



**Sympraxis**

# Workflow Management and Automation Solution

Orchestrate end-to-end case management for digital operations transformation

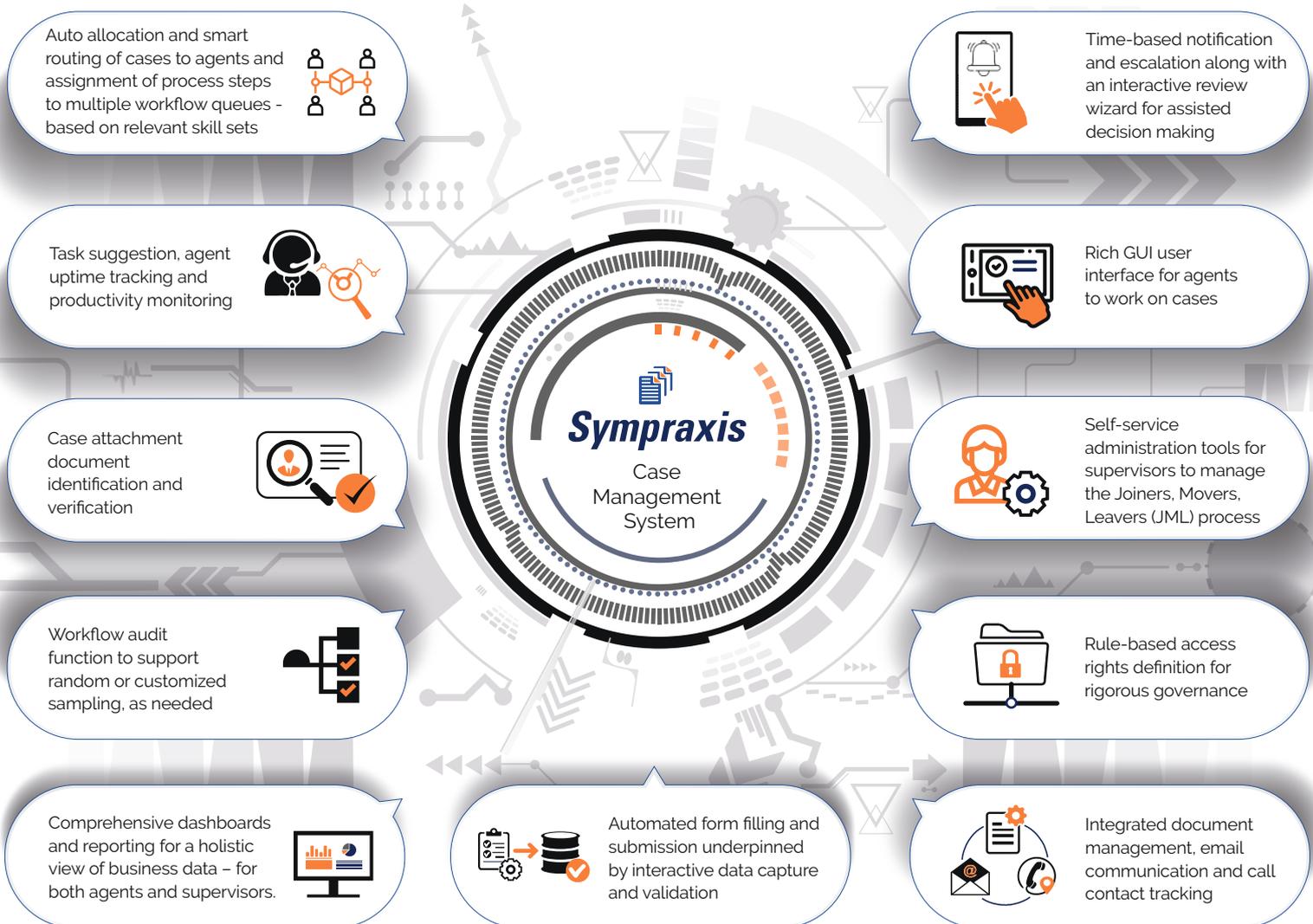


Every day, organizations strive to effectively manage cases, tackle high-value exceptions, and make better decisions amidst growing process complexity. An intuitive digital workflow management solution can empower users to effectively manage cases, make better decisions and elevate productivity across the enterprise.

## Not just optimize, transform your operations

**Sympraxis® Workflow Management solution** is a proprietary solution designed to transform mundane back office operations. The solution integrates with existing business systems to connect your organization's resources and enhance visibility into end-to-end processes, enabling you to drive continuous process improvements. Equipped with user-friendly tools to manage data, documents, and processes on a single platform, Sympraxis® helps your employees seamlessly execute daily operations. The solution comes with an interactive automation capability to automate high-volume, repetitive processes, and ensure front and back-end data integration.

### Solution Features



**Sympraxis® Reports**, an integral part of the solution, enables managers to track business processes, generate performance analysis reports, and get real-time alerts for proactive decision making. It uses modern application architecture to support all browsers and mobile devices. Online reports include inventory aging, productivity tracker and case summary report, while offline reports provide daily and periodical summary of volume of work, daily activity status, process productivity rate, and productivity and deviation.

## Solution Benefits



## Success story: Driving business process transformation for a top UK bank

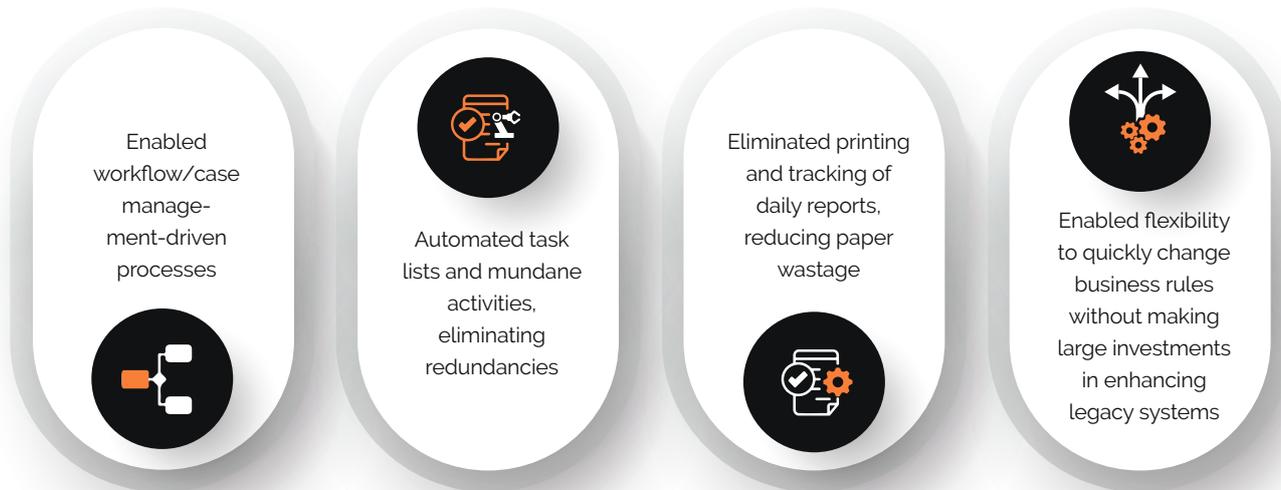
- Seamlessly orchestrate work with digital workflows for smooth and agile operations across geographies.
- Automate task lists, standardize processes and improve accuracy.
- Reduce learning curve and training time for new agents.
- Deskill roles by embedding business rules across systems and reduce performance deviations.
- Efficiently track and monitor cases across siloed business systems.
- Integrate complex front and back-end automation using rules engine while ensuring data access security.
- Maintain data integrity across systems to make smart decisions and deliver exceptional customer service with real time analytics and updates.

## Solution design and deployment approach

- Conducted due diligence and identified opportunities for process reengineering, workflow and automation (across operations, IT landscape and people)
- Designed as-is and to be processes
- Defined workflow and automation requirements
- Enabled workflow and automation, performed testing and validation
- Provided implementation support

## The result: Increased productivity, improved customer satisfaction and reduced churn

### Behind the Scenes Impact



### Bottom line impact





## 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)