

# INFOSYS BPM DIGITAL

Empowering  
you to cash  
on digital  
opportunities



Digital has emerged as a pack of possibilities, connecting the enterprise with stakeholders like never before. As a business leader today, you have the tools to connect and engage more meaningfully with consumers, partners, and employees. Connected devices and the explosion of data ensure that more digital opportunities open up every minute.

Process digitization helps large enterprises to not just automate and digitize their process, but bring organizational silos on a common platform and leverage new-age technologies such as cloud and IoT to their fullest.

## Explore the best of technology with Infosys BPM Digital

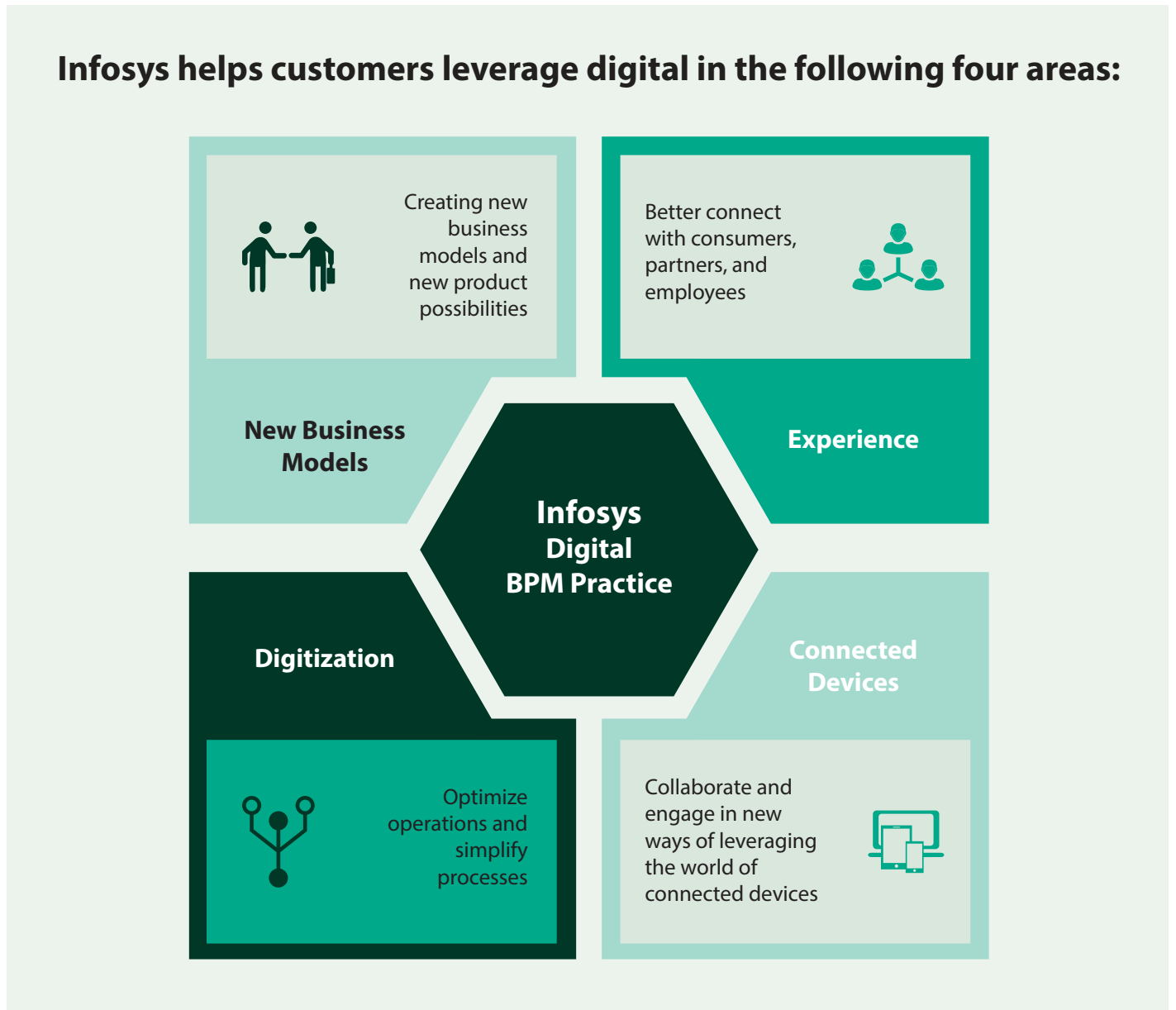
With Infosys BPM Digital on your side, you can:

- Create and manage unified customer journeys across the world of connected devices to build loyalty and improve cross-sell and upsell possibilities
- Increase revenue and profitability through next-generation, omnichannel commerce platforms and digitize your complete supply chain
- Build a creative and adaptive enterprise by ensuring seamless integration and orchestration of business processes
- Integrate cross-channel devices and stakeholders by designing, implementing, and managing APIs across your disparate systems
- Strengthen core enterprise functions using scalable and adaptable cloud-based SaaS offerings



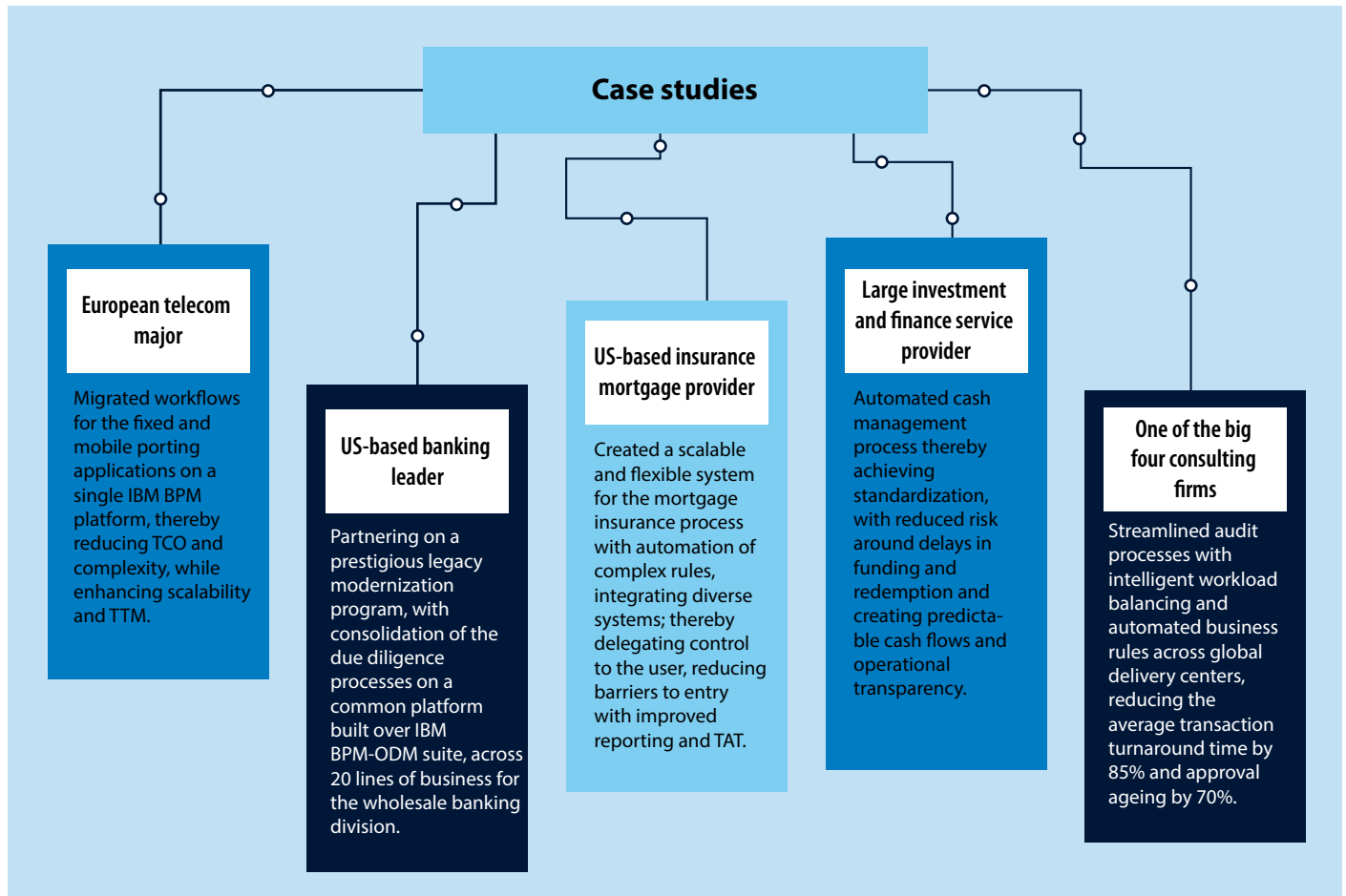
# Leverage BPM to unlock the value in digital opportunities

Draw benefits from our structured offering and approach across four key areas:



Within each of these four areas, we leverage the power of packaged solutions, fueled by imagination and backed by the Infosys promise of resilient execution to solve your business challenges.

## Our recent successes



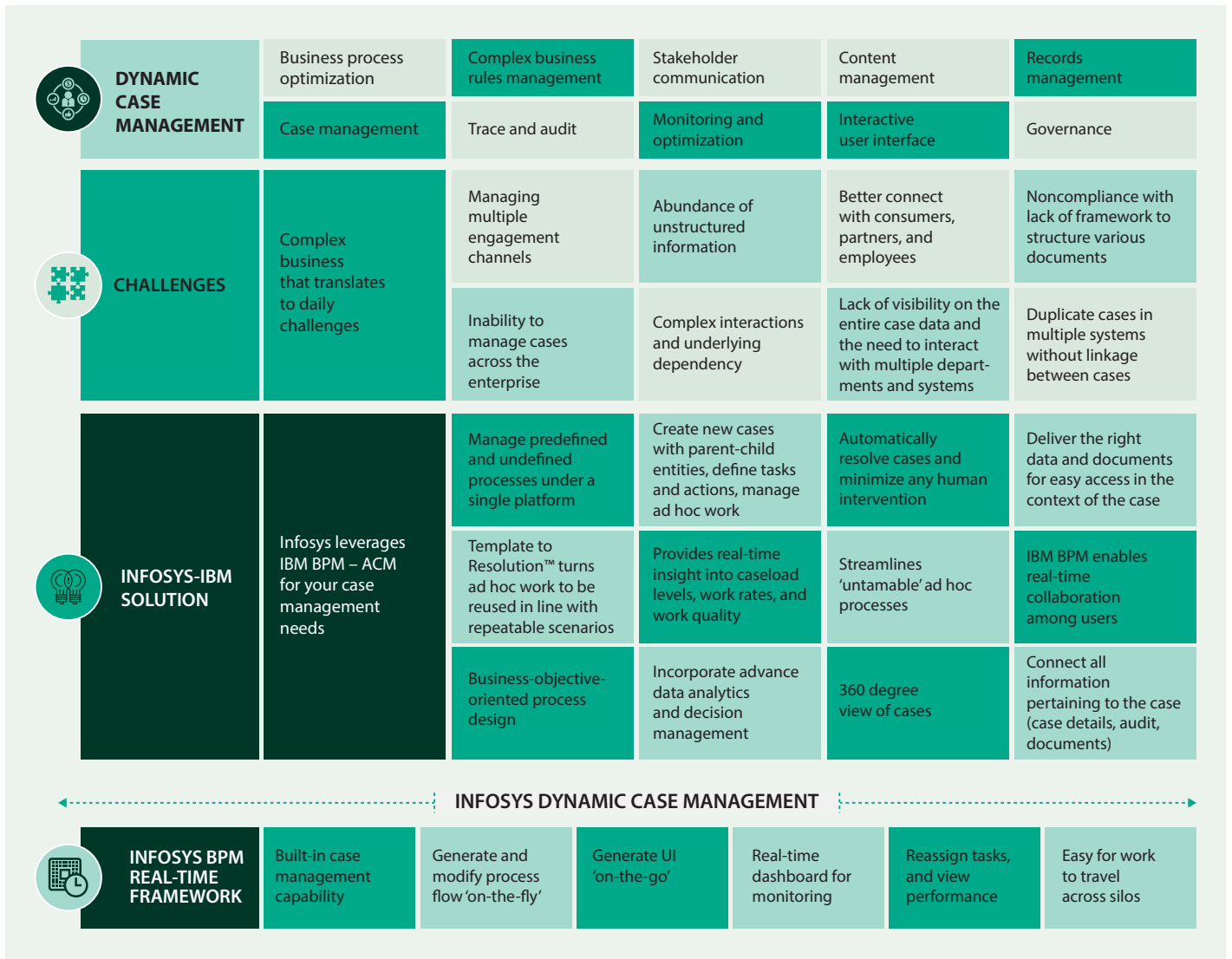
## Infosys BPM REAL TIME (InBPMRT) framework

**InBPMRT** is an intelligent case management framework which works best with IBM BPM, a powerful BPM engine. Together they can easily manage the complex and changing processes.

The **InBPMRT** approach is highly effective in tackling some of the contemporary business process management problems. The framework includes solution design which allows for customization to address specific business needs.

## InBPMRT framework highlights

- Accelerated solution that leverages IBM BPM platform to manage 'untamed' business processes
- On-demand solution for unstructured, complex problems, driving customer satisfaction
- Provides the ability to simultaneously manage complex business processes and ad hoc requests on-the-go
- Provides a pre-built framework which enables dynamic process definition for unforeseen scenarios
- Provides the ability to respond and act in real time, and generate and modify process flows 'on-the-fly'
- Combines automation of work and social collaboration
- Enables access across devices with responsive user experiences
- Helps increase employee productivity with improved visibility and process control via real-time process modification



## Infosys Complaint Management Solution (InCMS)

InCMS strengthens the complaint management process by providing a unified platform for end customers to manage their complaints and at the same time, for the customer service representatives (CSRs) to manage the complaint life cycle and provide real-time visibility on complaint cases to the customer, CSR, managers, and back office.

Our solution leverages mobility and the IBM BPM platform with case management and next-best action capabilities to enable CSRs to resolve complaints and manage complaint cases end-to-end in a centralized and controlled environment. With pre-built, configurable, and intent-driven dispute workflows to address key industry complaint and dispute types, our solution provides real-time visibility into complaint cases both to

the customer on the mobile platform, the CSR, and their managers. It can also adapt to changing regulations. InCMS can integrate with various core applications within the complaint management and the merchant landscape, and can be extended to integrate with other backend applications. This ensures a 360 degree view of the complaint case to the case manager, CSR, and the management.

## InCMS solution highlights

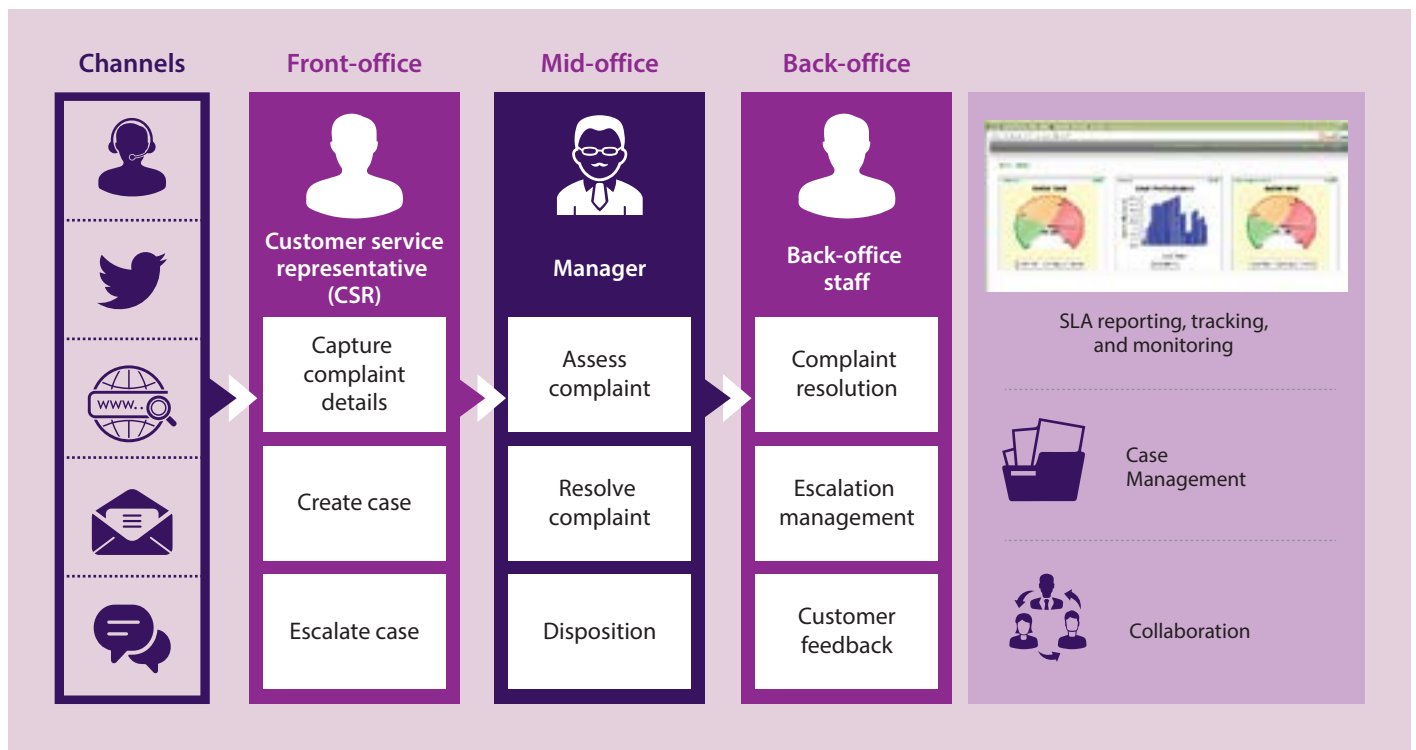
- Multichannel**  
 Supports multiple inbound and outbound channels including e-mail, web form, portal, mobile, and social for the customer, CSR, and the case manager to raise and track disputes
- 360 degree view**  
 Integration capabilities with various complaint management, merchant, and backend applications provide a 360 degree view of the complaint to the customer, case manager, and management
- Unified portal and user experience**  
 A unified portal for CSR, case manager, and the customer providing them with

the flexibility to extend the complaints portal to legal, finance, and other compliance teams in a controlled and secured manner

- Mobile app for the customer and case managers**  
 Pre-built mobile app that customers can use as a standalone app or a module within the existing company app
- Flexible data model**  
 Ability to handle multiple product lines, lines of business (LOBs), and different dispute types
- Prompt-guided complaint resolution**  
 Guides complaint resolution with scripts for case workers to accomplish critical

tasks within specified time frames and SLAs based on customer, dispute types, and regulations

- Information at the customer's fingertips**  
 Intelligent features and triggers specific to the dispute process keep the customer informed on the status based on complaint progress in the system
- Real-time visibility**  
 Provides real-time visibility across all disputes with customizable dashboards for complaint case managers, compliance team, and senior management to track open complaints and missed SLAs



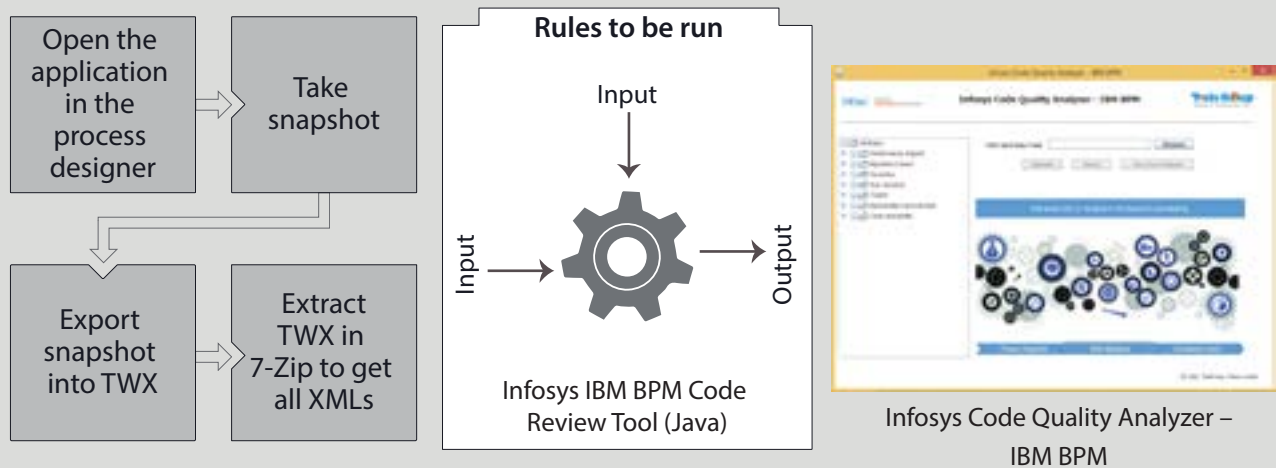
# Infosys Code Review Tool (InCRT)

InCRT was built to automate the review of your IBM BPM process applications. It generates a detailed, Excel-based review report and a summary report for managers to rate the process application to achieve maintainability, testability, and adherence to best practices.

## InCRT solution highlights

- InCRT takes IBM BPM export/s as input to the tool process and applies the set of rules to locate vulnerabilities
- Helps compare between the different snapshots of the IBM BPM and provides a compliance score for each of the snapshots scanned through the tool
- Reports on potential code problems by verifying compliance to an exhaustive set of rules used for code reviews, namely:
  - Guidelines and best practices
  - Rules for checking SQLs
  - Rules for checking any performance impact
  - Code reusability rules
  - Rules for verifying product support, business functionality, or migration impact
  - Rules for adherence to user experience standards and readability improvement
- Helps promote high quality code to higher environments such as system testing and production environments, thereby reducing the overall cycle time of the project
- Provides a probable solution for each validation exception helping developers to correct the issue
- Provides detailed reports for developers pinpointing the noncompliance areas to be acted upon, along with summary reports for managers depicting top five vulnerable areas and compliance scores

## Execution Flow



- Parse package.xml for mapping XML names with type names (iD, name, type attributes of object node)
- Run rules of each type (BPD, process, UCA..) on all the XMLs of that type one by one
- Populate Excel-based report with violations data
- Populate PDF-based report with violations data summary

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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