

ENTERPRISE CONTENT MANAGEMENT AND PROCESS WORKFLOW FOR BANKING AND FINANCIAL INSTITUTIONS

ABOUT LOGICOM SOLUTIONS

YOUR STRATEGIC SOLUTIONS AND TECHNOLOGY PARTNER

Logicom Solution is all about "making e-business fit together." You can count on Logicom Solution to guide you in leveraging technology to its full potential, while at the same time addressing the business areas that will yield the most return to your organization. Let's partner for a new success story!

WHAT SETS US APART FROM OTHERS?

- Vast array of solutions and Intellectual Capital ready to run!
- Turn-key solutions provider
- We know business processes and gain excellent rapport with Business Owners
- Enterprise Customer Base ... and experiences
- Always ahead in e-business technologies, based on standards and solutions
- High calibre, certified, and passionate teams ... people is everything!
- Quality focused, based on well-established quality and project management processes
- Systems Integration experience and know-how

TECHICAL SOLUTION

The solution leverages IBM products to provide for rich enterprise capabilities to meet your needs at every solution layer.

Front end:

- Lotus Portal
- Lotus Notes
- Lotus Connections
- Lotus Mobile Connect

Application Platform:

- Lotus Domino
- Lotus Notes
- Lotus Domino.Doc/QuickR
- Lotus Sametime
- Lotus Workflow
- IBM WebSphere Application Server

Database:

- Lotus Domino
- IBM DB2 Enterprise
- IBM DB2 Document Manager
- IBM DB2 Content Manager

Backend Integration:

- IBM WebSphere Broker
- IBM Websphere MQ Series
- Lotus Enterprise Integrator for Domino

Monitoring:

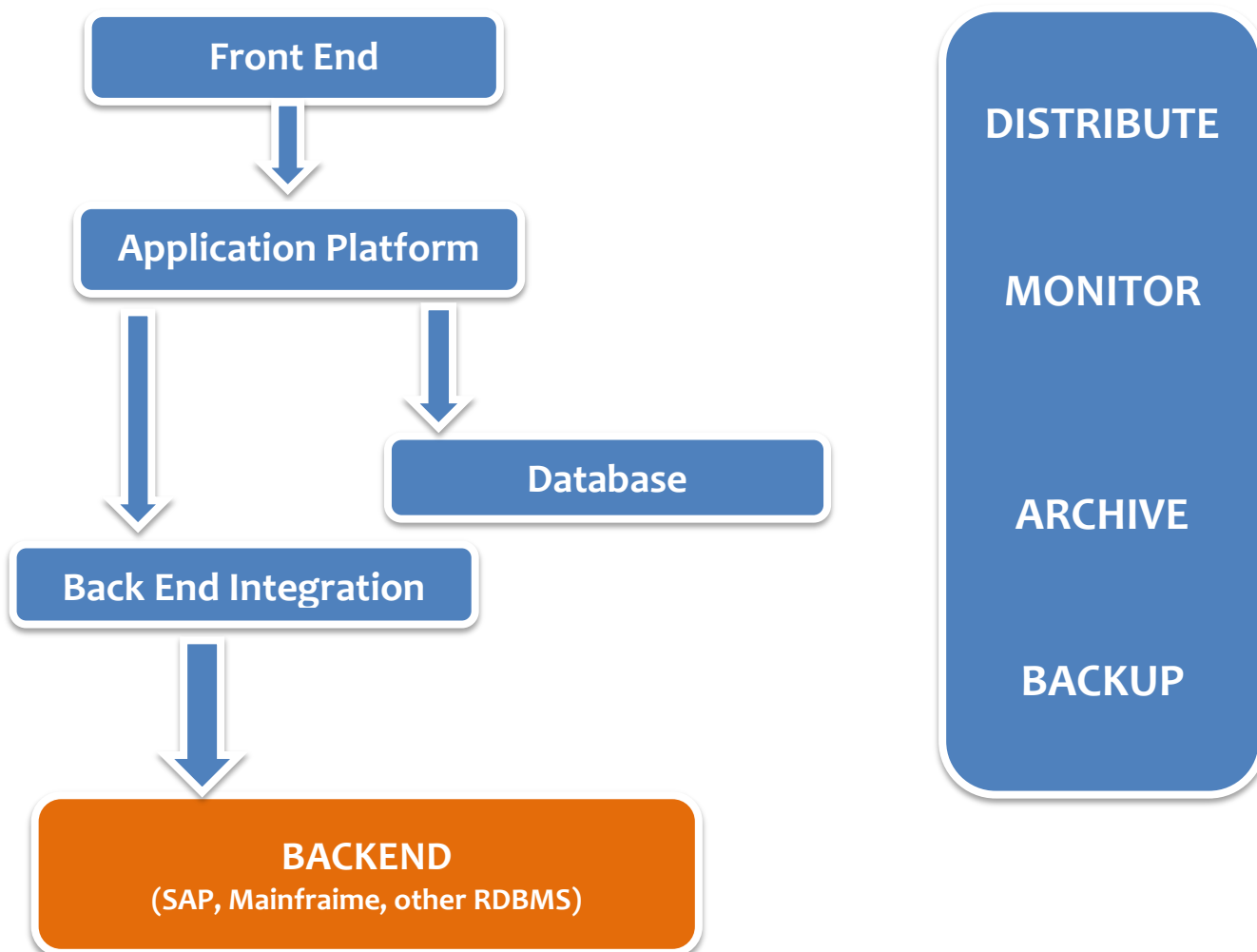
- Tivoli Composite Application Manager for Applications
- Tivoli Availability Process Manager
- Tivoli Workload Scheduler
- Tivoli Monitoring
- Tivoli Automation

Distribution:

- Tivoli Configuration Manager

Archiving and Backup:

- IBM DB2 Content Manager On Demand
- IBM CommonStore for Lotus Domino, Exchange, SAP
- Tivoli Storage Management for Mail, Databases, for System Backup and Recovery
- Tivoli Automation



OFFICE OPERATIONS AND METHODS

Valuable process automation and content management for the everyday work-at-hand

Requisitions

Manages Employee requests for all types of assets and consumables, such as Computer/Telecommunication Equipment, Furniture, Stationary, etc. Effective management and process workflow ensure that requests are handled promptly so as to focus at the work-at-hand: setup new and run existing business without bottlenecks. Requisitions are managed by fulfilment owners which ensure that their tasks are performed within a SLA (Service Level Agreement).

Meeting Minutes (Business Decisions Support System)

Meetings are held to decide/plan on actions. Meeting Minutes manage the meetings and minutes, through a review and approval process. Most importantly, it manages the resulting planned actions and decisions. Actions are assigned and managed by the Action Owner until resolution, while the related documentation and planned/actual timeframes are effectively managed to safeguard that Business Decisions are implemented. Business Controls on actions management (such as by Owner, Department, Project, etc.) and follow-up (pull back the user to the action) ensure an effective and quality control system.

Circulars and Manuals

Provide Employees an instant and immediate access to new and retracted (via version control) Circulars and Manuals to intended Audience. Document Profiling information enables management and filtered searching beyond the plain full-text-search capabilities. Relative information is available at a single-click, easing navigation through all relevant information. Back-Office information management is empowered by maintaining versions of original and published documents together.

Forms Inventory

One-click stop to any Form! It does not make business sense to automate all processes. Those not automated, however, still need to be properly managed. The Forms Inventory enables effective management of all Forms employed in the organization, and empowers Employees to swiftly locate and make use of a Form. Back-Office information management is empowered by maintaining versions of original (such as Word) and published documents (such as Word Templates or Abode Forms) together

HUMAN CAPITAL MANAGEMENT

Your Human Capital is your most important asset. Management, Learning, and Appraisals, enable alignment with organizational goals.

Employee Portal

One Sign-On and Single-Click access to enterprise systems empowers Employees. Personalization and localization is achieved via a user-friendly navigation, personalized information management, and multi-country/multi-lingual features. Productivity is enhanced with a unique set of features, such as collaboration (email, calendaring, and instant messaging), one-stop access to all enterprise workflow and informational tasks through "Pending Work" and "For Your Information" facilities, and Office Productivity Tools such as "PDF Maker" and "Send Fax". Last, the Employees are "self-served" through applications in their "Personal Folder".

Self-Service Personal Information

Update

Employees maintain their Personal Data through a "self-service" process. Where Personal Data does not affect business or systems, they are updated instantly; otherwise a system workflow is triggered to effect updates to other connected systems. End result: "self-service" updates for Employee empowerment, HR department personnel savings, and data accuracy/currency.

Travel Allowance

Empower Employees to manage their own Travel Allowance and Expense Claims, through a workflow process involving their Line Managers (or replacements), resulting in an effective process. Employees, as well as their Line Managers, manage Expenses using powerful balance, calendar, status, and other reports. Consolidated results at the department and enterprise levels aid in a more effective and accurate HR department and Budgeting control.

Appraisals

Set, Evaluate, Reward! Maps your organization business goals to Employees objectives. The Appraisals system manages the process of Objectives assignment, whether manually or in integration with systems such as SAP HR. Evaluation is conducted through a process involving the Employee, data collected through integration with Performance Management systems, and Line Managers.

Leave Requests

Empower Employees to manage their own Leave Requests through a workflow process involving their Line Managers (or replacements), resulting in an effective process. Employees, as well as their Line Managers, manage Leaves using powerful balance, calendar, status, and other reports. Consolidated results at the department and enterprise levels affect effective and accurate HR and Budgeting control.

Suggestions

It's all about great ideas to streamline processes and innovate, from the people that actually use them everyday! The Suggestions system caters for the submission, evaluation, categorization, and results management of valuable suggestions. This process can be complemented with a "Reward" system on the best suggestions of the year, rewarding the Suggestion which ranked higher in the business benefits attained.

CUSTOMER RELATIONSHIP MANAGEMENT

It takes years to get a Customer and only seconds to loose one!

Selling Prospects (Referrals)

Turn prospects into new customers, across the enterprise! Manage prospect leads and ensure that Referral is turned into business through proper management and follow-ups. Transfer knowledge from one organisational channel to another to ensure customer agreement.

Customer Binders

Customer Relationships are formed by Documents. Organise and effectively manage the Customer Documents in Customer Binders, available for instant access by authorized Employees (such as the Responsible Branch). Documents (existing/new) are batch scanned into the system using OCR based "Cover" and "Separation" pages, effecting unattended filing from the scanner into the right Customer Binder. Archiving is available to off-line maintain old documents

Recoveries (Debt Collections)

Not all credit is good! Enables the management of bad debts and write off requests to better facilitate the collection mechanism. Reports on Bad Dept cases and Customers, and ensures an effective process management

Special Chequebooks

Automate requests for Special Chequebooks issuance, and empower every step of the process: request, serial numbers issuance, and export for publishing house.

Property Valuation

Property submitted as a security for Facilities, is managed and valued. The system facilitates an "External Valuators Portal", enabling external Valuators to value properties assigned to them. Once valuation is completed, access to External Valuators is removed, while their Valuation and Invoices are still managed by the system. The Property Department may "Re-Value" a security at any time, saving time and ensuring currency.

Caution List

If a Customer troubled you once, then Caution yourself! Once identified, Customers are added or removed from the Caution List based on best-practices approval workflow. Turn organizational information into Capital

Complaints Management

It may take years to gain and Customer and seconds to loose one. Customer Complaints Management will improve your processes and upgrade your customer services to the level of excellence. Complaints are easily recorded, categorised and handled. Track and monitor SLAs (Service Level Agreements) and Complaints distribution across your departments and business functions.

Credit Pipe-line

Credit Officers are empowered to both manage their credit applications (loans, cards, etc.) as well as overview required Customer information (assets, accounts, liabilities, etc.).

Interest Rates Approval

Not all Customers can be treated as per price list. Interest Rates Approval provides a process workflow to request and approve special interest rates on either local or foreign currency.

Special Approvals

Not all Customers are the same! Employees ensure a Customer Win by requesting approvals for Customer deviations for a wide range of requests. The Officer is empowered to through the available Business Processes.

Web Content Management (WCM)

Manage content in an approach that best suites financial organizations, Horizontally (Personal, Business, About) and Vertically (Bank, eBank, Finance, Insurance, International Business, etc.). WYSIWYG authoring and powerful management features (workflow, aging, others) ensure accuracy and currency of content. Distribute globally for local country WCM management, and stage/publish centrally, saving on multiple web infrastructure investments.

BANKING OPERATIONS

Complement your back-end system and ensure global distribution and control.

Service Desk

Help Desk Services solution helps you to effectively provide an excellent service. Monitor, follow-up, and process requests for fast, effective and as per SLA (Service Level Agreement) resolution. Ensure that you provide the Service Level you advertise!

SWIFT BIC and Nostro/Vostro Accounts

Imports the SWIFT BIC directory and adds more value by managing NOSTRO and VOSTRO accounts of foreign corresponding financial institutions. A one-stop lookup for Bank Tellers performing SWIFT financial transactions.

Bank Risk (Operational Loss)

Global scale reporting and distribution for Operational Loss. Properly managed Operational Loss leads to Operational control and Operational gains.

Emergency Passwords Management

Bridges strong security requirements with the practical needs of 24-hour service. The Security Department safely maintains systems credentials, to be released once by night-time Operators to designated personnel in the event of emergency maintenance. Once released, process forces credentials to be changed next business day.

Access Control

Ever wondered who has access to what? Manage and authorize Employee access to key enterprise systems, at both the system and operation level. Maximize security control through instant reports on access rights.

Authorised Signatures

Signatories' photo and signature can be verified by a swift lookup. Whether Employee or Partner, signatory verification ensures transaction authenticity.

INTELI-BANK KEY BENEFITS

- One Portal, One Vision, One integrated platform for all modules
- Multi-country, Multi-language native support
- A family of 50+ processes "Ready to Run", providing an Instant Return on Investment
- Empowers Employees via proven value-add process automation, saving time and money
- Tested for low bandwidth requirements, to cater for Bank Branches