



OPTIMIZE BUSINESS PRACTICES WITH BUSINESS PROCESS MANAGEMENT SOLUTIONS

CONCORD'S BPM EXPERIENCE AND EXPERTISE CAN HELP IMPROVE YOUR CORPORATE PERFORMANCE

BPM SOLUTION SPACE	INDUSTRY	SUMMARY
Purchase Order Approvals	Energy	<ul style="list-style-type: none"> • Workflow focused on approval processes for purchase orders generated in Maximo. • Solution featured extensive UI customizations and externalized/hot-swappable validation rule mechanisms for enforcing changing interface contracts between the workflow system and the source asset management system.
Credit Card Applications	Financial Services	<ul style="list-style-type: none"> • Workflow focused on credit card application and approval processes within branded corporate card issuance product lines. • Solution mediated between customer user input, bank staff review and approval processes, within in-house and third-party host systems of record.
Case Management (CSR, Field Service, Call Center)	Healthcare	<ul style="list-style-type: none"> • Workflow focused on enabling customer interaction in a client's call center. • Solution enabled full traceability of each customer call, faster resolution for inquiries, appeals and information requests.
Order Management	Telecommunications	<ul style="list-style-type: none"> • Workflow focused on fulfilling customer orders for market-specific device/plan/service bundles. • Solution expedited fulfillment of orders and compressed fulfillment and routing times by more than 60% of time elapsed.



CONCORD



BPM SOLUTION SPACE	INDUSTRY	SUMMARY
Prior Authorization Decisioning	Healthcare	<ul style="list-style-type: none">• Workflow focused on pulling data into a single source and applying business rules to automate decisioning process.• Solution increased efficiency and streamlined clinical review prior to authorization process.
Manual Claims Intake	Healthcare	<ul style="list-style-type: none">• Workflow included digitization, validation and application of business rules for mailed and faxed claims.• Solution decreased claims processing time and eliminated a legacy paper-based system.
Credit Card Branding	Financial Services	<ul style="list-style-type: none">• Workflow focused on integrating a web application that allowed customers to customize credit card logos with the BPM tool to govern the process.• Solution provided a seamless integration between two formerly disjointed services and efficiencies gained resulted in faster customer delivery.
Payment Orders Approval	Financial Services	<ul style="list-style-type: none">• Workflow focused on integrating a web application that allowed internal users to manually approve payment documents.• Solution provided integrated processing of payments from Image Capture services, which streamlined customer payment approval.

