eDGEVANTAGE is an award winning Process Management platform which can deliver tangible value in the banking and finance sector where handling customer requests and processing customer instructions are generally received via a branch network or customer touch point and processed at a central location.

While most banks and financial institutions will have "core industry software" the service delivery aspect in most cases is not tracked. eDGEVANTAGE therefore complements the core platform by creating customized processes which track requests received and ensuring they are processed within stipulated time frames, improving both efficiency and effectiveness.

eDGEVANTAGE manages all hardcopy documents that are an essential part of customer requests, giving the bank the ability to use scanned / digital documents to process a request, file these requests in a unique customer folder, retrieve documents at will and eventually archive documents.

Checklists and validations are built into the process each step of the way ensuring all required information and authorizations and indemnities are held. This also smoothens the handshake of a particular process instance between departments and ensures nothing drops through the cracks, while also reducing rework.

The best value addition provided by eDGEVANTAGE is the ability to track & trace each and every request via the real-time score board. eDGEVANTAGE can give you a valuable stream of real-time information in the form of fully automated reports and process dash-boards that help managers understand and manage their resources better.

The system can be setup to deliver alerts on "Service Levels" as well as keep front-end staff and even customers informed on the progress of a particular request. Wherever required transactions and data which needs to be passed on to the core business platform can be delivered via EDI (electronic data interchange) or text file uploads.

eDGEVANTAGE gives you three core functionalities – Workflow Management; Document Management; and Knowledge Management all in one easy to use web based platform, adding value to your customer service endeavors and improving process effectiveness and efficiency.

eDGEVANTAGE is also accessible on Blackberry and any other mobile phone which is browser compatible.

Our Clients

STRATEGIC PARTNERSHIP SOLUTIONS