

# Newgen Offerings for **Shared Service Centers**

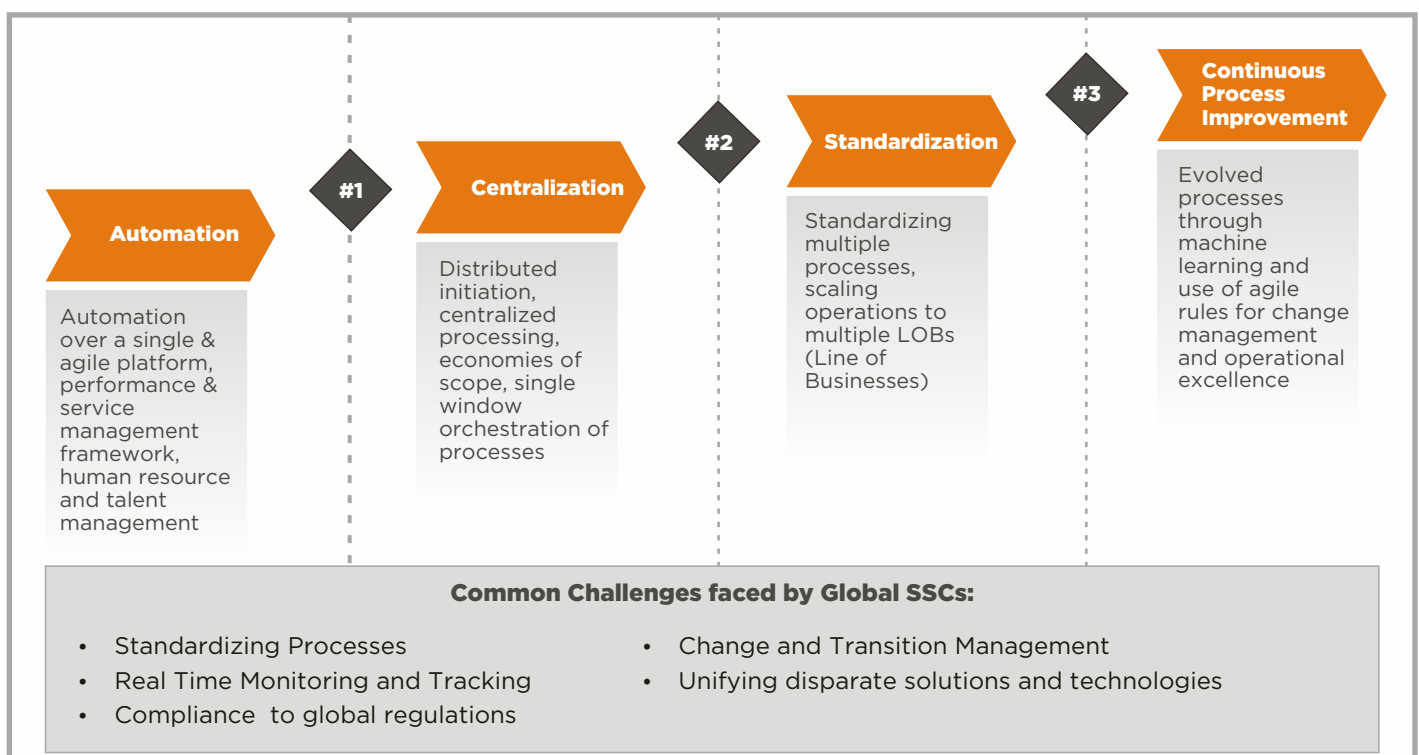
## Overview

Leading global companies have established Shared Services Centers (SSCs) with the aim of driving centralization, achieving operational efficiencies and cost-reduction through economies of scale.

Functions such as Finance, Accounting, HR, Operations and Supply Chain have definitively demonstrated incremental improvements in their productivity after the formation of an SSC. However, the greater goal of an SSC is to transition itself from being simply a transactional hub into a business value creation center for the enterprise.

Newgen's experience with numerous global customers has revealed that achieving functionality and centralization is not sufficient to harness the true potential of an SSC. We find that SSC leaders continue to face significant roadblocks in achieving their value creation goal, and are urgently seeking technology solutions to support their vision.

## Transforming the Shared Services Center into a Value Creation Center



As a technology partner, Newgen has facilitated the SSC transformation journey for numerous global clients by using robust and scalable Business Process Management (BPM) and Enterprise Content Management (ECM) platforms.

### **Newgen SSC solution includes the following:**

- Newgen's BPM platform optimizes a broad range of horizontal and vertical processes through smart tools such as Graphical Process Modeller, Process Simulator, Business Activity Monitoring (BAM) tool and Business Rules Management System (BRMS) among others. These tools work synchronously towards process design and deployment. KPI monitoring and tracking are enabled to complement dynamic case management, enterprise mobility and social collaboration
- Newgen's ECM integrates advanced capture and extraction capabilities to facilitate a structured flow of information and easy access to data

Newgen's collaborative philosophy and powerful SSC solution has helped a Fortune 500 company save \$1.5 million USD and achieve 8.5 times Return on Investment.

## **Newgen SSC Solution Accelerators for Different Functional Domains**

Newgen offers comprehensive Solution Accelerators for several SSC processes. These accelerators are built on top of our BPM and ECM Platforms, and empower SSCs to swiftly rollout new initiatives.

### **Finance and Accounting**

- Accounts Payable (AP) or Procure-To-Pay (PTP)
- Accounts Receivable (AR) or Sales-Order-To-Cash (SOTC)
- Purchase Order Approval
- e-Invoicing
- Order to Cash
- Collections
- Records-To-Reports (RTR)
- Fixed Assets Management (FA) or CAPEX Management
- Freight Bill Processing
- Vendor Query Management

### **Supply Chain/Purchasing**

- Purchase Order Request
- Negotiations and Purchase Collaboration
- Contracting Process Automation
- Contract Life Cycle Management
- Vendor Catalogue
- Bidding and RFP Process Automation
- Quotation Management

### **Vendor Portal**

- Vendor On boarding
- e-Invoicing
- Transaction tracking
- Query management
- Item Update

### **Human Resources**

- Employee Reimbursements
- Travel and Expense
- Medical Claims
- Official Expenses
- Cash Advance Request
- Payroll Additions/ Deductions
- Leave Management
- New Hire Onboarding
- Personnel Appraisals/Reviews
- Offboarding

### **Contract Management**

- Company Lease – Rental House/ Vehicle/ Others
- Employee Contracts – Full-time/ Consultant / Part-time

# A Track Record of Success

## Process Transformation for an FMCG Company

### Challenges

- Multiple business entities leading to country specific localized version needs
- Multiple ERP systems - MFG Pro, BPCS and many others
- Three-way match for cost code verification

### Solution

Our solution automated Accounts Payable and SOX compliance processes across more than 20 countries.

### Benefits

- Reduced turnaround times by 50%
- Process standardization across geographies
- Faster rollout for any new market

## Process Transformation for a Pharma Company

### Challenges

- Centralized F&A process across APAC and Americas
- Processing of invoices and bills across multiple countries

### Solution

Our solution enabled swift and precise tracking of invoices, leading to smoother collaboration for stakeholders in different geographies.

### Benefits

- Operational efficiency and agility
- Improved productivity by 70%
- Reduced turn-around times by 80%
- Improved SLA adherence

## Process Transformation for a Fortune 500 FMCG Company

### Challenges

- Streamline Accounts Payables/ Accounts Receivables processes
- Achieve faster tracking of documents
- Create centralized document repository and improve

### Solution

Our Solution helped more than 3000 users in 5 countries by leveraging our integrated BPM and

### Benefits

- Centralized invoice processing
- Reduced turn-around times
- Improved process visibility for SLA management
- Adherence to document retention policy

## Newgen Provides Key Enablers for SSC Transformation

### Auto Rule-Based Work Allocations

- Auto rule-based work allocation
- Auto load balancing
- Auto escalations as per defined Turn-around Times/ SLA
- Ad-hoc & temporary assignment

### BPM-based Automation & Process Improvement

- Scalable to cover multiple processes and LOBs
- Continuous process improvement
- Configurable "Best Practice" templates

### Easy Design and Deployment Capabilities

- Drag & drop process modeling
- Intuitive form builder with built-in data validations
- Process versioning, validation and documentation

### Real-Time Monitoring Dashboards

- Monitor & Control Business Processes
- User and activity monitoring
- Resource optimization
- Monitor & Track Performance against KPI's, SLA's

### Advanced Exception Management

- Role-based exception rights
- Raise Exception
- Clear Exception
- View Exception

### Automated Alerts & Escalations

- Rules defined auto escalation
- Auto email reminders and alerts
- Configurable mobile alerts

### Self Service Portals

- Web based self service platform
- On-boarding
- Invoice / query submission and tracking
- Query resolutions and alerts
- Bill discounting
- VCN Payments
- Integration with ERP systems

### Efficient User Interfaces

- Simplified user interfaces for faster transaction processing
- Single window 'Image-assisted' view, for faster processing
- Significantly more efficient than traditional interfaces
- Elimination of duplicate data entry
- Intuitive, user friendly view

### Distributed Capture

- Multi-channel regional or distributed document capture
- Production scanning engines
- Mobile initiation engines

### Country-Specific Compliance Adherence

- Configurable to-do list for ensuring compliance
- Mandatory and non-mandatory compliances
- Trigger alerts and events based on compliances
- Mark • Pick-List • Trigger

### Configurable Mobile Interface

- Mobile driven initiation of approval / exception management
- Download of information / content eg. invoices, travel receipts for offline evaluation
- Mobile based approval, rejection and annotation on documents
- UX/UI to support different mobile devices
- Mobile interfaces for iOS, Android and Windows

## Generating Value through Collaboration and Domain Knowledge

Newgen aims to not only enable standardization for the enterprise but also demonstrate a definitive value from the implementation. To this end, Newgen partners with client organizations to define a clear roadmap for organizing their disparate data sources and processes. In addition, Newgen has developed a Value Impact Model to help our clients understand and demonstrate the true value derived by transforming their SSC. The model quantifies and articulates the value generated by our BPM based solution at each phase of the SSC transformation.

## 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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