

# TOSCANA

THE BPM  
AUTOMATION TO DRIVE  
DIGITAL TRANSFORMATION



# ABOUT TOSCANA

Toscana Business Process Suite provides a platform for business stakeholders to drive enterprise-wide Digital Transformation. It manages the complete range of business processes, leveraging advanced tools for content integration, process orchestration, dynamic case management, predictive and on-demand analytics, enterprise mobility and collaboration. It facilitates collaboration in design and execution of intelligent business processes by taking an iterative approach: Design, Deploy, Monitor and Improve.

The product drives continuous process improvement, eliminating operational redundancies and increasing efficacy. The case management capability empowers knowledge workers to manage tasks which are dynamic and unanticipated in nature. Toscana can be leveraged by enterprises either on-premise, on cloud or through hybrid.



## DRIVING DIGITAL TRANSFORMATION – REINVENTING WORKPLACE

### LEVERAGING SOCIAL, MOBILE, ANALYTICS & CLOUD



#### DIGITIZE

Capture/Scan  
Extract • Classify  
Store • Archive/  
Retrieve • Dispose



#### PROCESS

Design/Model  
Collaborate • Build  
Deploy • Monitor /  
Analyse • Optimise



#### ADAPT

Configure New Product  
New Rules • Campaigns  
Channels • Adapt  
to Change



#### ENGAGE

On-Demand  
Communications  
Enhance Customer  
Experiences • Multi  
Channel Interactions.



**ENTERPRISE  
CONTENT  
MANAGEMENT**



**BUSINESS  
PROCESS  
MANAGEMENT**

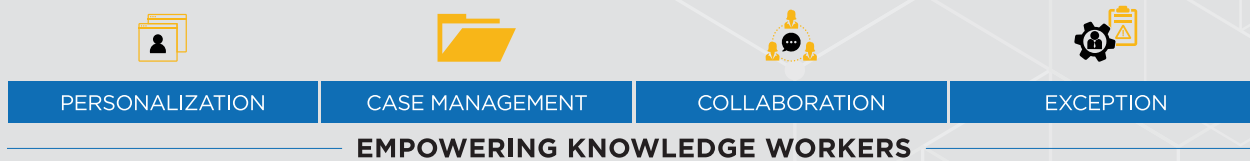


**BRMS & MDM**



**CUSTOMER  
COMMUNICATION  
MANAGEMENT**

# THE FRAMEWORK



CEP - Complex Event Processing • ECM - Enterprise Content Management • BAM - Business Activity Monitoring • BRMS - Business Rules Management System

## UNIQUE FEATURES OF TOSCANA

- Enterprise Architecture modelling with collaborative environment for process design by multiple stakeholders
- Continuous Process Optimization by enabling comprehensive monitoring of key performance indicators and providing contextual insights
- Enhanced Customer Experience and Engagement by creating 360-degree view of customer information to deliver best-in-class experience
- Readily available integration adaptors from different types of ERP systems, Legacy system, CRM, Reporting tools etc.
- Automatic notifications and alerts with dynamic process data mapping ensures no slip ups
- Choice of On-Premises, Cloud or Hybrid Deployment

## DIFFERENTIATOR



Omni-integrated suite with agile approach for streamlined processes



The platform is highly configurable and flexible



Rapid development process model for content and process



Customers will benefit from lower total cost of ownership (TCO)



Deliver high performance and scalability



Supports end-to-end Automation

## SUCCESS STORIES

“



### Residual loan solution for APAC region Bank

- Increased resource productivity by 60%
- Reduced cycle time by 70%

”

“



### Leading US based gaming company

- Processing 3,00,000+ invoices every month in 40+ different currencies
- Implemented self-service portal for 200+ vendors

”

“



### Account servicing for one of the 'big four' IRISH bank

- Migrated 38 million+ customer records in 4 weeks from 6 locations in 3 countries
- Handling daily 10,000+ bank requests for 20+ different bank activities

”

“



### MDM solution for one of the largest US based dairy products

- Increased operational efficiency by 80%
- Upsell and cross-sell rates increased by 60%

”



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*Relationship*  
BEYOND THE CONTRACT

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