SmartSource™

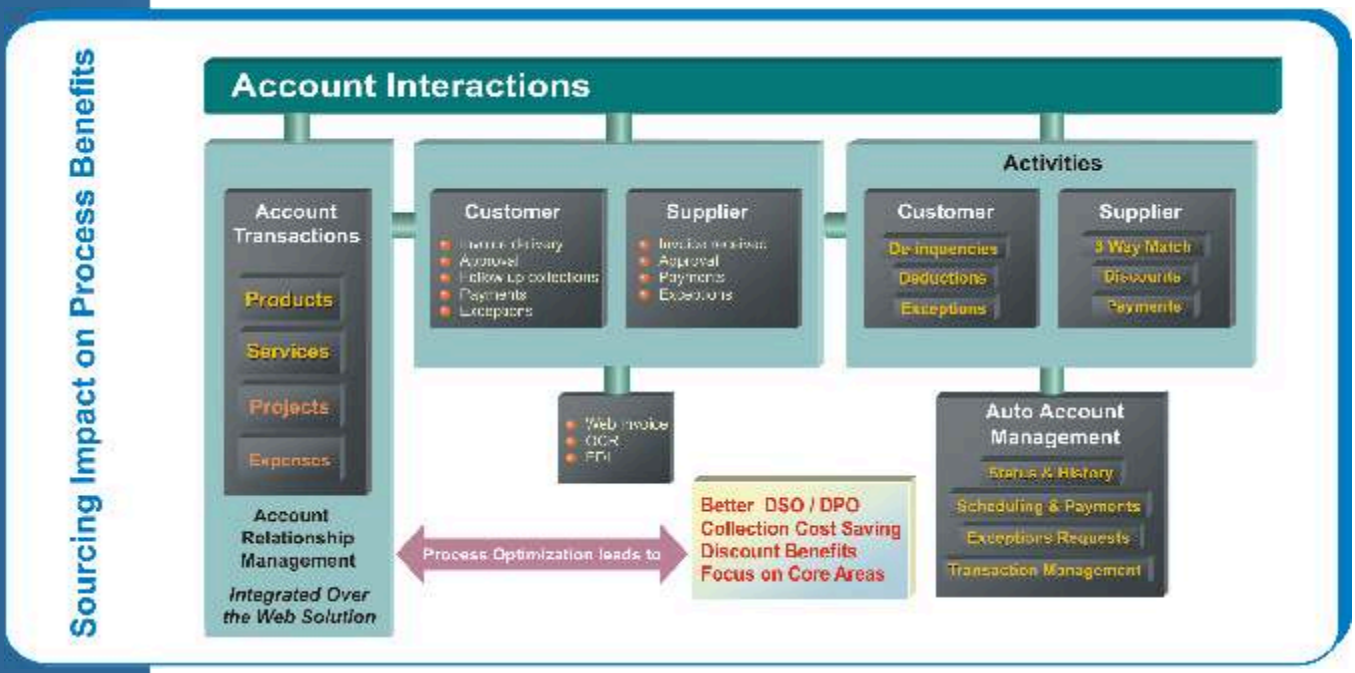
SmartSource™ *Combining the best in technology and business services*

SmartSource™ has two elements to it. *First*, it uses technology to automate operations and *second* it uses this technology to control outsourced functions in operations. As applied in the optimization of the financial supply chain, SmartSource™ uses a leading web based hosted technology platform to automate elements of the order-to-cash and purchase-to-pay processes.

The platform becomes an environment to control and measure what, when and how functions, performed by the outsourcing partner, are performed against agreed service level agreements - in real time.

Services

- Post Invoicing Customer Management
- Portfolio Management
- Exception Resolution
- Billing Services
- Vendor Invoice Management
- Payment Processing
- Customer and Vendor Data Management
- Credit Research and Analysis



Infrastructure and Experience

- Experienced staff, continuous training programs
- Modern facilities with 24X7 operations in a secure facility
- Power backup and network redundancy
- Technology infrastructure and staff, on premises

Technology

- Hosted platform with no technology to buy install or maintain
- Advanced and easy to use web user interface
- Web based customization tools
- Bio-Metric authentication for unsurpassed security
- Rules based image enabled workflow for active sense and control
- Interactive Voice Response for superior customer service
- Integration tools and adapters to common platforms and formats
- Dynamic scalability ensures high transaction throughput and fast response times

How does it work?

Signup to the platform is easy and simple. No installation of any hardware, application software or database is required. No need for annual maintenance costs and upgrades are automatic and free. A simple annual subscriber charge is all you pay to use the platform. You can decide to signup a handful or hundreds of users at a time.

A highly efficient and automated process along with follow-up on services ensures high levels of usage of the platform by customers and suppliers for maximum efficiency. You can decide what types of accounts are handed over for collections. At what stage does someone from internal AR or AP need to inject themselves into the process and take over the account.

You decide what type of disputes and payments need be processed by internal personnel. You monitor the performance of the outsourcing partner using the platform in real time and not loose control of the process at any time.

Allocation of work between internal and outsourcing partner is rules based. The platform provides a robust and quick integration engine to link with existing ERP and custom applications.