



SUNGARD EXP AG



EXP AG

SunGard EXP AG is a suite of software solutions that provide a platform for capturing, automating, integrating, managing, and measuring complex business processes. EXP AG blends business process management (BPM), document and content management with Business Activity Monitoring (BAM) into a single cohesive platform. EXP AG's software is trusted and tested daily at the top financial services institutions across the globe, as well as at large and small operations both inside and outside of the financial services industry. Its modularity and adaptability allows organizations to build a fit-to-purpose solution that addresses their unique challenges.

Responding to the ever changing and growing demands of clients and government regulations is a constant challenge for everyone in the financial services industry.

Industry Challenges

- System Integration
- Cost Containment
- Customer Retention
- Process Consistency and Transparency
- Regulatory Compliance
- Business Continuity

The key to gaining a competitive advantage is to embrace challenges and find a better solution to the rapidly changing, aggressive, and competitive marketplace — that solution is EXP AG.



At the same time, these challenges present opportunities to gain a competitive advantage. EXP AG provides adaptable, customizable, reliable, scalable and secure solutions that organizations can count on.

A New Way of Doing Business

This new way of doing business positions the workflow system as a strategic asset. SunGard's EXP AG suite of products and services, are designed for large and small institutions to address their industry challenges and comply with government regulations, attack internal and customer costs, decrease processing times, and enhance customer experience.

In addition, EXP AG can revolutionize management effectiveness by providing robust tools to monitor, trend, forecast and control all aspects of the business. SunGard EXP AG will allow management to improve processing efficiency and provide operational consistency to make sound business decisions.

Capture

EXP AG allows organizations to obtain, index, validate, correct, and appropriately route incoming information in accordance with existing business processes. EXP AG's capture components and services gather incoming data from virtually any source and place it into a single repository, for processing, research, review, distribution, and storage. EXP AG's ability to capture work and other data from a variety of sources ensures operators always look to one central repository for business critical business information, regardless of how it originated.

- Paper Mail (Scanning) • Email (Email Service) • Fax (Fax Service)
- Data Capture (ICR/OCR) • SunGard applications (Web Services, MQ, EMS, API) • Third-party applications (Web Services, MQ, EMS)
- Internet (Web Services) • Call Center/Direct Customer Contact (SmartForms)

Document Scanning

Capture and input paper documents with a sophisticated, yet easy to implement scanning application. EXP AG's scanning module allows organizations to easily and quickly capture incoming mail and create electronic images and actionable tasks. These tasks are time and date stamped and indexed with customer defined identifiers. The images are then archived and secured in an electronic repository giving authorized users access to search through millions of documents in a matter of seconds.

Data Capture

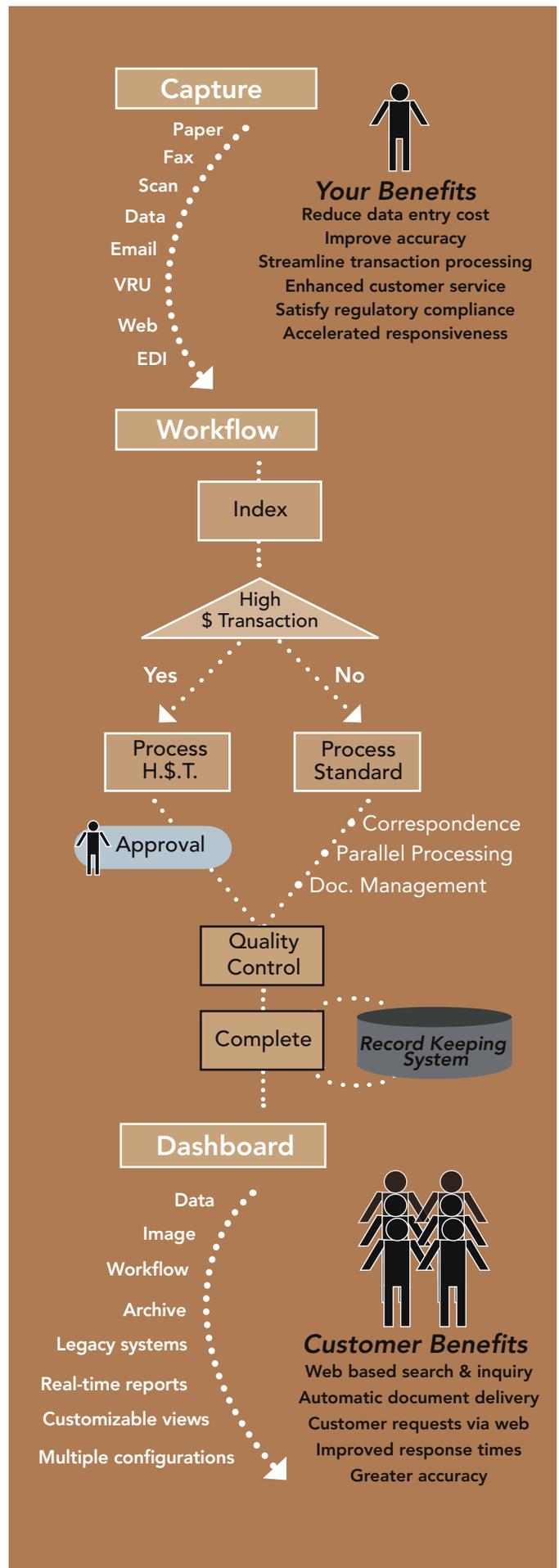
Capture and validate hand-written or machine-printed characters from complex forms quickly and easily without the need for extensive, costly manual data entry. With EXP AG's Intelligent Character Recognition (ICR), Optical Character Recognition (OCR) and Optical Mark Read (OMR) technology, organizations can efficiently and cost-effectively capture large volumes of data from standard forms, while increasing data entry accuracy. Form data is not only captured, but it can be validated at the field, page, and form level allowing business rules to be built right into each form.

Email and Fax

Capture data and create work items instantly using the convenience and reliability of email and fax. With EXP AG, incoming messages and their attachments are captured immediately upon receipt and pushed to the appropriate processors without the need for manual intervention; therefore, enhancing customer service levels while reducing processing time.

Smart Forms

Create work items instantly without having to scan or insert a document manually into the workflow. EXP AG's Smart Forms allow business users to easily capture customer and internal requests via web-based Smart Forms without a scanned image. Smart Forms are customized to create work items in EXP AG in order to simplify and track activity, such as customer requests received through a call center.





Workflow

EXP AG's workflow component integrates and automates business processes by organizing, prioritizing, and pushing work to appropriate business users. Workflow processes can be easily customized, allowing organizations to operate with current processes and modify them as needed, or to start from scratch with a complete business process redesign.

Business Process Management (BPM)

Tasks are assigned based on priority, authorization and availability. EXP AG's intelligent workflow engine automatically pushes the work through the customized, pre-defined workflow ensuring that each step is completed in the right order by the next available authorized processor. EXP AG ensures that high-priority, high risk items are immediately categorized and pushed to the correct processor, based on pre-defined business requirements.

Powerful search engines with detailed reporting module provides information needed to continuously improve the way an organization does business. In addition, EXP AG maintains a complete audit trail of processing for time, productivity, and cost analysis.

EXP AG workflow can guide quality control and quality assurance processes. When designing workflows, organizations can determine which work items require a second review based on a pre-defined percentage and push that work to the appropriate quality control specialist for review and verification.



Routing Rules

Routing Rules allow organizations to further automate business through-out the workflow based on transaction criteria. For example, some organizations might want financial transactions that exceed a certain dollar amount to be taken out of the normal workflow and routed to a specialized processor. Routing Rules can automatically reroute these transactions from the normal workflow and into a specialized process for high value transactions without user intervention.

Generate and Send Correspondence

Pre-approved paragraphs can be utilized by an organization to provide consistency in the messages communicated to their clients. Correspondence can be automatically generated based on criteria configured in the EXP AG administration utility or manually created within EXP AG. Once created, operators can print, fax, or email correspondence directly from EXP AG. Operators can also fax or email standardized correspondence from a library of documents without leaving EXP AG.

Automate Business Processes

EXP AG supports automated processing, which minimizes operator intervention required for routine tasks. Auto-processing functionality allows actions to be defined based on predefined triggers. These actions include the ability to automatically suspend tasks for a set period of time based on the transaction type and suspension reason, as well as complete/reject tasks based on predetermined identifier values.

EXP Analytics and Dashboard

EXP AG includes a comprehensive, customizable web-based business activity monitoring system that provides visibility in the workflow. Real-time forecasting and historical business process information is available in graphical views and reports to help visually measure and manage work within the EXP AG system.

In addition to an open interface, EXP Analytics and Dashboard supply a set of out-of-the-box reports to help manage productivity, quality, utilization, and efficiency. It can be configured to support multiple reporting views including executive, manager, and operator pages. Each view supplies users with the appropriate level of information necessary to fulfill their roles and is fully customizable to meet the reporting needs of each end user.

Executives review real-time reports to view where business is at all times. Managers review up-to-the-minute workloads to determine if load balancing is required before a backlog occurs. End users see specific information on their average task times against company standards. Using EXP Analytics and Dashboard, managers and knowledge workers can monitor and manage critical business processes across the organization.

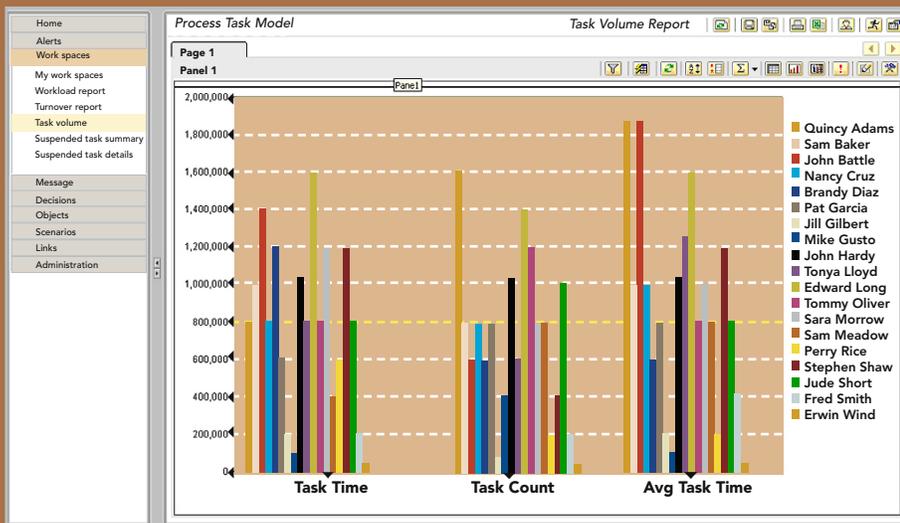
Multiple applications supply data to view. The data can be presented in graphical (pie charts, bar charts and graphics) or tabulated (table) formats. Additionally, the look and feel of the dashboard pages can be customized to include company, team or individual goals, announcements, and even stock tickers and local weather reports.

Load Balancing

EXP AG has a set of reporting and search tools that provide the transaction visibility required to continually identify operational bottlenecks and work overloads. Once identified, managers can easily shift resources or reassign work to make sure that time-sensitive transactions are completed according to Service Level Agreements (SLA's).

View : Monitor : Analyze : Manage

Process Task Model Screen



EXP Analytics Gauges:

- Decision management
- Performance analysis
- Load balance needs

Benefits

- Stronger business intelligence
- Identify key performance indicators
- Scenario analysis & collaboration
- Alter business rules as conditions change
- Visibility into current business conditions
- Quick & easy web-based access
- Configurable dashboards
- Superior scalability & management
- Operator accountability
- Management visibility
- Forecasting & trending

EXP Analytics provides access to customized views of up-to-the-minute real-time and historic data making critical information available whenever and wherever it is needed.



Web Interface

EXP AG is a web-based application that provides searching, processing, and viewing of documents and workflow transactions without requiring extensive bandwidth by using the Internet and J2EE technology. EXP AG allows convenient access to information from any computer with an internet or intranet connection. This solution is offered to on-site and remote employees, customers, and business partners.

Integrate Systems

EXP AG can be easily integrated with SunGard applications, third party applications and websites to automate processes. EXP AG's suite of powerful features and services can automate, control, and track processes that occur within or outside of EXP AG. EXP AG enables enterprise system integration with the AG imaging and workflow services via a set of J2EE middleware services.

SunGard Application Integration:

- Omni Suite
- Global Plus & Global Office
- AddVantage
- COMPASS
- Investar*ONE
- Relius
- Plan Office
- Planning Station
- Adaptiv

EXP AG allows external applications to integrate directly with the AG Document Management System and Workflow Engine. EXP AG enables enterprise system integration with the AG's workflow and imaging services via a set of J2EE middleware services.



Services and Outsourcing

To compliment our technology solutions, EXP AG offers software consulting and outsourcing services to help implement solutions, integrate systems, and introduce best practice processes. SunGard EXP also offers solutions from business consulting to full operations outsourcing services.

- Compliance Consulting
- Industry Standard Benchmarking
- Integration Consulting
- Post Implementation Visit (PIV)
- Business Continuity Consulting
- Process Monitoring and Optimization
- Business Process Outsourcing
 - Full Service*
 - Tailored Service*
 - Remote Service*
- Training
 - Core system fundamentals*
 - Infrastructure system support*
 - Custom training solution*

EXP AG Benefits

Position the EXP AG workflow system as a strategic asset to define a new way of doing business. Automate manual processes, refine existing ones, attack costs with powerful tools, and enhance your customer's experience all while complying with regulations using EXP AG's suite of products and services.

Fit-to-Purpose Solution

EXP AG provides a platform for capturing, automating, integrating, managing, and measuring complex business processes. It is a customizable, adaptable suite of products and services that is easily tailored to support your unique business processes. Its modular design easily fits any business need, whether a simple back-end scanning and document archiving solution or a completely integrated workflow, business process management, and document management solution.

Automated, Visible, and Accountable Business Processes

EXP AG helps improve response time and consistency while reducing cost and error rates. This allows companies to become more agile by focusing on automating, streamlining and optimizing workflow to support straight through processing. Powerful search and detailed reporting provides visibility to work processes, while automatic logging and tracking features provide an audit trail for every document in the system.

Financial Exposure Reduction

EXP AG secures documents and provides the controls necessary to help comply with SLAs and government regulations. EXP AG ensures that the highest priority items are immediately categorized and processed based on pre-defined business requirements. EXP AG workflow ensures critical, time sensitive business tasks follow the right steps, touch exactly the right people and process the right information, while automating processes, streamlining communication and documenting activities to make the whole process transparent to auditors.

Business Continuity

EXP AG automates the process of moving image files to multiple storage locations as part of your disaster recovery plan. After a pre-defined time, EXP AG can automatically move documents to an optical or W.O.R.M. drive to provide near-line access and disaster recovery. EXP AG can become a critical link to ensure your business continuity plan is effective and systems are highly available.

Document Management

Increase efficiency	Real-time access to images and transactions
Improve customer service	Navigate to information and associated contexts instantaneously
Reduce physical paper storage	Display information to multiple users in virtual files, folders and overviews
Increase compliance	Transparency & accountability in the measurement, management and monitoring of any critical business process

Business Process Management

Visualize & Organize complex processes	Model work distribution based on business rules
Adapt to business and regulatory changes	Ability to visually model processes
Provide automated and interactive processes	Involve multiple systems in an automated process
Increase speed and efficiency	Integrate roles, resources and organizations with your processes for clear ownership

Business Activity Monitoring

Visualize real-time detailed transaction information	Display graphical representation of transaction activity
Monitor real-time transaction activity	Track activity at operator, team or enterprise level
Direct enterprise business activity across organizations	Forecast transaction activity based on past, present and future growth
Gain extreme insight	Advanced visual analytics with meaningful and actionable information

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