SceriS

One Resource - Simplifying Business

MISSION

To empower our customers with the knowledge, technology and capabilities to optimize their work processes, positively impact their organization's performance and improve their value to their customers.

VISION

To be the most trusted and most innovative provider of process optimization solutions and related services.

In accomplishing our vision, our passion will guide us and we will strive to always conduct ourselves with integrity and deliver superior value.

PHILOSOPHY

Help our customers accomplish **MORE with LESS.**

Comprised of:

**Liquid Edges, Solid Solutions (LESS) and
Manage Optimized Results Enterprise-wide (MORE).**

Liquid Edges, Solid Solutions reflects our software products, which are flexible and easily configured to meet each customer's specific requirements and provide long-lasting results.

Manage Optimized Results Enterprise-wide reflects our customer's ability to use ScerIS software products to configure solutions throughout their organization, leading to further process improvements, cost reductions and improved customer satisfaction.

With ScerIS, always accomplish MORE with LESS!

*S*cerIS is a **resource** for innovative solutions. The company helps clients get more done in less time with less effort. ScerIS systems and services result in cost reductions and the avoidance of future costs while maintaining or improving service levels.

ScerIS is a **resource** to its clients in healthcare, business and government. The company provides a wide range of workforce productivity solutions both on premise and in the cloud that retool work processes and automate both people and paper centric work. Serving 16 major markets and over 100 industries, ScerIS provides:

- Business Process Improvement Solutions

- Mobile Workforce Systems

- Custom System Design, Development and Implementation

- Business Process Outsourcing

- Hosting, Infrastructure as a Service (IaaS)

ScerIS is your "One Resource" that's helping to "Simplify Business"

Professional Services

*S*cerIS provides a wide range of Consulting, Implementation, Training and Support services designed to help customers enjoy an extraordinary experience. ScerIS solutions provide value through their comprehensive design and strategic integration with client processes and technology.

Principal and Senior Consultants provide guidance that often leads to significant reductions in cost and improvements in profitability. Developing actionable intelligence provides leadership with up to date key metrics valuable to accelerated decision making. Optimizing business processes throughout the enterprise leads to best practices that reflect the uniqueness of each customer, creating competitive advantages.

Business Process Consultants and Analysts help customers define and deliver business information and process optimization solutions. Drawing on many years of experience, business process knowledge, qualitative and quantitative techniques and transformational technology capabilities, ScerIS's professional services teams help customers improve performance through the:

- Analysis of existing business processes (Business Analytics – Collection of the Facts).
- Development of plans for process improvements (Collaborative Methods for Innovating).
- Implementing solutions to achieve performance requirements utilizing ScerIS workforce productivity improvement platforms (Getting Results).

ScerIS Solution Implementation Managers and Technicians provide value through their comprehensive input to solution design and strategically integrating solutions with customer processes and technology. A virtual extension of a customer's organization, ScerIS implementation teams deliver solutions to customer driven specifications.

ScerIS methodologies, prior experiences, services offerings and process improvement know-how ensure project success. ScerIS helps organizations achieve extraordinary value as they seek to increase efficiencies and streamline work processes.

Technology

*E*TCETERA® (ETC) is transformational. It's a disruptive, fourth generation software platform that strengthens growth and profitability by accelerating enterprise performance.

ETC helps business leaders fulfill their desire for fewer vendors, fewer applications to support, a reduced risk of malware and ransomware attacks and an increased responsiveness to business needs. Beyond ERPs, EMRs and other primary applications, ETCETERA® is the platform for everything else.

As a platform for change, ETC helps organizations avoid the inevitable delays of getting applications in place when budget cycles, capital approval processes or operating spending approvals do not or cannot support organizational needs and anticipated improvements.

Built on a foundation of extraordinary performance, ease of use, security and scalability, ETC helps organizations meet today's needs and reach tomorrow's vision.

Enterprise Content Management
Enabling the Digital Office

- High Speed Browser Based Scanning
- ETL (Extract, Translate, Load)
- Database Management
- SVG Viewer (>300 File Types)
- Tabbed Presentation Viewing
- Extend Access to Vendors, Customers or Constituency

Enterprise Business Intelligence
Unlocking the Power of Data

- Dynamic, Custom & Interactive dashboards.
- Real Time Analytics & Reporting
- Interactive Reports
- Full Suite of Data Visualizations.
- Charts, Maps & Guages
- Unite Disparate Data Sources

Enterprise Data Warehouse
### Normalized, Standardized, Accessible

Cloud Services

*S*cerIS Global Access is the ScerIS hosted services platform offering Multi-tenancy, Hybrid and Private infrastructure environments. This environment hosts ETCETERA® and customer mission critical applications and provides business continuity services to its customers.

ScerIS Cloud Services include advanced server virtualizations and converged infrastructure solutions to address the widest of customer requirements. The Infrastructure as a Service (IaaS) offering also provides customers with a hosting alternative for their core applications and Microsoft subscriptions.

Integrated High Availability (HA) fail over and resilience is provided at both the virtualization (HA cluster) and hardware layers. With this service level the need for complex and expensive clustering software or additional server, hypervisor or application licenses for fail over servers is eliminated.

ECM

ETCETERA® Multi-Tenant is an environment for managing documents of any type. Benefiting from ETCETERA Enterprise Content Management (ECM), this environment provides customers with online storage and management of business reports and documents. Data and stored documents are completely segmented to protect client information.

ETC Hybrid
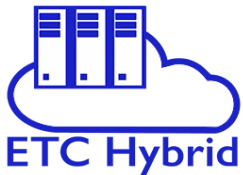
The ETCETERA® Hybrid Cloud provides customer specific dedicated virtual private servers (or physical server) for ETCETERA® applications. Each customer's data is in a dedicated database. Shared services include SQL Server and Scalable Vector Graphics (SVG) viewer resources. ScerIS provides IT services in the management of this environment.

ETC Private

The ETCETERA® Private Cloud provides customer specific dedicated virtual private servers (or physical server[s]) for applications, database and SVG viewer resources, and can be used for other client applications. Infrastructure, networking and storage resources are managed, provisioned and managed. ETCETERA® Private Cloud resources are completely dedicated and exclusive to the customer, meaning that CPU, RAM, storage, firewalls and connectivity are not shared with other ScerIS customers.

BCS

BCS On-Cloud and Off-Cloud (Hybrid) provides source location flexibility. ScerIS provides backup (BaaS) and disaster recovery (DRaaS) services with a highly-available environment deployed across multiple data centers. These data centers are independent clouds in separate locations with numerous redundancies for hardware, power, and connectivity. Source locations can be ScerIS host environments or your on-premise locations.

IaaS/PaaS

The Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) environments are for customers that want to expand and manage their WAN with completely dedicated resources that are exclusive to the customer, meaning that CPU, RAM, storage, firewalls and connectivity are not shared with other ScerIS customers. The system actively monitors and automatically manages the infrastructure in order to meet the capacity, availability and response time requirements set by the customer.

Outsourcing / BPO

Outsourcing work processes to ScerIS allows organizations to focus on their core capabilities. At ScerIS, we utilize the same technology, capabilities and understanding of business process optimization that our professional services teams bring to our clients to bring dramatic efficiencies to outsourced work. ScerIS's investment in technology coupled with best practice process management methodologies enables our clients to achieve operational excellence.

Outsourced Document Conversions

ScerIS outsourced document conversion services span multiple document types. ScerIS provides the conversion, classification and cataloging of documents using internal resources in order to provide the high quality that our clients expect from us.

ScerIS outsourced document conversion services include:

- Hosted / Online Document Access
- Document Scanning and Indexing
- Automated Indexing / Automated Data Capture (OCR/ICR/BCR/OMR)
- Microfilm Conversions
- Microfiche Conversions
- Aperture Card Conversions
- Map Scanning and Indexing
- Drawings Scanning and Indexing
- Radiology Film Scanning and Indexing
- On-site Scanning Services
- Document Shredding
- System Conversions
- Data Recovery
- Prepless Scanning

Business Process Outsourcing (BPO)

ScerIS outsourced business services are specific to industry, segment and departmental activities. ScerIS accommodates each client's specific requirements, whether they need entire processes or parts of processes outsourced. ScerIS utilizes its workforce as a seamless extension of each client's environment combined with online functionality, automation capabilities, digitized workflows and electronic document repositories in accomplishing this work.

ScerIS outsourced business solutions include:

Healthcare Providers:
- Electronic Billing
- EOB and Self Pay Payment Processing

Healthcare Payers:
- Claims Processing
- Premium Payment Processing

Cross Market Services:
- Accounts Payable Management
- Billing and Remittance Processing
- Survey Processing
- Lockbox Processing

Cross-Industry Solutions

ScerIS has accumulated a wide array of experience and consequential successes across 15 major industries. In addition to industry specific solutions and services, ScerIS has developed workforce productivity solutions for optimizing business and accounting processes.

There are differences across industries that are recognized in the individual deployment of each system or outsourced service, even differences within the industry. ScerIS systems and services are configured to accommodate the uniqueness of each client.

Our cross-industry experience gives us a unique ability to share expansive solutions without sacrificing the ability to understand unique elements within your organization. ScerIS's cross-industry systems and services are designed to maximize productivity while simultaneously increasing net profits.

Process optimization solutions for:

- Accounts Payable
- Expense Account Management
- Accounts Receivable
- Purchasing
- Compliance and Risk Management

- Human Resources
- Contract Management
- Payroll / Time & Attendance
- Order Processing
- Customer Service

Industry Solutions

*S*ince 1993, ScerIS has developed and delivered a wide array of optimized business process systems and services across 16 major industry groups. Through our broad experiences with our diversified client base we have developed a keen understanding of over 250 business and accounting processes. Through optimizing these processes, our clients experience reduced costs, improved data quality and increased customer service levels.

Our cross-industry experience coupled with our collaborative approach enables us to identify specific opportunities for business process optimization and accounting process optimization within certain specializations, as well as broad opportunities providing enterprise-wide benefits.

Industries Served

- **Healthcare - Providers**
- **Healthcare - Payers**
- **Financial Services**
- **Banking**
- **Insurance**
- **Engineering & Construction**
- **Manufacturing**
- **Distribution**

- **Transportation**
- **Retail**
- **Professional Services**
- **Tourism, Hospitality and Leisure**
- **Not-For-Profit**
- **Utility**
- **Communications**
- **Government**

Healthcare - Providers

Hospitals - Behavioral Health - Commercial Labs - Group Practices - Life Science
Blood and Organ Banks - DME/HME - Diagnostic Imaging Centers - Home Health Services
Pharmaceutical/Medicine - Nursing Homes/Long Term Care/CCRC - Ambulance Companies

*W*ith every innovation in healthcare, there are new requirements for information, data and processes. ScerIS provides solutions that simplify and optimize the processes associated with these challenges. ScerIS solutions are deployed rapidly and integrate with your current systems, allowing you to leverage existing technology investments while realizing new additional benefits.

ScerIS solutions address both clinical and administrative areas, and business and accounting processes in both areas are optimized. ScerIS solutions scale to your needs, change as your needs change and grow with your organization. With ScerIS, provider organizations are in charge of their future using ScerIS applications that are flexible, easily managed and provide value across the enterprise.

ScerIS solutions help to eliminate inefficient processes and errors. ScerIS solutions help to eliminate costs and free up personnel for higher value work. And the need for multiple systems, support staff and related annual costs can be eliminated with enterprise-class applications that are deployed for dozens of reasons and offer each provider organization the opportunity to leverage their core investment in ScerIS technologies.

Provider organizations are under the pressures of a reimbursement system that can change with the wind, reimbursement schedules that might not provide for adequate coverage of internal costs, free care services and all of the administrative costs of dealing with both government and private payer entities. The need for planned continuous improvements and the associated cost reductions and other benefits has never been greater. Provider organizations can count on ScerIS solutions to help them achieve sustainable bottom-line improvements that are essential to the services they provide to their community.

Process optimization solutions for:

- Medical Records
- Laboratory
- Radiology
- Patient Financial Services
- Clinical Trials
- Credentialing

- Patient Access
- Capital Budget Planning
- Donor Records Management
- Patient Registration/Intake
- Free Care Services

Healthcare - Payers

Health Insurance - Dental Insurance - Workers Compensation Insurance
Third Party Administrators (TPA) - Managed Service Organizations (MSO)
Administrative Services Organization (ASO)

*S*cerIS understands the complexity of running a payer organization in a time when the healthcare reform outcome is uncertain. Operational process changes and solutions implemented today to effect change must remain flexible while streamlining operations, reducing costs and ensuring regulatory compliance. Accommodating this need for flexibility, ScerIS solutions are easily modified to effectively serve payer organizations in this ever changing landscape.

ScerIS solutions help to improve workforce productivity while supporting the dynamic and changing healthcare payer environment. From provider credential review and authorization all the way to enrollment, claims processing and payment, and policy packaging, premium billing and collections, ScerIS automation and "work management" technologies help to eliminate manual work including data entry and reconciliation efforts. Much of this automation provides for an improvement in handling paper and yet other aspects of ScerIS's solutions eliminate paper all together.

While automation and work management applications provide a great benefit in the services provided, timeliness and accuracy of data and the quality of work methods, another great benefit is the reduction of current costs and the avoidance of future costs for completing work that is highly dependent on a trained workforce. Repeatable and standardized methods that benefit from automation lead to financial improvements that are not otherwise attainable.

Healthcare payers working with ScerIS solutions can expect to lead the industry with lean and effective business processes that benefit from automation, notification, and data management services that enhance the functionality of their core ERP system.

Process optimization solutions for:

- **Claims Processing**
- **Adjudication Management**
- **Referral Management**
- **Enrollment Processing**
- **Policy Packaging and Presentation**
- **Contract Management**

- **Customer Service**
- **Utilization Management**
- **Payment (EOB) Rendering and Presentation**
- **Premium Billing and Collections**
- **Coordination of Benefits**

Financial Services

Securities Brokerage Companies - Service Bureaus - Credit Card Companies
Pension Funds - Financial Investment Companies

*I*nnovation in the financial services industry takes place under the scrutiny of compliance, auditors and consumers. Innovating has wide implications for financial services companies and has the potential to significantly improve the quality of information, integration of systems and core business functions. Such improvements must be achieved while adhering to the requirements of multiple organizations or stakeholders within the company.

System complexities and technology challenges all present opportunities. Integration of systems and the presentation of a single dashboard to users can greatly improve employee productivity and the way in which customers are served.

Large transaction volumes of many types are a given in the financial services marketplace. Improving work processes provides one of the quickest ways to achieve improved financial performance.

Customer service is always a point of differentiation for financial services companies. The seamless availability of information and the ability to interact with customers on demand with the right information creates competitive advantage.

Disclosure and disposal requirements further necessitate the importance of records management, document and information classification and the standardization of terms.

Reviewing systems and work processes and identifying new methods for improved access to information from across disparate systems and the optimization of work are the most direct ways to achieve improved financial performance.

Process optimization solutions for:

- **Client Records Management**
- **Application Processing**
- **Property and Lease Management**
- **Stock Certificate Processing**
- **Real Estate Document Management**

- **Statement Rendering**
- **Payment Posting**
- **Proxy Processing**
- **Report Management**

Banking

Investment Banks - Retail Banks - Commercial Banks - Private Banks
Credit Unions - Mortgage/Lending Companies

*S*cerIS solutions are comprised of technology and outsourced services and offer banking clients optional methods for achieving optimized processes, improved customer service, lower unit costs and increased productivity all while achieving regulatory compliance.

One size does not fit all, so ScerIS solutions are configured to meet the unique requirements of each client. The open architecture of ScerIS applications provides for rapid integration with the bank's core systems, line of business applications and legacy systems and provides a single reference for information from disparate systems. Daily tasks are streamlined using automated document classification capabilities with automated data extraction. Documents for all departments are provided online and information spanning departments and systems is seamlessly available for a process, a customer or for any reason. Paper forms are eliminated with flexible online ScerIS solutions integrated to digital signature capture functionality. With a paperless environment, information is immediately available and customer service can provide better and more timely information. Customer's questions are immediately answered without the need for further research and delays.

The Bank Secrecy Act (BSA), Anti-Money Laundering Act (AML), Check Truncation Act, Check Clearing Act, Office of Foreign Assets Control (OFAC), Patriot Act and Sarbanes Oxley all impact policy, procedures, technology and employee training. ScerIS works with banks to craft actionable plans, policies and processes and helps banks design, develop and implement appropriate systems.

Additionally, ScerIS provides outsourced services to help banks process daily work, from managing documents and deposit operations to loan agreements and statement rendering.

Process optimization solutions for:

- Deposit Operations and Item Processing
- Mortgages and Loans
- Electronic Statement Generation and Distribution
- Compliance and Risk Management
- Signature Card Availability

- Customer Records
- Report Management
- Lockbox Operations
- Trust Department

Insurance

Property & Casualty Carriers - Life Insurance Carriers - Reinsurance Companies
Managing General Agents (MGA) - Third Party Administrators (TPA)
Claims Service Providers - Alternative Risk Organizations

$\mathcal{O}$rganizations in the insurance industry looking to create and maintain a competitive position through cost effective customer driven solutions can find the elements of success they need with ScerIS. ScerIS provides a means for insurance organizations to optimize their business processes within a department, for an entire department or for the enterprise while maintaining their expectation of a high level of customer service.

ScerIS's systems bring automation to traditionally manual processes with integration to host systems. This approach provides a single point of reference for content from all sources that provides for targeted identification and access of information.

ScerIS systems help drive immediate process improvements and cost reductions. Process improvements often help insurance companies provide improved customer service. Cost reductions help achieve improved financial performance.

ScerIS outsourced services help organizations identify business processes that can benefit from an existing capital investment, resources and know how. ScerIS's outsourced services further enable an organization's competitiveness and allow the organization to use its resources in value-added work.

ScerIS is a single resource with technology and outsourcing capabilities that will configure its solutions to support the values and differences that have helped distinguish the business rather than force it into a retrofit paradigm.

Process optimization solutions for:

- Claims Management
- Premium Billing and Collections
- Underwriting
- Reinsurance
- Policy Writing and Issuance

- Agency Management
- Broker Workflow
- Records Conversion
- Certificates of Insurance

23

Architecture, Engineering & Construction

Architecture - Civil Engineering - General Contractors - Construction Management - Building Construction
Industrial Construction - Environmental Construction - Infrastructure Construction
Electrical Engineering - Plumbing - HVAC - Demolition

*S*cerIS helps Architecture, Engineering and Construction (AEC) companies achieve more efficient management of work and internal processes throughout the project lifecycle, from concept to design and building, project management and administrative processes.   This is achieved by enabling existing processes and construction management systems with solutions that streamline work processes and improve the utilization of resources.

Time is money and traditional work processes and construction management systems continue to require inordinate amounts of human effort to do repetitive tasks that are easily automated. ScerIS, is helping AEC companies automate tasks, eliminate errors and improve both profitability and balance sheet accounts.

Before, during and after each project, AEC companies depend on accurate and timely records.   Using ScerIS solutions and outsourced services, AEC companies achieve best practices and improve overall job management, improve billing and payment cycles and reduce the administrative burdens often associated with project related and finance related information accumulation and support documentation.

Perhaps in no other industry is the need to plan so important and AEC companies already recognize the benefit of excellent planning, from design to materials procurement and vendor selections, as planning is a core element of their success. ScerIS solutions start with an idea that becomes a well documented plan. The implementation of a well documented plan sets the stage for the optimization of business and accounting processes that produce planned results.

Process optimization solutions for:

- Job Files
- Billing and Accounts Receivable
- Engineering Files
- Time and Attendance Management
- Contract Management
- Mobile Workforce Enablement

- Impact Study Files
- Procurement
- Accounts Payable
- Financing Agreements
- Permit Management

Manufacturing
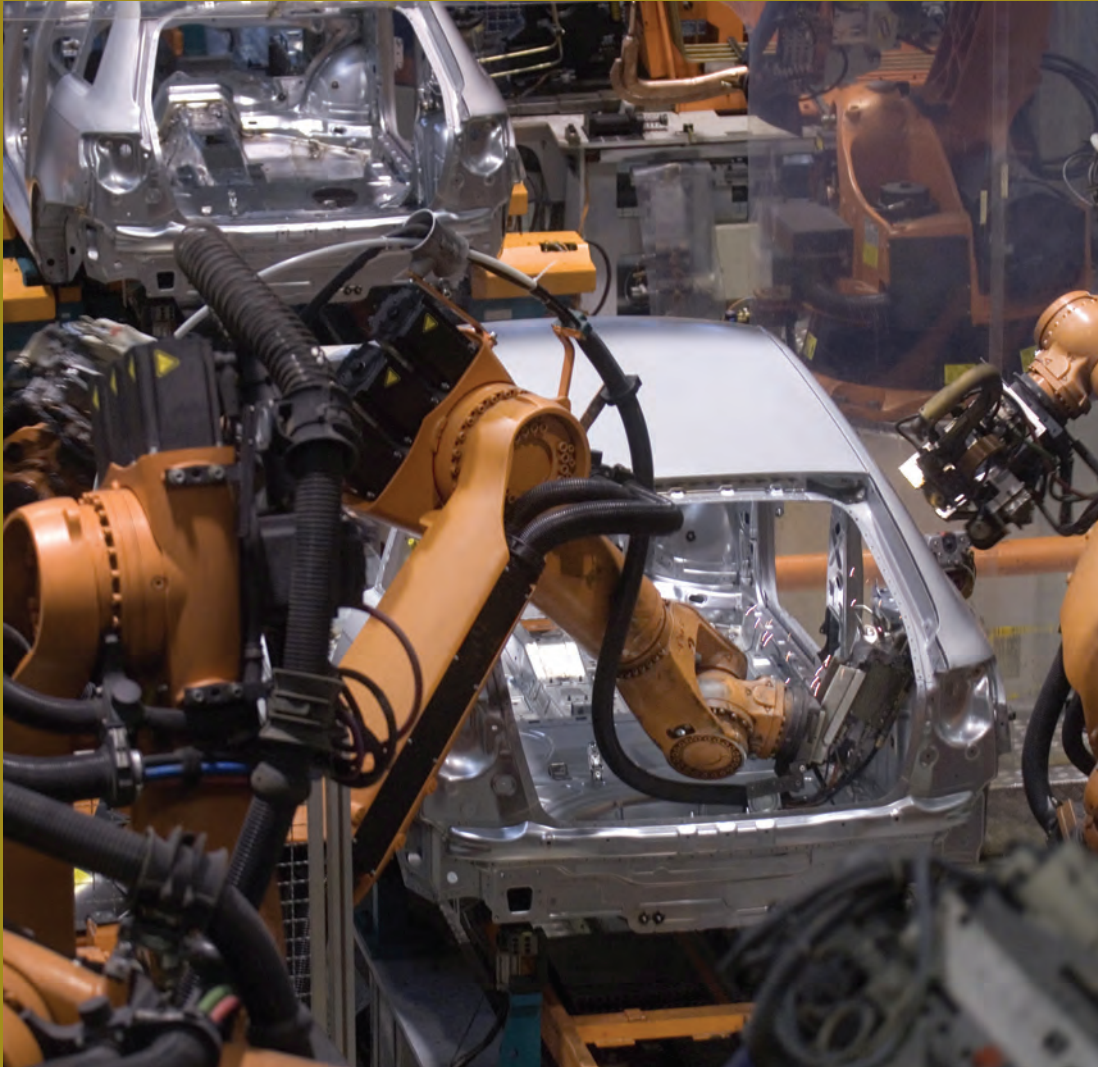
Food - Dairy - Beverage - Textile - Apparel - Wood - Paper - Printing - Energy - Chemical
Explosive - Plastics - Tire / Other Rubber - Computer & Electronic Equipment
Communications Equipment - Transportation Equipment

*S*trategic decision making, manufacturing process optimization and continuous improvement initiatives are core elements of success in manufacturing. The core competencies most valuable in manufacturing are applied across any manufacturing operation from sourcing, to the production floor, to the customer.

Manufacturing business processes are also expected to meet the high standards of manufacturing discipline and maintain focus on strategy, efficiency and effectiveness. At ScerIS, we have applied the core competencies of manufacturing to our own solutions and, through a consultative process, we deliver scalable business process optimization solutions for manufacturing organizations.

ScerIS's systems improve work processes. Some of these work processes are with internal processes and internal information, yet many of these improved areas involve vendors and customers. For customers, ScerIS systems automate order processing, invoicing, payment posting and check presentation to the bank. For vendors, ScerIS systems help you submit orders electronically in a way that will easily integrate with vendor's ERP system and also automate vendor invoice processing. ScerIS systems integrate improved processes with host ERP applications.

ScerIS's outsourced services replace highly repetitive manual tasks with processes using ScerIS's technology. Manufacturing resources are freed up, operational costs are reduced and future costs avoided.

Process optimization solutions for:

- Shared Services
- Order Processing and Acknowledgement
- Bill Processing and Accounts Payable
- Invoicing and Accounts Receivable
- Time and Attendance
- Chargeback Management
- Product Development and Engineering

- Claims Management
- Contract Management
- Supply Chain Management
- Customer Support
- E-Pedigree
- Quality Assurance
- Material Test Reports

27

Distribution

Technology - Food - Dairy - Beverage - Printing - Chemical - Plastics - Tire/Other Rubber
Construction Materials - Metals - Communications Equipment - Transportation Equipment

$\mathcal{S}$uccess in distribution requires operating within the margin that exists between sources of goods and sources of revenue. Protecting that margin can be difficult in the face of modern distribution complexities and competition. The true measure of one distribution operation to another is how these challenges are faced.

With the margin being shared between profit and overhead, efforts to effectively manage these challenges as opportunities must focus on both results and expenses. Many of these opportunities exist in the activities that occur between distributors and their vendors and distributors and their customers. It's important to start looking at the work that employees perform to facilitate the business and financial transactions that occur between you and these other parties. At ScerIS, our solutions are targeted to the unique circumstances of your organization.

ScerIS's systems optimize work processes that involve your vendors and customers. For customers, ScerIS systems facilitate the credit function, automate order processing, provide a means for chargeback analysis and billback management, automate billing methods and distribution and automate payment posting and check presentation to the bank. For vendors, ScerIS purchase-to-pay systems help you submit orders electronically in a way that will easily integrate with vendor ERP system. ScerIS automates vendor invoice processing and 3-way matching for invoices using automated data extraction with integrated authorization and coding workflows. ScerIS systems additionally integrate these improved processes with host ERP applications.

ScerIS's outsourced services replace highly repetitive manual tasks with automated processes that benefit from ScerIS's technology. Critical resources are freed up to perform higher value work as operational efficiencies are achieved.

Process optimization solutions for:

- Shared Services
- Accounts Receivable
- Accounts Payable
- Shipping and Receiving
- Shipping and Logistics Management
- Marketing Reimbursement Management

- Billback Management
- Chargeback Management
- Contract Managment
- Customer Service
- Customer Portal
- Vendor Portal

Transportation

Air / Rail Transportation - Truck Transportation (TL / LTL / Small Package) - Freight Brokers
Household Goods - Urban Transit - School Bus - Courier

*T*ransportation companies must operate within tight margins. Business efficiency is critical to success in today's ever changing market conditions. The logistics behind transportation (whether logistics or transit) include numerous variables of planning, scheduling, records management, action and follow-up that must align as efficiently as possible while in constant motion.

ScerIS provides solutions to optimize and accelerate the business processes that manage these variables. With ScerIS solutions, both critical operations and back office activities are streamlined, automated and ultimately optimized.

Paperless is often talked about in transportation – but we think "less paper" is the right goal until such time as all shippers can participate in a truly paperless transaction, from shipment scheduling to payment. In the meantime, to accomplish "less paper", ScerIS has developed business process automation and paperless onboard delivery systems to dramatically improve processes and reduce costs. ScerIS systems seamlessly integrate with host transportation systems and help reduce labor while also reducing errors. This results in improved customer satisfaction and increased margins.

At ScerIS we work to eliminate inefficient processes and errors where possible. Posting information into host screens, handling paper in the delivery process, manually organizing and sorting documents and manually assembling billing documents are all a thing of the past with ScerIS optimized processes.

Process optimization solutions for:

- **Shared Services**
- **Billing, Accounts Receivable & Collections**
- **Accounts Payable**
- **Customer Service**
- **Delivery Services (including Mobile Device Based Applications)**

- **Planned Routes**
- **GPS Tracking**
- **Human Resources**
- **Fleet Maintenance**
- **Web Portals**

Retail

Motor Vehicle and Parts - Furniture - Electronics/Computer Products - Appliances - Building Material
Food and Beverage - Pharmacies/Drug Stores - Gasoline Stations/Convenience Stores
Clothing/Shoes/Jewelry Stores - Sporting Goods

*S*uccess in retail requires strategy that leverages the strength of remote operations and varied locations through strong brands, excellent distribution networks and superior customer service. The business processes to support these elements of success directly impact the bottom line and the growth potential for retail entities.

Many retail operations still rely on paper-based systems and voice communication, both internally and in their dealings with vendors. Streamlining retail operations management processes provides the tools needed for the elimination of paper processes, better communications and the resulting benefits of business processes integrated with information systems. Such improvements help corporate managers gain valuable insight into operations within individual stores or across the enterprise.

ScerIS solutions help retail organizations improve store personnel utilization for operational execution of processes, move to a shared services environment or enhance an existing shared services environment. Seamless, fully integrated capabilities integrate stores and corporate offices through business process collaboration portals. Eliminating the inefficiencies at stores and between the stores and corporate offices can reduce operating costs, provide improved visibility into marketing, merchandising and operational tasks, improve communication and provide better information for decision making. Real time business process collaboration with automation, notifications and data aggregation for effective business reporting and dashboards saves time and money. ScerIS systems, configurable for applications across the enterprise, provide reduced learning curves and training costs using simple familiar interfaces.

ScerIS's solutions address challenges and opportunities within retail business processes to help promote efficiency and productivity.

Process optimization solutions for:

- Shared Services
- Customer Service
- Accounts Payable
- Human Resources
- eCommerce

- Chargeback Management
- Report Distribution
- Contract Management
- Shipping and Receiving

Service Providers

Attorneys - Accounting / CPA Firms / Tax Preparation - Architectural / Engineering - Surveyors and Mapping
Computer Systems / Software Development - Management Consulting - Environmental Consulting
Research and Development - Human Resources / Employment Services / Temporary Help
Direct Sales (DSO) - Data Processing / Hosting / Information Services - Freight Payment

*S*ervice providers are often selected based on skill, knowledge, reputation, ethics, creativity and of course, price. Technology, while enabling lower cost and lower risk, brings information to the decision making process and helps service providers offer a more predictable quality of service.

In professional services organizations, business processes are often highly manual and dependent on paper source documents. For environments where paper documents are simply a requirement, ScerIS solutions provide process automation and reduce manual efforts thereby reducing costs. In organizations where paper documents are a mere convenience, ScerIS helps make the business process more convenient with online capabilities that seamlessly integrate with host applications and ERP systems.

Other important aspects of ScerIS's solutions include the portability and accessibility of information. ScerIS solutions bring project documents and case files to life with repackaging capabilities that make documents and their corresponding cataloging portable. The same documents are accessible by internal staff or directly by clients through an online portal. Additionally, ScerIS's solutions help professional services organizations automate invoicing and reduce payment collection times. ScerIS solutions serve the enterprise, sometimes one department at a time.

ScerIS provides solutions for professional service companies that help them use information to increase performance and ultimately improve their bottom line.

Process optimization solutions for:

- **Invoicing, Accounts Receivables and Collections**
- **Electronic Records Management**
- **Client Records Management**

- **Contract Management**
- **Information Portability**
- **Order Entry**

Tourism, Hospitality & Leisure

Hotel and Lodging - Casino and Gaming - Hotel Management - Day, Resort and Destination Spas
Car Rental - Cruise Lines - Travel Agencies - Food Service Management - Sports and Entertainment

*T*he primary goal for the Tourism, Hospitality and Leisure (THL) industry has been to enable the customer to have an increasingly personal and memorable experience while anticipating evolving customer needs. Striking a balance between achieving this experience and achieving expected financial returns presents a particularly difficult challenge, especially in organizations hampered by older systems and outdated infrastructure. It is always the companies that strive to know their customers, who move rapidly into Internet-based technology which allows for more complete guest and operational data and who optimize business processes that separate themselves from their competitors.

The many types of businesses in the THL industry present many different challenges and opportunities. To address business processes that remain paper and information intensive, ScerIS provides solutions that automate manual processes, aggregate information from disparate systems, provide for web facing consumer portals and integrate systems. The benefits achieved from these systems can help THL businesses offset increasing costs such as healthcare and other benefits, escalating operating costs, increased energy costs and escalating renovation costs.

Additionally, ScerIS's solutions help THL businesses get to know their customer better while finding ways to deliver "information to manage with" at a lower cost. Customers are increasingly sophisticated in their use of technology and this can be valuable to organizations that want to capture more detail about customers. Optimized business processes provide more accurate and timely information, helping THL businesses better serve customers while effectively managing costs.

ScerIS's many horizontal solutions and outsourced services for accounts payable, human resources, time and attendance, sales and marketing, commercial client and tour operator billings, remittance processing, report archival and distribution and survey processing help the THL industry drive other cost reductions while improving service levels with process automation and information accessibility.

Process optimization solutions for:

- **Sales and Marketing**
- **Credit and Debit Management**
- **Document Management**
- **Commercial / Tour Operator Billings**

- **System Integration / Portals**
- **Data Warehousing**
- **Contract Management**
- **Custom Portals**

Not-For-Profit

Professional and Trade Associations - Educational Institutions - Foundations - Charitable Organizations
Social and Human Services Organizations - Cultural - Religious - Research and Scientific

*N*ot-For-Profit (NFP) organizations play vital humanitarian, cultural, educational and religious services roles. NFP organizations operate under unique conditions with unique demands. Yet, as a business, their needs are no less than any other industry as they pursue new funding sources, manage their programs and services and identify ways in which to reduce operating costs, all while serving the interests of their donors, members and society at large.

For NFP organizations, technology investment that serves to increase revenues and decrease costs isn't a mere convenience, it's a requirement. The alternative is to use human capital to try to accomplish what new technology can, which is a cost that is recurring and never goes away. NFP leadership recognizes the value proposition of technology and optimized business processes and the resulting benefits.

ScerIS assists NFP organizations with information and records management policy development, designing best practices for business processes, solutions for the content management and information access needs of the organization, solutions to help automate business processes and services to help identify compliance requirements and design and deliver compliance management capabilities.

NFP organizations are a resource to their donors, members and the general public. ScerIS is a resource that helps NFP organizations better serve their clients and members, reduce costs and avoid future costs, all of which are important cornerstones to helping NFP organizations persevere, even through challenging financial periods.

Process optimization solutions for:

- **Membership / Donor Management**
- **Financial Services Management**
- **Research Management**

- **Application Processing**
- **Student Records Management**
- **Grant Management**

39

Utility

Electric Power Generation (Hydro, Wind, Fossil Fuel, Nuclear) - Electric Power Transmission / Distribution
Natural Gas Distribution - Water / Sewage Facilities / Supply Distribution

*S*uccess for utility companies requires efficient and successful management of upstream and downstream efforts. Endeavors upstream face the challenges of supply, production and sourcing while downstream endeavors can face challenges in transportation, distribution and retail.

Perhaps more than in any other industry, utility companies recognize the value of innovation and investment. Their business is based on technology, infrastructure and added value. And that only addresses the core part of their business.

Back office and customer service operations need the same level of innovation and investment. Performing high volume transactional work with employees is inefficient when improvements are available that automate and enhance business processes particularly where these improvements help avoid future costs while improving customer service.

ScerIS provides solutions that are leveraged across the enterprise and produce a substantial return on investment. ScerIS's solutions are easily modified through internally managed configuration environments to accommodate the differences in business processes throughout the company, helping you leverage core technology investments while achieving truly optimized work processes. ScerIS's solutions work with your host systems and are integrated with host environments which provide improvements to the way in which employees interact with existing systems.

Utility companies focused on maintaining a modern and competitive edge will find success with ScerIS. ScerIS provides cost cutting, process improvement and enabling solutions and services that optimize business processes.

Process optimization solutions for:

- **Shared Services**
- **Accounts Receivable and Collections**
- **Accounts Payable**
- **Performance Reporting**
- **Report Management and Distribution**

- **Billing**
- **Payment Posting**
- **Contract Management**
- **Customer Service**

Communications

Radio and Television Broadcasting - Cable Companies - Newspaper Publishers / Online News Content
Wireless Telecommunications (Cellular, Satellite) - Wired Telecommunications

Converging mediums of communication and telecommunication have made innovation and performance the hallmarks of success. Premium services from cost effective operations help communication companies differentiate themselves and outperform competition in the complex market of communications. Thus, capitalizing on emerging opportunities requires efficient and effective business practices to maintain an adaptable and growing enterprise.

ScerIS provides solutions that eliminate current costs and help avoid future costs. Many of these solutions address processes that focus on internal processes and others focus on improving the processes between communication companies and their vendors and customers. Process optimization achieves reduced costs while maintaining or improving customer services and also has the potential for balance sheet improvements and achieving compliance requirements.

Communications companies focused on maintaining a modern edge and leading the industry will find elements of their success with ScerIS. ScerIS provides solutions that optimize business processes for communications companies, providing strategic companies with a competitive edge.

Process optimization solutions for:

- **Shared Services**
- **Accounts Receivable and Collections**
- **Accounts Payable**
- **Performance Reporting**
- **Report Management and Distribution**

- **Billing**
- **Payment Posting**
- **Contract Management**
- **Customer Service**

Government

Federal / State / County / Local - Public Administration - Justice - Correctional Institutions - Public Safety
Regulation / Licensing / Inspection - Armed Forces - Educational Services - Public Utilities

*P*ublic sector organizations face unique challenges and responsibilities often not addressed in the private sector. Public organizations from national agencies to local institutions require administrative agility to effectively meet and exceed the demands created by constituents, patrons and other public entities.

Public sector organizations, unlike private corporations, must operate with transparency. The efficiency with which work is performed is open to criticism if processes are inefficient or otherwise costly to taxpayers.

Reductions in tax and fee collections have an immediate impact on the government's ability to fund critical services. ScerIS provides the solutions that free organizations from the cycle of increased costs and curtailed ability. Streamlined and automated procedures and outsourcing services minimize administrative requirements and allow each employee to spend time on his or her primary focus. Successfully optimized processes facilitate reduced costs while improving service.

ScerIS provides solutions for public sector organizations that wish to optimize their work processes internally and outsourced services that benefit from the same underlying technologies for organizations seeking to subcontract work to achieve financial and service goals. Through optimized processes and ideal solutions, your organization can achieve the efficiency and effectiveness necessary to adjust services to demand.

Process optimization solutions for:

- **Tax Records and Property Records**
- **Tax Lien / Tax Deed Management**
- **Services Processing (Water, Sewer)**
- **Student Records Management**
- **Educator Records Management**
- **License, Permit and Registration Management**
- **Agency Records Conversion and Management**

- **Firearms Record Management**
- **Income Tax Processing**
- **Sales Tax Processing**
- **Excise Tax Processing**
- **GIS / Imaging Integration**
- **Web Forms / Online Forms**
- **Web Portals**

Microsoft Partner

Gold Application Development
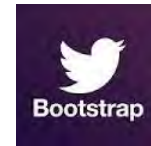
About ScerIS

ScerIS is a resource to its customers for Big Impact solutions and services. Founded in 1993, the company's focus is to help customers retool business processes, automate people centric work, improve workforce productivity and utilize key performance indicators that help position them for increased profitability.

ScerIS is a resource to its customers in healthcare, financial services, business and government. Serving 16 major markets and over 100 industries, ScerIS provides Business Process Improvement Solutions, Mobile Workforce Solutions, Custom System Design, Development and Implementation & Business Process Outsourcing.

ScerIS is the software developer of ETCETERA®, the platform for business process improvement, content management. ScerIS also provides Managed Cloud Services, Professional Services and Outsourced Services rounding out its value to customers.

ScerIS®

At ScerIS, information is alive!

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