

IntegratorWP®

Managing Business Processes

The strategy to control company operational workflows

The **IntegratorWP®** BPM solution proposes to increase company productivity by systematizing the integration among business processes, employees and legacy systems, thus optimizing and improving the flow of activities that make-up the company's operations and infrastructure. In fact, this solution takes the concept of corporate productivity to new levels.

The BPM (Business Process Management) model on which the **IntegratorWP®** is based allows companies to identify and isolate their operational processes and then systematize them, based on predefined business rules that are dynamic and flexible. The solution helps build an environment of continuous corporate innovation that produces measurable ROI results.

Examples of the **IntegratorWP®** applications:

Help Desks

Call registration, tracking and follow-up until issues are resolved.

Request Registration & Tracking

Registration and tracking of internal or external requests and requisitions that demand action until they are fully resolved.

Management of Outsourced Service Providers

Registers requests to outsourced service providers and tracks their activities until each assigned task is completed.

Project Coordination

Control and follow-up of distinct projects by monitoring tasks, people and time, from the start to the final conclusion.



Web Site Integration of Internal Workflows

Receives client information through the company's web site. **IntegratorWP®** can handle and resolve the received information or integrate the information into other applications.

Registration & Tracking of Government Processes

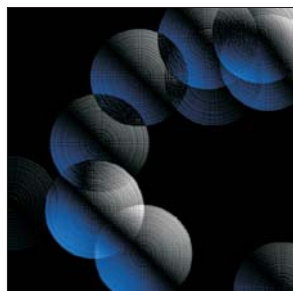
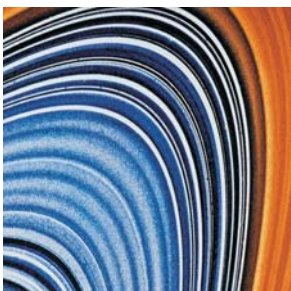
Taxpayers frequently experience postponements and delays in the various processes that circulate through the governmental bureaucracy, whether it's the federal, state or municipal government. With **IntegratorWP®** you can control, expedite and track each one of these processes, increasing the level of services rendered to citizens.

Insurance Activity Management

IntegratorWP® can monitor and track insurance proposals from their generation to the final policy issuance. Similarly, Claims can be controlled from the point of a Claim Notice, to the final payment.

Credit Analysis Management

Controls credit requests by tracking each proposal through the various analysis and approval steps until the conclusion of the entire process. In general, the expenses incurred by companies in order to control organizational processes are high, and generally unsatisfactory. These controls are commonly administered manually, through the use of spreadsheets, paper, e-mails and a series of tools that do not allow efficient automation and/or tracking. The benefits obtained by investing in strategies that enhance productivity, automate and standardize business flows have an unparalleled ROI level.



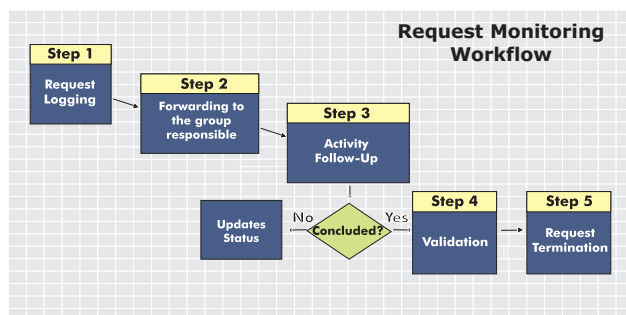
Best Practices Standardization

The knowledge required to operate a successful organization is based on the standardization of the best practices used by its employees. The Conversion of best practices into standardized workflows enables a drastic reduction in operational expenses and the deployment of the necessary infrastructure, on which activities are efficiently tracked and results monitored.

Standardized processes benefit in the following ways:

- Reduction of expenses due to technological resource optimization;
- Optimization of human resources performance;
- Monitoring of contractual deadline achievement.

Properly elaborated standardization helps to solve quickly and efficiently business processes for customers, suppliers and internal users.



IntegratorWP® Characteristics

Required Investment

The required investment is extremely competitive when compared to other current market solutions available today. Initially, there are minor customization expenses and none of the so-called hidden charges.

Integration of Legacy Systems

Existing legacy applications, will greatly profit in functionality when integrated into the solution or into other systems through the **IntegratorWP®** integration module.

Immediate Use

The implementation period can vary from a few hours, to in some cases days, and then the system will be operational.

Multi-Language System

IntegratorWP® is available in Portuguese, English and Spanish.

Versatility

The system can be used anywhere in the world. All you need is an Internet connection and the system can be accessed for queries, updates or administration.

Performance Measurement

The executive can access from any single point of his/her organizational structure and measure performance.

Economical Optimizations

- Increases the performance of every employee
- Reduces activities involved in each task
- Reduces rework
- Reduces the use of telephones
- Optimizes the use of IT equipment
- Reduces mail
- Optimizes the use of overnight shipping services

Operational Optimizations

IntegratorWP® allows for the efficient control of personnel performance, operations, sales, services, IT, customer services and suppliers. This will produce an integrated work environment for the company's workforce.

IntegratorWP® centralizes in a single location the control of operational activities. It organizes the synchronization of tasks resulting in the maximum possible utilization of the company's available resources. The final result is a more efficient company and a higher degree of satisfied customers.



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