SolveXia

Workflow Approvals

Client:
Global general insurer with over 2,000 employees, operating in five countries and having $2b in written premiums.

Problem:
Paper based and risky process to route, approve and process payments and claims for their partner network.

Solution:
End-to-end digital solution that captures requests, routes them for approval and generates payment files for bank transfers.
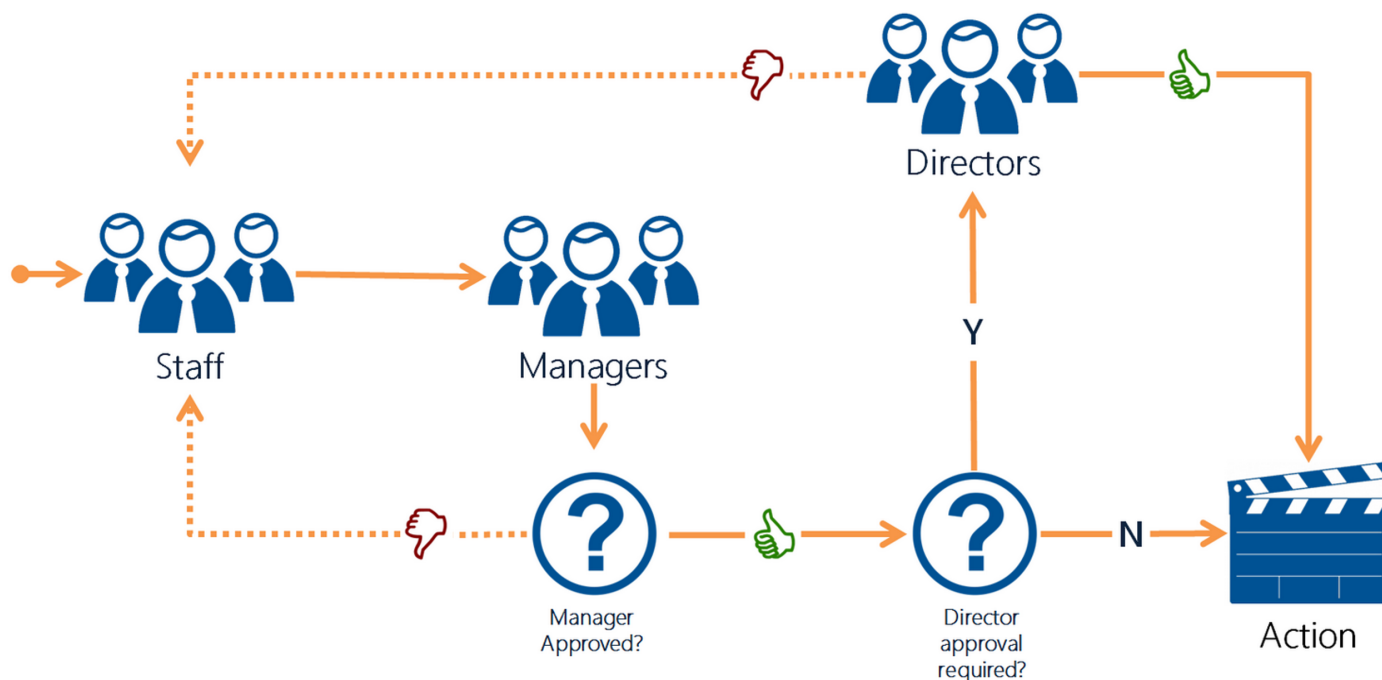
Before:
- Paper based process. No audit trails.
- Staff manually interpret and route payments for approval with over 20,0000 combinations of partner, expense category and account.
- Requests for approval piling up on people's desks with no follow up.

After:
- Digital solution with audit trails. Elimination of paper.
- Air tight controls on routing of approvals. Greater certainty around the payments to be made (and that each payment is legitimate).
- Live status reports and automated follow ups for items awaiting approval.

EXAMPLE WORKFLOW

USER INPUT

EMAIL BASED APPROVAL LINK

BUSINESS RULES

| What type of action is this? | Approve/Decline ▼ |

How long do recipients have to respond? `1` days `0` hours `0` mins

How many recipients must approve this confirmation for this step to succeed?

○ All   ⦿ Only   `1`

Do we want to collect feedback from recipients with this confirmation?

⦿ Yes   ○ No

	A	B	C	D	E
1	**Transaction Type**	**APPROVALS**			
2		**Min**	**Max**	**Authorising Manager**	**Authorising Director**
3	Commissions	$0	$10,000	joe.blogg@solvexia.com	-
4	Commissions	$10,001	$40,000	john.wu@solvexia.com	-
5	Commissions	$40,001	$75,000	georgina@solvexial.com	-
6	Commissions	$75,000	$200,000	tony@solvexia.com	sally.hienz@solvexia.com
7	GST	$0	$1,000	lisa@solvexia.com	-

STATUS REPORTS AND AUDIT LOGS

	A	B	C	D	E	F	G	H	I
1	Date Raised	Requested By	Transaction Type	From	To	Amount	Description	Status	Approver
2	10/10/2012	Michael	Commissions	1AX2 - St George	2AAB - NAB	$35,000.00	Commisions for Spencer account	Approved	John
3	10/10/2012	Karen	Commissions	2AAB - NAB	1AX2 - St George	$17,452.00	Commisions for Holder account	Declined	John
4	12/10/2012	Svetlana	GST	2AAB - NAB	1AX2 - St George	$ 231.00	GST for October	Approved	Natalie
5	13/10/2012	Chris	Premiums	1AX2 - St George	2AAB - NAB	$ 1,222.00	Premiums for Oct	Approved	Ronald
6	13/10/2012	Evan	Premiums	1AX2 - St George	2AAB - NAB	$ 1,452.43	Premiums 2	Approved	Ronald
7	13/10/2012	Anthony	GST	2AAB - NAB	1AX2 - St George	$32,253.00	GST for October	Waiting	Natalie
8	16/10/2012	Anne	Commissions	2AAB - NAB	1AX2 - St George	$23,333.00	Commissions for October	Approved	John
9	17/10/2012	Chris	Interest Fees	1AX2 - St George	2AAB - NAB	$ 1,119.24	Int. Fees - 1 of 2	Approved	Lisa

Version	Date of change	Changed by	Change summary
2	25 Oct 2012 18:14:21:783	guest.adem.turgut	New file (Authorisation rules.xlsx) was uploaded

KEY METRICS

INITIAL AUTOMATION DEPLOYED IN UNDER 3 MONTHS.

3 LEVELS OF AUTHORITY DELEGATION (UP TO SENIOR MANAGEMENT).

PROCESSES AROUND ~100 APPROVALS EACH MONTH.

AUTOMATION OF 100+ STEPS.

HANDLES 20,000+ DIFFERENT REQUEST COMBINATIONS THAT CAN INFLUENCE APPROVAL ROUTING.

INTRODUCTION OF NEW STATUS AND PERFORMANCE REPORTING ASSOCIATED WITH APPROVAL METRICS.

ABOUT SOLVEXIA

SolveXia is an automation, data management and analytics platform used by banks, general and life insurers and other companies. The tool is particularly well suited to complex and specialised processes that are repetitive and would otherwise rely on spreadsheets, Access databases or macros. Users automate processes by configuring a series of drag-and-drop "robots" capable of collecting, validating, transforming and calculating data.

SolveXia executes processes faster (at least 10x), produces more credible and consistent information and enforces transparency and audit controls. By doing so, organisations are more easily able to achieve strategic objectives in areas such as compliance, customer/partner engagement and risk-mitigation.