

Human Resources & Administration Processes Product Suite

Workstream has developed a number of Human Resources & Administration Process applications to automate key HR processes. Adopting the Workstream applications will enable a bank to position themselves for growth. These processes include:

- ▶ Telephone Bill Disbursement
- ▶ Leave Application
- ▶ General Staff Reimbursements, Medical In Patient, Medical Out Patient
- ▶ Access Request And Exit Procedure

Telephone Bill Disbursement

After recent automation at Pakistan Telecom Company Ltd (PTCL), banks and other corporations do not get individual bills for each telephone number within an organization. Instead PTCL sends a CD that contains data on all the telephone calls made and the total bill. This can be problematic because an organization can have over 200 phone lines distributed over various departments. Internal procedures require each department to sign off on it's phone bill and for this purpose departments want to be able to see details of the calls made from the telephone line.

A Workstream application provides a simple interface that allows the Administration to maintain department details and email addresses against each telephone number. Workstream sends notifications to each department that their bill is available on-line. Department bills can also be emailed in a Word file rather in place of a notification that it is available on-line.

Features:

- Automatically converts data by department by phone extension
- Provides on-line access to current and past bills
- History of calls is maintained
- Generate reports on expensive calls, calls to other cities, etc.

Benefits:

- Saves manual labor, time and mailing costs
- Generates MIS that encourages good practice
- Allows better cost allocation
- Reduces abuse of privileges

HR Leave Application

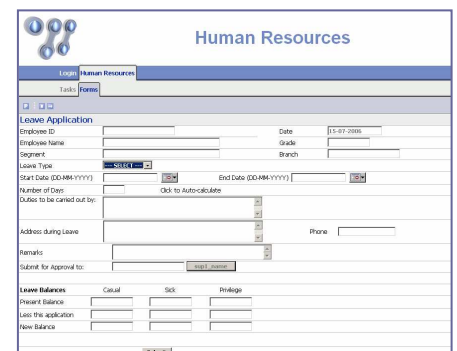
This application interfaces with your HR database, allowing it to pickup and display employee details and leave balances for all types of leave. Employees can open the leave application, select the type of leave they want to apply for and select their supervisor to authorize the leave. Workstream automatically checks if they have the leave time available and routes the application to the supervisor for authorization.

Features:

- Interfaces with your HR database
- Calculates various types of leave entitlement as per policy
- Automatically updates number of leave days already used up
- Allows the supervisor to be selected for approval
- Keeps full audit trail of who applied and who authorized
- Available on everyone's desktop

Benefits:

- Reduced chances of leave infringing policy
- Reduces time taken to apply and approve leave
- Allows employee to plan their time better
- Having on-line access to leave application adds to a professional and efficient working environment



| Leave Balances | Casual | Sick | Privilege |
|----------------------|--------|------|-----------|
| Present Balance | | | |
| Less the application | | | |
| New Balance | | | |

General Staff Reimbursements, Medical In-Patient, Medical Out-Patient

Automation of employee reimbursement processes such as staff re-imbursements, medical claims, other expense claims through Workstream are used to provide employees with a self service environment where all the forms can be accessed on-line, employee details filled automatically and when interfaced with the HR system, amounts can be checked against pre-established limits. The forms are forwarded to the right approving officers to implement the 4 eyes principle, in line with an organization's HR policy. The application for reimbursement is approved by the supervisor and then forwarded to HR for approval. Once HR has approved the application, it is saved for bulk processing at the end of the day by the appropriate department.



The screenshot shows the 'Human Resources' application interface. It features a navigation bar with 'Login' and 'Human Resources' options. Below this is a 'Tasks Forms' section. The main area displays a table with columns for 'Title', 'Input', and 'Description'. The 'Title' column contains 'Out Patient Medical Claim'. The 'Input' column lists various fields for data entry, including Employee ID, Employee Name, Date of Joining, Grade, Marital Status, Gender, Segment, Designation, Branch, Salary Ad No., Nature of Treatment, Cost of Medicine, Laboratory Test, Consultation Fee, and Others. The 'Description' column is currently empty.

Features:

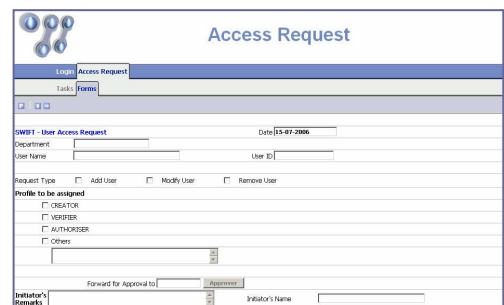
- Allows employee self service of forms
- Up to date data capture from the firms HR system for employee details and limits
- Maker Checker Controls
- Full audit trail
- MIS to show how employees use their benefits
- Optional feature – scan and attach claims receipts

Benefits:

- Provides a user friendly easy access environment,
- Reduced forwarding of paper and turn around time
- Improved implementation of HR policy
- Efficient and professional working environment within the organization.

Access Request Procedure and Exit Procedure

This application processes Access Requests for every possible system within the bank. A 'grantor' raises an application for access to Banking System, Email, Workstream, Trade System etc. and the application is forward to a maintained authority for approval. After approval the application is forward to the administrator to create the account. Similarly, this can also maintain a list of all facilities provided to the employee, such as Employee Car Loan or Employee Home Loan.



The screenshot shows the 'Access Request' application interface. It features a navigation bar with 'Login' and 'Access Request' options. Below this is a 'Tasks Forms' section. The main area displays a form titled 'User Access Request' with a date field set to '05-07-2006'. The form includes fields for Department and User Name. Below these are checkboxes for 'Request Type' (Add User, Modify User, Remove User) and 'Profile to be assigned' (CREATOR, VIEWER, AUTHORIZER, Others). At the bottom, there are fields for 'Forward for Approval to' and 'Approver', and a 'Remarks' field.

Since the Access Request Procedure maintains a list of all access granted to an employee, this makes it a perfect platform to initiate an Exit Procedure when an employee resigns. Workstream can automatically inform the appropriate administrators when to disable the said employee's access to a particular application and can provide an "all clear" signal to HR

Features:

- Pre-built list of items to check what access rights are required for the joining employee
- Generates MIS and audit trails on who has access to which systems

Benefits:

- Centralizes information on all staff.
- Makes management of staff movement and turnover efficient
- Standardizes the procedure
- Provides better security

Contact

To learn more about how Workstream can help your organisation become more efficient and effective, and to arrange a demonstration, please contact: Kishwer Aziz on +44 (0)207 745 7142 or by email at kishwer.aziz@workstreamautomation.com