

Case Study

LTI Canada & Newgen Partner to
Develop an Enterprise Workflow
Platform to Streamline Back Office
Operations



Overview

Larsen & Toubro Infotech Financial Services Technologies Inc. (LTI Canada) is a leading global technology consulting and digital solutions company with over two decades of experience in providing solutions for the financial services industry in Canada. Years of findings have made it evident that many organizations continue to look for effective ways to optimize operational efficiency, reduce redundant costs, and mitigate the risks associated with operational processes.

To address this need, LTI Canada has worked closely with our customers to develop an enterprise-class business process management (BPM) and content management (ECM) solution called Digital Case and Content Manager (dCCM™). dCCM™ streamlines the digitization and centralization of documents and work items across all work ingestion channels and standardizes workflows for routing them. It boosts collaboration through internet-based access that allows users to optimize workload management across locations and geographies. Enabled with case management, intelligent work routing capabilities, and robust analytics and dashboard features, dCCM is a full-featured content and business process management platform.

dCCM leverages an industry-leading BPM workflow, along with a content management platform powered by our partners at Newgen Technologies Inc. This ingestion, workflow and document management platform offered by Newgen is a Forrester 'Leader' in Digital Process Optimization software. To further enhance the platform with back-to-front process automation, LTI Canada has layered on our domain expertise in financial services, global view into digital process automation, and 25+ years of Canada-based hosting services to address organizational workflow needs.

Common Business Challenges

Financial services back office operations teams can receive thousands of work items on a day-to-day basis from various ingestion channels. Effectively digitizing, centralizing, and standardizing workflows to manage these work items through to completion, often requires manual intervention and lacks integration to other critical systems. Work is often not intelligently distributed based on priority, and management lacks insight and alerts into work status, user throughput and processing accuracy. Without access to detailed data, it is difficult to identify work bottlenecks, user training needs, and opportunities to adjust processes to increase operational efficiency.

Key Challenges

- ▶ Ineffective reports and business intelligence
- ▶ Lack of integration among systems
- ▶ Limited access to data
- ▶ Inadequate audit tracking
- ▶ Decentralized work intake
- ▶ Manual digitization of work
- ▶ Non-standardized business processes
- ▶ Cross-location inefficiencies
- ▶ Lack of real-time alerts & oversight

The Solution – **Digital Case and Content Manager (dCCM™)**

To address the above challenges, LTI worked with our customers and Newgen, to develop an agile, robust, highly configurable and innovation-ready workflow platform. The solution seamlessly integrates with existing back office systems, facilitating end-to-end workflow tracking with process standardization and automation.

Key Highlights of the Solution Include:

- ▶ **Multi-Channel Capture / Digitization Document Management Solution**
Seamless multi-channel intake of requests from email, fax, scan, manual ingestion, and reports from other systems and networks
- ▶ **Document Management Solution**
End-to-end content management, enabling easy retrieval and storage of digitized documents and records with configurable document retention policies
- ▶ **Case Management Workflow Framework**
Dynamic Case Management framework for highly adaptable process flows. With industry-standard workflows defined and implemented – Index, Standard Processing, Quality Control, Not in Good Order (NIGO), and Adjustments
- ▶ **Canadian Hosted Solution**
24/7 business-critical application support model, internet-facing access, with all hardware and software managed by LTI
- ▶ **Business Activity Monitoring**
A suite of real-time reports customized to oversee and manage work/staff. Users can opt for email alerts, and build personalized configurable custom dashboards
- ▶ **User Documentation / Training**
Product specific user documentation created and published
- ▶ **Foundation for Automation**
Built-in integration to UI Path RPA, enables future efficiency gains through robotic automation of business processes and tasks

▶ **The Implementation Impact**

The implementation project leveraged agile principles across 200 user stories, 10 integration points, and 8 critical workflow processes – all built on a scalable and business-critical hosted infrastructure.

Below are the results:

- ▶ Increased user productivity due to process standardization and automated ingestion
- ▶ Reduced costs through the sunsetting of legacy solutions and applications
- ▶ Intelligent work distribution to ensure the right work is addressed first
- ▶ Reports and analytics that identify opportunities for process improvements
- ▶ Immediate identification of problem scenarios with real-time alerts
- ▶ Minimized errors and improved reconciliation across teams and locations
- ▶ Enhanced customer experience with transparency in service quality
- ▶ Complete audit of all activities, easily retrievable on demand

“We look forward to continuing to expand our partnership with Newgen to develop enterprise-class process optimization and automation solutions for our customers. We are confident that together, through our transformative platforms and implementation expertise, we can enable organizations to achieve their digital goals.”

Steve Kingston

Head of Product and Solutions, LTI Canada



Let's Solve

Headquartered in Mississauga, Ontario, Larsen & Toubro Infotech Financial Services Technologies Inc. ("LTI Canada") is a wholly owned subsidiary of Larsen & Toubro Infotech (NSE: LTI, BSE: 540005), a leading global technology consulting and digital solutions company.

With over two decades of rich experience, LTI Canada with its flagship product – Unitrax® – a SaaS-based transfer agency record-keeping suite, is one of the leading wealth and asset management platform in Canada, indirectly managing financial assets in excess of CAD \$950Bn, enabling fund manufacturers and insurance providers to address their record-keeping needs across the product spectrum such as Mutual Funds, GICs, Hedge Funds, Alternative Investments, Institutional Funds and Insurance Wealth Products – all under one platform.

LTI Canada has a deep understanding of disruptive technologies, and partners with top Canadian financial services firms to accelerate digital journeys of its clients through end-to-end consulting and implementation solutions, Smart Automation and Advanced Data Analytics, Cloud Infra & Security, Assurance Services and Business Process Management.

Info.Canada@Lntinfotech.com | [Follow us @LTI_Canada](https://www.linkedin.com/company/LTI_Canada)

Scan here to connect
with LTI Canada
on LinkedIn



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.