

TECHNOLOGY - Is yours in tune with your business?

INTRODUCTION

Over the recent years we have seen an increasing number of technology based solutions to support the management of T&C based processes. There continues to be considerable flexibility in how firms address regulatory requirements. It is therefore important that when choosing a 'technology partner' that you remain in the driving seat by choosing a supplier that is capable of meeting your needs rather than squeezing you into a compromise that fails to accommodate your primary requirements. In this article we explore some of the key factors you should consider when choosing a technology partner and then look at some of the leading providers in the industry to see how they shape up.

- **Customer Focus**
- **Capable of dealing with changing regulatory requirements**
- **Staying on top of technological developments**
- **Scalability**

Redland Business Solutions have a strong track record of successful implementation of its flagship product, **Insight T&C** with the industry's leading financial services networks. Redland take a 'trusted partner' consulting approach to our relationships with all clients.

Key factors – why our clients will recommend us

- Speed of delivery and implementation
- Flexibility and adaptable approach to clients requirements
- Quality of build and customer service
- Experience and expertise within the Financial Services market

Insight T&C is an entirely web based solution, using the latest Microsoft technologies and techniques. It is easy to deploy, simple to access from anywhere, intuitive to use and integrate into daily business practice. Insight is designed to be easy to configure to customers requirements and business processes, without having to stray from the core product. System administration tasks and many changes to the system can be carried out by client's own staff after implementation to keep the system in line with the business as it changes.

Customer Need	Product	Standard MI & FSA reports	Bespoke MI	3rd Party integration Capability	Noteworthy Features
T&C Process Management	Insight T&C	☑	☑	☑	Insight has full Workflow functionality with integration and links across all modules. Insight T&C uses tracks, tasks, events and cases to manage processes and workload.
Sales KPI Tracking	Insight T&C – Risk Management	☑	☑	☑	Allows organisations to automatically allocate and manage the risk rating of every regulated member of staff, using defined Key Performance Indicators (KPI's). Learning & development tracks are built from a series of events/tests/modules designed to provide a pathway for a person to achieve a level of competency and knowledge, and following a successful completion, by a new series of events to maintain that level of competency. Combined with progress monitoring and audit trails to support evidence of achievement and development
Complaints & Feedback Management	Insight T&C – Complaints Management	☑	☑	☑	Creates automatic workflows for handling all complaints. It provides an electronic audit trail integrated with risk management and feeding into the T&C scheme KPIs.
Staff Competency Testing	Insight T&C – Online Testing	☑	☑	☑	Online Testing provides the facility to upload or add your own questions and reference material. Build your own test

					templates with integration to full Insight T&C
Sales Quality Audit & File Checking	Insight T&C – File Checking	?	?	?	Enabling companies to adopt a risk based approach to the compliance and quality checking (adviser/product/competency) of all new business cases – pre or post sale. Insight T&C supports the selection of cases to check and the entire checking and monitoring processes.
Specialist Fin Servs Sales CRM	No specific module	?	?	?	Insight has the proven capability to integrate with third party CRM systems to meet specific business requirements
Specialist HR Tools for Fin Servs	Insight T&C – Recruitment Management	?	?	?	Supports the recruitment process from application, references, FSA compliance through to approval and induction training. MI allows the monitoring of progress and audit trails record all actions taken
Training Management	Insight T&C – Training Management	?	?	?	Provides full training management functionality for online access to training courses, Improves effectiveness of managing, scheduling and resourcing of training
Marketing Content Approval tools	Insight T&C – Financial Promotions	?	?	?	Product supports logging & maintenance of financial promotions, versioning of documents, reviewing and authorisation. Also management information, business intelligence dashboards and reports.
Software learning	Insight T&C – Online Testing	?	?	?	Importing and linking of specific learning material and eLearning packages to test

					templates allows businesses to build their own knowledge programmes
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Providers USP

Insight T&C is made up of modules / components designed for companies to 'build' a T&C solution to suit individual business requirements, needs and budget. Modules can be implemented individually to work as standalone or linked to form a complete T&C automated system. This enables a company to take as little or as much functionality as it requires over a period of time dependant on business needs, budget and resources.

Modules when linked, provide data transfer across the solution to pre-populate necessary areas to avoid re-keying and duplication.

Insight T&C is unique in the market as it is designed to 'Gap Fill' with specific functionality to enhance a back office system – not to replace it! Thus providing effective and cost saving benefits to companies wishing to upgrade their processes and procedures. Insight provides a single view of your business for T&C and compliance without reliance on manually intensive, bulky paper based records and files.

Providers size and customer base

Redland Business Solutions currently employ 45 people in numerous roles to provide experience and expertise within the Financial Services market as a specialised consultancy and software solutions provider with a proven track record of solution design, development and implementation.

Our current customer base extends over 13,000 licences and the following organisations:

- Openwork
- Honister Capital
- Sesame
- Sun Life Financial of Canada
- Atos Origin
- RSM Tenon
- Harrington Brooks
- Berkeley Morgan