

# Process Management Services



Processes such as client onboarding, account opening, KYC, and AML can be time-consuming and complex. Traditional, paper-based methods are inefficient and error-prone. Automation through Artificial Intelligence (AI) is critical to improving and personalizing the client experience, standardizing and streamlining sales and client service activities, and decreasing the cost of internal operations. This helps users complete sales, service, and regulatory processes faster and more accurately.

Companies face a number of challenges when automating business processes:

- Constantly evolving business rules and requirements create a heavy workload for IT and increase operational costs.
- Lack of integration with data sources leads to redundant data entry.
- Toggling between systems to enter and confirm data significantly slows down processing and creates room for error in data entry, review, and processing.
- Generic tools do not support complex business scenarios.

Companies invest time and money developing complex and proprietary procedures but often have limited success rolling these out to the business. Without sufficient automation and integration with existing systems and data stores, users find the processes unclear, inefficient, and error-prone.

NexJ's Process Management Services are powered by SmartForms and Workflows, which enable effective and efficient Business Process Automation. This allows companies to quickly automate complex and tedious client-centric business processes and integrate them with their existing systems and data stores to increase efficiency and productivity, improve the client experience, and reduce operational costs.

## Key Benefits

- **Provide a personalized and efficient client experience** by leveraging dynamically branching forms to tailor processes to specific needs
- **Guide front-line users through intelligent workflows** that automate key steps so they can focus on clients rather than processes and requirements
- **Enforce consistent, compliant data collection and review** with embedded regulatory-mandated data entry rules, validations, and intelligence due diligence checks
- **Stay ahead of the curve and futureproof your investment** with business-side tools for maintaining and modifying workflows that reduce dependency on IT

The screenshot shows a web application interface for an "Assessment for Tim Lamont". At the top, there's a blue header bar with the title and a close button. Below the header, there are three tabs: "FORM", "STEPS", and "RELATED TASKS". The "FORM" tab is active, showing a list of nine steps on the left: 1. Primary Account Holder Details, 2. Needs Analysis, 3. Assets Liability, 4. Income, 5. Spending, 6. Investment Objectives, 7. Knowledge & Experience, 8. Risk Tolerance, and 9. Risk Ability. The main content area is titled "Welcome" and contains an "Introduction" section. It includes a welcome message and a diagram showing the three main phases of the Client Onboarding Process: Client Profile, Investment Strategy, and Account Set-up, connected by a large curved arrow. At the bottom, there are four buttons: "PREVIOUS", "DOCK", "SAVE", and "NEXT".

## Dynamic and Guided Data Entry

SmartForms guide users through the data capture process, dynamically presenting applicable fields and forms in response to the data input and the existing customer profile. With Process Management Services:

- Pages tailor themselves right on screen to focus and guide the users' actions as they answer a series of questions.
- Processes conditionally branch out to common sub-flows.
- Firms can reduce operational risk by ensuring that users are compliant with the rules set out by administration and that the business process is followed consistently.

## Seamless Integration to Existing Systems

By exposing system data in business processes, administrators are actually creating fully integrated data entry forms and leveraging their Comprehensive Customer View. With Process Management Services:

- The latest data is automatically pulled in from integrated data stores at the start of the process.
- The time and risk associated with manual re-entry of data into the business process is avoided.
- Additional integrations can be invoked to dynamically process or retrieve data based on input.
- Once approved, data is synchronized back to integrated data stores, rather than locking the data away, so that it can be leveraged by other users throughout the firm.

## Rule-Driven Approval Routing and Actions

Business-side system administrators can setup approvals and actions predicated on the users' answers during data entry. Rule-driven workflows:

- Allow for the dynamic routing of approvals depending on the scenario and input data.
- Enable actions to be set up to conditionally create emails, tasks, follow-ups, and more pre- or post-approval.
- Invoke any exposed integrations to trigger actions and notifications in remote systems.

To learn more, visit [www.nexj.com](http://www.nexj.com) or email [info@nexj.com](mailto:info@nexj.com)



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## About NexJ Systems

NexJ Systems is the pioneer of Intelligent Customer Management. Our award-winning CRM is designed to help Wealth Management, Private Banking, Corporate and Commercial Banking, and Insurance firms revolutionize their business. Powered by artificial intelligence, our products help drive productivity, boost client engagement, and increase revenue. With users in over 60 countries, our customers benefit from our deep expertise across financial services verticals, strategic investment in innovation, and commitment to their success.

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