

## ORACLE (OFSS) BPO SERVICES INC.

### KEY FEATURES

- Exclusive focus on Financial Services Industry
- Complex process management capability utilizing the best shores delivery model
- Highly experienced staff & management leading to faster ramp up time and lower investment
- Flexible engagement model allows outsourcing of some or all components of a process
- Continuous Process Improvements

### KEY BENEFITS

- Reduced costs
- Transformational approach to deliver value beyond labor arbitrage
- End-to-end Quality Engagement
- Process optimization & improvement using Six Sigma methodology
- Real-time oversight of processes through Process Dashboards

Oracle Financial Services Software BPO, a subsidiary of - Oracle Financial Services Software excels in providing cost-effective and high-quality Business Process Outsourcing services to banking and financial services industries worldwide. The Oracle Financial Services Software BPO team comprises of experienced Six Sigma certified leaders in the BPO space having rich domain experience in Capital Markets, Lending, Mortgage, Auto Finance, Corporate Banking, Credit Cards, Real Estate and Insurance space. Using a combination of process expertise, onshore and offshore resources and Six Sigma quality management rigors, Oracle Financial Services Software BPO typically provides a significant cost reduction, process quality improvement and 7x24 operations.

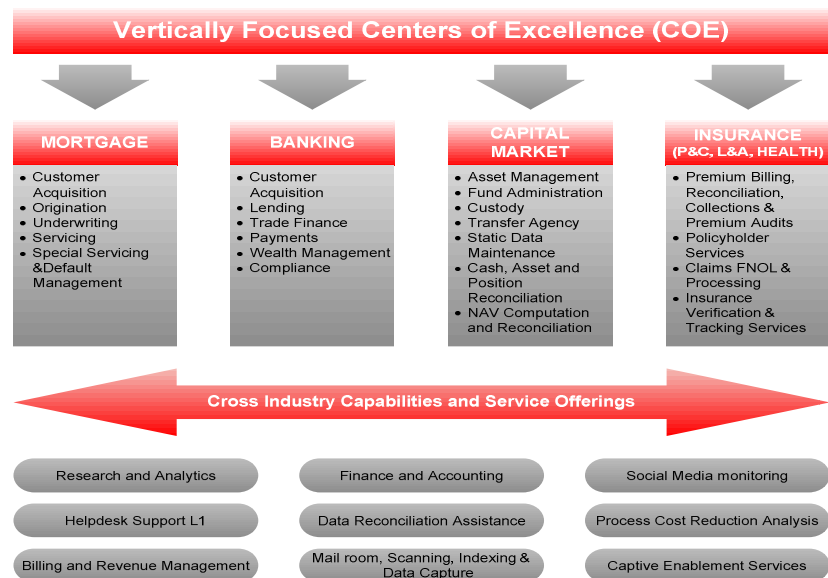


Figure 1: ORACLE FINANCIAL SERVICES SOFTWARE BPO Capabilities

### Why Oracle Financial Services Software BPO?

Our unrivalled expertise in the financial services domain makes us the best BPO partner. Leveraging our pool of seasoned experts, experienced in 'back-office and voice' capabilities, due diligence and stringent monitoring practices, we deliver strategic business value to our global clients – all this backed by a strong six-sigma driven transition and process improvement methodology.

We help you focus on your core functions that are critical to your profitability while we manage your people-intensive functions through a significantly reduced cost structure. Our model automates your business processes hence enhancing efficiencies, enabling you to preserve business controls, mitigate operational risks and increase customer service levels.

### Learn More about Services

**MORTGAGE:** Oracle Financial Services Software BPO's comprehensive end-to-end mortgage services are designed to equip mortgage banks to deal effectively with a heightened

delinquency environment, mounting scrutiny from regulatory bodies and rating agencies, fluctuating business volumes, heightened fraud risk, and shrinking margins. A leader in the mortgage process outsourcing space, Oracle Financial Services BPO, has been helping mortgage banks for ten years to reduce the turn-around-time of their resource-intensive functions while gaining efficiencies, reducing costs and allowing banks to focus on revenue generation activities.

**BANKING:** Oracle Financial Services Software BPO understands the current marketplace and uses its industry expertise and technology capabilities to acclimatize to your strategic goals and unique business requirements. We leverage Oracle Industry Reference Model for Banking (IRM), which is a comprehensive repository of pre-engineered generic processes for banking and capital markets based on the wealth of experience gained in the financial sector. Organized by process areas, our IRM enabled BPO services leverage best practices across business lines and help our customers in their approach towards transformation, using a business process management approach, resulting in a gain in efficiencies and cost savings.

**CAPITAL MARKETS:** Oracle Financial Services Software BPO provides innovative solutions to the Asset Management, Custodian and Fund Administration industry through an intelligent mix of business processes and technology, designed specifically to address your current and anticipated challenges. Our understanding of capital market technologies and processes along with the Industry Reference Model for Capital Markets (IRM) that provides a comprehensive process framework for operation centers with a ready repository of processes for capital markets has helped us to be recognized as value providers. Our capital market solutions are engineered to deliver business impact by increasing operational efficiency, enabling more effective customer management, improving quality standards and lowering operational risk.

**INSURANCE:** Oracle Financial Services Software BPO distinguishes itself by providing transformational outsourcing services to insurance providers that improve operational effectiveness and accelerate the turn-around-time in order to enhance your customer experience. Our experience of running six sigma quality operations, domain knowledge, access to proven process models and technology innovation helps in streamlining your day-to-day administrative functions while enabling a robust and an agile operational organization for the longer term. Our state of the art service centers that offer new business and underwriting support, claim processing, policy owner services, premium collection & billing to name a few allows you to leverage skilled staff, gain efficiencies under a significantly reduced cost structure.

## Contact Us]

For more information about Mortgage Services, visit [oracle.com](http://oracle.com)



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**Hardware and Software, Engineered to Work Together**