

Process and Document Management for Banking

Leverage Global 360 BPM Solutions and Microsoft's technology to increase your operational efficiency and retain customers

Microsoft
GOLD CERTIFIED
Partner

ISV/Software Solutions

Financial services institutions are experiencing dramatic market and economic pressures. Faced with new business and technology challenges, and the growing complexity of the operational environment, every decision becomes a critical opportunity to improve productivity and better compete for customers. With successful implementations worldwide, Global 360 understands the unique needs of the financial services industry and how Business Process Management (BPM) can provide a sustainable advantage. Increasing regulatory requirements, industry consolidation, concerns over security and privacy, the need to manage profitability and control expenses, and competitive pressures from traditional and new providers are driving financial services organizations to automate their complex business processes to increase operational efficiency, ensure customer loyalty, and deliver superior product quality. To meet these challenges, your organization must efficiently manage and increase visibility into core systems and critical business processes.

To survive and thrive, banks must focus on improving key processes, including:

- » Merchant Services
- » Savings and Retirement Portfolio Management
- » Account Servicing
- » Loan origination and underwriting, and
- » Auditing

Global 360 – Shifting from the 'way work moves' to 'how work gets done' to capture value for your Customers, Employees and Operations.

Your goals are to increase customer servicing quality and to reduce operational costs.

You already know that people are your organization's most important asset to meet those goals. Global 360 enables your process to work for your customers, employees and operations, not the other way around.

Most BPM software vendors build their solutions around a model-driven implementation, letting that model dictate how work gets done. This "standard" approach ultimately treats users as an afterthought. Improving process with speed alone can only help you make the same mistakes faster; and forcing an unfamiliar, non-intuitive user interface on staff can hurt productivity more than it helps. This, in a nutshell, is where Global 360 differs from most other BPM providers.

"Wells Fargo is totally committed to service; and Global 360 has allowed us to take our service from days to hours to minutes. This is a solution that enables us to fulfill our commitment to our customers."

*Tim Wallace,
Vice President of Loan Servicing,
Wells Fargo Educational Financial
Services*

Global**360**

360° viewPoint Experience: Productivity depends on your point of view.

Our role-based interface, called viewPoint, delivers a unique view of the information that is most valuable to each type of user, and helps them to do their jobs better.

Every Global 360 solution serves a single goal – to increase process performance by empowering the individuals participating in it. To accomplish that, we address the unique requirements of all key roles that are critical to improving a process — Builders, End-users and Managers.

So your employees can be more productive in their jobs, improving work management. Improving the small business loan process, for example, when key documents are not available, forcing the processor to track down the information. All the while, there is a customer waiting for their loan to go through.

Operationally your managers and executives can gain transparency into the business, enabling them to make smarter and more profitable decisions. For example, set your Merchant Services key performance indicators as part of the process. As thresholds are exceeded (e.g., service levels not being met), work can be dynamically reallocated until service levels are brought back into balance. By automatically reallocating the resources to respond to changing business conditions, the system delivers better control, lower operational costs, and efficiency for processes that span roles, responsibilities, organizational boundaries and systems.

And, your builders can automate the process more effectively, resulting in improved process management. User application development accounts for over 40% of deployment costs. We think that there's a smarter way to spend nearly half your deployment dollars. Our solution provides drag-and-drop process building, application design tools, and pre-built activities, so systems can be quickly implemented, and easily maintained and improved. By creating an intuitive, configurable, and personable user experience, our simple solutions accelerate time-to-deployment while reducing the costs associated with complex BPM user applications.

However, this requires a shift in the “standard” BPM methodology from the process-centric to a more usercentric approach:

Step 1 - Start with the end-user in mind: Developed to analyze a process from the user perspective, the Global 360 viewPoint Assessment guides our user research (including interviews of process participants), synthesis of findings and translation into system requirements. This gives us both an “as-is” snapshot of a day-in-the-life of the organization as well as the information we use to build the business case.

Step 2 - Maximize user adoption: The goal of our efforts is to reduce the “resistance lag” that too often slows BPMS implementation. An intuitive and customizable user experience

“By creating a central electronic archive containing all the relevant documents, we can access every document quickly on screen. It eliminates document loss and minimizes physical storage. And by giving electronically access to the right documents, it speeds up document processing. We are very happy with the Global 360 solution.”

*Chris Bogaert,
Head of Systems,
Electronic Document Management,
Europabank*

Global360

ultimately means faster time to business value. While getting the process right is still the most critical piece, once that is done, what the user can do is paramount.

Step 3 - Document Results: We work with our clients to measure results and uncover areas for continuous improvement. Most vendors do not have as much discipline around ensuring that they “close the loop.” Global 360 works with you to capture the results of your implementation and can assist you on the next phase of continuous improvement.

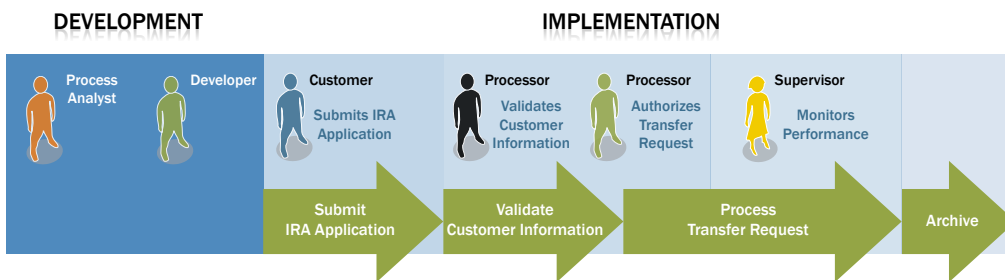
Putting people before process is what we do at Global 360. It’s our firm belief that by empowering people with the information they need, when they need it, productivity and efficiency are increased at every step of your process.

Further, by focusing on the Key Performance Indicators that reflect value for your customers, employees and operations, Global 360 enables financial institutions to improve their processes and build customer loyalty.

Global 360: The most complete view of all assets and all participants who are vital to success.

To optimize their business processes, financial service organizations must rely not only on process automation software, but also on document management and a new class of process technology that provides process intelligence. Some vendors allow you to add documents as attachments, but we go much further by making all documents an integral part of the

Microsoft Technology Provides the Foundation for the Global 360 IRA Process Improvement Solution



Microsoft Technology

- » Microsoft Windows Server™ 2008
- » Microsoft Office™ 2007
- » Microsoft Office SharePoint Server™ 2007
- » Microsoft Office SharePoint Server™ Enterprise CAL
- » Microsoft Office Forms Server™ 2007
- » Microsoft Office InfoPath™ 2007
- » Microsoft BizTalk Server™ 2006
- » Microsoft SQL Server™ 2008
- » SQL Server Analysis Services™ 2008
- » SQL Server Reporting Services™ 2008



process. For example, if processing an automotive loan for a car sold in Ohio, the user would see a task list specific to Ohio state regulations, and then be guided, on screen through the activities necessary to complete their task. This enables rules to be applied to managing documents, such as who can access or edit the content. This allows a lender to expedite a letter of credit more efficiently, distribute the workload of loan approval more effectively, and track every stage of the process from the moment of application to loan funding, even if multiple process technologies are involved in that end-to-end business process.

Further, we establish audit trails and can assign tasks associated with a document, for example, verifying that proper signatures are in place with an ISA or IRA rollover in your Savings and Retirement Portfolio Management processes. From receipts and e-mails to voicemail messages, every document is treated as a full participant in your process. And, we give you the ability to digitize, edit, certify, and manage those documents – which makes attachments seem almost archaic.

Bottom-line, every user gets the single view of the specific information they need to get their work done. And, that translates to better business results for the institution.

Global 360 and Microsoft Technology

Microsoft's technology has transformed the industry, empowering people to reach their potential. The integration of Microsoft's people ready technology along with Global 360's industry leading process and document management software drives operational efficiency and better business results. The retirement services IRA process improvement solution demonstrates how Microsoft technology combined with Global 360 process and document management software empowers customers, employees and operations.

Global 360 is committed to banking solutions that deliver:

- » Customer, Employee and Operation (CEO) excellence
- » Performance management
- » Compliance and risk management
- » Innovation

Leading Financial Services Institutions Use Global 360 BPM Solutions

- » ABN AMRO
- » Bank of America
- » Capital One Bank
- » Citicorp
- » Dexia
- » Europabank
- » First Alliance Trust, Netherlands
- » JPMorgan Chase
- » UBS/Paine Weber
- » Wells Fargo



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