

# ::EFLOWXPERT::

## Moving Financial Institutions with Dynamic Xpert Solutions

All organizations have policies and procedures in place that govern the way tasks get accomplished and how the work “flows” through the company.

eFlowXpert™ provides financial institutions with a business process management (BPM) solution that is user-friendly, flexible and integrated.

By virtue of the rules-based approach taken in the development of all Sydel Corporation applications, eFlowXpert provides a solution that can be rapidly designed and deployed to solve unique workgroup inefficiencies or rolled out enterprise wide to provide organizational automation.

### eFlowXpert Process Steps:

- 1 Analyze the existing customer services processes
- 2 Design and develop a standardized customer service process for each event
- 3 Determine external sources affected for process completion within timeframe
- 4 Determine reasonable timeframes for event completion
- 5 Validate processes against proposed data models
- 6 Design and develop a standardized user interface model
- 7 Soft code events to allow for future changes and/or additions to the process flow as the business changes
- 8 Create levels of ownership within an event
- 9 Reroute duties during vacation time (re-route)
- 10 Monitor flow and suggest process improvements
- 11 Query on history for process evaluation studies

Workflow wizards provide non-technical workers the ability to rapidly build, deploy and run fully functional routing and approval workflows. Workflow tasks are delivered to where the work is being done or to where the approval is necessary in order to document process steps as they are occurring. Additional rich features exist such as the tracking of events along the path to completion allow for follow-up and analysis by any person or work group that participated in the flow, as well as the automatic notification at various levels of management that a new event requires action, or escalation.

As financial institutions are growing, more customers are making requests on a daily basis. This means that a responsive customer service system is necessary to filter client requests throughout the company and ensure that customer satisfaction is achieved.

Our workflow solution is fully integrated with all other Sydel Corporation products and provide single sign-on and embedded workflow capabilities directly into those products.