

SUNGARD EXP MACESS



EXP MACESS

EXP MACESS is a content-driven business process management solution, enabling organizations to capture vital information as it enters the workplace and electronically distribute it through user-defined workflows. EXP MACESS is the solution that blends business process management (BPM), content management, business activity monitoring (BAM), application and system integration, and information services in a multi-tier or portal environment, into a cohesive, unified IT architecture.

EXP MACESS improves the way customers and employees interact with information and with each other. Important data is secure and intuitively travels when and where it's needed. Processes are integrated and streamlined, while complexity is replaced with automated processes that enable your enterprise to meet its goals. Documents become smarter and infinitely more useful within—and beyond—corporate borders.

EXP MACESS is a toolkit of integration solutions and services that helps you extend the value of your IT investments by bridging gaps between departments, processes and systems...across your organization, throughout your marketplace.

“We have eliminated approximately 20 paper processes with EXP - as a result, tasks don't slip through the cracks, and it is much easier to maintain accountability. Because of this success, we have implemented EXP MACESS as a core system in all of our departments.”

Joe McIntire
Director of Information Systems
OSF HealthPlans



EXP MACESS is the fusion of over 17 years of combined SunGard experience, and the product functionalities that speak directly to your needs—communication, accountability, scalability and a proven return on investment.

Selecting EXP MACESS as the hub of your technology strategy means no matter what enterprise applications you use, work can be viewed in the context of your entire enterprise. EXP MACESS delivers both the technical and business elements necessary for successful growth strategies. The tools provided by EXP MACESS allow businesses to build scalable, flexible and adaptable solutions across disparate platforms. EXP MACESS is the solution that answers both today's urgent needs and tomorrow's compelling requirements.

EXP MACESS delivers solutions for organizations managing hundreds of millions of documents, while maintaining transactional control to achieve reliable, scalable and efficient processing over large data sets.

How EXP MACESS Works

EXP MACESS is an enterprise solution combining content management, business process management (BPM), customer relationship management (CRM) and leading-edge integration resources into a single application suite used across the organization.

The EXP MACESS BPM framework allows for continuity and the embedding of process thinking in the organization. It also provides organizations in any environment a powerful tool to drive efficiencies and return on investment by reducing costs and automating complex document-centric and extended business processes.

Operational Platform

EXP MACESS creates an environment in which your existing enterprise systems and business processes are complemented, while preparing you for the enhancements and advancements that are natural for growing organizations.

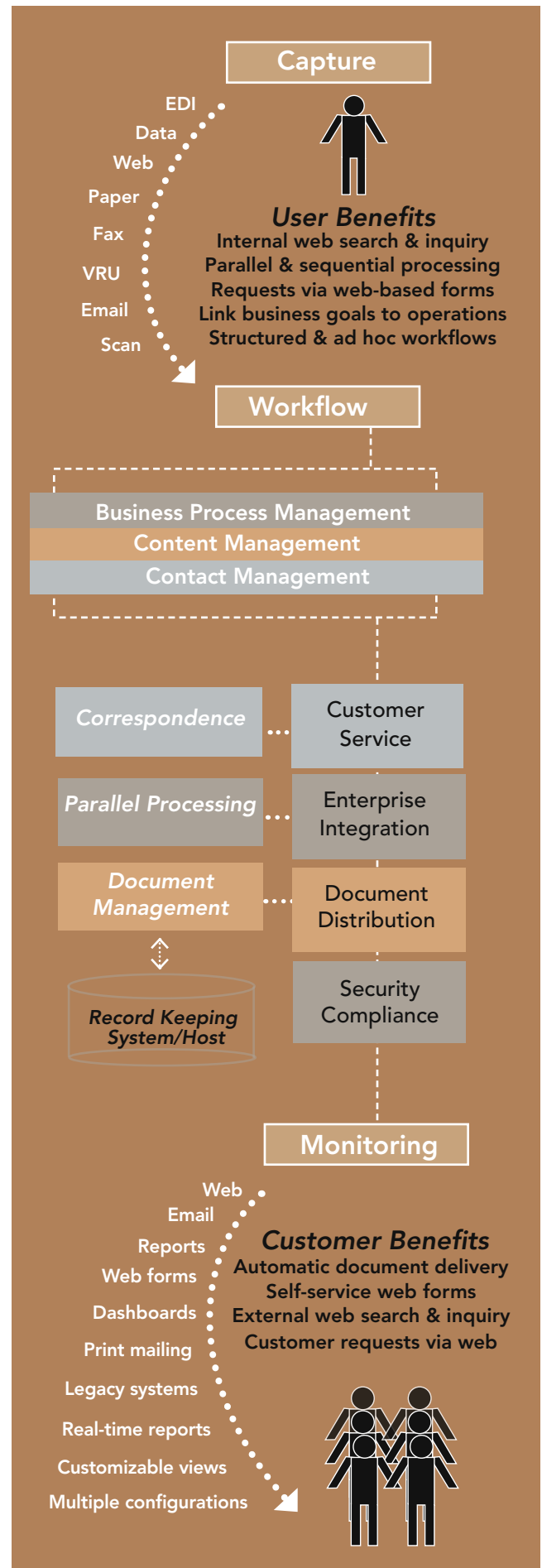
EXP MACESS is a class of software granting the ability to manage human interaction and support, and monitor processes. Scalable across all departments and lines of business to anywhere in the world, EXP MACESS can support your business needs, no matter how large or geographically extended your organization might be.

Technical Platform

Constructed on a real-time internet-friendly architecture using SOAP, XML, Web services and message queuing technologies, EXP MACESS provides cost-effective scalability and a rich end-user experience, whether the user connects via a corporate network, private intranet or the Internet. Because every decision impacts the bottom line, Microsoft® SQL Server is the relational engine upon which EXP MACESS is based.

XML-based integration methods allow work items of any format and from any source to be introduced into the EXP MACESS workflow engine, enabling companies to design consistent business processes regardless of how work comes into the organization.

The EXP MACESS solution is delivered with a full database schema to all tables and fields, with organized electronic reference documentation. This enables data integration projects with EAI or data warehousing technology, custom reports or a wide variety of other uses where EXP MACESS data needs to be shared. The database schema is well normalized and uses intuitive names for tables and fields.





Business Process Management

BPM is the backbone of advanced enterprise content management systems. EXP MACESS Process Director is a BPM tool granting organizations the ability to easily visualize, organize and automate complex business processes. EXP MACESS Process Director ensures processes are in strict compliance with business rules from determining which steps are required, in what order they should be performed and who can perform them, to providing tools for retrieving data and triggering actions in other applications. EXP MACESS Process Director manages each transfer of responsibility automatically and backs each with a complete audit trail.

Workflow Engine

The EXP MACESS workflow engine enables your current and future business processing needs to be addressed within a single application rather than using a multitude of vendors. The EXP MACESS workflow engine enables administrators and analysts to define processes and activities, analyze and simulate them, and assign them to individuals. The workflow engine is tightly integrated with Microsoft® products, so individual work tasks can be managed with familiar programs.

“EXP MACESS significantly improved processes across multiple departments including Member and Provider Services, Enrollment, Claims Reconsideration and Third Party Liability Processing. The level of documentation maintained within the system has allowed us to eliminate large file rooms and redirect resources to other areas within our organization.”

Hal Augustine
Chief Information Officer
Health Partners of Philadelphia, Inc.



Enterprise Content Management

Increasingly, content management is concerned with administering distributed content repositories within an organization, as well as providing the ability to route documents to knowledge workers. An individual document may—at any point in its lifecycle—become part of a particular business process or procedure, requiring it to be referenced by individual users.

Content management within EXP MACESS allows for organizing and facilitating collaboration and other content. Through optimized content management, users can search for documents and electronic folders by keyword and description. With EXP MACESS, all incoming data—regardless of file format or entry point into your organization—can be stored in a centralized content management system that is tightly integrated with our robust workflow engine.

Document Management

EXP MACESS transforms paper documents and manual processes into digital data and automated, streamlined processes required by large, complex enterprises. The ability to accurately store, cross-reference and quickly retrieve any document or transaction improves customer service, competitive positioning and reduces costs.

Records Management

Organizations need the ability to track and optimize productivity while allowing users to capture historical and real-time information. With built-in integration, all business applications become part of a unified workflow solution.

Contact Management

EXP MACESS recognizes the value of easily storing and instantly retrieving images and other data in support of the customer. Efficient work processes, easily adjusted to changes in the environment, are equally important to providing effective customer service. Automation is crucial, but users are essential; and making users accountable and efficient pays dividends.

Web Forms

Automatically capture both customer and internal requests via web-based forms in order to track customer calls and create work items in EXP MACESS. Web-based forms reduce paper flow by eliminating printing, photocopying, scanning and manual routing of paper requests throughout the organization. Web forms allow you to create an interactive self-service community where customers can create, collaborate, manage and track issues.

Correspondence

The EXP MACESS correspondence tool is fully integrated within the workflow component. Using the tool is as simple as selecting a letter template and one or more of its associated pre-approved paragraphs. This tool can retrieve account information to be pulled into the correspondence. Letters can be reviewed and corrected by the processor or sent to Quality Control for review prior to distribution.

Monitoring System

EXP MACESS supplies a set of comprehensive reports to help manage your day-to-day productivity, quality, utilization and efficiency goals. EXP MACESS also enhances your ability to continually drive enterprise-wide improvement initiatives, such as Total Quality Management (TQM), Six Sigma and performance management, by capturing all of the transaction information associated with your core processes within an easily accessible and open database.

Business Activity Monitoring

The EXP MACESS customizable web-based business activity monitoring system provides real-time and business process information in various graphical views and reports. Using the EXP MACESS Dashboard, managers and knowledge workers can monitor and manage critical business processes across the organization.

Document Management

Increase efficiency	Version management Track document versions from creation to completion
Simplify navigation	Search & Navigation Find information and its associated contexts instantaneously
Reduce errors and inconsistencies	Visualize Show information in virtual files, folders and overviews
Increase speed	Integrate Microsoft Word, Outlook/Exchange

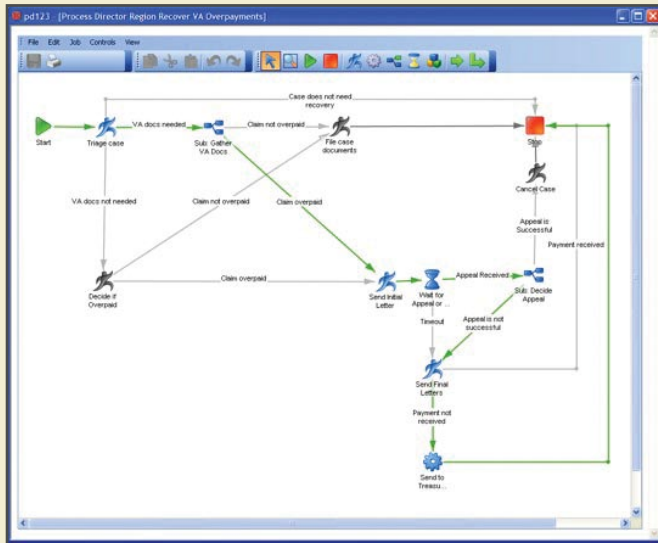
Contact Management

Reduce errors	Validate information and reduce the keystrokes necessary to complete work items
Quick & Easy access to key information	Transaction processing can be required prior to saving into the workflow
Ensure consistency	Eliminate keying through business application integration

Business Process Management

Visualize & Organize complex processes	Model work distribution based on business rules
Quickly adapt to business and regulatory changes	Ability to check-out processes and content for modification and control
Provides automated and interactive processes	Involve multiple systems in an automated process
Group related documents and records	Associate documents and content to specific processes and activities
Increase speed and efficiency	Integrate roles, resources and organizations with your processes for clear ownership

EXP MACCESS Process Director Interface



Benefits

- Realizing workflow benefits throughout multiple departments
- Rapidly processing parallel work items
- Involving multiple systems in an automated process
- Workflowing any type of document, file or data
- Processing a group of related documents as a case
- Quickly adapting to business or regulatory changes

EXP MACCESS Process Director provides consistency, fine-tuning, quality assurance and constant conceptual review leading to predictable releases and providing a value-driven solution that focuses on business needs.

EXP MACCESS Dashboard

The EXP MACCESS Dashboard is a business activity monitoring tool (BAM) that offers a consolidated view of your business in real-time. It utilizes a combination of web and database technologies that are complimentary and native to the EXP MACCESS environment, giving you a clear visualization of your current business state right on your desktop. The EXP MACCESS Dashboard tailors the growing trend for BAM to the EXP MACCESS environment.

The EXP MACCESS Dashboard leverages the visual presentation to allow for management-at-a-glance over a wide range of business conditions. It allows managers to gather data and view, in seconds, what it used to take hours of manpower to analyze. Providing more accurate information on the status and results of various operations, the EXP MACCESS Dashboard displays graphical views of an organization's processes and transactions so business decision makers can be informed, problem areas quickly addressed and organizations repositioned to take full advantage of emerging opportunities.

Every transaction in your system and every keystroke in your processes produce a data trail, and the EXP MACCESS Dashboard can get that information to you immediately. The EXP MACCESS Dashboard provides customizable bar graphs, pie charts, gauges and tachometers to monitor Service Form and Doc-Flo inventories in real-time.

While nothing can take the place of long-term trending and analysis, chances are your most urgent needs revolve around today's production inventories, resource availability and throughput levels. The EXP MACCESS Dashboard is the tool for both the technical and non-technical professional to easily monitor the processing status of their areas, recognize performance variations and quickly change course to improve overall efficiency.

The EXP MACCESS Dashboard is built on open technologies so you can extend your gauges beyond the base offerings. Developers experienced with web technologies such as ASP, XML and databases can reuse the basic gauges for a wide variety of custom needs.

Content Management

Access to content filed in the EXP MACESS system is native to EXP MACESS Process Director, and can be introduced into workflows based upon user requests or as a routine part of a process.

Inherent to EXP MACESS Process Director are tools to define, test, deploy and improve core business processes, with the potential to quickly affect changes in roles and responsibilities associated with such processes. This may include analysis of the normal process structure and information flows, as well as actions taken in response to unusual events. A natural extension of EXP MACESS Process Director is the ability to control the flow of work and associated activities within the business process.

Transaction-Based Applications

EXP MACESS Process Director meets the increasing requirement to consolidate workflow capabilities and control business procedures. Transaction-based applications often exhibit a robustness and support for the core properties of the transaction; however, they do not typically exhibit a separation between the business procedure logic and the invocation of various applications that may be required to support individual activities within the business process.

EXP MACESS Process Director can interact with traditional transaction applications at appropriate points in a process, or can invoke non-transactional systems at different points in the business process.

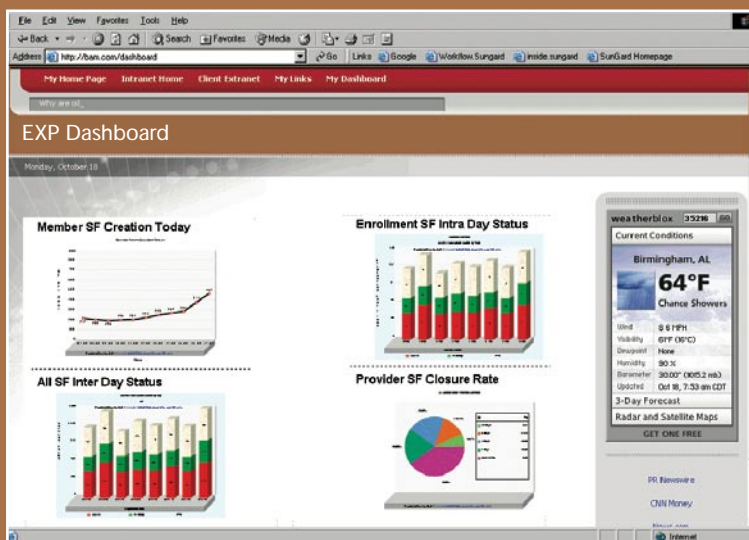
View

Monitor

Analyze

Change

EXP Dashboard Interface



The Dashboard Gauges:

- Customer Service monitors
- Customer issue closure rate
- Workflow monitors

Benefits

- Quick & easy web-based access
- Immediate processing & status
- Visible operational status
- Monitor conformance
- Control effectiveness
- Optimize staffing
- Meet regulatory compliance

The EXP MACESS Dashboard uses gauges, charts and other visual devices to depict inventories in databases or other data sources, which quickly alert you to the status of processes within your workflows.

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