



Moving Financial Institutions with Dynamic Xpert Solutions

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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.

In order to truly understand business processes, Sydel Corporation business rule analysts go through the following steps in detail to ensure that the automation of a process does not create additional work:

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. Soft code levels of ownership within an event
9. Create function to transfer duties during vacation time (re-route)
10. Monitor flow and suggest process improvements
11. Query on history for process evaluation studies

Web-based workflow wizards provide non-technical workers with 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 or the automatic notification at various levels of management that a new event requires action.

Since financial institutions are growing in the United States, 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.

Technology Platform: eFlowXpert has been designed as a Web-based solution that runs on browsers such as Internet Explorer or Netscape Navigator, allowing for access from anywhere in the organization where the server is visible. This creates high availability of mission-critical data while existing in a low maintenance secure environment.

Integrated Security in Windows Environment: Users are bogged down with a list of user names and passwords to access different applications every work day. In an effort to avoid having to create, control and maintain multiple user names and passwords to access eFlowXpert we have seamlessly integrated the application security into the network structure defined by the organization. Once a user is authenticated in the corporate network the authorization is recognized by the application that searches through the user specific permissions to allow access to various functions within the application.

Digital Diary: Every user action is tracked in a digital diary that is audit friendly and a true log of events.

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