



Jul – Sep 2008: An update from BISIL

Bala Cynwyd, PA, Oct 2008 (BISIL) – In Q3'08 we implemented projects that demonstrated Enj's capability of keeping processes 'evergreen'. Many of our clients changed and evolved their existing processes – as implemented on Enj, and enhanced them to reflect changed realities and requirements. In addition to this, Enj deployments at various clients were expanded by adding new processes. Q3'08 also saw instances Enj being used very effectively by end-users themselves to handle their routine as well as specialized requirements.

About Enj

Enj is a leading Business Process Management (BPM) product from BISIL that enables organizations to automate and manage business processes.

BISIL's Enj is a comprehensive Enterprise Business Process Management Platform that enables organizations to attain a higher level of agility and efficiency by helping automate processes as well as providing a system to govern and monitor the efficiency of the processes employed. Enj incorporates a full business process life-cycle connecting "people with people", "systems with people" and "systems with systems". It combines capabilities of Work Flow, Transaction Management, and Document Management in one system that is browser-based, user friendly, scalable, and has a service oriented architecture (SOA).

Contact Details

Savita Pathak spathak@bisil.com
Bala Pointe Office Center
111, Presidential Boulevard, Suite 246
Bala Cynwyd, PA 19004

Know Your Customer – KYC Process evolution

After 'go-live' of the KYC processes at a Retail Financial Services organization some real life scenarios which were not envisaged or were not deemed important at the time of conceptualizing the process came to the front. The fact that the client had added new lines of businesses also played a role in changing and expanding the requirements from the Enj-KYC solution.

Enj's capability to keep the processes 'evergreen' made possible to make quick changes to the processes and adapt them to the new environment. This also included designing and implementing new reports and queries that integrated with enterprise legacy systems.

Growing Implementations

Enj has the inherent flexibility to facilitate addition of new processes as the client organizations become increasingly exposed to previous Enj deployments.

For example, existing installations of Enj saw new processes being added, some of these new processes were:

- Travel Authorization process in a manufacturing organization- the immediate objective was to control a few categories of travel costs.
- Service Request Tracking process – designed to automate and systematize various types of internal service requests. The service requests are routed appropriately based on the type of request. Implementation of this process gave the necessary visibility of the status of their requests to the users.
- Integration of processes across different locations.

Empowering Users

Increasingly dedicated Enj configuration teams are being formed in various client organizations. These teams empower the users to configure more Enj based processes and leverage the product effectively and completely to address organizational process automation needs.

The establishment of User organization teams has also meant a faster rate of expansion of Enj based processes at these client sites.

New areas

Some of the areas where Enj was used in Q3'08:

- Managing consumer disclosures of mortgage and term loans, credit review and appraisal, gathering required documentation and final approval by loan officer
- A solution for making decisions based upon process flow analysis, what if scenarios, and optimization goals.
- Use of Enj for an Auction solution in the commodities marketplace. The solution is a comprehensive one and includes various processes from fulfillment and support to accounting and tracking.

Product Enhancements

Transact

- Enhancement to ensure feature set compatibility across browsers
- Addition to character set handling capabilities like – case sensitivity, special characters and date formats. These features significantly expand Enj's transaction processing capabilities.
- A higher level of sophistication in managing forms and changes in forms.
- Significant expansion in routing rules, and example is the ability of Enj to route items across to multiple roles and users based on rules.

Reports

- The reporting module has been brought under the ambit of Ajax technologies. This has had a many fold effect. Not only has it increased the speed of reports but it has provided many additional features that make report generation, viewing, filtering, sorting, pagination much more elegant and simple

Designer

- Expanding the number of identifying attributes that can be specified for a transaction. This makes Enj much more user friendly

Personalization

- Expanded the scope of personalization to include attributes like refresh frequency rates for Inbox and Reports