



Global 360 Solutions for Financial Services Organizations

Leverage Global 360 BPM Solutions to increase your operational efficiency, process improvement, and competitive advantage

THE STRATEGIC CHOICE FOR IMPROVING FINANCIAL SERVICES BUSINESS PROCESSES

- Gain real-time visibility and control over processes
- Increase operational efficiency
- Integrate with existing CRM, ERP, and other financial systems

Today, the growing complexity of the business environment for financial services organizations presents new business and technological challenges. Industry consolidation, increasing regulatory requirements, concerns over security and privacy, the need to manage profitability and control expenses, and competitive pressures from traditional and new providers are driving financial services organizations to automate their complex business processes to increase operational efficiency, ensure customer loyalty, deliver superior product quality, and maintain their competitive advantages.

To meet these challenges, financial services organizations must efficiently manage and increase visibility into critical business processes such as:

- Sales
- New Account Opening
- Account servicing and management
- Loan origination and underwriting
- Auditing

To optimize their business processes, financial service organizations will rely not only on process automation software, but they will also draw from a new class of process technology that provides process intelligence. Only when an organization can gain true end-to-end visibility into the performance of its most important business processes can it leverage automation technology to meet its objectives.

Business Process Management for Financial Services

With hundreds of financial services organizations as customers, Global 360 understands the unique needs of the financial services industry and how Business Process Management (BPM) can provide both comprehensive visibility and control.

“Our business is a progressive, growing business – without the Global 360 solution, we wouldn’t be able to sustain this kind of growth without increasing our costs significantly.”

“Wells Fargo is totally committed to service; and Global 360 has allowed us to take our service from days to hours to minutes. This is a solution that enables us to fulfill our commitment to our customers.”

TIM WALLACE, VICE PRESIDENT OF LOAN SERVICING

WELL FARGO EDUCATIONAL FINANCIAL SERVICES



Global 360
Unify • Predict • Transform

FINANCIAL SERVICES INSTITUTIONS USING GLOBAL 360 BPM SOLUTIONS

- ABN AMRO
- Bank of America
- Citicorp
- Dexia
- Hibernia
- UBS/Paine Weber
- Wells Fargo
- Europabank
- First Alliance Trust, Netherlands

Global 360's BPM solutions enable financial services organizations to link goals to execution, engage in dynamic planning, automate processes, and monitor systems; providing management with the visibility and insight needed to make sound and timely decisions that ultimately determine success.

This allows a lender to expedite a letter of credit more efficiently, distribute the workload of loan approval more effectively, track every stage of the process from the moment of application to loan funding, even if multiple process technologies are involved in that end-to-end business process.

Using Global 360's BPM solutions, financial services organizations gain the following benefits:

- Insight into historic, real-time, and predictive process metrics and KPIs
- Increased operational efficiency and control
- Enhanced customer loyalty through customer service quality and responsiveness
- Regulatory compliance and risk management

Global 360 In Action

Global 360 solutions serve mission-critical applications for hundreds of our financial services customers. 16 of the world's top 20 financial services organizations depend on Global 360 BPM solutions to boost process efficiency and productivity while driving down costs, accelerating responsiveness and ensuring regulatory compliance.

Using Global 360 BPM solutions, a leading provider of business process outsourcing and information technology to the Canadian and offshore Financial Industry has achieved the company's highest level of customer-facing quality. Moving from an external accuracy rate of 97% to an average of 99.97%, this organization has ensured the highest level of accuracy and quality for its customers.

The leading nonprofit student aid organization in the U.S. has also deployed the Global 360 BPM solution as a business-critical and enterprise-wide solution spanning multiple departments. A deployment that originally started in one department

with about 300 users now supports more than 2,700 users in the following 17 departments:

- Claims
- Defaults
- Executive
- Financial Management
- Grants, Human Resources
- Legal
- Legislative
- Loan Consolidation
- Loan Conversion
- Loan Guaranty
- Loan Origination
- Loan Servicing
- Press Office
- Purchasing
- Records Management
- Skiptrace

The benefits include increased process efficiencies, integrated systems, improved loan processing, improved customer service, better access to documents, and streamlined business processes.

VISIBILITY – End-to-end visibility to processes that span multiple organizational functions and supporting system infrastructures.

AGILITY – React to changing business conditions in real time and ultimately predict and proactively address business exceptions.

INTEGRATION – Integrate multiple back-end systems for improved business responsiveness and operation efficiency.

COMPLIANCE – Establish enforceable internal controls and ensure compliance with both industry and regulatory mandates.

About Global 360

Global 360, Inc. is a leading provider of Business Process Management and Analysis Solutions for Global 2000 organizations. With more than two decades of experience, Global 360 provides organizations with a competitive edge by automating, measuring, and improving resource-intensive business processes across different communities, including customers, employees, and partners. Global 360 provides organizations with the insight to make informed business decisions and the flexibility to quickly adapt to changing market needs through real-time metrics that ensure business objectives and customer commitments are managed effectively. Building on our strength in financial services, government, and insurance, Global 360 empowers sites for more than 5,000 customers in 134 countries. Global 360 Inc. is headquartered in Texas with operations in North America, Europe, and the Pacific Rim. For more information about Global 360's BPM solutions, please call 1-214-520-1660 or visit the company web site at www.global360.com



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