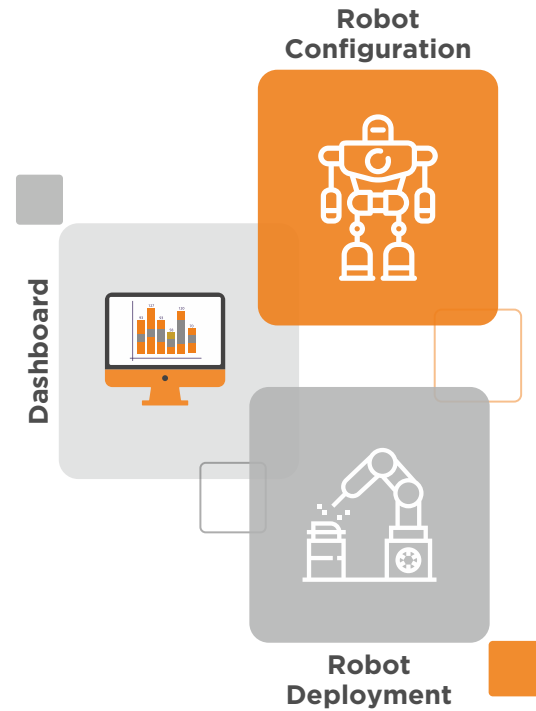
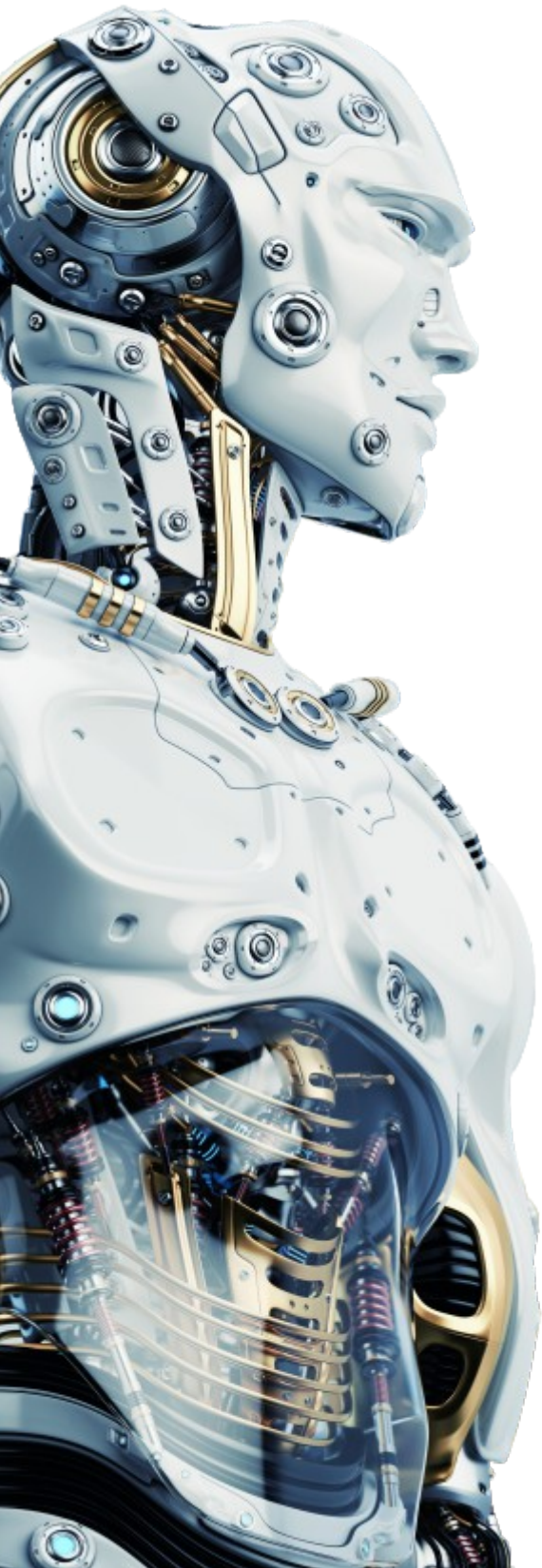


Newgen iBPS

Robotic Process Automation Suite



Overview

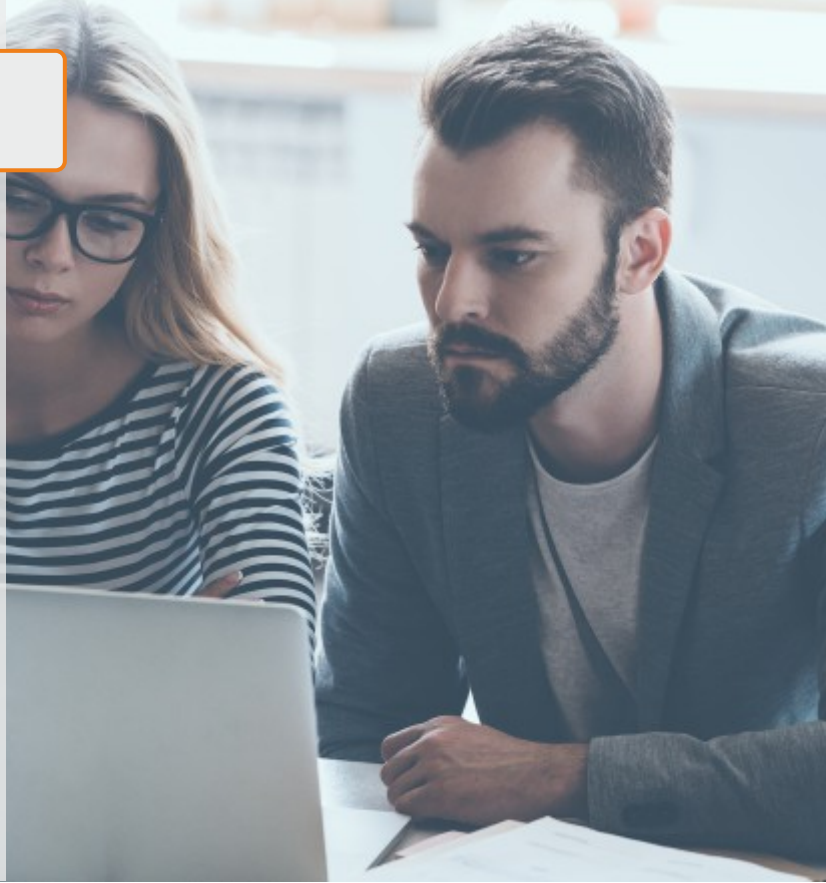
Most large organizations are still supported by enormous routine, repetitive human tasks in their day-to-day operations. Processes, such as Finance and Accounting processes in Banking, Financial services and Insurance (BFSI), Contact Center, and Back Office operations are some instances of high-volume transactional processes. These manual processes eat into the productive time of case workers, which can be leveraged for more constructive tasks.

Automation of these repetitive, mundane tasks is critical for enterprises to gain higher efficiency, lower costs, ensure better employee engagement and enhance customer experience. By leveraging Robotic Process Automation (RPA), organizations can improve their business performance and achieve all of the above.

Business Challenges



- Large amount of inefficient manual tasks
- Lack of collaborative systems, resulting in redundancy
- Existing legacy systems not scalable to fulfill customers' needs
- Low operational efficiency and less-than-optimal resource utilization
- Low visibility across day-to-day processes
- Higher turn-around-times for customer services



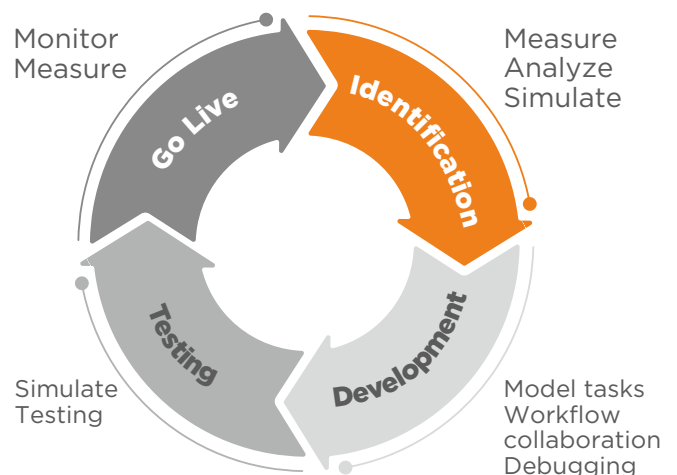
Newgen iBPS Robotic Process Automation (RPA) Suite

Newgen iBPS RPA suite is a core component of OmniFlow iBPS. The suite comprises of process simulator, robotic agents, robotic control center and BAM to identify, automate, test, and measure the key activities across processes. The cognitive capability of bots, achieved via machine learning and artificial intelligence, enables businesses to mimic human actions and deliver sound judgment without manual intervention.

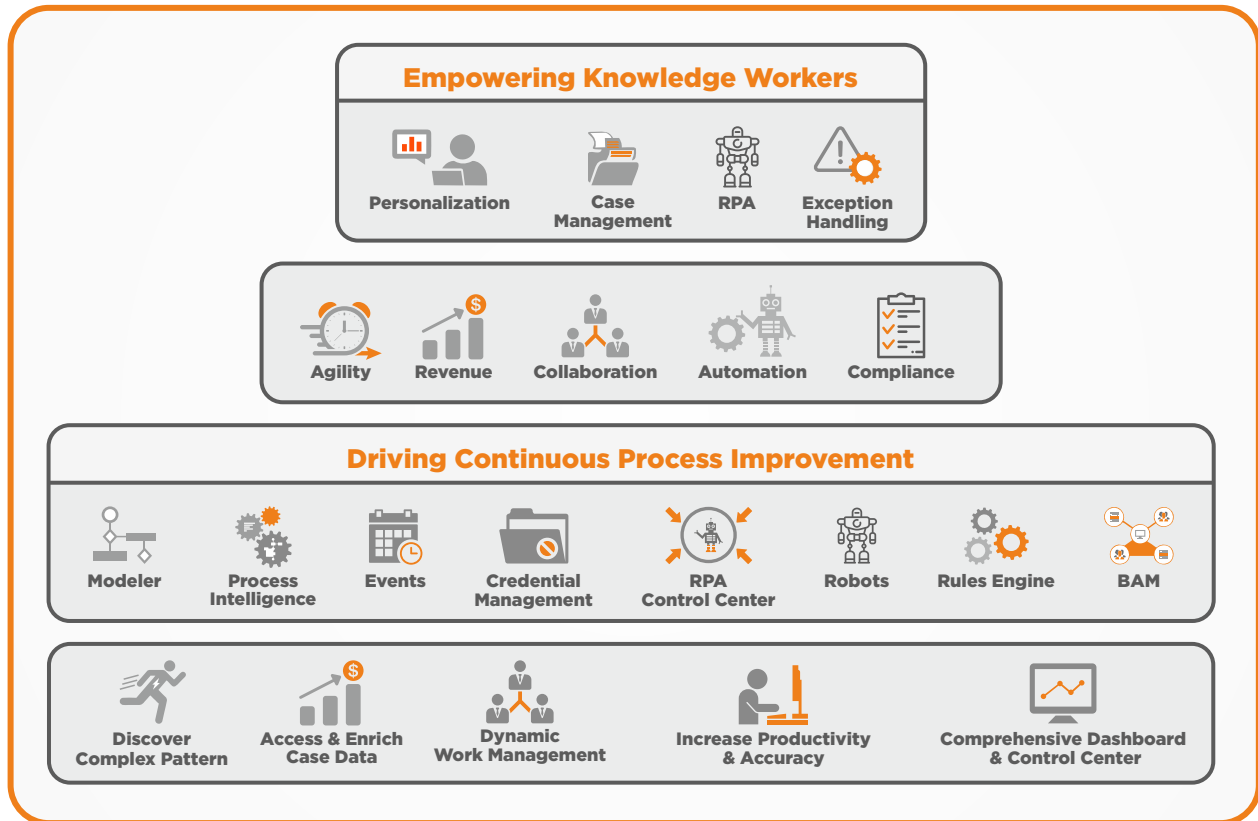
Businesses can leverage OmniFlow iBPS platform, offering RPA capability, to free up the bandwidth of knowledge workers and drive continuous process improvement. Business leaders can gain complete process visibility and monitor human activities, bot statistics, exceptions, queue monitoring, process level and queue level alerts, etc. By harnessing RPA capabilities, organizations can streamline their overall processes and witness improved business performance in a cost-efficient manner.

Robotic Process Management Lifecycle

1. Identify suitable processes for automation
2. Develop automation actions via recording and creating action scripts
3. Test the process for quality analysis
4. Go live!



Newgen RPA Framework



Core Features

Process simulator - Measure and identify process bottlenecks, prior to their deployment, using what-if and goal-based analysis. Get quantitative, time-based and cost-related information consumed during process execution. The simulator generates a heat map to give a crystal-clear picture of bottlenecks, load situations, deterring activities in a process flow

BPM enabled RPA - Transform end-to-end processes, leveraging RPA capability along with workflow management and case management capabilities

iBPS process designer - Create and design processes by leveraging iBPS inbuilt features and functionalities. Design RPA-based workflows and configure exceptions & alerts, process specific input data, business rules, decision-based flows and status change notifications

Business activity monitoring - Gain access to business information at the work step level. Enable better decision-making by deriving detailed insights from the extracted information

Robotic control center - Create, deploy, control and monitor robotic agents through a central center in real-time. Push or edit scripts to user machines for uninterrupted services

Executable scripting - Convert human actions into executable script and attach to the robot work-step to drive enhanced business profitability

Exception management - Leverage BPM based RPA to handle exceptions, arising from an unusual situation and ensure overall process does not get impacted



Newgen positioned as a Leader in The Forrester Wave™: Digital Process Automation Software, Q3 2017

Newgen has evolved into a full featured provider of process automation solutions. Newgen's offering is strong across the board for both deep, complex processes and, increasingly, for wide deployment of applications

Business Benefits

Reduced costs - Optimized resource utilization and reduction in required operational manpower results in lower costs. Further, reduction in idle time and wait time enables cost reduction

Higher efficiency - With robotic agents' businesses can operate 24x7 and reduce errors, resulting in better throughput. And, easily scale operation by multiple times

Increased productivity - Automation of repetitive mundane tasks frees up knowledge workers and enables them to focus on high value and important tasks. This results in a happier workforce and better attention to business aspects and end customers

Enhanced customer satisfaction - With RPA, reduce turnaround time and ensure consistent and responsive service to customers. By selectively automating mundane portions of processes allow customer representatives to focus on customers' needs

Better monitoring - Central orchestration allows for better control over bots. With the robot control centre, generate extensive logs of all the robotic actions and ensure continuous monitoring

Business agility - Continuously keep pace with the evolving business landscape, regulatory requirements and competitive opportunities

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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