



Business Process Management

Allowing organisations to understand workloads, manage resources and improve service to the investor and distributor

Organisations today need intelligent work and business process management, delivers exactly this by creating and managing items of work associated with the daily business activities in a controlled and highly automated environment.

Our solution is based around imaging and electronic information management technology, which provides considerable added value and operational cost savings. It reduces the time required to create, allocate and distribute work by removing the need for any manual distribution, improving the consistency and quality of work and reducing the time and cost of the business process.

Through the administrative functions, workflows can be defined, resources identified and profiled, and work can be prioritised to optimise throughput. This flexibility combined with the ability to change and manage the workflow in a real-time environment significantly reduces costs and improves quality. Actions or decisions which cannot be automated, can be initiated through user prompts, the answers to which direct the user to the next step.

Information about the work, outstanding, in progress and completed is available at the touch of a button on a near real-time basis, allowing the progress of work to be monitored and actively managed. Sophisticated information around work types, volumes and quality assists managers and supervisors to manage resources and work in a controlled and open manner.

Work can be received from a multitude of channels, letter, fax, e-mail, voice and raw data. This enables all categories and types of work to be incorporated, monitored and controlled in a compliant and quality environment.

Work is delivered to the users' desktop supported by a knowledge tool that provides all the non-transitional data the user might require. The processes are also linked to automated ad-hoc correspondence that ensure all correspondence is produced to each company's corporate standard, and which immediately forms part of the history of the transaction.

Our business process management tools deliver controlled processing in the operation and first class follow-up servicing capabilities to customer service staff.

at a glance

- Provides total understanding and control
- Intelligent routing of work to users
- Reduced risk, with no paper distribution
- Increased productivity
- Total work management through all channels
- Fully integrated with record keeping platform

