code Process Automation | Cloud/On-premises |

Newgen's Low Code Process Automation platform provides a comprehensive set of tools that cater to the enterprise-wide needs of:

- **Application Design and Development**
- **Application Governance and Monitoring**

Application Design and Development

UI Designer (Web portals and forms)

- Design responsive user interfaces (UI) for web portals, progressive web apps (PWAs), and forms by leveraging visual development tools with ready-to-use UI controls, themes, and other design elements

Process Modeling

- Enhance operational efficiency by automating end-to-end business processes with a web-based drag and drop process modeler that orchestrates simple to complex business processes

Data Modeling and Management

- Define, manage, and use the data types and structures for different applications, processes, and systems

Decision Management

- Simplify creation and governance of complex rules that drive your business decisions, without the need for coding

Dynamic Case Management

- Empower your knowledge workers to collaborate and respond to real-time opportunities and unanticipated situations with dynamic task assignment and ad-hoc task creation while adhering to compliance requirements

Robotic Process Automation (RPA)

- Accelerate business processes by automating repetitive and mundane tasks and allow your knowledge workers to focus on more important activities

Integration Ecosystem

- Integrate seamlessly with business applications, legacy systems, cloud-based solutions, ERPs, CRMs, and other applications through REST and SOAP web services, pre-built connectors, and custom APIs

Intelligent Document Processing

- Enable automatic document classification and data extraction, increasing straight-through processing rates and operational efficiency
- Use native, no-code artificial intelligence and machine learning models and training tools

Content Management

- Leverage Newgen's industry-recognized content services platform for end-to-end content lifecycle management, from content capture, consumption, management, archival, to disposal

Application Governance and Monitoring

DevOps Pipeline Management

- Leverage DevOps tools and practices to manage the application development lifecycle

Application Infrastructure Monitoring

- Monitor application infrastructure across environments with visualization of various performance parameters, such as CPU, memory and disk utilization, network usage, number of connected pods, and more

Process Insights

- Enable users to perform historical data analysis and business scenario simulation to visually identify process bottlenecks and optimization opportunities
- Optimize resource utilization with system-based predictions on future workload

Reporting and Analytics

- Get a 360-degree view of processes with comprehensive graphical charts, reports, and dashboards
- Enable business users to easily create reports with a wizard-based report designer

Personalized User Workspaces

- Personalize user workspaces and enable secure access to contextual information to your knowledge workers to make timely and informed decisions
- Allow users to configure applications, components, instances, and external applications per their preferences

Personalized User Workspaces

- Personalize user workspaces and ensure secure access to contextual information, allowing your knowledge workers to make timely and informed decisions

Cloud-ready Platform

- Ensure faster, stable, and scalable deployments with application containerization across AWS and Azure clouds
- Manage deployments across private, public, and hybrid cloud environments efficiently

Security

- Leverage robust security features such as access permissions, role-based rights, password policies, LCAP/SSO support, multi-factor authentication, audit trails, and more
- Ensure compliance with regulatory and security standards, such as general data protection regulation (GDPR), open web application security project (OWASP), information assurance support environment (IASE), SOC 1/ISAE 3402, SOC 2, PCI DSS Level 1 (Payment Card Industry), HIPAA, ISO/IEC 27017, ISO/IEC 27018, ISAE 3000, and others

Use Cases Across Industries

Banking

- Customer Onboarding (Account Opening)
- Loan/Credit Origination (Retail/Commercial)
- e-Statement
- Trade Finance
- Unified Customer View
- Relationship Manager Cockpit
- Ops Workbench

- Campaign Management & Marketing
- Lead Management
- Customer Portal/App
- Financial Needs Analysis
- SRM & Dispute Resolution
- Product Config

- Risk Workbench
- Collections
- Peer-to-peer lending
- FATCA/CRS
- CTS

Insurance

- Quotation, Proposal & Illustration
- Customer Onboarding
- Advisor/Agent Onboarding
- Policy Underwriting Workbench
- Quote to Bind
- Unified Customer View

- Ops Workbench
- Campaign Management & Marketing
- Lead Management
- Customer Portal/App

- FNOL & Claims Processing
- SRM & Dispute Resolution
- Product Configuration

Government

- File and Correspondence Management
- Committee and Meeting Management
- RTI/FOIA Management

- Court/Legal Case Management
- Grants and Schemes Management
- Engineering Drawings Management
- Contract Management

- E-Parliament
- E-Municipality/Smart City
- Records Management System

Shared Services

- Account Payables
- Account Receivables
- Contract Management
- E-Invoicing
- Collections
- Campaign Management & Marketing
- Lead Management

- Project & ROI Management
- Vendor/Supplier Portal
- Vendor/Ecosystem Service Management
- Risk Workbench
- Tech & Project Management

- Data Quality Management
- Centralized Expense Management
- HR Processes & Records Management

Enterprise

- Credit Limit Update
- Policy Mis-selling
- Policy Claims
- Product Complaints
- Equipment Installation
- Address Change Request
- Duplicate Invoice Request

- Goods Return Request
- Incorrect Shipment
- Delayed commission
- Coupon Reimbursement
- Delayed Payments
- Request to Remove Duplicate PO
- Employee Onboarding

- Expense Reimbursement
- Goal Setting/Appraisals
- Training Requests
- Separation Process
- Rewards and Recognition
- Travel Reimbursements
- Separation Process

Why Should You Choose Newgen Low Code Process Automation Platform?

Rapid Application Development

Enable rapid design and development of enterprise-grade applications for web and mobile on the cloud, supported by a well-abstracted and object-oriented low code application development model

Contextual Awareness

Capture, manage, and consume content generated in the context of business processes and derive context from information

Intelligent Automation

Enable end-to-end automation of complex, content-centric business processes with dynamic business rules, RPA, AI- and ML-based document intelligence

Omnichannel Engagement

Engage with customers through their preferred channel of engagement and deliver personalized, contextual, and content-rich communications

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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