



Newgen's **Client Lifecycle Management** Solution

Overview

Large business entities, across the globe, continuously look for well-structured new age products to maximize return on their investments. To ensure this, they constantly lookout for global wealth managers and tax advisors in FIs to manage their funds and investment returns.

This puts Financial Institutions in a position where they need to ensure seamless on-boarding of customers globally and simultaneously cater to regulatory and compliance challenges. These challenges further intensify as governments struggle with money laundering, corruption, terrorism, financing and tax evasion.

Challenges

To FIs and boutique investment companies, these large entities promise large deals. However, laws, corporate structure, documentation and their compliances are complicated and vary with jurisdictions. There is a felt need for simplified compliance to global and cross country regulations. However, the following challenges stand in the way-

- Lack of standardization of the structure of an entity and its supporting documentation across countries
- Need for region specific partnering service and capturing appropriate agreements
- Lack of integration to comply with the evolving regulatory checks of a region and also with the changing profiles of the company/entity
- Complicated layered structures that pose difficulty in identifying Beneficial Owners

Newgen's Client Lifecycle Management Solution

Newgen's client lifecycle management solution is a unified platform for the end-to-end automation of corporate customer lifecycle. It supports the onboarding, maintaining and retaining of clients throughout client lifecycle. It provides the capability to cater to cross-geography requirements and helps in identifying beneficial owners and other key personnel and stakeholders in different countries.

This solution is built on Newgen's robust BPM platform. Newgen's BPM

offers a unified platform that automates due diligence across multiple LOBs, and unified the front, middle and back office. The solution offers an omni-channel experience and ensures customer information is stored centrally and made available throughout the customer lifecycle. Further, the solution also helps in generating the operating agreement to cater to these compliances and helps in obligation management. It offers the capability of building rules driven loyalty programs to cater to clients.



Newgen's CLM Solution

Solution Highlights

- **Regulatory Compliance** - The solution ensures compliance to important regulations as per the geography. These include KYC, AML, MiFid II, EMIR, FATCA etc.
- **Lifecycle Processes** - The solution provides capabilities for request approval, data entry, multi-fund onboarding, compliance reviews, and account maintenance
- **Comprehensive Reporting** - The solution provides comprehensive dashboards customized for the profile of the user.
- **External Solution Integration** - The solution can be easily integrated for document management, accessing client reference data, PEP checks, CRM, Legal and credit checks, and with Client Data Providers
- **Remediation** - This robust solution allows for the monitoring of existing client documentation, events driven alerts, maker checker process, and client data updated with new regulations



Business Benefits

- Increased operational efficiency via process centric technology integrations with every touch point in the customer lifecycle
- Reduced customer attrition and costs of customer acquisition
- Increased customer focus with a holistic view of customer associations and hierarchies
- Increased cross selling capabilities
- Ensures timely updating and monitoring of Compliances throughout customer lifecycle across geographies
- Efficient utilisation of data and documents, particularly when operating through multiple jurisdictions

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.

FOR SALES QUERY DIAL

AMERICAS: +1 (202) 800 7783

AUSTRALIA: +61 290537174

INDIA: +91 11 40773769

APAC: +65 3157 6189

MEA: +973-1-619-8002, +971 44541365

UK: +44 (0) 2036 514805

WRITE TO US

info@newgensoft.com



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<https://newgensoft.com>