Workflow Management and Automation Solution

Orchestrating End-to-End Case Management for Digital Operations Transformation
Every day, organisations 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 organisation’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

- Auto allocation and smart routing of cases to agents and assignment of process steps to multiple workflow queues - based on relevant skill sets
- Comprehensive dashboards and reporting for a holistic view of business data – for both agents and supervisors
- Task suggestion, agent uptime tracking and productivity monitoring
- Case attachment document identification and verification
- Workflow audit function to support random or customized sampling, as needed
- Time-based notification and escalation along with an interactive review wizard for assisted decision making
- Rich GUI user interface for agents to work on cases
- Self-service administration tools for supervisors to manage the Joiners, Movers, Leavers (JML) process
- Rule-based access rights definition for rigorous governance
- Integrated document management, email communication and call contact tracking
- Automated form filling and submission underpinned by interactive data capture and validation
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 ageing, 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

- Seamlessly orchestrate work with digital workflows for smooth and agile operations across geographies.
- Automate task lists, standardise processes and improve accuracy.
- Reduce learning curve and training time for new agents.
- Deskil 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.

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, standardise processes and improve accuracy.
- Reduce learning curve and training time for new agents.
- Deskil 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

Enabled workflow/case management-driven processes

Automated task lists and mundane activities, eliminating redundancies

Eliminated printing and tracking of daily reports, reducing paper wastage

Enabled flexibility to quickly change business rules without making large investments in enhancing legacy systems

Bottom line impact

Ensured faster turnaround time and higher accuracy

Enabled higher accuracy and productivity by eliminating the need for agent intervention for updating legacy systems

Reduced customer complaints and churn

Reduced manual intervention across the end-to-end case management process using business rules
Firstsource Solutions Limited is a leading provider of customised Business Process Management (BPM) services. Firstsource specialises in helping customers stay ahead of the curve through transformational solutions in order to re-imagine business processes and deliver increased efficiency, deeper insights and superior outcomes.

We are trusted custodians and long-term partners to 100+ leading brands with presence in the US, UK, Philippines and India. Our ‘rightshore’ delivery model offers solutions covering the complete customer lifecycle across Healthcare, Telecommunications & Media and Banking, Financial Services & Insurance verticals. Our clientele includes Fortune 500 and FTSE 100 companies.

For more information, please visit www.firstsource.com

Copyright © 2019 by Firstsource Solutions Ltd. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means: electronic, mechanical, photocopying, recording, or otherwise, without the express written permission from Firstsource. The information contained herein is subject to change without notice. All other trademarks mentioned herein are the property of their respective owners.