Process Manager

A powerful, customisable decision-making engine designed to support and streamline the decision process.

GBG

Features

Reduce operational costs

Fast application turnaround

Customised reports

Instant strategy updates

Automated decision-making

Scorecard simulation & testing

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Overview

Application Control
Credit policy managers can ensure that new customer applications are allocated to appropriate workflows with acquisition strategies that are consistent with organisational objectives.

News Reports
Customised reports based on data and decisions can be designed, automatically generated, and emailed as required. Detailed processing reports enable operational productivity to be monitored.

Efficient Integration
Seamless integration with GBG's wider anti-fraud suite optimises application decisions, workflow management and customer communication without duplicating data.

Consistently Correct
Automated processing eliminates human subjectivity allowing all applications to be managed consistently. Exception cases can be alerted to your team of reviewers for further analysis, and action if required. Assemble your own strategy.

Strategic Flexibility
The GBG Process Manager workflow management system automates the decision making process and can be modified instantly to accommodate for new organisational policies.

Quick Processing
Automated data capture, with blacklisted, high risk and duplicate application checking combined with prioritised low risk and preferred segments, enables quick responses to applicants.

Continual Improvement
New application models can be evaluated side-by-side against existing strategies by conducting simulations with real data.

Workflow

GBG Process Manager is a scoring and decision engine designed to automate the decision making process by applying customer segmentation models, enabling acquisition strategies to be applied consistently to align with organisational objectives.

Request made → Application processed → Terms of business defined → Answer made
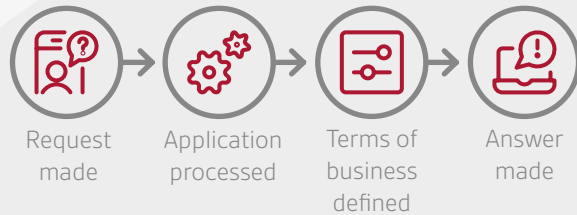
Business benefits

Profitability
Credit loss is reduced through rejection of unsuitable applications and setting business terms according to applicants' risk and profit potential.

Customer Service
Response time to applicants is minimised with online credit scoring and decision recommendations, and automated assessment.

Productivity
Credit managers can focus on strategy instead of making individual application decisions.

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