



Workflow | Business Process Management

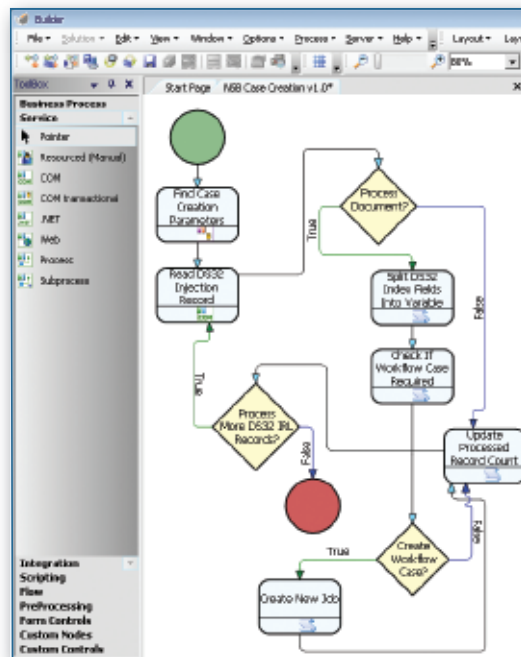
Workflow and Business Process Management helps to dramatically improve core business processes through better automation, fewer manual steps and less duplication.

Increasing competitive and cost pressures mean that all organisations have to move faster than ever to streamline operational efficiency.

- Reduce Costs
- Streamline Processes
- Enhance Customer Service Levels
- Cost Effective Resource Management
- Increase Competitive Advantage
- Rapid ROI

ds32.workflow enables Customers to streamline, automate and improve the way key business processes function - resulting in improved efficiencies, reduced operational costs and enhanced customer service and loyalty.

ds32.workflow links the documents, the systems and human tasks required to automate the end-to-end processes, coordinating people and IT systems in new ways to drive operational effectiveness and eliminate errors.



ds32.workflow automates business processes that flow across an organisation. A typical example is an approval process, where a document or web form is passed between staff and functions within an organisation for review and subsequent approval - as happens for Account Opening, Purchase Invoice Authorisation, Loan Applications, Employee On-Boarding, Investment Applications etc. Key steps in the process are not broken, as ds32.workflow is specifically designed to integrate with third party line of business systems, ensuring that end-to-end processes are seamless.

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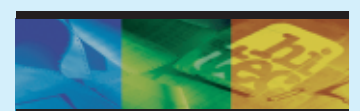
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HITEC (LABORATORIES) LTD.

- Gain visibility of how your business operates today using graphical models that simulate staffing, throughput, workloads and bottlenecks
- Rapidly redesign processes in line with changing business needs and improve existing processes and workflow
 - Remove unnecessary steps
 - Prevent errors from happening
 - Avoid duplicate data entry
 - Route work more efficiently to staff and systems
 - Reduce the use of paper
- Through automation, increase real time visibility and control over processes to ensure that Senior Managers are able to monitor the performance of processes in real-time, graphically and proactively manage bottlenecks, dynamically balance workloads and ensure effective use of staff skills and knowledge
- Ensure that comprehensive process reporting is available, with audit trails to provide a total history of the process including activities, systems and participants.

Hitec combines the technology and the services to ensure our Customers succeed with their process improvement programmes.



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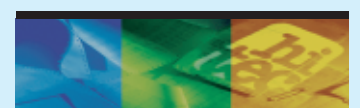
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