



## Apr – Jun 2008: An update from BISIL

Bala Cynwyd, PA, Jul 2008 (BISIL) – Among others, a leading financial services company with businesses in investment banking, securities broking, and investment management opted for Enj to automate their internal as well as trading support processes across the enterprise.

BISIL made significant product improvements to Enj especially in the Transact middleware to provide many more options to route and track transactions.

### About Enj

Enj is a leading Business Process Management (BPM) product from BISIL that enables organizations to automate and manage business processes.

BISIL's Enj is a comprehensive Enterprise Business Process Management Platform that enables organizations to attain a higher level of agility and efficiency by helping automate processes as well as providing a system to govern and monitor the efficiency of the processes employed. Enj incorporates a full business process life-cycle connecting "people with people", "systems with people" and "systems with systems". It combines capabilities of Work Flow, Transaction Management, and Document Management in one system that is browser-based, user friendly, scalable, and has a service oriented architecture (SOA).

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### Enj in Q2'08

A major financial services company opted to use Enj-Enterprise to automate various business processes across the organization. Other Enj installations in Health Care, manufacturing and Professional services continued to grow.

Enj is increasingly being used to automate 'line' processes, increasing its role from being restricted to just 'support' and 'compliance' processes. This shows growing acceptance of BPM – both as an approach and as a tool. An example of such a 'line process is given below.

### Order–Execute–Settle

Enj was used to configure and deploy an end to end trading support system to manage the order-execution-settlement cycle. The processes needed to interact with online trading systems.

In addition to automating the process, Enj-Portal and Enj-Reports were leveraged to provide a real-time dashboard for traders and their floor mangers to monitor activity in the order-execution-settlement cycle as it happens.

### Service Requests

Another interesting deployment of Enj at an existing customer site was to use Enj to initiate service requests for different types of services to different support functions. This involved different kinds of human interfaces depending on the kind of request.

This enabled streamlining of the 'Requesting and fulfilling' process and provided a single unified view across the enterprise. This streamlining helped reduce crossed wires for the service providers, improved timeliness of service provision. It also helped provide greater visibility to the 'customers' of these service providers.

### KYC – Know Your Customer

Enj was used for an end-to-end automation of the KYC compliance process at a Retail Financial Services organization. The scope of processes automated extended to cover management of paper document inventory to collection and collation of data.

The client has a geographically diversified operation and users from across the enterprise use this system.

An interesting aspect of the process automated is that the production, movement and inventory of paper documents across the enterprise are managed on the system.

### Retail online service – Tax Returns

As we mentioned in our update last year, Enj was used to create, deploy and manage an online Tax Return preparation portal – [www.taxshax.com](http://www.taxshax.com) leading to THE LARGEST BPM IMPLEMENTATION in the world.

Enhancements to the look and feel of Taxshax that is much more user and search engine friendly. Taxshax user base has increased substantially this year continuing its status as the largest BPM implementation.

### Product Enhancements

The modules of Enj that underwent enhancements in Q2'08 and the enhancements released are:

**Transact** – Included increased support for

- Different kinds of serial number control and rules
- Visibility of system generated serial controls
- Automatic notifications and document content
- Scheduler scope and capabilities
- An improved UI for scheduler

**Designer**

- Provided more options for action events in a human interface
- Routing rules capability enhanced to route documents to multiple destinations

**Reports**

- Enhancements in Matrix report and graph reports
- Improved deployment UI capability to make it easier for users to see reports and queries for different parameters

**Portal-Search**

- Vastly enhanced search capability – Index and Search ability for users, processes, reports on item name for faster search

**Modeler**

- Enhanced process performance attributes capability