

SSP WORKFLOW

WHAT IS SSP WORKFLOW?

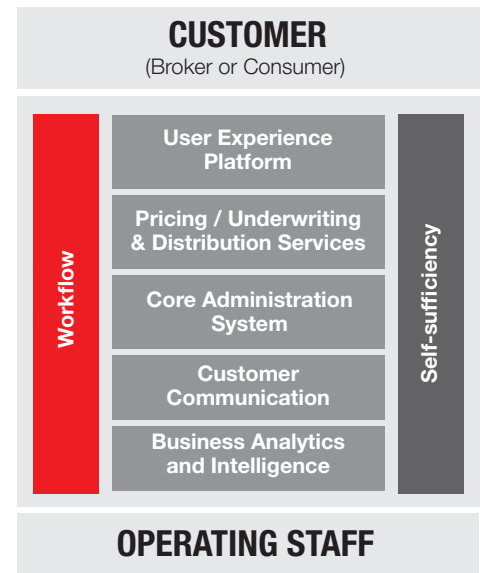
SSP Workflow is a tool used to manage high volume, time sensitive manual tasks and to automate process steps. The work management system will allow you to configure and implement your business models and use them to optimise the flow of work, to allocate the right resource to the right task at the right time. The result is reduced cycle times, improved quality and reduced manual costs.

WHY CHOOSE SSP WORKFLOW?

Most workflow management systems today are limited in how they distribute and allocate work. This is traditionally seen through a limited fault tolerance, being inflexible in terms of operation in conjunction with other workflow systems and mismanaging the delivery of work. This results in a poor service level achievement and inefficient use of resources.

SSP Workflow overcomes these limitations through its inbuilt logic, empowering you to leverage the SSP solution and build work management solutions to wrap around your line of business applications. This optimizes your people, processes, software and data assets.

- **Intelligent work distribution and processing:** SSP Workflow enables intelligent work distribution for optimal processing based upon required service levels and the skill set of available team members. Packaged as a simple but powerful “Get Next” function, this capability ensures the most urgent work is handled first with manager dashboards available to monitor and adjust priorities as you work.
- **Document capture, conversion and indexing:** This complete approach eliminates the need of paper handling and unlocks the value potential contained in document based workflows.
- **Visual business process and activity modelling:** A comprehensive process modelling environment allows for collaboration in the design of workflows, and leads to the automation of work activities to achieve business goals.
- **Increased visibility:** Monitoring and analysis capabilities allow for improved visibility and control of operational business processes. This insight in turn provides the information necessary to optimise workloads and exceed SLA requirements.
- **Resource Management:** Inbuilt “Facetime” concept not only measures the volume of work each resource processes, but also the time taken to complete each task. This allows you to measure resource effectiveness, helps identify training needs and enables you to reallocate tasks to difference operators or teams where there are bottlenecks.



HOW IT WORKS - CORE FEATURES

Your core line of business system is and remains the heart of the business. SSP extends this transaction-based asset to incorporate the work styles and key processing functions to deliver a highly efficient and integrated processing experience.

Core / Product Feature	What it does
DOCUMENT PROCESSING	Transforms paper-bound processes through automated document capture, conversion, indexing and routing.
CASE HANDLING	Enables collaborative, people-driven and information intensive processes with ad hoc handling requirements.
WORK MANAGEMENT	Automates highly structured, predictable processes to optimize work distribution, throughput and workforce utilisation.
DOCUMENT CAPTURE, CONVERSION AND INDEXING	SSP document scanning, recognition, conversion, indexing and routing capabilities eliminate paper handling and unlock the value contained in document based workflows.
VISUAL BUSINESS PROCESS AND ACTIVITY MODELLING	SSP Workflow Studio enables rapid visual composition and deployment of automated processes and work activities, with built in metrics to ensure achievement of business goals.
INTELLIGENT WORK DISTRIBUTION AND PROCESSING	Optimised work distribution is based on required service levels and the skill set of the available team members to ensure the most urgent work is handled first.
INSURANCE PROCESS ORCHESTRATION	Our integration framework allows seamless connection to SSP digital insurance components to enable new business functions and optimise interactions across the end-to-end business process.
PROCESS ANALYTICS, DASHBOARDS AND REPORTING	Process monitoring and analytics enable greater visibility and control of operational processes, while providing the insight necessary to enhance work loads and exceed SLA commitments.

For further information on SSP Workflow, call us on **0800 590 705**
or visit www.ssp-worldwide.com

