



Sympraxis

A Proprietary Workflow and Case Management Solution

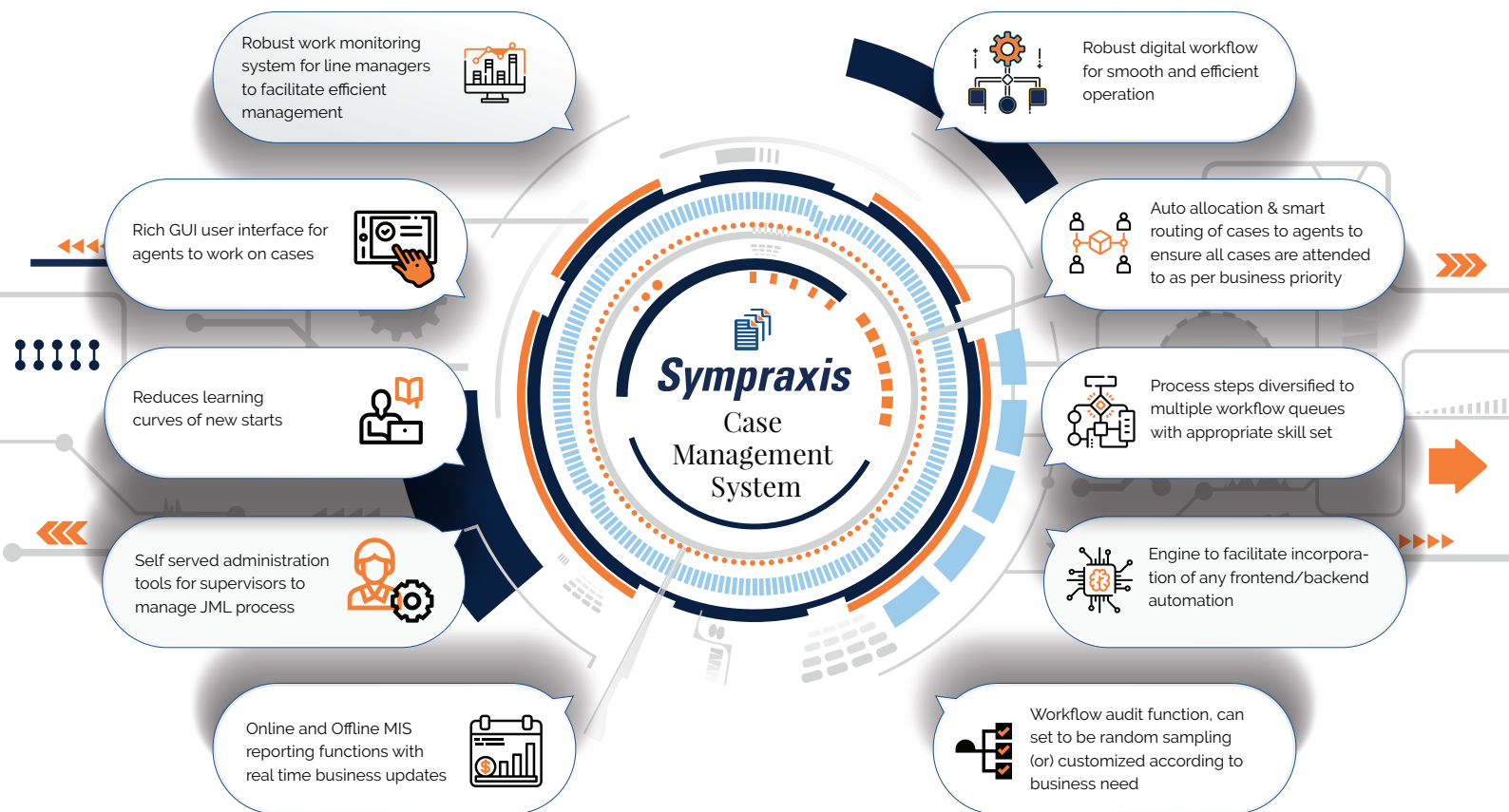
Firstsource's workflow and case management solution, Sympraxis®, is equipped with the proven capability and expertise to handle complex transactions. Built upon a strong quality focus, data security and process efficiency foundation, it currently processes over 50 million transactions per year. Sympraxis® includes servers, transaction management systems and tools that help to simplify processes.

Focus Industries

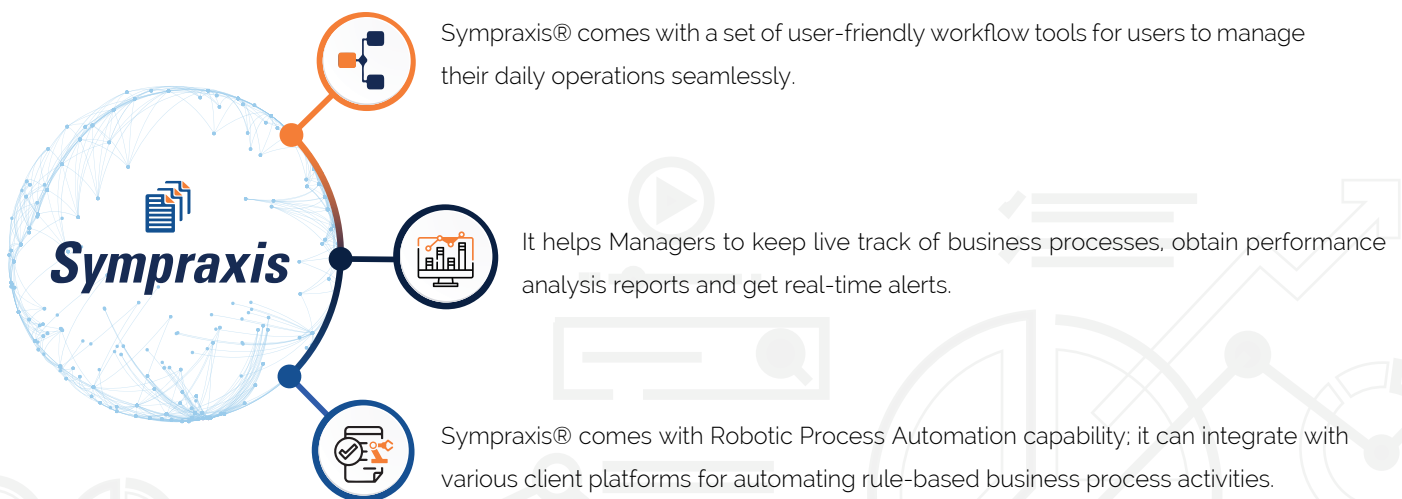
Sympraxis® is industry-agnostic and can be used across multiple industries like Healthcare, Insurance, Financial Services, Publishing, etc. to streamline operations and increase efficiency.

Key Features

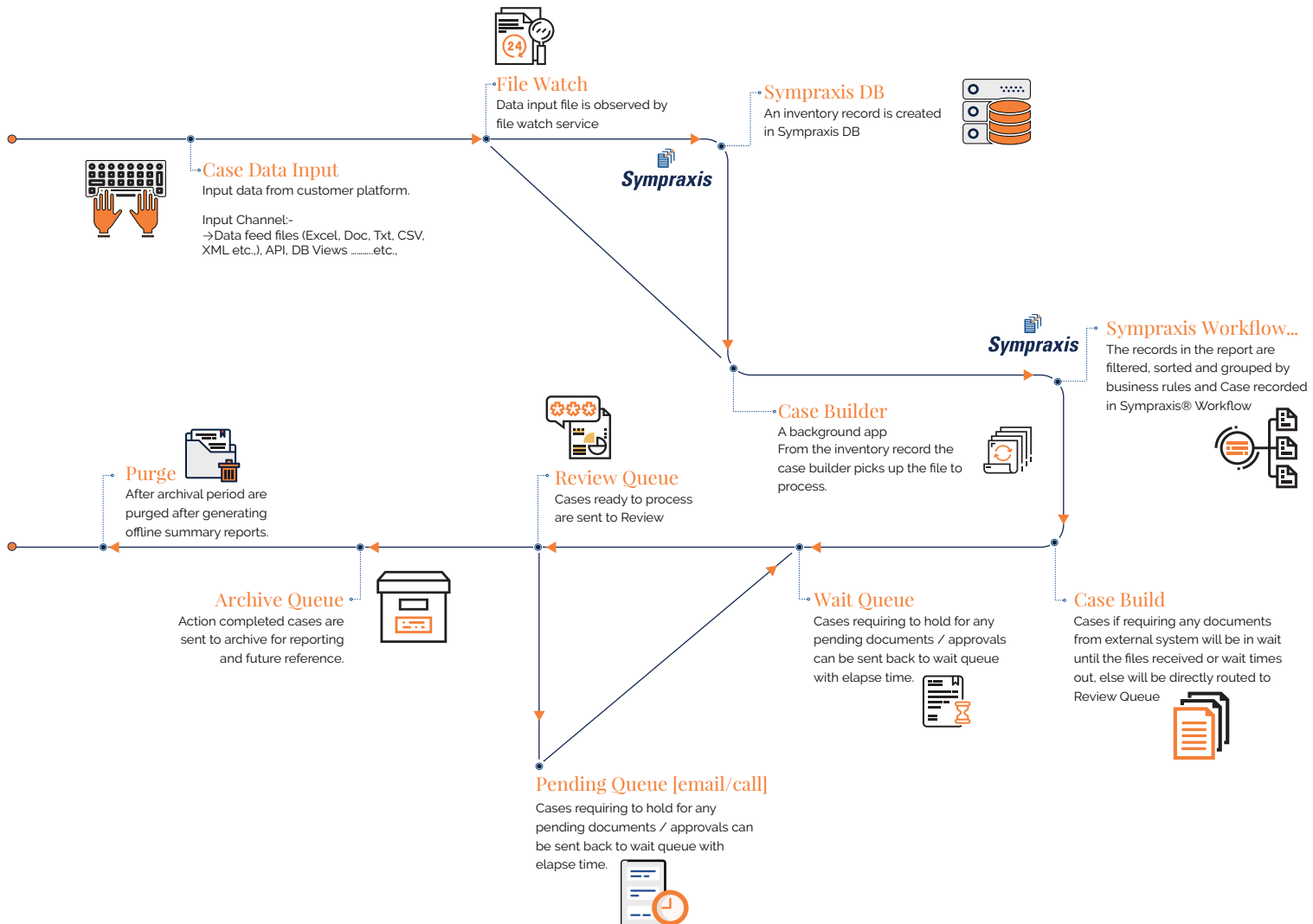
Sympraxis® is built to improve efficiency of day-to-day operations in the back office. It is effective for indexing, allocating, monitoring and measuring all events and triggers and reduces dependency on manual documents and case management. Provides rule based user access rights to the case with time based reassignment for escalation. Tracks and reports the user uptime.

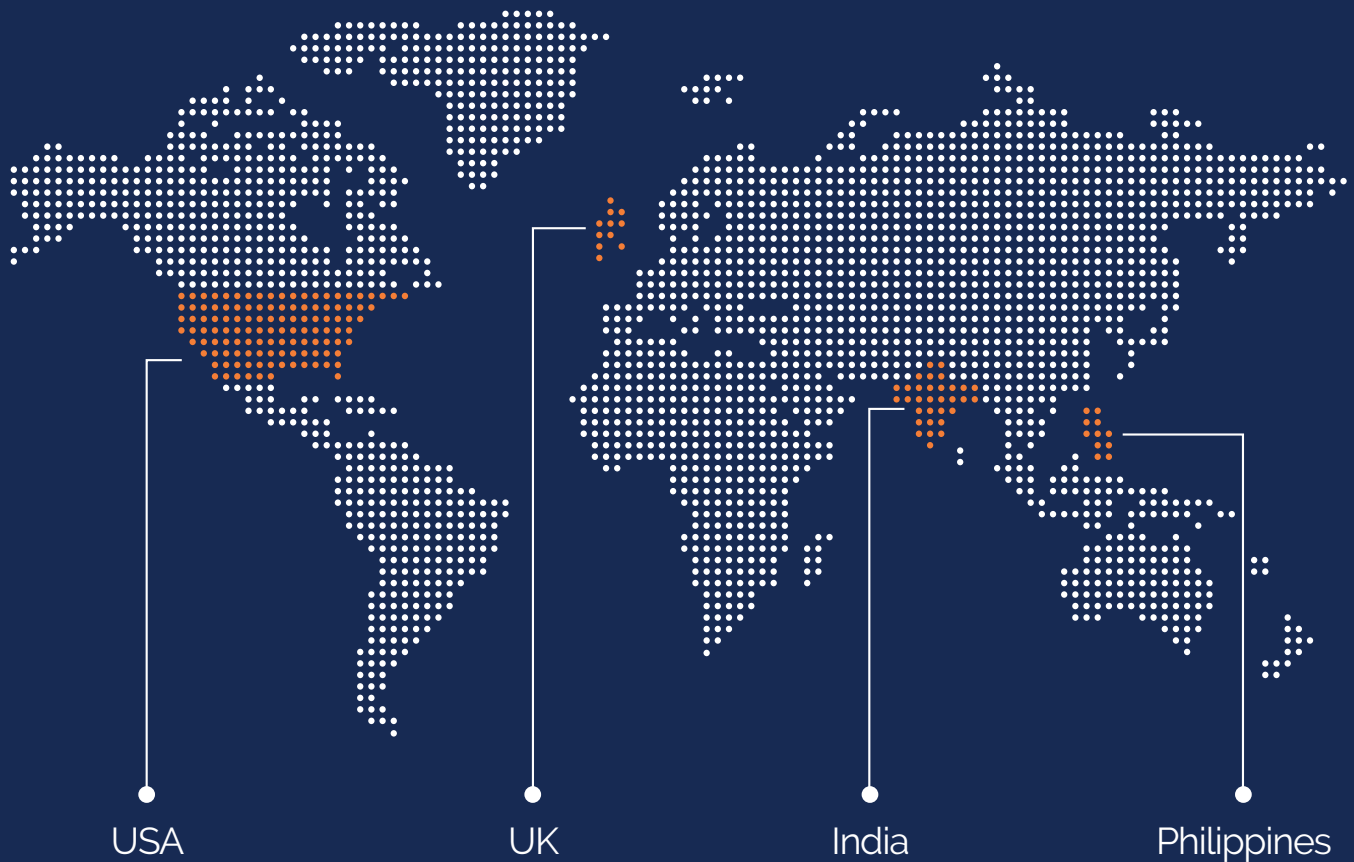


Benefits



Sympraxis® Workflow Model





Helping customers stay ahead of the curve through transformational technologies and capabilities

Firstsource Solutions Limited is a leading provider of customised Business Process Management (BPM) services. Firstsource specialises in helping customers stay ahead of the curve through transformational solutions in order to reimagine business processes and deliver increased efficiency, deeper insights and superior outcomes.

We are trusted custodians and long-term partners to 100+ leading brands with presence in the US, UK, Philippines and India. Our 'rightshore' delivery model offers solutions covering complete customer lifecycle across Healthcare, Telecommunications & Media and Banking, Financial Services & Insurance verticals. Our clientele includes Fortune 500 and FTSE 100 companies.

For more information, please visit www.firstsource.com