

DataFlo

Streamline, Track, Improve your Processes
- in Real Time

Effective Management of Business Processes is not only Essential, but also CRITICAL for your Organization's Growth

Managing voluminous, unstructured information related to your processes can be a challenging and time-consuming task, especially when they originate from multiple locations, and are document-intensive. Your processes have to work in a seamless, unified and strategic manner to meet mission-critical and daily business assessment requirements.

In such a scenario, it becomes essential for you to centralize back-office operations by creating specialized business processing hubs at various strategic locations. This not only allows you to optimize cost and operational efficiencies at various regions, but also ensures specialized skills and economies of scale that centralized, or quasi-centralized operations provide. If a workflow involves a series of sequential or even parallel tasks executed by many employees over a given time span, effectively monitoring its progress can be difficult in the absence of proper documentation. Business rules may not be easily obtainable, may change regularly, making it complicated to utilize them.

DataFlo – Addresses your Challenges, Enhances Opportunities

We understand that Business Process Management (BPM) is about making things better for you. It's about making your business more competitive and profitable.

DataFlo, our BPM Solution, works perfectly in tandem with DataScan.Online, our Enterprise Document Content Management System for the Web.

The solution, which can also be used with other content management solutions, gives you the ability to move huge volume of information, primarily digital forms of paper documents from points of business origin to processing hubs and back. It allows for run-time monitoring of transactions and processes - essential for proactive client servicing and resource utilization tracking by process managers. From modeling to business activity monitoring, DataFlo covers the entire range of your BPM needs.

DataFlo comes with a set of powerful content-centric workflow management capabilities, to streamline your processes that combine content with transactions - whether routing a document for peer review and approval, or processing a loan / claims application involving dozens of people and hundreds of steps. It is developed using latest Microsoft based .NET technology for seamless operation and can be accessed using any standard browser, thus enabling data capture / approval anytime anywhere in the world. It helps in facilitating the building up, streamlining, tracking and improving your processes in real time.

A number of organizations worldwide have been using DataFlo for over 12 years without facing any business downtime till date.



Quick Way to Achieve Easier Workflow Processes

- Meets the customized requirements of focused workgroups and all cross-functional teams throughout the enterprises
- Simulates and automates the real-world requirement for high-end workflow processing, while minimizing the overheads of their development, deployment and other administration costs
- Enables rich end-user (desktop-like) experience on the Web
- Ensures speedy operations, higher productivity, lower costs, and also a secure environment

How your Business Stands to Gain

Web Services (SOA) Integration

DataFlo's Web Services, offered through SOAP Toolkits, enable writing scripting layers at the outermost layers to integrate and communicate with various third party applications and databases. Built-in DataScan.Online components could be used to develop applications to work with complete and archived transactions.

Scalability

DataFlo is designed for enterprise-wide deployment with capability to scale up components like products, processes, branches across geographies, teams, users, business rules, documents, transactions, etc.

Custom-defined Reports and MIS

Apart from system generated out-of-the-box reports, the system can generate customized reports based on user requirements as the database is published. Reports are generated through SQL queries and Crystal Reports.

Database Independent

DataFlo supports Oracle and Microsoft SQL Server. Support for other databases can also be built into it, if required.

Integrated with Document Management Systems

DataFlo runs on top of the high-capacity document management engine, which provides fault-tolerance and scalability through advanced features such as caching, thread-pooling, persistence and support for load-balancing and clustering.

Compatible with Intranet / Internet Environments

DataFlo can be integrated with different Intranet / Internet environments.

No Programming, No Coding

DataFlo is completely business-user oriented, and supplies multiple tools that not just enable but also helps your non-technical users in creating and implementing the business processes they need.

Reliable

It offers full integration with Microsoft systems like Exchange Server and MS Office suites.

Robust and Scalable

DataFlo accommodates layouts that range from single servers to Networked Load Balancing clusters, and is able to cope with large loads, thousands of processes and users.

Flexible Interface

DataFlo is designed to integrate smoothly with all external systems and databases. Users can access data from external systems, import information from external sources and integrate it to external systems through Web-services.

Rich Features Provide Business Value

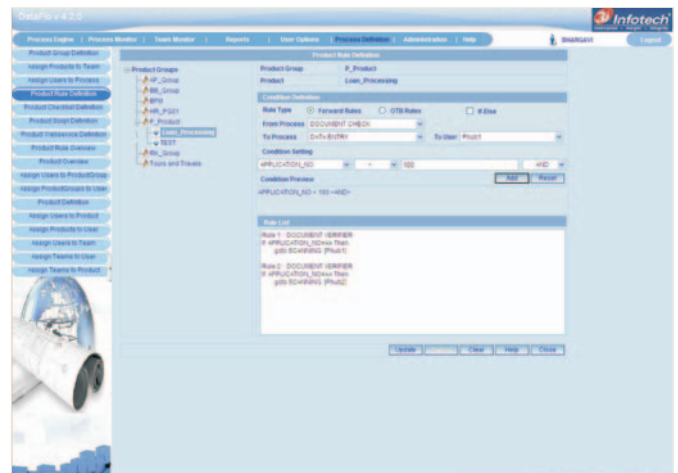
Process Design and Development Tools

DataFlo has a user-friendly process definition interface to define or modify the process with ease. It provides you with a convenient and easy to understand tool to design the processes, the stages it consists of, the activities they consist of, the forms that provide process participants with information and approval actions at each stage and their participating users' definition.



Rule-Based Work Allocation

Percentage-based or Rule-based work allocation can be done through the AutoFlo module. The work items are distributed among process participants automatically through polling utility. Business rules for designing dynamic workflows facilitates configuring transaction routing rules, user / team based rules, content quantity / quantity rules, and distribution rules based on percentage.



Resource Scheduling

Business process can be processed across geographical boundaries across different time zones. They are also conducted in countries with different cultures, holidays, weekends and working hours. Over Due alerts, Login & Logout Time, Lead Time and Lag Time with Training Time and Break Time are recorded.

Menu Level Rights

Users can be allotted menu level rights at the time of user creation. Access and editing rights are enforced based on user and role-based privileges, which are in turn, are based on tasks and hierarchy.

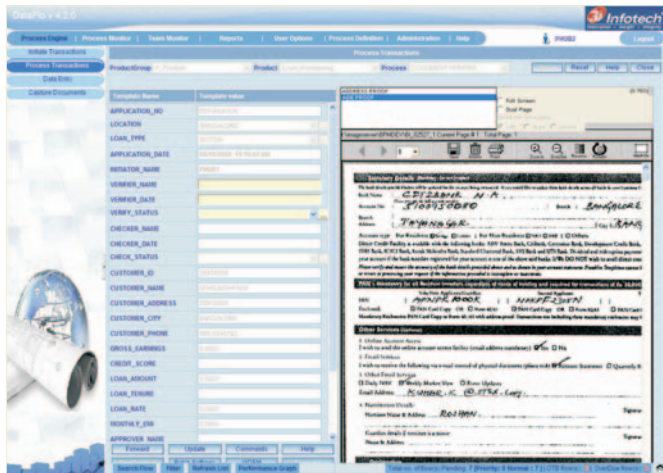
Streamlined Management of Workflows

Auto Initiation from Remote folder or FTP

Pulls the transaction from local batch, remote folder or FTP and induces them into the workflow engine for hub processing.

Capturing and Auto Indexing

The workflow engine supports unique snippet-based integrated data capture utility enabling OMR, OCR, ICR based text recognition.

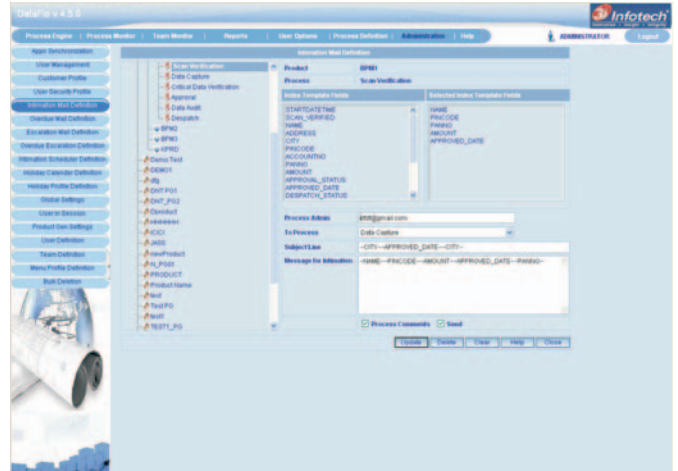


Forms Recognition

This functionality is pre set as per the processes that are created. Each product deals with a particular set of forms. For example, an insurance claims transaction would be conducted over the Insurance Claim product and the Claim form would be automatically recognized after being inducted in the process through scanning.

Process Accuracy

For typed documents and capital handwriting as placed in structured forms, it is seen that the accuracy can be to the tune of 80 to 95%, based on the quality of the physical document. For handwriting, the accuracy drops to 40 -50 % but can be improved with advanced heuristics and validations.



Processes Escalation

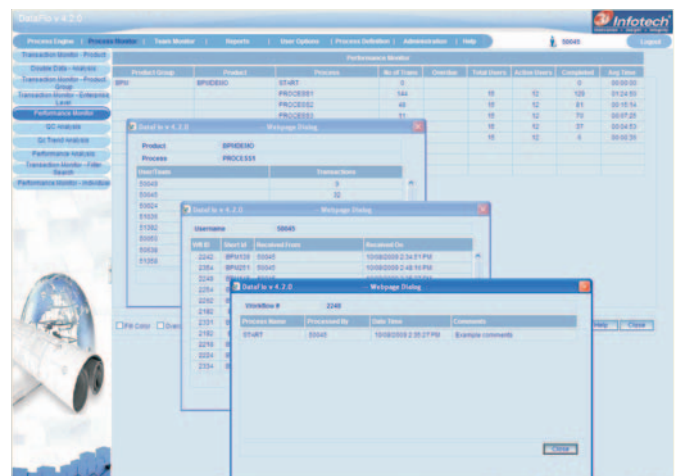
The system has inbuilt special mailboxes - Pending, Suspend and Exceptions. Users can escalate their workflow accordingly to any of these mailboxes. Also for a pending process, users can define whether the escalated transaction shall come back to him or it should go to their supervisors after a certain time flag.

Manual or Automatic Allocation and Reallocation of Transaction

Allows manual and automated distribution of transactions. Enables users to do percentage-based automatic allocation, selective and bulk allocation, user-based and global allocation, and allocation based on business rules.

Real-time Performance Dashboards

DataFlo incorporates features like Dashboard Performance Monitor, Transaction Progress & Queue Status, Run time monitoring of floor activities, Resource Allocation Queue on the fly, search on active and archived transactions.



Data Entry in a Third Party Application with Split Screen Facility

Data can be captured directly into applications like an ERP or a CBS. IADEM can be applied even in external data-entry environment.

IADEM (Image Aided Data Entry Module)

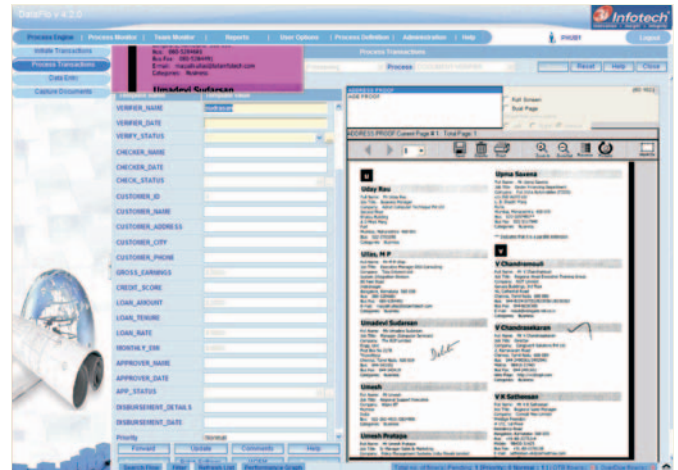
If the data is entered from images of standard pre-defined forms, the IADEM allows the relevant portion of the image of the template field to be enhanced, whenever the cursor is at a particular template field. This reduces the eyeball movement and substantially improves the performance curve.

Double Keying of Data

Critical fields can be re-keyed into an additional process called Double Data Entry (DDE). In case of any ambiguity with its original entry records, a system-generated stage called Double Data Check (DDC) is initiated and a higher-level manager is expected to take the call on the discrepancies by making a fresh and final entry.

Quality Control

QC process ensures analyzes of data accuracy, by computing the higher-level complex event aggregates, thresholds and root-cause behavior identification, etc. This can be used as an HR training need assessment analysis.



Parallel Processing

All kinds of documents would have sections, which though related, could require different skills. A single work could be split into multiple zones and allotted to specific user(s) or group(s).



About 3i Infotech

- 3i Infotech is a global Information Technology Company with a revenue of USD 500 million
- The Company was promoted in 1999 by the NYSE-listed ICICI Bank, India's largest private sector bank
- The Company's quality certifications include SEI CMMI Level 5 for Software business, ISO 9001:2000 for BPO, ISO/IEC 27001:2005 for Data Center Operations and ISO/IEC 20000-1:2005 for Data Center Management Services
- More than 13500 employees
- One of the top 4 Indian software product companies (*)
- The fastest growing Indian software product company in 2004-05, with respect to both domestic and overseas software product sales (*)
- One of the top 13 Indian IT companies (*) - (excluding foreign and hardware companies)
- Over 1500 customers in more than 50 countries across 5 continents
- Offices across 14 countries
- State-of-the-art development centers in Mumbai, Chennai, Bangalore, Kochi, Kuala Lumpur, Dubai and New Jersey
- Rhyme Systems (Subsidiary of 3i Infotech) won the Systems in the City Award for "Superior Customer Service" for the 3rd Consecutive Year (2007, 2008 & 2009), London, April 2009
- Dr. Chris Potts, President and CEO, 3i Infotech - Western Europe and Rhyme Systems, won the Systems in the City Award for the "Highest Rated CEO", London, April 2009
- 3i Infotech, Asia Pacific won the 'Best Independent Software Vendor (ISV) - 2008' award, presented by Oracle Corporation, January 2009
- Winner of the Research & Innovation Award 2008 for Kastle Fraud Detection and Management Solution by Hyderabad Software Exporter's Association (HYSEA)
- Oracle Corporation has awarded 3i Infotech, Asia Pacific the 'Independent Software Vendor Partner of the Year 2008' award, September 2008
- The Meritorious Defense Partner Award received from the Ministry of Defense (MINDEF), Government of Singapore, at the Total Defense Award ceremony for meaningful contribution to fulfill Corporate Social Responsibilities, July 2008
- Received the Award for Best Technology Company from the Middle East Business Forum at the Takaful Awards, July, 2008
- Our e-Tax filing system, Taxsmile, was rated India's best website for filing tax returns, by India's well known computer magazine PC World, June 2008
- Won the Partner of the Year - 2008 award at the Oracle India Partner Forum, Hyderabad, April 2008
- Winner of the Integrity Partner Award from HP Singapore - 2008
- Winner of Best e-Gov System Integrator Award at the 4th Dataquest e-Gov Summit - 2008
- Our Malaysian unit of Asia Pacific geography won the "IBM Strategic Partner 2007"
- Winner of Oracle's UK Technology Partner of the Year at the Oracle's annual Business Partner Awards - 2007
- Winner of Frost and Sullivan Growth Strategy Leadership Award for Mid-Market Enterprise Application - 2007
- Winner of Independent Software Vendor (ISV) Award from Oracle - 2007
- Winner of Service Provider of the Year at the 5th Annual Australian Banking & Finance - Insurance Awards function - 2007
- Oracle Corporation has awarded 3i Infotech - APAC geography the "Most Significant Deal in FY07" Award
- Kastle Universal Lending ranked 4th in the lending category of IBS Sales League Table - 2007 & 2008
- Winner of Asia Insurance Industry Award for Service Provider of the Year, 2005 and 2006. Only company to have won this award for the 2nd successive year in the "Services Provider of the Year" category
- Winner of Oracle Top Contributor in FSI (Financial Services & Insurance) Sector Award for ISV - 2006
- Winner of Best Software Product Award - 2006 for AMLOCK by Hyderabad Software Exporter's Association (HYSEA)

(*) **Source:** Dataquest Special Issue: Industry Overview



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