

Enterprise Mobility Framework



Newgen Enterprise Mobility Framework

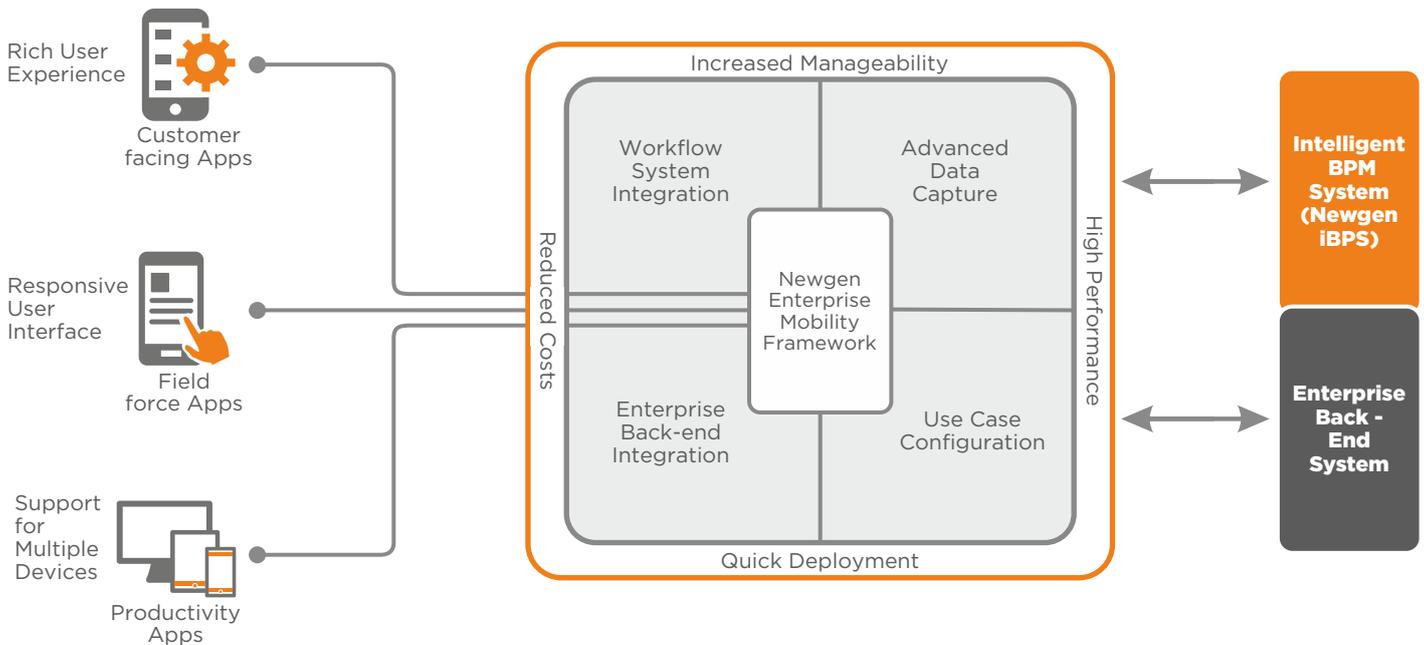
Digital is changing the face of businesses; decision-makers must explore possibilities beyond the conventional. The need of the hour for organizations is to have a boundary-less workplace and make business happen anytime-anywhere.

Newgen Enterprise Mobility Framework (NEMF) allows organizations to do exactly this by enabling them to GO MOBILE. NEMF is a framework to develop, deploy and manage highly configurable hybrid mobile apps, supporting multiple platforms. It breaks silos, integrates mobile processes with back-end systems and offers a collaborative - mobile environment. Leveraging NEMF, organizations can offer services at customers' doorstep, minimizing the process cycle times.

Business Benefits

- **Better Decision Making** - Empower field agents with real-time information. Allow them to make better decisions on-the-fly
- **Enhanced User Experience** - Cater to specific needs of business users and ensure consistent, productive user experience
- **Secure Accessibility** - Gain anytime, anywhere access to critical processes while maintaining optimum levels of data security
- **Reduced Turn-around-time** - Witness faster service delivery. Enable field agents to enter data and documents in the system on-the-go
- **Reduce Operating Costs** - Manage operational costs associated with retrieval, transfer, and disposal of documents





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Core Features

■ **Advanced Data Capture -**

Enable field agents to capture customers' data in a hassle-free manner

- ▶ Eliminate redundant data entries; simplify transactions with the help of self-service
- ▶ Barcode/QR code extraction

■ **Document Processing -**

Improve quality of single page or multiple page documents in real-time with automatic detection, correction of image distortions

- ▶ Auto-correct document orientation
- ▶ Color and grayscale imaging
- ▶ Automatic background noise removal
- ▶ Skew correction
- ▶ Modify captured images with the help of imaging APIs
- ▶ Capture voluminous pages; perform image editing & enhancement actions for documents in large batch

- ▶ Reduce images size for easy exchange of files
- ▶ Capture image and data in case of network outage

■ **Enterprise-grade Security -**

Offer security to ensure apps are built and deployed in accordance with security and management policy of an enterprise

- ▶ OWASP compliance
- ▶ Data and document encryption
- ▶ Secured access with two-factor authentication
- ▶ Secured device data management
- ▶ Data masking
- ▶ Secure transmission of data through https protocol
- ▶ Prevent GPS spoofing
- ▶ Code Obfuscation/Encryption

■ **Device Administration -**

Unified interface to manage, monitor and secure workforce mobile devices that are deployed across an organization, while simultaneously protecting the corporate network

- ▶ Intuitive dashboard to track end-to-end case transactions, happening over the NEMF server
- ▶ Information of the device associated with an active user and cases handled is readily available
- ▶ Extensive configurability options; control UI elements such as look and feel, batch sizes, enabling and disabling of different options without any addition or alterations to codes
- ▶ 'Change-Password' support

■ **Integration Framework and Adaptors -**

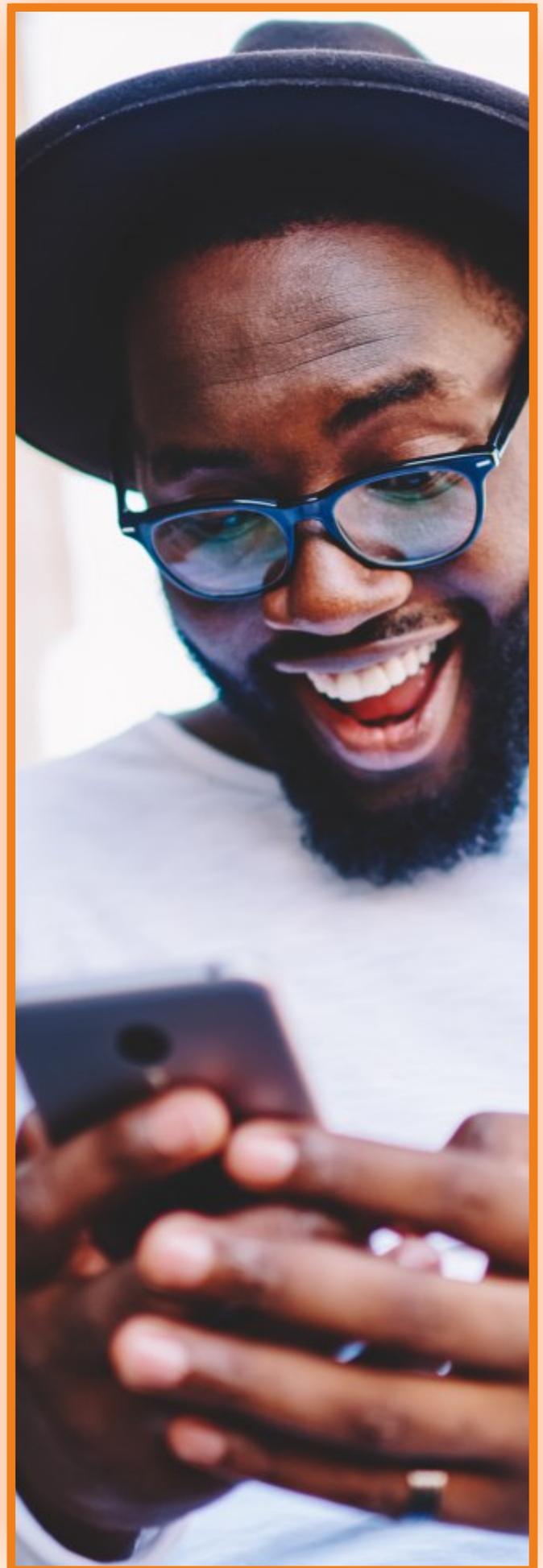
Provide easy integration framework to integrate mobile apps with back-end systems

- ▶ Provide out-of-the-box adaptors for OmniDocs, OmniFlow, SAP and other standard systems
- ▶ Intuitive Interface to create hybrid applications by using the Android Studio, which run on Android/iOS/Windows

■ **User Experience -**

Enhance user experience by embedding smart features to mobile applications

- ▶ Touch ID support for faster & safer device authentication
- ▶ File explorer to browse through different files and documents in the user's device
- ▶ FCM support (notification service) to send notifications messages to a client application. Categorize messages in 3 categories - single devices, group of devices, or devices subscribed to a specific topic



Industry Specific Smart Apps, built on Newgen Enterprise Mobility Framework

Newgen offers a wide variety of industry smart apps across different Lines of Businesses (LOBs), such as Banking, Insurance, Telecom, Government, Healthcare, and others. These business applications span areas, such as Collection, e-KYC, Claims, Customer On-boarding, Inspection, Customer Servicing and others.

Smart Apps for Banking



- ▶ **Customer-Onboarding** to take the banks services to the customer's doorstep and initiate branchless, paperless onboarding. Initiate eKYC processing for account opening, retail loan origination, credit card issuance, and other onboarding processes
- ▶ **Collections Process** to collect, exchange and process information on-the-fly. Agents can access delinquency lists, identify fraudulent cases, and fill payment details
- ▶ **Agency Banking** to perform a host of bank operations on-the-go, even in the remotest regions. The bank operations include paying utility bills, opening fixed and recurring deposits, transfer funds and other operations
- ▶ **Self-Account Opening** for customers to open accounts and perform a host of banking services using a simple and user-friendly mobile interface
- ▶ **Customer Self-Service** for customers to file claims, update information and corresponding documents on mobile, without visiting a branch

Smart Apps for Insurance



- ▶ **New Business** to enable field-sales staff to support new business initiatives, such as customer need analysis, financial analysis, financial requirement gathering, and others
- ▶ **Instant Policy Issuance** for customer relationship managers to compare policy comparisons, access information, policy quotes, and new policy features to reduce wait times for a customer
- ▶ **Claims Management** for customers to file their claims. And, for agents to get complete details on their mobile devices while capturing and uploading details to the CMS

Smart Apps for Healthcare



- ▶ **Mobile Medicare** to eliminate paper-based transactions and capture member information on-the-go for further processing
- ▶ **Member Enrollment** to operate 24*7 and onboard members in a hassle-free manner

Smart Apps for Government



- ▶ **Audit and Inspection** for government officials to monitor field activities in real-time and update information to the central office for next-level document review
- ▶ **E-Gov** to capture and view DAK & files on-the-go. Capture DAK, add indexes and pass it on to the next user in line.

Get status of files, notes, and properties associated with a file in real-time

- ▶ **Citizen Centric Services** for citizens to get uninterrupted access to services, such as e-filing, certificate issuance, company registration, tax administration, and others

Smart Apps for Logistics



- ▶ **Proof of Delivery** to permit proof of delivery or bills of lading documents to be collected from the customer's location thereby avoid unnecessary delays
- ▶ **Order Delivery** to inspect the physical state of items pre and post-delivery of orders. Minimize errors against delivery mismatch and eliminate the

risk of loss through real-time inspections

- ▶ **Purchase Approval** to raise purchase orders & requisitions from different locations and process digitally at a central location. Save time, and avoid transferring physical files from one location to the other

Smart Apps for Telecom



- ▶ **Customer Acquisition** to capture Customer Application Forms (CAF) for issuing prepaid SIM cards. Capture details from documents, such as SIM number, mobile number, customer name, Proof of Identity (POI) to Proof of Address (POA)

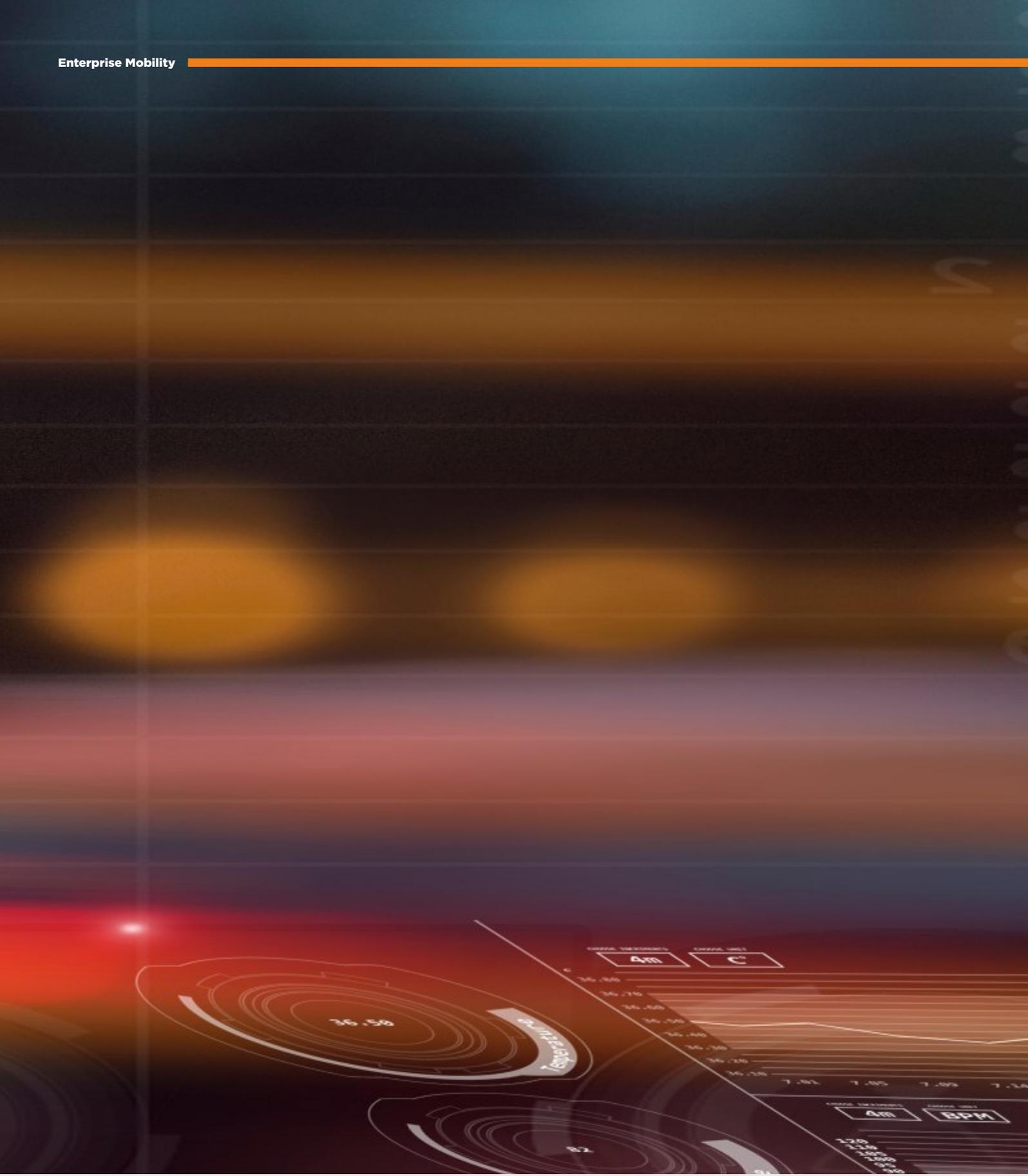
Smart Apps for Other Verticals



- ▶ **Employee Request Management** to view, edit, and upload complete details anytime, anywhere. View tax details and submit supporting documents via mobile phone

- ▶ **Onsite Inspections** to do onsite inspection of buildings and electrical equipment. Capture images of buildings, equipment, and initiate service requests on-the-go





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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