

BUSINESS PROCESS MANAGEMENT – CONSULTING SERVICE OFFERINGS



Banks & financial institutions are embarking to business process centric solutions for business agility and competitive advantage. These business processes will be enabled and controlled, typically in large and diverse IT landscape. In addition, changing regulations demand business to focus on centralized and unified approach to management of process centric solutions. As an implementation partner, Oracle Financial Services PrimeSourcing focuses on operating efficiencies and mitigation of associated risks for end-to-end business processes leveraging unified environment for Business Process Management and SOA initiatives.

OPTIMIZING BUSINESS PROCESSES TO IMPROVE EFFICIENCY

KEY FEATURES

- Banking domain expertise & technology competence
- Dedicated practice line for BPM and SOA
- Comprehensive solutions with Business Process Analysis (BPA) and Business Process Management (BPM) suite
- Fast track BPM with comprehensive offerings
- Process-centric SOA adoption methodology

KEY BENEFITS

- Proven methodology for implementation
- Reference to in-house process repository
- Re-usability & flexibility
- Oracle BPM implementation & our best practices provides consistent customer experience and increased visibility
- Support for multiple lines of business including Retail Banking, Corporate Banking, Payments, Capital Markets

Overview

Banks and financial institutions can achieve significant cost efficiencies by leveraging Business Process Management to streamline and integrate front, middle, and back office processes. An even greater benefit exists in the area of customer lifecycle management where Business Process Management can be used to improve customer servicing processes, integrate multiple channels seamlessly, and enhance service levels. The same can be said for risk and compliance operations.

However, while banks and financial institutions take business process centric initiatives, implementation phases should include operating efficiency models supporting cost effectiveness of running a process, quality of service and profitability through effective service management. Risks associated with the process and business is to be identified and mechanism for risk control / mitigation, are to be part of the implementation phase.

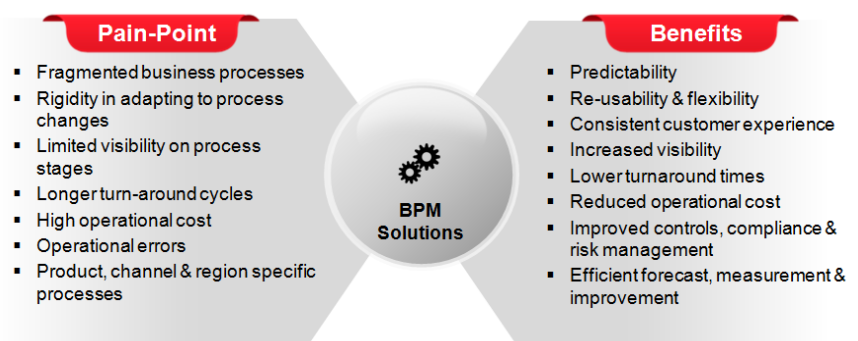


Figure 1. Key pain points alleviated by Business Process Management solutions with the benefits derived

POPULAR BANKING PROCESSES TO REALIZE ORACLE BPM ADVANTAGE

- Customer On boarding
- Loan Origination
- Supply Chain Financing
- Trade Finance
- OTC derivatives - on-boarding, Trade Entry, Wire Settlement, Clearing
- Credit Card Dispute Resolution
- Fraud detection (regulatory and compliance)
- Accounts Payable
- Order-to-Cash
- Product Life Cycle Management

RELATED SERVICES

The following services are available for Business Process Management Solutions –

- Business Process Modeling
- Business Process Transformation
- SOA Enablement
- Process Compliance

Oracle Financial Services PrimeSourcing provides enriched process designs and implementations with the above dimensions in view, following Oracle Unified Method during the lifecycle of the process implementation. Using Oracle BPM suite is a natural choice of the approach in managing end-to-end business processes with the following features that are well suited for banking & financial institutions to adopt process centric solutions

- Ability to work on same tools (views of relevance) for business analysts and IT developers.
- Ability to externalize business rules & policy decisions
- Ability to extend integrations through readily available adapters
- Unified runtime platform for Business Process Management and SOA
- Well integrated to business activity monitoring and access management

Services Offering

Oracle Financial Services PrimeSourcing provides quick-to-market services through Fast Track Business Process Management solutions - business & technology experts leverage in-house reference process-models; follow proven methodology, best practices, engineering framework, with pre-built accelerator for project jumpstart & execution.

Our services are rendered with holistic view to bring benefits for business, operations, IT and enterprise governance.

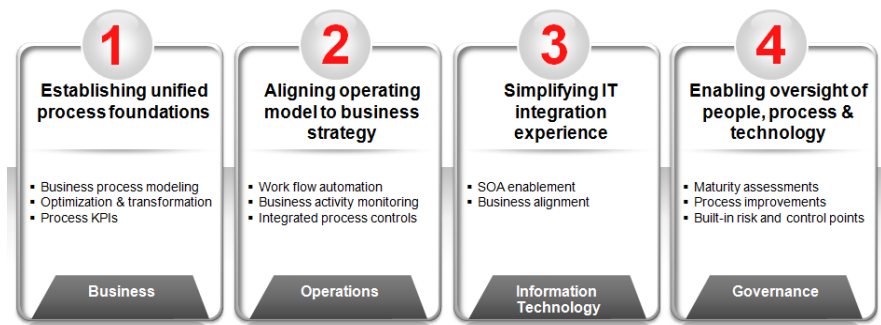


Figure 2. Consulting services in Business Process Management & SOA by Oracle Financial Services PrimeSourcing

Oracle Financial Services PrimeSourcing has the right expertise to partner and deliver key activities in every phase of the Enterprise wide transformations, to name a few

- Roadmaps & reference architecture
- Process requirements & gap analysis between TO-BE and AS-IS
- Services identification, definition & re-use
- Governance planning & management
- Processes & services implementation
- Application/System integration & security
- Deployment planning & topologies
- System & integration testing, UAT, test automation
- DR planning & continuity of business

Shown below is the benefit metrics derived from an enterprise transformation exercise carried out with a large Investment bank during planning, design and implementation phases

Operational efficiency benefit resulting out of business process analysis during initiative	▶	Enrollment process time reduced from 8 hour (1 business day in all) to 25 minutes
Reduced Development Efforts and Costs associated with Interface development	▶	Significant reduction in Interface development effort from 64 interfaces to 8
Reduced Enhancement Efforts and Costs due to component strategy	▶	Reduced enhancement times approximately to 1/8 th of effort otherwise expended
Significant reductions in Design due to Model-To-Implementation Approach	▶	50% reduction in design effort due to closely tied requirements thru design within tool
Process Governance contributing to ease of maintenance and increased process reuse	▶	25% process reuse in other front office visible process automation initiatives
High reuse factor in multichannel component development due to Channel Agnosticism	▶	Channel agnostic common process layer increased component reuse by 25%
Ease of generation and keeping current Functional Requirements/ Design documents	▶	60% of Functional Requirements and Design documentation is generated using the tool

Figure 3. Illustrative tangible benefits observed from a past engagement

Oracle Financial Services PrimeSourcing – YOUR Implementation PARTNER FOR BPM & SOA

As the banking & financial institutes aggressively embrace the business process centric solutions and new technologies with rapidly introducing products and services to stay competent, their implementable solution has to facilitate operational efficiencies and mitigating risks to benefit with lower TCO and higher serviceability.

Oracle Financial Services has adopted an integrated “Practitioners” approach with business and technology best practices based on its deep domain expertise and rich experience in delivering technology solutions.




Being 100% focus in banking and financial services domain for past 25 years, and having minimum of 8 years as average consultant experience in the space, Oracle Financial Services PrimeSourcing is committed to guide banks in implementing BPM & SOA and meet their business objectives, business to IT alignment, benefit with improved operational efficiencies and risk mitigation.

CONTACT US

For more information about Oracle Financial Services PrimeSourcing, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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Hardware and Software, Engineered to Work Together

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