

Profitable SME Lending



NEWGEN



Overview

The small and medium enterprise (SME) business lending at most of the banks is highly manual and lacks systems to assess business risk. With increasing competition, changing regulations, evolving customer expectations and technology, banks need to transform their SME lending processes to seamlessly conduct lending activities and deliver a superior customer experience.

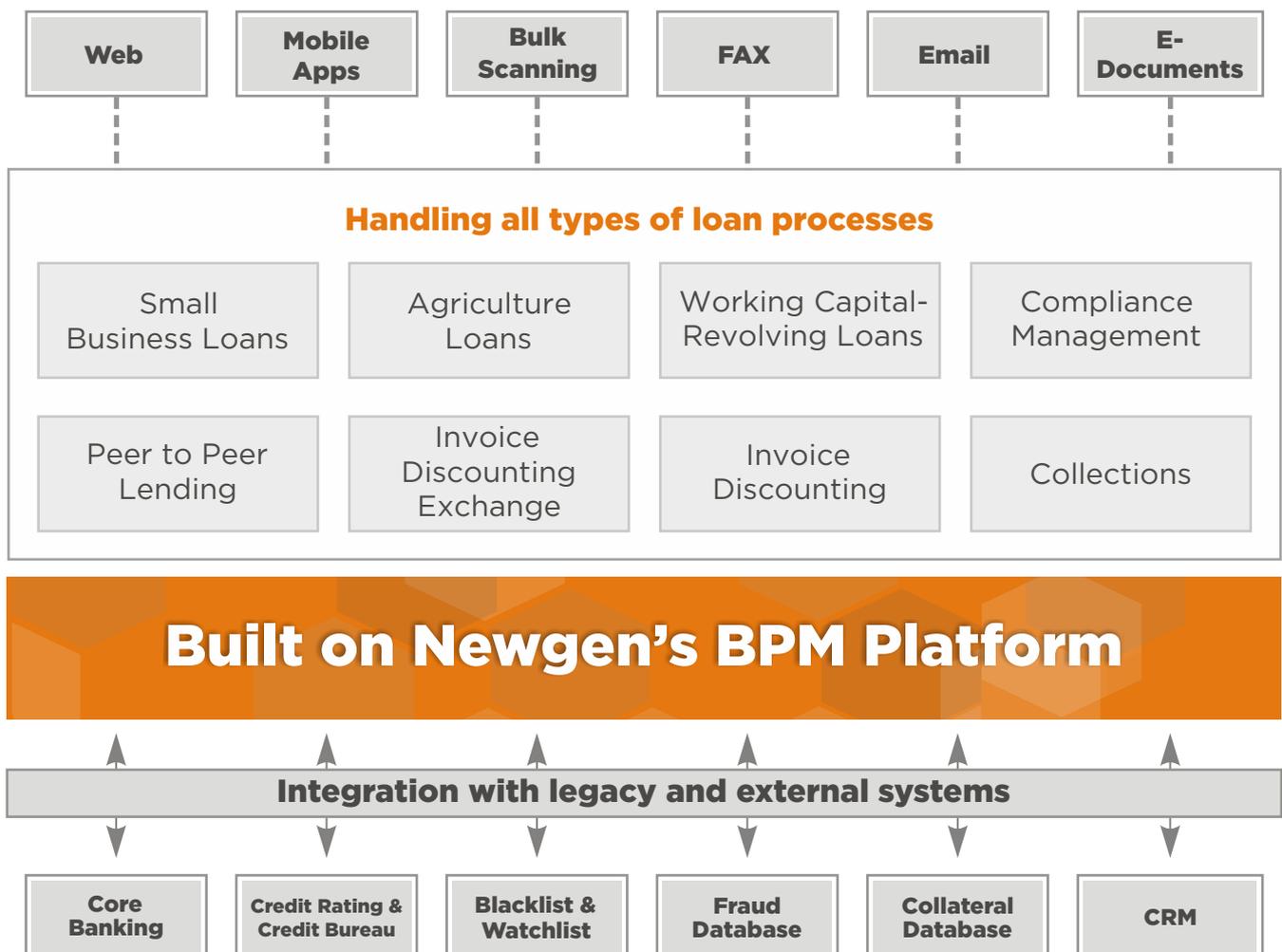


Newgen's SME Lending Automation Solution

- ✓ Automates and streamlines the onboarding process and lending cycle for the full range of SME loan types - from prospecting and origination to underwriting, disbursement and servicing
- ✓ Provides an intelligent process automation framework to enable credit origination, approval, and monitoring in a paperless and electronically driven workflow environment
- ✓ Ensures configurability with SME lending accelerator - packaged application for automating SME lending. It brings best of both worlds (buy + build) that seamlessly enables a bank to meet 100% automation requirement and connects with third-party systems
- ✓ Allows banks to differentiate themselves from their competitors. No matter how different or how complicated process a bank follows, Newgen's SME lending platform seamlessly automates it

Automation and digitization of end-to-end SME onboarding and loan origination process, using a low code automation platform with seamless integration capability to core systems is the key.

Seamlessly onboard SME customers from any channel



Disburse Loans at an Accelerated Pace

Each SME loan type is managed for the end-to-end lending cycle from prospecting, document capture, digitization, origination, approval, closing & funding to servicing. It ensures paperless processing of credit application in a workflow environment supported by a robust built-in document management system. The solution also adapts with unique loan products of the banks with embedded rules engine.

Solution Highlights

- ✓ **Prospecting and Lead Generation** - Efficient lead management and handling of cross and up-sell opportunities
- ✓ **Simplified Onboarding** - Seamless onboarding with several configurable templates for customer and product specific data capture
- ✓ **Credit Analysis and Underwriting** - Comprehensive credit assessment tools that take into account financial information, ratio analysis, account conduct and pricing
- ✓ **360 Risk Management** - Complete due diligence through peer group analysis, trade checks, real-time pipeline view, automated rules & standardized processes
- ✓ **Collateral Management** - Unified workflow around releasing, updating, valuing and moving collaterals and other linked processes
- ✓ **Collections and Provisioning** - Efficient management of delinquent accounts and linked accounts through incessant follow-ups and history logs
- ✓ **Servicing and Restructuring** - Effective asset management, branch/trade referrals, partial settlements, credit extensions and foreclosures



“Through our partnership with Newgen, we’ve been able to implement various new designs and processes. We have empowered our employees to deliver best quality services. And, all of this adds up to a great customer experience, a customer retention program that’s high and a great return to the bank.”

Nancy Foster

Senior Vice President
Credit Administrator
Bridgehampton National Bank

Business Benefits

- Provide a seamless omnichannel experience to your customers
- Reduce risk with methodical portfolio monitoring, automated tracking of collaterals, and covenants
- Eliminate duplicate data entry, reduce error rates, and policy exceptions
- Stay compliant with automated tracking and reviewing of all loan documents

Why Newgen for your SME Lending Needs?

- Solution based on low code automation platform
- Faster time-to-market with off-the-shelf solution accelerator
- Seamless integrations that help leverage existing investments
- Omnichannel experience to help serve customers better
- Configurable rules-based framework

Newgen - Transforming Banks Globally



50% reduction in operational costs



90-95% improvement in first-time-right



75% increase in tracking & monitoring of loan applications



99% improvement in quality & compliance



80% reduction in process TAT

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 66 countries with large, mission-critical solutions that have been deployed in banks, insurance firms, BPO's, healthcare organizations, government and telecom companies.

FOR SALES QUERY DIAL

AMERICAS: +1 (202) 800 7783

AUSTRALIA: +61 290537174

INDIA: +91 11 40773769

APAC: +65 3157 6189

MEA: +27-11-461-6497

Europe: +44 (0) 2036 514805

WRITE TO US

info@newgensoft.com



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<https://newgensoft.com>