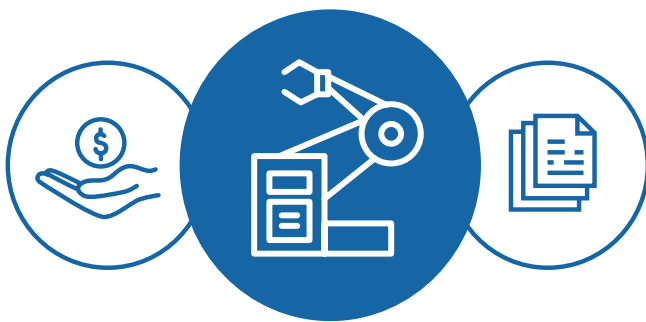




BUSINESS PROCESS AS A SERVICE



Shared Services Centers (SSC) today are aggressively adopting Robotic Process Automation (RPA) across front-, mid- and back-office processes to:

- Drive Cost Savings
- Increase Productivity
- Enhance Operational Efficiency
- Improve Consistency

BENEFITS

In a 300 FTE operations, Softtek can help save up to \$3M USD/year with our solution



1. Increased Quality

- Human **errors eliminated**
- Improved compliance/auditability
- Higher staff satisfaction



2. Productivity Boost

- Average handling times **reduced by 40%**
- Monitoring around the clock **24/7**



3. Cost Savings

- Up to **80% reduction** in processing costs
- Average payback within **4 months**



4. Faster Implementation

- New processes implemented in **4-12 weeks**
- Re-usable process elements

BUSINESS PROCESS AUTOMATION FOCUS AREAS

Robotization of 30-70% of transactional processes can replace repetitive tasks that employees carry out **50-60x day**, such as...

Horizontal BPA

Human Resources

- Payroll Processing
- Benefits Administration
- Pension Management
- 401k Administration
- Retirals Administration
- Group Insurance
- Employee Data Management

Finance & Accounting

- General Ledger Accounting
- Accounts Receivable
- Accounts Payable
- Reconciliation
- Fixed Asset Management
- Treasury Back Office
- Management & Statutory Reporting
- Tax Processing

Vertical BPA

Financial Services

- Credit Card Processing
- Loan/Mortgage Processing
- Asset Management & Fund Administration
- Custodial Services
- Debt Collection
- Back Office Support
- Investment Analysis & Research

Insurance

- Application Processing
- Policy Management
- Claims Administration
- Claims Examining & Adjudication
- Premium/Commission Accounting
- Third Party Administration

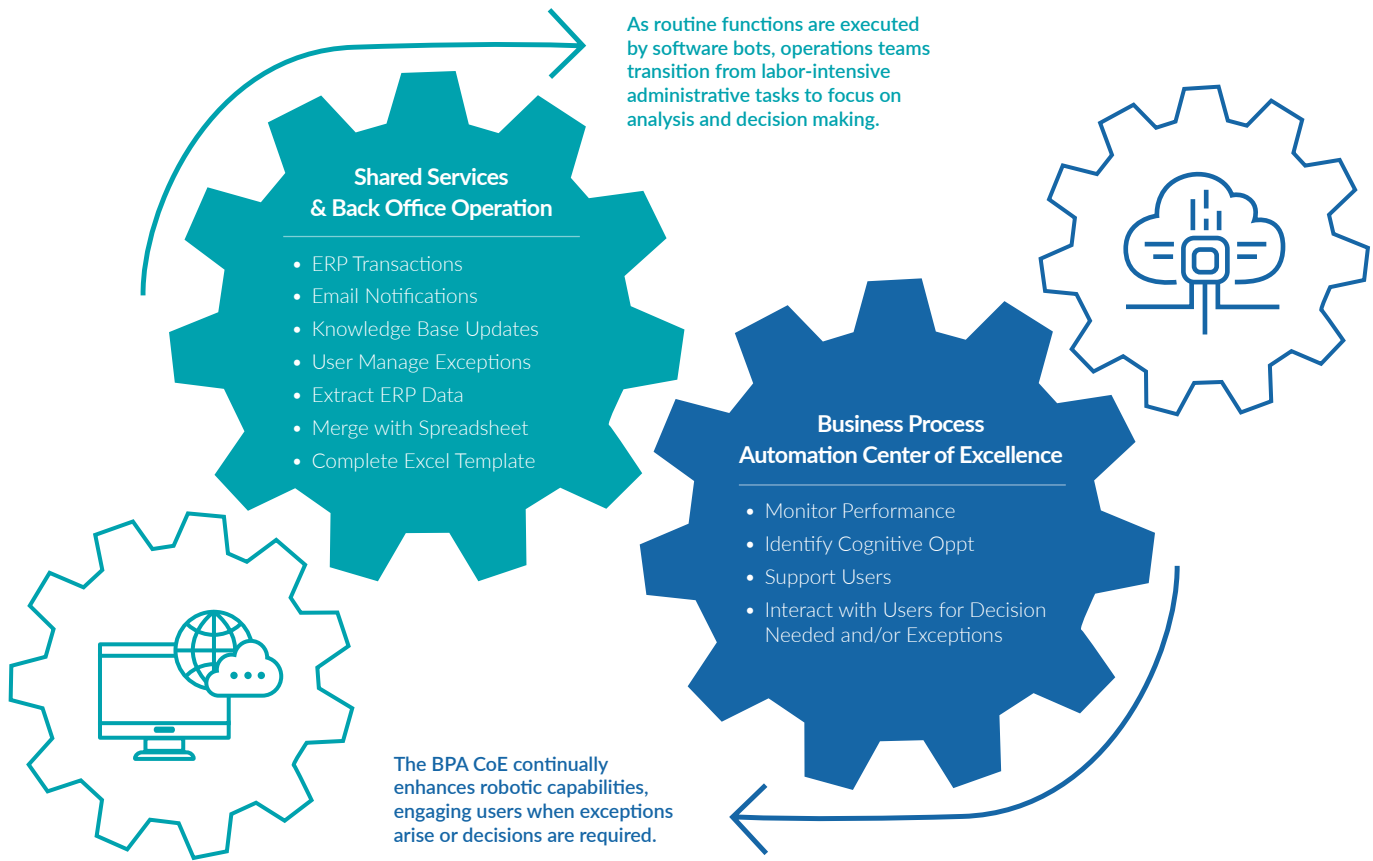
Healthcare

- Third Party Administration
- Claims Administration
- Claims Examining & Adjudication
- Benefits Administration
- Claims Re-pricing
- Medical Billing, Coding & Collection
- Revenue Cycle Management

WHAT WE DO

Softtek partners with Shared Services Organizations to effectively and efficiently manage business processes. By integrating Business Process Automation (BPA) capabilities and an intelligent computing platform, we enable continuous analysis and improvement.

Our managed services offering provides a comprehensive solution that combines process optimization, cognitive enhancement and digital governance.



A software Bot that costs as little as
\$10K to \$15K a year
to implement and support
can perform the routine work of
five to 10 humans

ABOUT SOFTTEK

Founded in 1982, Softtek is a global provider of process-driven IT solutions with 30 offices in North America, Latin America, Europe and Asia. With 15 Global Delivery Centers in the U.S., Mexico, China, Brazil, Argentina, Costa Rica, Spain, Hungary and India, Softtek helps improve time-to-business-solution, lower costs of existing applications, deliver better engineered and tested applications, and produce predictable outcomes for top-tier corporations in over 20 countries. Through on-site, on-shore and its trademarked Global Nearshore™ service delivery models, Softtek teams with CIOs to constantly increase the business value of IT. Softtek is the creator and a leader of the nearshore industry.

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