

# GIEOM

## GIEOM Products Suite

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# GIEOM Digital BluePrint

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- Single source of truth of all the transformed processes to the employees, partners, customers, vendors etc.
- Document both manual and system steps in a graphical, easy to understand format. The **Ops Analyzer** enables businesses to identify how changes in one business element will impact other business elements.

## Features

- Document all the information your employees need in one place: pin forms and other essential documents to process maps.
- Enable customers to solve their own problems through self-directed learning, including training videos and risk-free practice sessions.
- Missed the memo? Context-sensitive notifications inform employees of relevant changes directly on the transaction screen.
- Simple and easy to integrate with any IT system.



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## How it Works

- **Digitize SOPs** - Digitise your Standard operating procedures and display them graphically
- **Enrich Content** - Enrich your Standard operating procedures with regulatory clauses, checklists, templates, IT system information and IT system screen simulations
- **Analyze Impact** - Use multi-level analysis to assess the impact of the change in one element on other related elements
- **Notify change** - Contextual notifications delivered directly within your core systems – including Core Banking, ERP, and CRM – ensure that employees see every change that affects their role.
- **Monitor change** - Monitor change rollouts using acknowledgements & tests administered to employees

## OUTCOME

- **Align all employees** to the organization's standard of working.
- **Employees can view processes** in a way that is easy to understand.
- **Digitized SOPs are accessible at any time**, so there's no excuse for not knowing the correct process.
- **Reduce information overload by providing employees** with only the specific information they need for their role.
- **Reduce reliance on one-to-one teaching**, which can pass on bad habits, by enabling self-directed training using videos and practice sessions.

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Use case 1

# Digital Change Management

Increase Business Efficiency Through Standard Operating Procedure (SOP) Digitization





## Use case 2

# Technology Transformation

Streamline technology adoption



## How it Works

- **Visualize Processes** - New processes are displayed in an easy-to-understand graphical format and it is the single source of truth for every team involved in the transformation exercise
- **Configure IT Applications** - Denote IT enabled activities on the graphical flow enabling a process led IT System configuration by System Integrators
- **Test IT Applications** - Conduct process guided User Acceptance Testing
- **Simulate and Train** - Enrich the TO-BE processes with simulated IT Application flow with practice and test modes. Conduct end-user training on the new IT system.
- **Test Readiness and Go-Live** - Test users on their operational readiness using GIEOM's built-in practice sessions and quizzes.
- **Monitor and Adapt** - Manage incremental upgrade to Technology Systems when Process, Regulations or Policies change by using the proprietary Ops Analyzer tool.

## OUTCOME

- **Bring Business, SME's, IT and System Integrators on the same page** with automation identified on simplified TO-BE process maps.
- **Gain Visibility into every IT system and process.** Discover how they connect and the impact of change on one another
- **Increased user adoption of the new IT system** through self – paced learning
- **Quickly and easily communicate** upcoming changes with departments.
- **Create self-directed learning resources**, including videos and practice sessions, so that employees are ready for the switchover.

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# Contextual Learning Management

Create sophisticated courses using training videos and risk-free practice sessions and then test and certify users once they have completed them. Training is cheaper, easier, and more effective.

## How it Works

- **Create Learning Paths** - Combine functional and process – based courses based on employee roles
- **Connect Remotely** - Web classroom feature enables users from different branches to join in with classroom training remotely
- **Conduct Assessments** - Gamify learning by enabling employees to earn badges through assessments taken at the end of every course
- **Create Experts** - Certify employees as Subject Matter Experts when they reach a certain number of badges

## OUTCOME

- **Create sophisticated and comprehensive training systems** that ensure staff are fully capable before they serve a real customer.
- **Avoid information overload** by only teaching employees the specific processes they need to perform their role.
- **Employees can easily access training** from system screens at any time, so there's no problem even if they forget a step.
- **Eliminate re-work and bad transactions** and provide superior customer service.
- **Chart the course of employee training** across Learning Paths.
- **Reduce your organization's** training costs.

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# GIEOM Policy Builder

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- Policy Builder allows businesses to convert external regulatory & policy documents into valuable internal policies that enable employees rather than confusing them.
- Policy Builder works with GIEOM's Digital Blueprint to attach your new internal policies to the processes which they affect. Used in this way, any employee can easily pull up any regulations or policies associated with the processes they use.

## Features

- Quickly communicate changes in policy to the affected departments and personnel.
- Automatic text conversion and search tools enable you to find, assess and rewrite the relevant sections of an external document quicker.
- Businesses using Policy Builder experience a significant reduction in regulatory non-compliance.
- The easier way to ensure compliance: efficiently analyse your business to ensure every regulatory change is reflected in your policies, systems, and documents.



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# GIEOM Policy Store

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- Policy Store is a centralized service for sharing RBI regulations through our **Policy Store** and this will be a subscription service for those clients that use our policy builder.
- Using our policy builder, clients can take regulations from RBI or any other regulator and make their own interpretations .
- If they subscribe for Policy Store we provide the service of taking RBI regulations from RBI website and provide our interpretations that can automatically get downloaded on to local installation of Policy Builder in the bank.

## Use case 1

# Enterprise Policy Management

Help Employees to Understand and Implement Complicated External Policies



## How it Works

**Create Keyword Repository** - Create a repository of keywords and their synonyms to be searched in every regulatory document

**Extract Regulations** - Upload a Regulatory document in a PDF format . The system extracts relevant sections matching the predefined keywords and their synonyms

**Simplify Policies** - Frame the policies in a language that your employees can understand

**Organize for Departments** - Combine multiple clauses under departmental policies

**Roll out Changes** - Associate policies to processes in GIEOM Digital BluePrint and disseminate to impacted employees.



## OUTCOME

- **Quickly check for relevant** changes by searching external documents for specific keywords.
- **Convert those policies into simple language** and attach to visual processes using GIEOM's Digital Blueprint.
- **Check how changes impact other** areas of the business using Ops Analyzer.
- **Increase compliance and reduce errors** by ensuring employees are informed of changes.
- **Maintain record** of source documents for audit purposes.
- **Create department-specific** policies where required.

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# GIEOM Validator

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- GIEOM's Validator uses machine learning and computer vision to verify digitized customer identification documents and paper based application processing forms.
- This enables businesses to verify KYC, check application form completeness, and assess any other document in a fraction of the time a human could perform the same task – and at a far higher degree of accuracy.

## Features

- Validator can be trained to check if an expected field has been filled in and will flag if it has not.
- The Validator KYC Engine is a centralized KYC Repository that can be used by other IT systems like core banking systems, CRM etc. to authenticate KYC details with customer consent.
- The centralized repository enables Financial Institutions to comply with stringent regulations like GDPR and DEPA.
- Customer information extracted from these documents can be made available to other core systems



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## Use case 1

# Automated Document & KYC Validation

Help Employees to Understand and Implement Complicated External Policies



## How it Works

**Upload KYC Documents** - Customer uploads KYC, Validator Engine Extracts and populates digital application form, Customer fills additional info. (Customer self-service solution)

**Check for completeness** - Check the completeness of paper-filled application forms using computer vision (Branch Solution)

**Auto Verify** - Automatically recognize and verify a wide range of documents using machine learning

**Authenticate KYC** - Utilize government and regulatory databases to authenticate KYC data in real time

**Obtain Customer Consent** - The customer is shown a list of products and services that the KYC will be used for. The customer chooses and consents the use of KYC data for them.

**Store KYC Information** - The KYC and the consent is stored centrally inside the Digital Validator.

**Make the data available to core systems** - The KYC is provided upon request, through APIs, to those IT systems processing the products and services approved by the customer.

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## OUTCOME

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# GIEOM Digital Controls

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- GIEOM's Digital Controls enables businesses to define, measure, and manage operational risks for process steps that are impossible to automate.
- Business controls can be applied to manage these risks to measure the effect these controls have on reducing risk and impact revenue generation and reduce costs.
- Digital Controls system can also collect data from core transactional systems and test the controls laid out within these system.
- The system auto triggers tasks seeking evidence of work done by users in other systems to verify business compliance to the organization processes and policies.
- Users will be asked to self-attest confirmation of compliance for all controls laid out both on a adhoc and scheduled basis.

Use case 1

# Compliance & Risk Management

Reduce Your Operational Errors and Compliance Breaches



## How it Works

**Define Risks** - Build risk registries by process, departments, products or other categorizations.

**Define Controls** - Define business controls and its mitigation plan for risks associated with operational tasks.

**Associate Risks & Controls** - Link the created risks & Controls to its relevant business processes

**Qualify Risk** - Identify Risks as KPIs & KRIs.

**Schedule Task** - On a pre – defined schedule users are asked to self – attest that work performed is fully compliant to all their business controls.

**Collect Evidence** - The system triggers tasks to users which seek and gather evidence of work done by them manually and in other systems according to a list of pre-defined rules within the controls.

**Enforce Accountability** - User behavior is monitored by analyzing collected evidences and self attested confirmations holding employees accountable.

**Monitor Controls** - Rules are applied on data from core transactional systems to identify and seek evidences where required from users for work performed in other core systems to reduce business risks.

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## OUTCOME

- **Reduce compliance** breaches caused by human error.
- **Reduce the work-hours** required for compliance verification.
- **Reduce cost** of operational audit
- **Ease of measuring and monitoring operational risk** with relevant drill down dashboards.

**Charles Darwin**, best known for his contributions to evolutionary theory, once said:

**'It is not the strongest of the species that survive, nor the most intelligent, but the one most adaptable to change.'**

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