



Concept behind Foundation Software

Given the consistent functionality of many production-level content and process management applications, TriTek developed Trans@ction eXpress to eliminate the redundancy of developing and redeveloping these features for each client engagement. Trans@ction eXpress encapsulates this universal functionality once and leaves the source code open for future development efforts. The benefit of this approach is that it allows TriTek and client project teams to focus their energies on requirements specific to each client's unique business process without having to worry about the basic and consistent ECM functions. By capitalizing on an existing software base, clients can then minimize the amount of time and cost required for system development and deployment. TriTek developed Trans@ction eXpress for this reason; enabling companies to implement a customized process management solution while minimizing the development time and corresponding cost.

Trans@ction eXpress enables companies to implement a customized BPM solution with minimal time and cost.

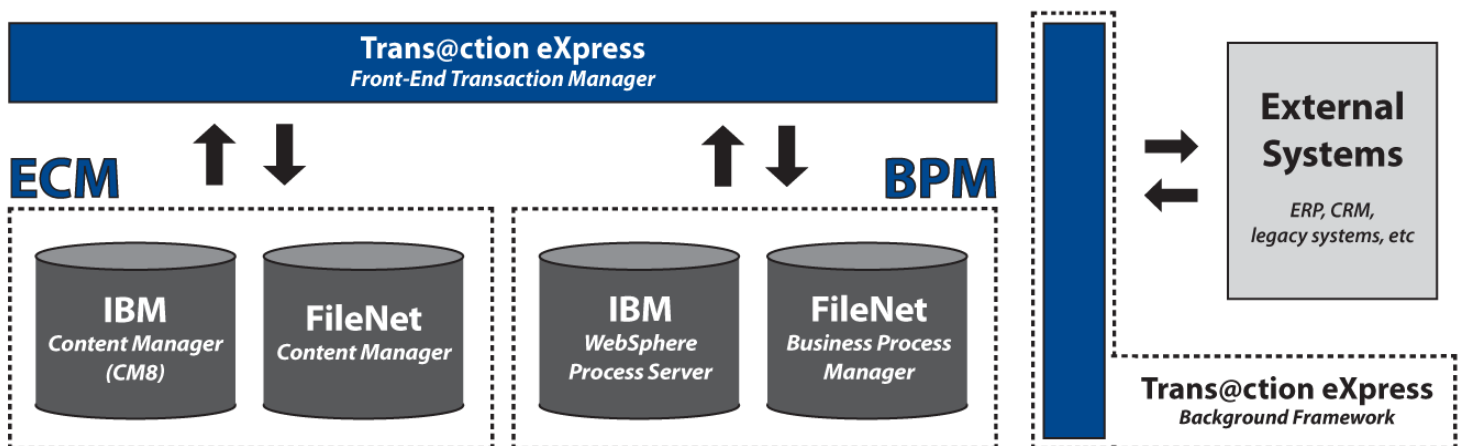
To this end, Trans@ction eXpress is truly an enterprise-wide solution framework. As is the case with most implementations, the foundation layer can be extended across multiple lines of business and the application layers customized for individual solutions.

Trans@ction eXpress Framework

Trans@ction eXpress is a collection of software components that facilitates the rapid development and deployment of mission-critical Enterprise Content Management solutions. Providing a fully configurable, integrated solution that can be deployed rapidly and cost-effectively, Trans@ction eXpress effectively functions as a front-end transaction manager built on top of IBM content and process management platforms.

Documents, whether submitted in electronic, fax or paper form, are captured and delivered electronically to Trans@ction eXpress, where work items are then routed and processed according to customized business logic. As a result, workers are able to process higher volumes of work more efficiently and accurately. Further, the Trans@ction eXpress application architecture is designed for service layer or point-to-point integration with legacy systems.

By leveraging an existing legacy infrastructure, Trans@ction eXpress empowers business managers with full process and content management control to greatly enhance existing operations. Trans@ction eXpress delivers all of this functionality to users via an intuitive Web-based interface that extends business processes across the enterprise to reduce transaction costs, standardize and streamline the processing environment, increase operational control and improve customer service – all benefits immediately evident on the bottom line.





Version 4.5 Release Notes

TriTek's most recent release of Trans@ction eXpress, version 4.5, builds on all of the features of previous versions of the foundation software and adds myriad new functions and benefits. Included among the features of version 4.5 are:

- **Support for IBM CM8:**
IBM Content Manager Version 8 (CM8) is supported as a content repository, enabling seamless integration of CM-based content with IBM FileNet BPM-driven processes.
- **Support for WPS:**
IBM WebSphere Process Server is supported as a business process engine, providing integration between cross-brand IBM BPM and ECM suites.
- **Improved GUI:**
TreX 4.5 makes extensive use of Web 2.0 technologies. The application front-end is EXT/AJAX based, creating a richer, more streamlined user experience with faster response times and enabling more real-time analytics, interaction and collaboration.
- **Enhanced Search:**
Configurable queries can retrieve information from external databases or systems, presenting data in the same GUI.
- **Personal Preferences:**
Stored interface changes for users' local accounts, customized explicitly by the user.
- **Exposed API and Web Service:**
Ability to add new functionality without changing baseline code.
- **Role-Based Security Model:**
Simplified system administration with defined and controlled user access based on job functions or titles.
- **Batch Processing:**
Assign standard functions, such as route to supervisor, reassign or complete, to multiple work items at once.
- **Load Balancing:**
Supports multiple application servers.
- **Task Lists:**
Improved processing accuracy with a procedural guide and checklist of tasks to be performed for a given work item at a given step.
- **Enhanced "Get Next" Functionality:**
Support for work list filtering and sorting to determine priority order of work items.
- **Redesigned Workload Manager Tool:**
Enhanced graphical representation of work distributed among queues and users working with the queues.

Solution Areas

Following are specific Trans@ction eXpress applications, all of which have been implemented in production environments:

Investor Servicing

Annuities Processing

Insurance New Business & Underwriting

Loan Origination, Post-closing & Servicing

Policyholder Servicing

Claims Processing

Utilities Permitting & Violation Processing

Mobile Office