



# Business Process

The Handbook

Unit 9, Wharfside, Rosemont Road, Wembley, HA0 4PE

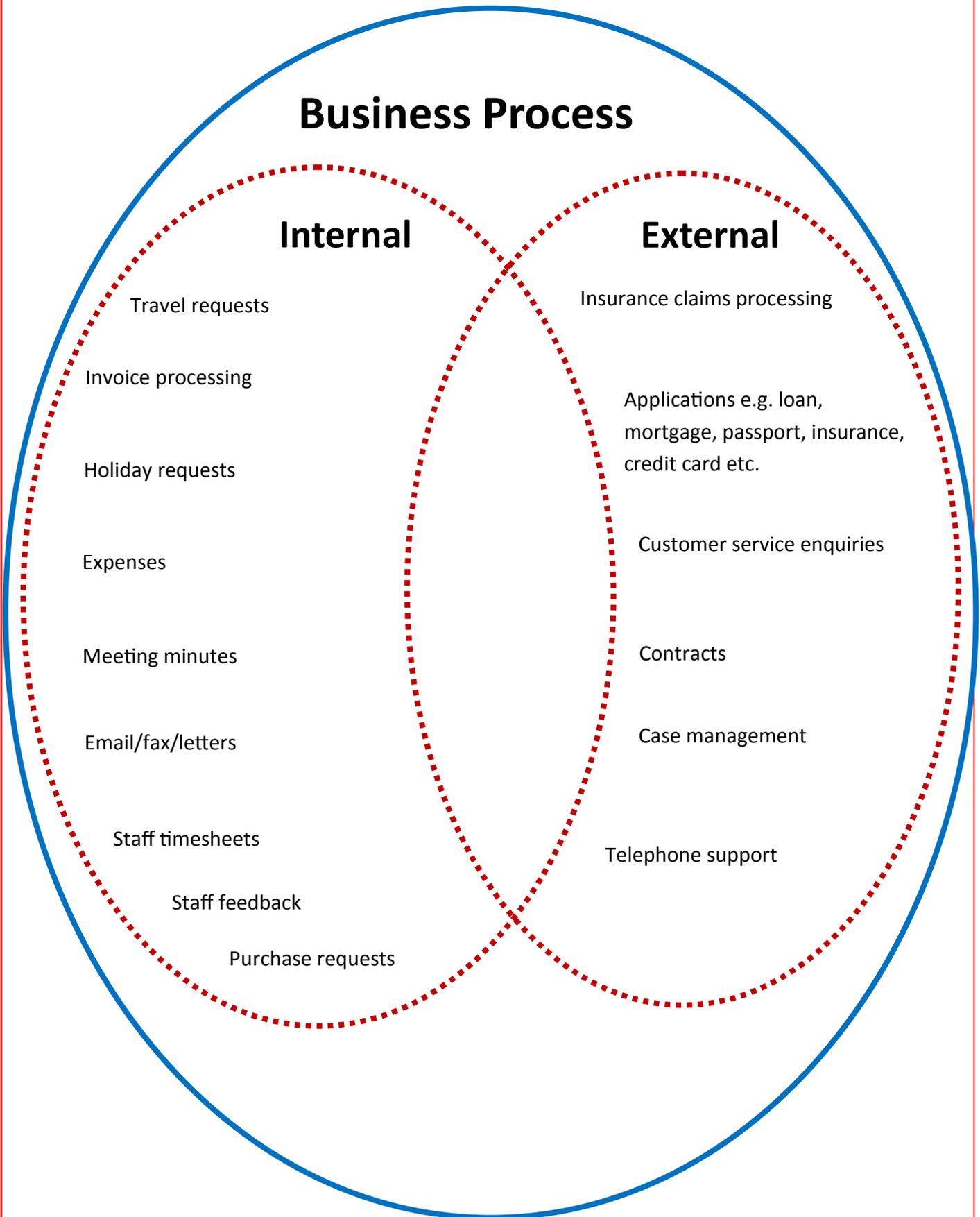
Email: [info@documentcapture.co.uk](mailto:info@documentcapture.co.uk)

Tel: 0208 903 5432

[www.documentcapture.co.uk](http://www.documentcapture.co.uk)

## What are business processes?

Any activity within an organisation that seeks to serve the customers or helps the business run on a daily basis is a business process. We've chosen to simply the types of processes into two distinct segments: internal and external. See below matrix, which illustrates this where some processes fit in:



All processes directly related to the company and its staff are internal such as expense management and processing holiday requests and external are those customer facing processes and make up the activities that are a part of an organisations products and services.

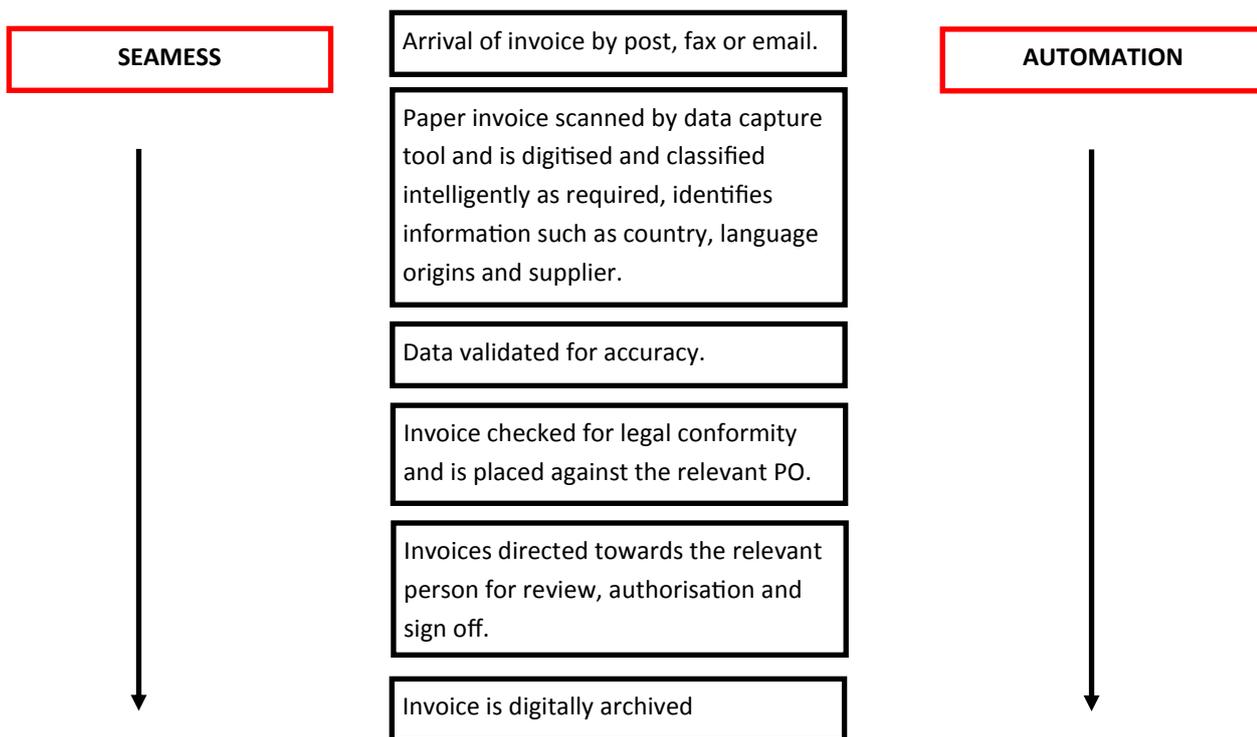
## **Automating Business Process**

A large amount of organisations' handling of business processes is very manual-led. Manual work is labour and cost intensive and can also causes errors within the system. This is especially the case when large quantities are involved. Let us take an example of a business process to elaborate and explain the benefits of business process automation.

Invoice processing is an element all businesses, large and small can relate to and understand the pains of it. Small organisations as well as their larger counterparts will often be dealing with anything between 10,000-100,000 invoices per year. Some of the following summarise the drawbacks of manual invoice processing:

- ⇒ Labour Intensive
- ⇒ Data entry errors
- ⇒ Misplaced invoices
- ⇒ Slow invoice retrieval
- ⇒ Mismatching invoice to purchase ledger
- ⇒ Delays in authorising invoices

The effect of being faced with such inefficiencies can result in late payment charges, budgeting problems internally and an deceiving cash flow. Automation of the invoice works in the following manner:



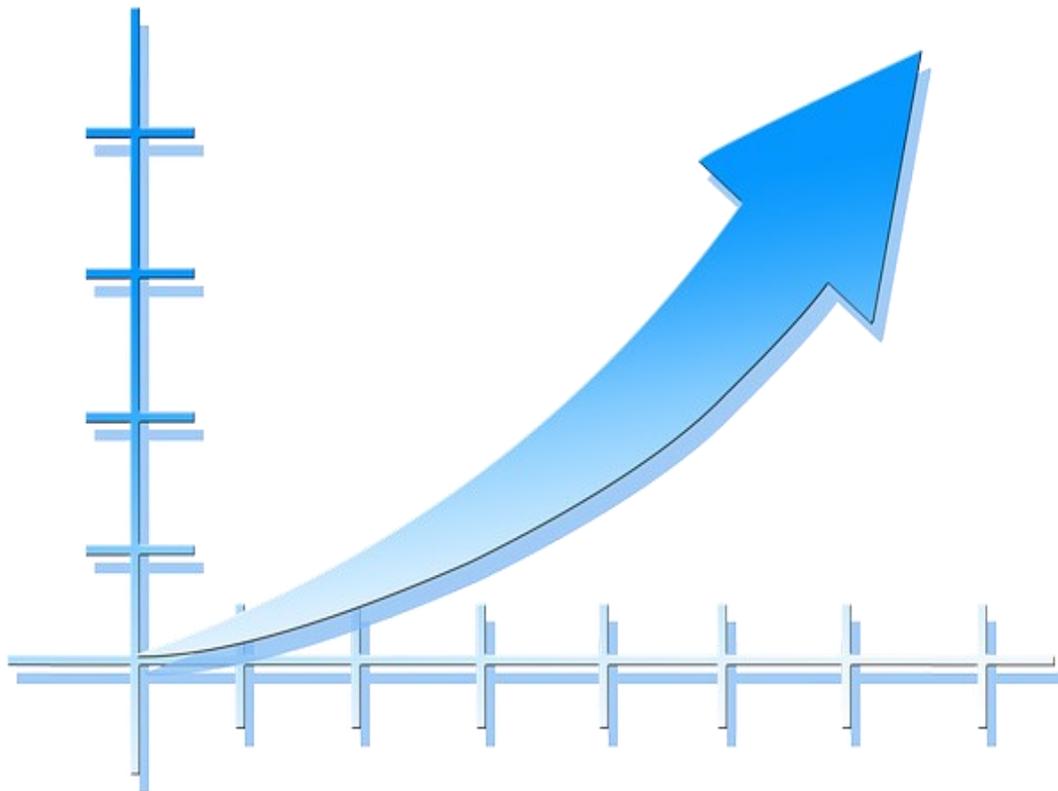
The above flow chart represents a standard invoice automating process that can be altered to suit your needs. For example, if people are working at remote sites or from home, authorisation and sign off can be done via a secure log-in. Furthermore, it is much easier to retrieve old invoices as and when required and a workflow can be set up to accommodate business-rule routing, costing centre splitting, escalation and exception handling. Above all else, with a bit of tweaking, any business process can be automated, be it, expense management to control budgeting and get a tighter grip on cash flow, to case management systems for the legal sector, insurance sector (claims management) and health sector (patient care plan). Over leaf, we give another example that of application forms, be it loan applications, mortgage applications– any type of application form.

Most businesses can relate to an application form. A basic application form will consist of one or more sheets of paper, which is submitted as part of B2C activity. Once submitted the application form will travel (i.e. workflow) across different individuals and departments, is processed and there is generally an outcome to the application. There are many examples of such application forms such as job applications. A complex application form may longer and require additional documentation that is separate as a pre-requisite to the acceptance of an application submission being. The additional documents will go towards deciding the outcome of the application and therefore is important that all related documents are matched with the form throughout its journey and not lost/misplaced.

Manually processing applications forms present similar bottlenecks to that of invoice processing. However, as application forms include a determining factor and need a decision to be made against them based on the information presented in it e.g. the acceptance of a mortgage/ loan request or the delivery of a quote of some sort means it is important to be able analyse and make sense of the data to ensure the correct decision is made and the occurrence of the appropriate outcome.

Using the example of mortgage and credit card applications, such applications are usually done at branch level but require a logistical structure for the data and documentation to be sent for higher level authorisation. Moreover, the applications are large in quantity. Mortgage applications alone can consist up to 200 pages long. Evidently being a labour intensive process, automation will alleviate the pain in processing the application. The first step will involve scanning the documents and extracting the relevant data using intelligent capture software and is extracted and verified before being fed into the scoring system, which will assess the application and present a recommendation. The end result and benefits include:

- ⇒ Application turn around times reduced, hence can respond to customers quicker.
- ⇒ The opportunity cost for staff, they're able to spend time with more productive things.



Make the step to automating business processes and achieve productivity and efficiency at heights never witnessed before. To make things easier and reduce the element of risk, we present free onsite assessments. Essentially, the assessment will look at how intelligent data capture and automation technologies can help make processes efficient specific to your organisations .