

FLOWTRAK INFORMATION SHEET



FLOWTRAK from ONI is a hosted application that enhances existing business processes without the need for change or costly and complex integration. It adds value through interaction and management of three core areas of your business:

COMMUNICATIONS

Is the only communication your customers usually receive a final acknowledgement at the end of a process? A lack of information leads to additional inbound and outbound 'chaser' calls, with cost and productivity impacts. Communicating with customers to reduce calls, using an automated contact strategy via SMS or email and with a dedicated web page drives immediate cost reductions, faster transaction times and increased customer satisfaction.

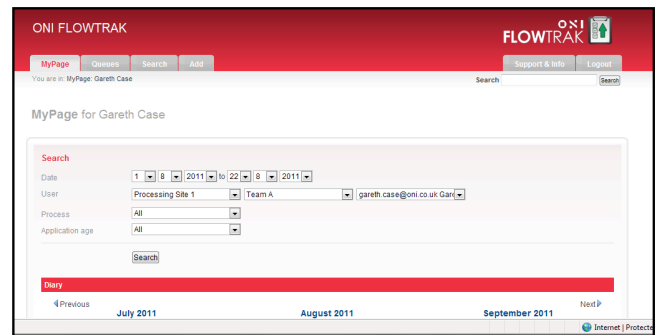
MANAGEMENT INFORMATION

The ability to measure and report on each stage of a process gives unrivalled business information. At which stages does a transaction get held up, for how long and why? What should the service level be for each stage of a process and can you benchmark performance?

What preventive actions can you take to mitigate delays? How well are the suppliers performing that you rely on to complete a customer transaction? Is it your processes that cause third party delays?

WORKFLOW

By increasing process efficiency, staff productivity grows, allowing re-deployment to more interesting and effective roles. Customer empowerment through the use of dedicated FAQ web pages improves customer satisfaction and increases staff morale, which reduces churn and enhances the long-term skills base in your organisation.



FINANCIAL SERVICES

- Mortgages, Savings, Loans, Life Assurance
- Credit Cards
- Insurance
- Bereavements

LOCAL AND CENTRAL GOVERNMENT

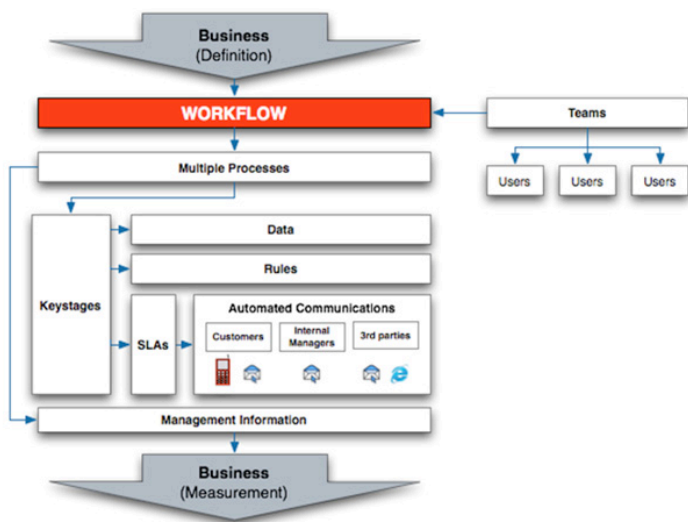
- Citizen Communications
- Enhanced Case Management
- Planning Departments
- Benefits Office

UTILITIES AND TELCOS

- Meter Readings
- House Moves
- Complaint Management

BUSINESS BENEFITS

- Low impact Web-based, hosted solution
- Simplifies managing complex, multi-party transactions
- Enhances existing strategic business software
- Reduces 'chaser calls' and costs of service
- Equally effective for B2C and B2B
- Increases productivity and customer satisfaction
- Per transaction, per seat or enterprise models
- ROI payback typically in 12 months or less
- Large, referenceable customer base across vertical markets





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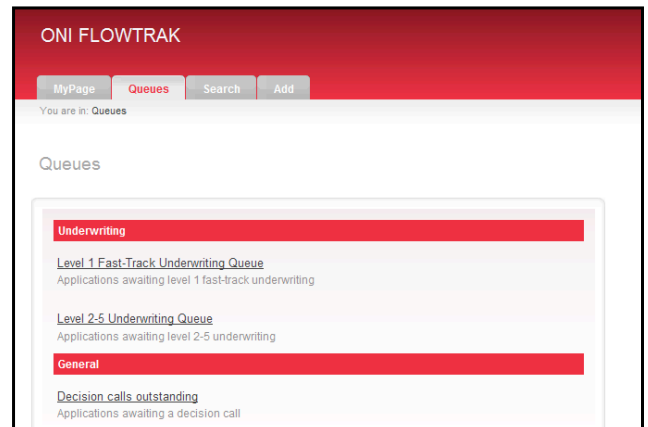


HOW FLOWTRAK WORKS

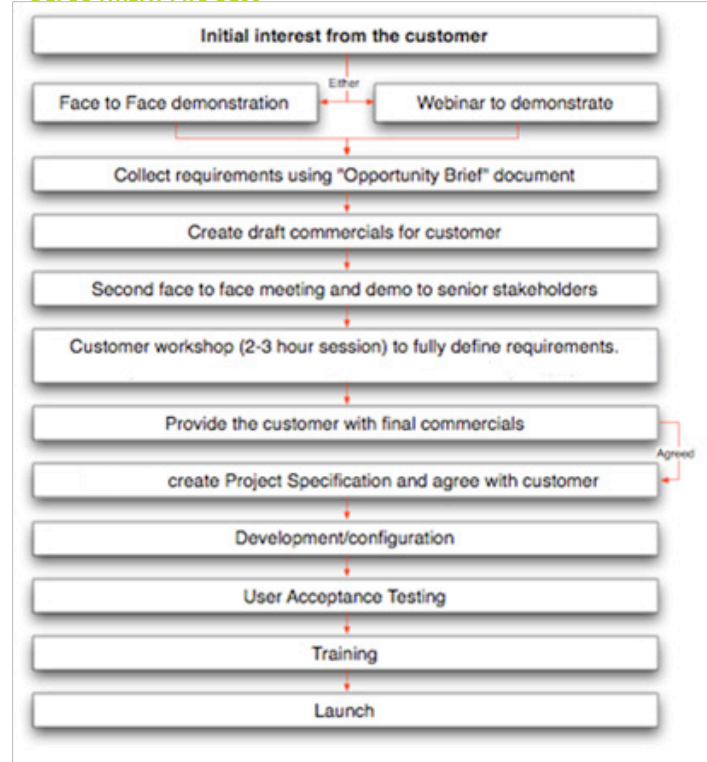
1. Populates new customer transactions from your databases
2. Real time key stage customer notification and updates
3. Manages SLAs and notifies management of likely bottlenecks
4. Real time, graphical and tabular management reports
5. Audit trail measures third party process times for enhanced quality
6. No process islands – links the entire business landscape

DEPLOYING FLOWTRAK

1. ONI's consultants analyse, agree and map your business processes and outcomes into a **FLOWTRAK** management framework
2. **FLOWTRAK** replaces Excel spreadsheets, removes legacy inefficiencies, introduces real time business processing with SLA based management information and reports
3. The product is a managed, hosted, web-based processing and communications solution that wraps around existing business processes, using an API to communicate with multiple business applications
4. A powerful workflow engine copes with any volume of transactions – no break points
5. There are no forklift upgrades and no integration overhead on your IT team
6. No additional hardware is required - just internet access to a web browser
7. **FLOWTRAK** fits any scale of mainframe activity or IT structure and can, if desired, replace out-dated, legacy systems
8. Security is never an issue – **FLOWTRAK** records business states, not personal data
9. **FLOWTRAK** has already passed tough security audits with UK financial institutions



DEPLOYMENT PROCESS



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