



# Sympraxis

## A Proprietary Workflow and Case Management Solution

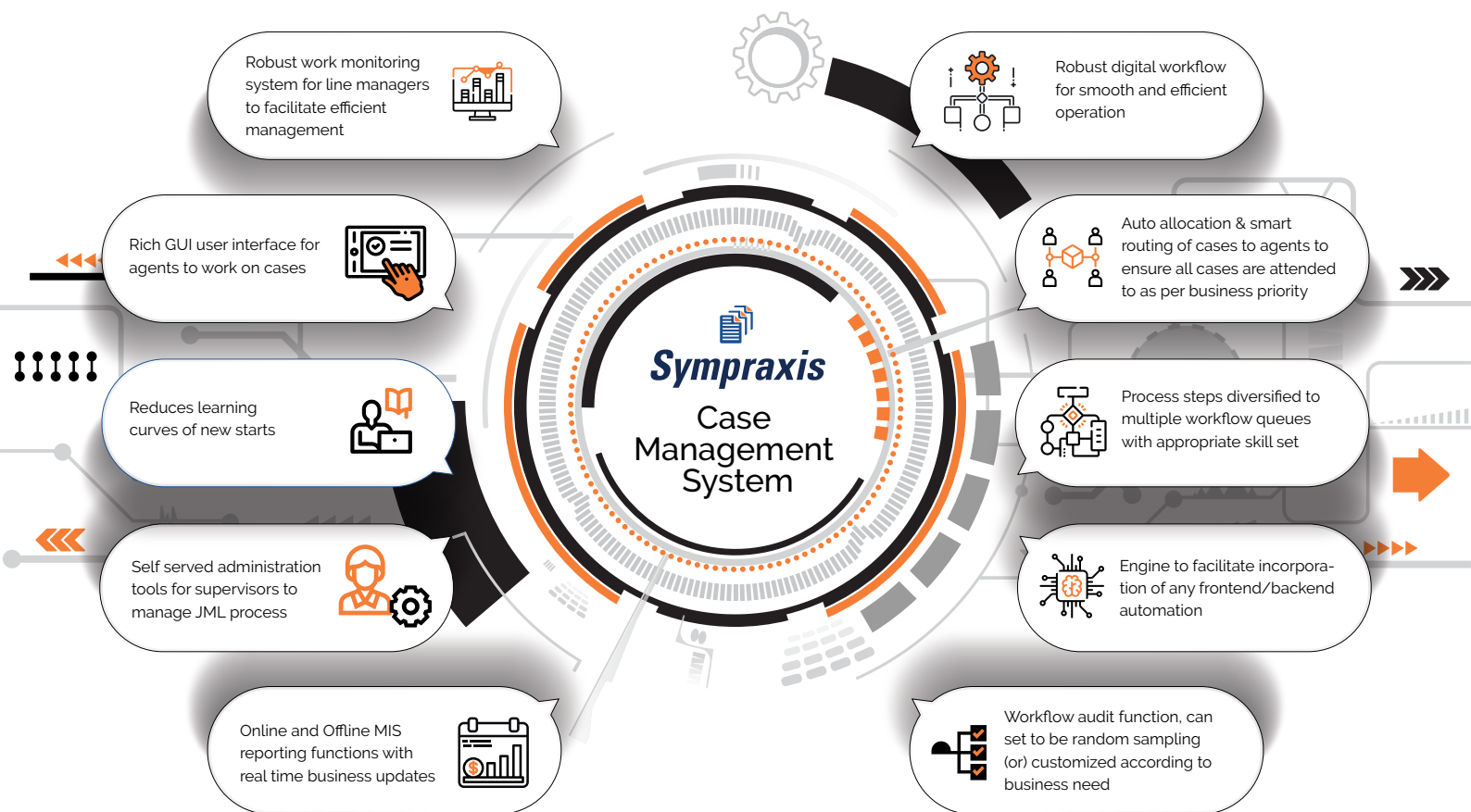
Firstsource's workflow and case management solution, Sympraxis®, is equipped with the proven capability and expertise to handle complex transactions. Built upon a strong quality focus, data security and process efficiency foundation, it currently processes over 50 million transactions per year. Sympraxis® includes servers, transaction management systems and tools that help to simplify processes.

## Focus Industries

Sympraxis® is industry-agnostic and can be used across multiple industries like Healthcare, Insurance, Financial Services, Publishing, etc. to streamline operations and increase efficiency.

## Key Features

Sympraxis® is built to improve efficiency of day-to-day operations in the back office. It is effective for indexing, allocating, monitoring and measuring all events and triggers and reduces dependency on manual documents and case management. Provides rule based user access rights to the case with time based reassignment for escalation. Tracks and reports the user uptime.



## Benefits

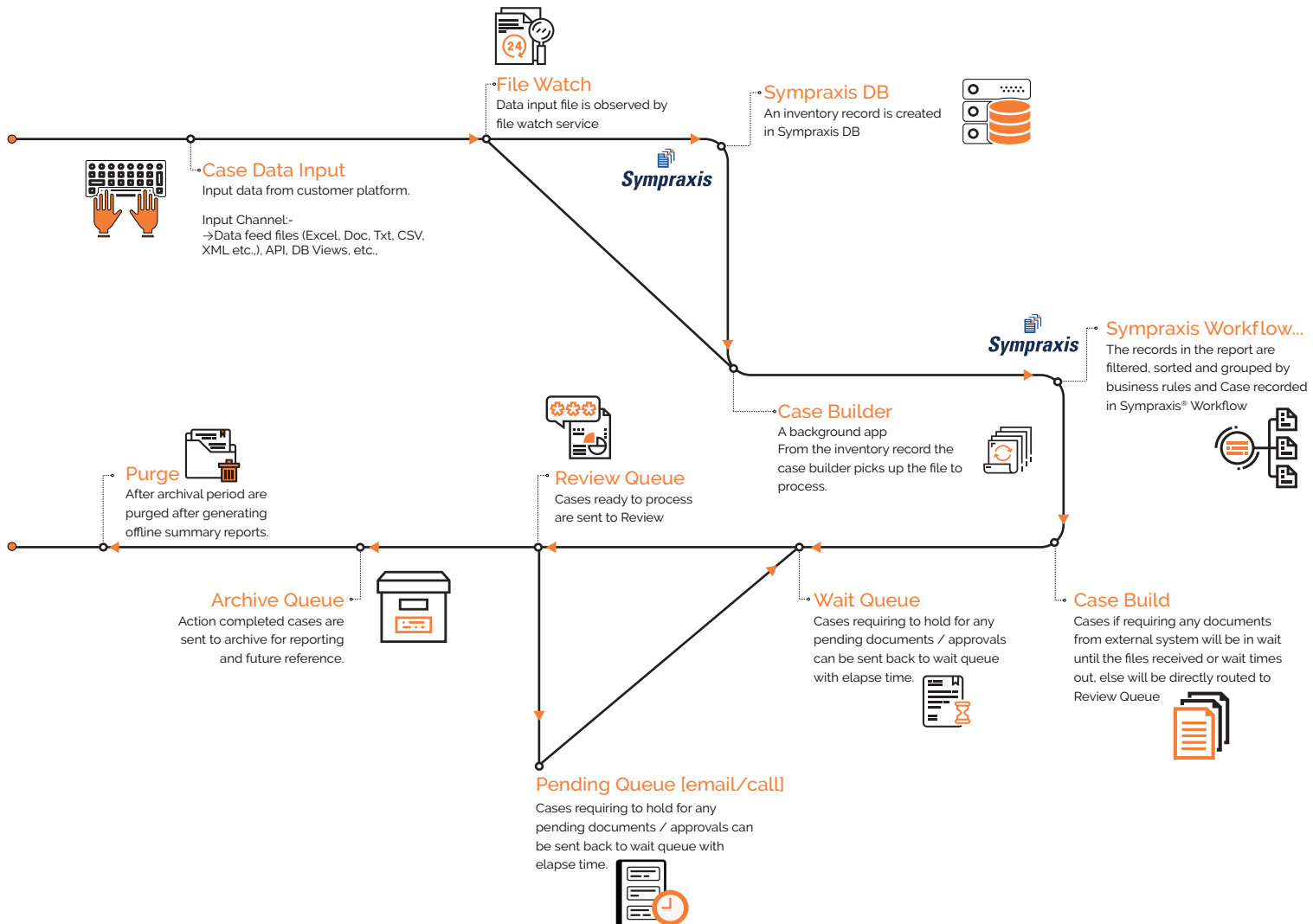


Sympraxis® comes with a set of user-friendly workflow tools for users to manage their daily operations seamlessly.

It helps Managers to keep live track of business processes, obtain performance analysis reports and get real-time alerts.

Sympraxis® comes with Robotic Process Automation capability; it can integrate with various client platforms for automating rule-based business process activities.

# Sympraxis® Workflow Model





## Helping customers **stay ahead** of the curve through transformational technologies and capabilities

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company, is a leading provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology and other industries.

Our 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage.

With an established presence in the US, the UK, India and the Philippines, we act as a trusted growth partner for over 100 leading global brands, including several Fortune 500 and FTSE 100 companies.

For more information, please visit [www.firstsource.com](http://www.firstsource.com)