Company Profile

NEW GENERATION CODE

About Us

In **New Generation Code**, we believe that through technology, our customers will have next generation processes and tools in place to best serve their clients, citizens and visitors. NGC is a 100% Puerto Rican owned business with a big focus on making the island a better place. Our customers are private, non-profit, and public sector organizations in Puerto Rico, Latin America and the United States.

Vision

Make a great software platform adaptable to continuous changes.

Mision

To deliver great customer experiences through our software and services.

Values

- Integrity
- Fairness
- Accountability
- Teamwork
- Passion
- Promise to customers

How can we help?

New Generation Code's mission is to deliver great customer experiences through our software and services. We realize that every customer is unique so it's important for NGC to understand what your business challenges are in order to determine where we can add value. Whether it's becoming a trusted advisor, providing services, or implementing software tools our primary goal is to help you address those challenges.

Some of the top business challenges where we can add value include:

Organization Performance:

- **Unclear metrics** – before being able to measure performance it's important to clearly define those key performance indicators that will help us answer the question of how your business is doing. If you need help, defining those KPIs, we can help.
- **Unfit measuring tools** – once we have those KPIs, we can help you implement "right for you" measuring tools that will provide better insights into your organizational performance. It's important to not only answer how many open cases do we have, but rather what does it means by having these many cases open in relation to what you expect and what do I do next.

Data Issues:

- **Access to data** – many times organizations have lots of mission-critical data, but they face challenges to access it and use it efficiently. If you can only access your data from the office because it's on paper or because it's not accessible remotely, we can help.
- **Unreliable data** – sometimes data is available, but not reliable. Sometimes IT systems become obsolete. If you need data quality controls to better ensure the quality and integrity of your data, we can help.
- **Missing data** – if you need help with your data repositories, storage, data systems or if you need a new data-centric application, we can help.

High cost for current processes:

- **High volume of transactions** – its important to be able to process transactions efficiently. We can help by trying to help you identify and implement solutions that will automate some of those repetitive tasks to reduce effort and gain those efficiencies usually resulting in great ROI.
- **Paper based process** – there still a lot of cost related to paper based processes. Many times transforming these into hybrid (semi-digital) or entirely digital processes can also help save a lot of money, among other benefits.