

Newgen OmniFlow Intelligent Business Process Suite



Newgen OmniFlow iBPS

Newgen OmniFlow Intelligent Business Process Suite (OmniFlow iBPS) provides a platform for business stakeholders to drive enterprise-wide Digital Transformation. It manages the complete range of business processes, leveraging advanced tools for content integration, process orchestration, dynamic case management, predictive and on-demand analytics, enterprise mobility and social collaboration. OmniFlow iBPS facilitates collaboration in design and execution of intelligent business processes by taking an iterative approach: Design, Deploy, Monitor and Improve. The product drives continuous process improvement, eliminating operational redundancies

and increasing efficacy. The case management capability empowers knowledge workers to manage tasks which are dynamic and unanticipated in nature. The social, mobile, analytics and cloud (SMAC) capabilities of Newgen OmniFlow iBPS allows enterprises to reengineer their business processes and speedup delivery of innovative initiatives. The suite offers support for social media integration that can help businesses gauge customer preferences and create better opportunities to cross-sell and up-sell. Newgen OmniFlow iBPS can be leveraged by enterprises either on-premise, on cloud or through hybrid deployments.



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 view of customer information to deliver best-in-class experience
- **Improved Business Agility** by bringing transformational changes in your organization to adapt to changing business environment
- **Continuous Process Improvement** by enabling comprehensive monitoring of key performance indicators and providing contextual insights



Newgen Differentiators

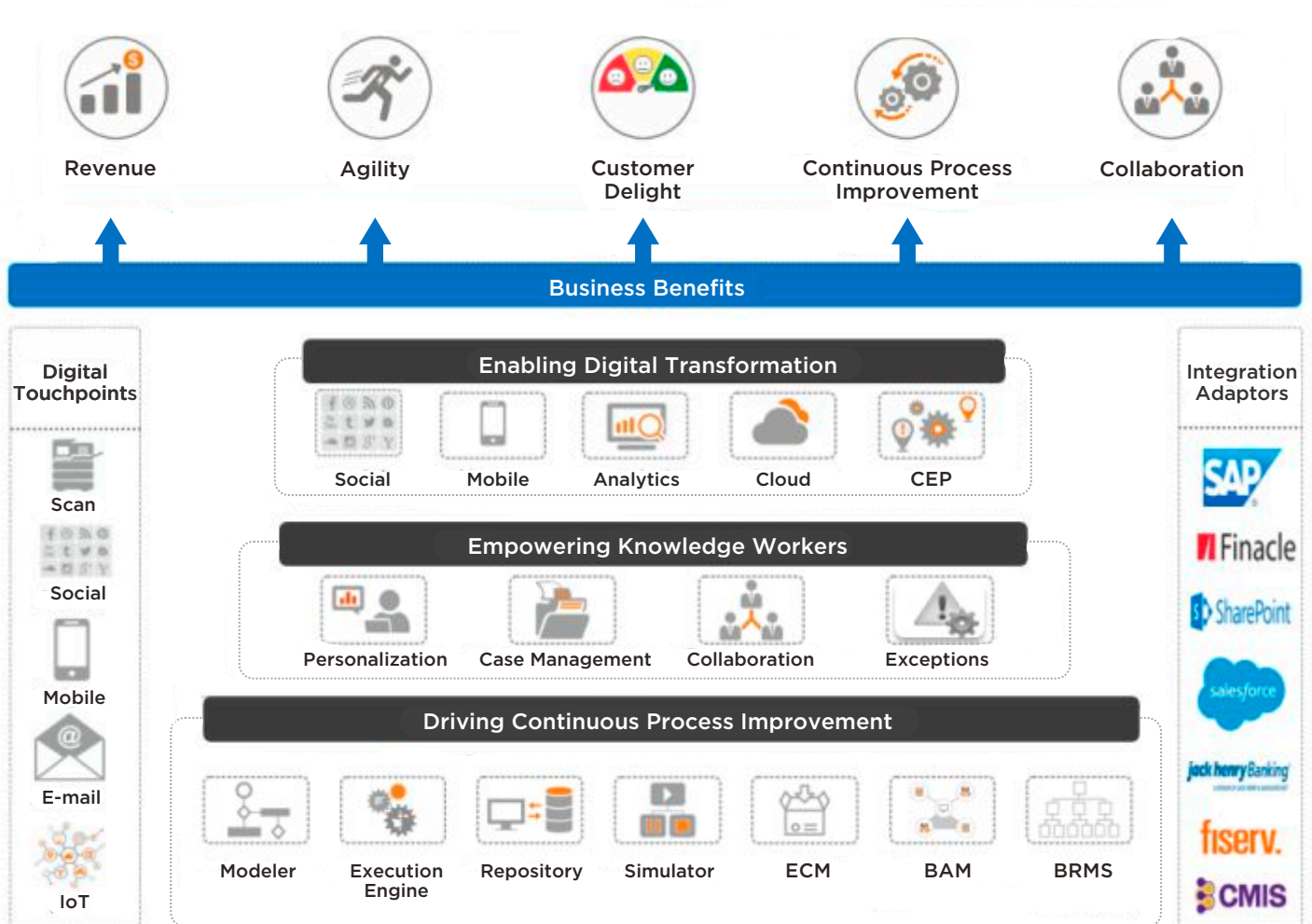
- Homogeneous, well integrated suite for agile and streamlined processes
- Lower Total Cost of Ownership
- Mobility framework (NEMF) for rapid development of content and process centric mobile applications
- Highly configurable and flexible platform
- Global delivery model for shorter project cycles
- Proven for scalability

Overview

OmniFlow iBPS drives continuous process improvement across organizations with its core components like Process Modeler, Execution Engine, Process Component Repository, Process Simulator, Enterprise Content Management, Business Activity Monitoring and Business Rules Management System. Other capabilities like Personalization, Case Management, Collaboration and Exception Handling are built over the core components which further, empower knowledge workers by providing contextual information and making them more responsive. The Social, Mobile, Analytics and Cloud (SMAC) capabilities enable organizations to digitally transform their business models.

To meet the current business requirements, the system seamlessly captures requests from multiple digital touch-points like scanners, forms based inputs, mobiles, social platforms, IoT devices and sensors. Also, to leverage the existing business applications and systems, it offers easy integration capabilities. The in-built integration adaptors helps interface with core banking applications, systems of records, ERP, CRM Systems and others.

OmniFlow iBPS with all its capabilities is designed to empower organizations, drive agility, gain higher top line growth, improve bottom line, enhance collaboration across stakeholders, achieve superior customer experience and ensure continuous process improvement.



CEP - Complex Event Processing
 ECM - Enterprise Content management
 BAM - Business Activity Monitoring
 BRMS- Business Rules Management System

OmniFlow iBPS Overview Diagram



Driving Continuous Process Improvement

BPM components such as Process Modeler, Execution Engine, Process Component Repository, Process Simulator, Enterprise Content Management, Business Activity Monitoring and Business Rules Management System form the foundation of OmniFlow iBPS. These components allow organizations to create, orchestrate, monitor and optimize business processes. This enables organizations to continuously improve business processes, resulting in lower costs, improved SLAs, and compliance to standards and regulations.

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 business processes and enhancing user experience.

→ Feature Highlights:

- Collaborative modeling environment for process design by multiple stakeholders
- The chat feature allows for real-time collaboration across knowledge workers. It also allows process sharing for common view and simultaneous designing of the process

- Configurable view of a business process for different stakeholders
- Swim-lane based process design for simplified work allocation and management
- Reusability of business logic and process artifacts
- Support for reusability using process variants
- Responsive HTML 5 forms support using iForms

Process Orchestration Engine

The OmniFlow iBPS orchestration engine lies at the core of the system. The engine controls process flows and maintains integrity of process definitions. Standard workflow operations such as work initiation, rules processing, sequential/parallel processing, and ad-hoc routing of work are also supported by the engine.

→ Feature Highlights

- End-to-end process management with flexibility to enable or disable any process
- High-volume transaction processing
- Dynamic load balancing to remove bottle necks for high performance and stability
- Parallel and inclusive distribution of work-items allowing for conditional flow of processes
- Automatic notifications and alerts with dynamic process data mapping ensures no slip ups
- Manage processes with in-flight process changes and agile business rules

Process Component Repository

Process component repository enables process designers to easily access different process artifacts (process definitions, snippets, forms, form fragments, process metadata, along with business objects). These process components can be reused and customized to specific business situations, enhancing adaptability and responsiveness of your organization.

→ Feature Highlights

- Store process artifacts for all processes
- Single point access to all process artifacts

Smart Process Simulation

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

→ Feature Highlights

- Comparison reports for process or processes using different simulation criteria
- Scenario definition based on process calendar, user information, activities information and other simulation preferences
- Enhanced resource utilization through effective load balancing
- Goal seeking support to achieve business objectives

Contextual Content Interaction

OmniFlow iBPS seamlessly integrates with Newgen OmniDocs Enterprise Content Management (ECM) suite to provide comprehensive content life cycle management. The platform easily integrates 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 faster retrieval and secured content
- Secured access to ensure document confidentiality and integrity of records

- Interoperability support through CMIS compliance
- Flexibility to initiate processes through various content capture points

Real Time Business Activity Monitoring

Business Activity Monitoring tool enables real-time monitoring of processes, relevant process artifacts and process participants deliverables. Personalized dashboards allow process owners to easily design reports, define KPIs and set alerts to proactively gauge upcoming threats or opportunities.

→ Feature Highlights

- 360 degree view of processes with comprehensive graphical charts, reports and dashboards
- Reports on cycle times, cost per transaction, geographic performance, resource utilization and SLA adherence
- Rule based alerts for each level of stakeholders, enabling faster bottleneck resolution
- Ability to slice and dice process data for active, on-demand and predictive analysis

Agile Business Rules Management System

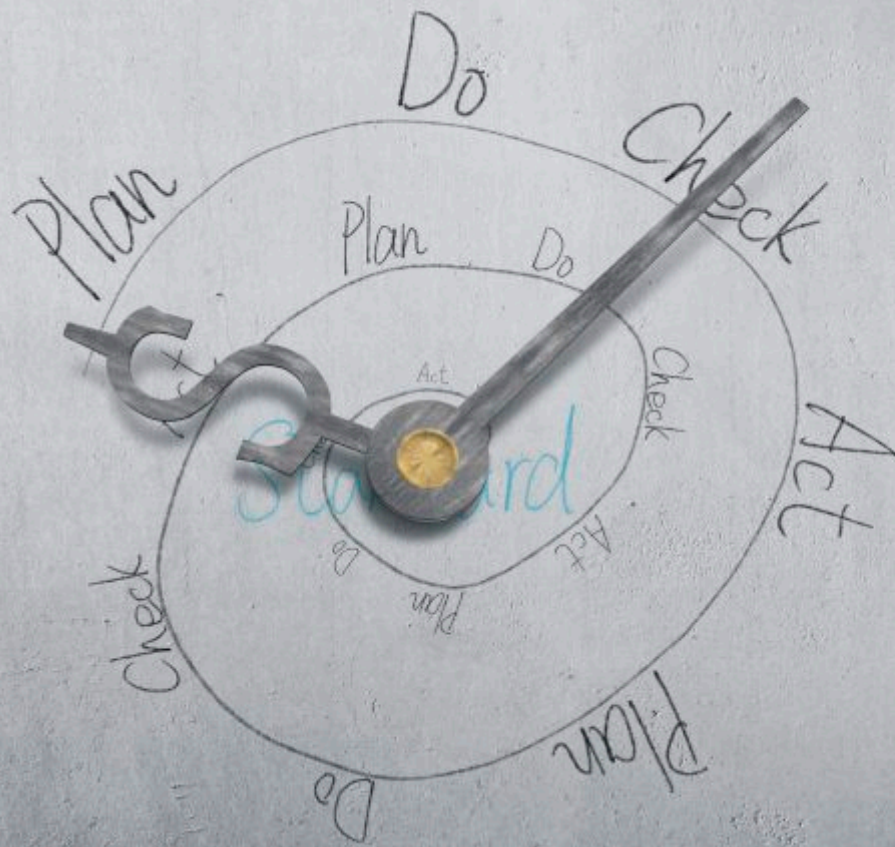
Newgen Business Rules Management System (BRMS) is a scalable web based tool which helps define critical business policies and procedures. BRMS eliminates the need to define or embed stagnant business rules or policies in the process.

→ Feature Highlights

- Create rules through logic statements or decision matrices without coding
- Facilitate version management of defined business rule sets
- Make changes to business rules 'on the fly'

“Newgen helped us reinvent key processes including customer onboarding, 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



Empowering Knowledge Workers

Capabilities such as case management, personalization, collaboration and exceptions management enable organizations to empower their employees into responsive 'knowledge workers' and adapt to ever-changing needs of businesses and demands of the customers.

Newgen platform allows knowledge workers to personalize their workdesk and collaborate across departments, ensuring better visibility and easy information access. Leveraging case management capabilities, workers can ensure smarter decision making, and create ad-hoc tasks to handle unanticipated scenarios.

Personalization & Contextualization

Newgen OmniApp brings together various enterprise applications and provides an easy-to-use integrated interface to access them. It allows business users to make informed decisions and enhances their productivity.

→ Feature Highlights

- Role-based user access and personalization based on user needs
- Personalized user desktops, enabling immediate access to contextual information

- Single window access to enterprise applications including third-party applications
- User specific analytical reports and dashboards

Dynamic Case Management

OmniFlow iBPS offers Dynamic Case Management capabilities, enabling organizations to design and manage semi-structured to completely dynamic processes. This allows knowledge workers to manage unprecedented business scenarios while maintaining the highest level of collaboration.

→ Feature Highlights

- Dynamic process design and real-time routing and re-routing
- Easily configure new tasks using Global Task Library
- Flexibility to execute discretionary tasks based on business goals
- Manage unprecedented situations with dynamic task creation
- Guide next actions based on past trends
- Real-time case lifecycle visualization

Collaboration

OmniFlow iBPS facilitates collaboration across stakeholders during process design as well as through process execution.

→ Feature Highlights

- Allow multiple participants to collaborate for design time process sharing and editing from remote locations through exchange of controls
- Real time chat environment to discuss various process design aspects
- Parallel editing of activities and swimlanes
- Collaboration during execution via chat, discussion forums and work desk sharing

Enabling Digital Transformation

The social, mobile, analytics, cloud and complex event processing capabilities enable organizations to digitally transform their businesses. With social and mobile capabilities, users can access information anytime-anywhere, respond to significant external business events in real-time and enable organizations to design and develop more agile business processes.

Social Media Integration

OmniFlow iBPS enables enterprises to identify prospects, acquire new customers, crowdsource, cross-sell/up-sell, and manage service requests on various social media platforms. Organizations can monitor social media channels (Facebook, Twitter, etc.), perform content and sentiment analysis of each interaction, and initiate appropriate business processes.

→ Feature Highlights

- Monitor and manage various social media channels through a single platform
- Perform content and sentiment analysis to auto-classify and auto-categorize messages
- Initiate processes and cases and respond back on social channels
- Archive Government social records and enable government-citizen / business-customer interactions in compliance with US DoD

Mobility

OmniFlow iBPS empowers business users to deliver on-the-go with its mobile capabilities. The platform provides enterprise users with secured anytime-anywhere access to processes and information on their mobile devices. These capabilities help accelerate business growth, improve productivity and enhance customers' experience.

The Newgen Enterprise Mobility Framework (NEMF) is a smart way for enterprises to undertake enterprise-wide mobility initiatives and enable digital transformation. It is a framework to develop, deploy and manage highly configurable hybrid mobile apps that support multiple business functions. Newgen's mobility apps have been created using NEMF. Newgen offers two BPM based mobility apps.

• **OmniFlow iBPS Mobile Application**

The application provides iBPMS capabilities on mobile devices, allowing any work step or process segment to be extended to the mobile environment. The users gain access to their desktop items and work items on their mobiles, enabling them to perform critical business tasks on-the-move with access to all the information and documents relevant to the task. The app also provides monitoring capability with extensive dashboards, allowing users to take relevant and timely actions.

• **ZapIn - Capture on the Go**

Allows information capture at the point of origination and enables real-time transfer to enterprise applications, increasing operational effectiveness and enhancing customer engagement.

ZapIn leverages our expertise in Imaging, BPM and ECM along with new age mobile technology to offer field executives and customers anytime-anywhere access to services.

Advanced Analytics

OmniFlow iBPS offers analytical capabilities to discover significant business events, improve decision making while reducing decision latency, predict outcomes and evolve action plans. OmniFlow iBPS mitigates risk by continuous evaluation of critical business factors.

→ Feature Highlights

- Prescriptive analytics to detect frauds, evaluate credit risks and detect money laundering
- Real-time process data analytics to control costs and optimize business processes
- Content analytics to deliver the right content relevant to the task being performed



Cloud

OmniFlow iBPS is available on both private and public cloud environment to address the growing needs of both small and large enterprises. OmniFlow iBPS on cloud is a scalable, secure and reliable way to access all features of an intelligent BPM platform without significant capital expenditure on IT infrastructure.

→ Feature Highlights

- Available on Amazon and Azure cloud
- Option to deploy on customer's preferred data centers
- Compliance with major industry standards such as HIPPA (for healthcare), FedRAMP (for Federal government), SOC 1/ISAE 3402, SOC 2, PCI DSS Level I (Payment Card Industry) among others

Complex Event Processing & IoT

OmniFlow iBPS enables users to assess future market opportunities and potential threats that can impact businesses. The system enables organizations to visualize and discover impact on business in real time based on patterns and past feeds.

→ Feature Highlights

- Sense and monitor events from IoT devices, sensors or external applications
- Identify patterns and trigger actions associated with events
- Enable multiple sub-processes, alerts and notifications to subscribe to a single event

“Newgen's proven BPM solution helped us centralize our retail lending operations, and provided us the necessary operational agility to scale up and enter new markets. The implementation helped us cut operational costs drastically and reduce process cycle time.”

Sr. Vice President – IT
Leading Financial Services Company

Technology Landscape

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

Businesses across the globe have gained from the solution by leveraging its advanced capabilities for process designing and execution. OmniFlow iBPS suite is platform independent and can be deployed on multiple application servers, industry standard databases and on all standard application servers. It is built leveraging 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 Newgen CCM

With OMS Adaptor, it seamlessly integrates with Newgen CCM suite to generate on-demand and personalized communications and deliver consistent communications across multiple channels.

Enterprise Class Security

OmniFlow 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 secured 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. It also facilitates Maker-Checker support for administrative operations.

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

OmniFlow 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, Finacle and SharePoint.

“ Our 5+ years of association 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 OmniFlow 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*

OmniFlow iBPS is a flexible and configurable platform which facilitates the development of a wide range of business solutions. Solution accelerators built leveraging OmniFlow 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



Cross Industry

- Contract Management
- Customer Complaints Management
- Employee Grievance Management



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 1300+ installations in 61+ 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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