

The logo for eFlowxg, featuring the word "eFlow" in a dark blue, cursive-style font, followed by a green four-pointed star, and then "xg" in a dark blue, bold, sans-serif font. The background of the top half of the page is a collage of various icons (gears, charts, people, clouds, magnifying glass, globe, checklist) overlaid on a blurred image of people working in an office.

eFlowxg

Automation tools to keep benefits flowing smoothly to your members

About basys

Since 1977, basys has specialized in benefits administration software for the Taft-Hartley community, providing integrated technology solutions that help trust fund offices, national multiemployer plans and third party administrators accurately and efficiently serve millions of members across the US and Canada. Basys software suites, web-based portals and hosting services deliver cost-effective and reliable health and pension benefits processing, fund office administration, reporting and member service on a platform built for data security, regulatory compliance and a lower total cost of ownership.

Organized. Efficient. Smooth. Automating established office processes and procedures with **eFlow** ensures that the most appropriate and qualified people in your office can handle work on time.

Ready to transform your office into a powerful, streamlined, paperless operation, where each task moves seamlessly and automatically to the right resource at the right time?

eFlow from basys automates workflow by routing electronic tasks to the right staff, eliminating lost or destroyed paperwork, improving job turnaround times and reducing the administrative stresses and costs of manual processes. Governed by highly configurable rules YOU control, **eFlow** jobs consistently follow your own established best practices.

How does eFlow work?

User-configurable rules define when the system creates a task, to whom it is

routed, and when it moves to the next person in the cycle. Rules also recognize exceptions, manage escalations and archive completed jobs. In a Claims processing office, for example, **eFlow** rules can be set up to automatically create and assign a job when the basys system receives an electronic claim, or when an operator scans and indexes a paper claim.

How do operators access their work?

As **eFlow** creates jobs, it bundles similar tasks together in batches and automatically distributes them to operators according to your preset workflow rules and desired load balancing. Operators access their work



using **eFlow**'s Task Manager, a user-friendly electronic in-box that shows the batches they are assigned. The operator can open a batch and begin working on a job. From the job details screen, operators can launch the basys application needed to complete the job. Once completed, the job will automatically move from the operator's Task Manager to the next person in the flow.

Why eFlow?

eFlow maximizes your efficiency and minimizes operational costs by:

- ✦ Creating and routing jobs automatically and consistently based on your office's own best practices and procedures.
- ✦ Distributing jobs equitably between operators to optimize workloads.
- ✦ Seamlessly integrating with basys applications so operators can complete jobs or so that system events trigger **eFlow** to create new jobs.
- ✦ Expiring jobs automatically after a defined period and routing them to a supervisor for handling.
- ✦ Connecting transparently to an optional Enterprise Content Management (ECM) system so operators can view electronic content (such as images files, email, etc.) related to jobs from within **eFlow**.
- ✦ Archiving completed jobs and enabling easy access.

Ready to automate your workflow and make your office more efficient? Talk to basys today for additional details and a demo of **eFlow**.