



# Process efficiency that optimizes business performance

In a fast moving marketplace, it takes consistency and discipline to keep everyone aligned. Onyx Process Management is a robust and flexible platform that allows you to automate, manage and evolve processes to optimize performance and increase agility — without huge disruptions or expenditures. From streamlining business activities contained within a single department to processes that cross your enterprise, Onyx Process Management helps your organization work smarter. As a result, you can execute business processes with speed and consistency—ensuring that your organization doesn't just survive, it thrives.

**ONYX™**

# An innovative approach to honing your competitive edge

*You're constantly looking for ways to streamline operations and increase efficiency—but without sacrificing the quality of your customer's experience. Onyx Process Management offers a fundamentally new approach to optimizing business processes that embeds efficiency into your operations, compressing change cycles and keeping you in command.*

**Lower development costs and adjust easily.**

Onyx Process Management helps you model, execute, and modify business rules and workflows via easy-to-use process modeling tools without writing code.

**Rapidly respond to changing market dynamics.**

Onyx Process Management allows you to expand your pool of resources that can create and manage your processes as they evolve.

**Ensure consistency and avoid duplication.**

Onyx Process Management enables you to catalog and manage processes in a single repository. You can see all process interdependencies and can re-use process components to ensure consistency.

**Enhance visibility and control.**

Onyx Process Management enables you to monitor and enforce processes, internal policies and controls in real time. At every step along the way, you can see what is happening and make the necessary adjustments to ensure compliance.

**Ensure organizational alignment.**

Orchestrate complex customer processes within and across departments to make the right information available to support the right business and customer decisions.

## Onyx Software at-a-glance

- *Leading provider of customer process solutions with comprehensive, integrated customer, process and performance management solution suites*
- *More than 1,300 customers with successful deployments; top rated in customer satisfaction*
- *Flexible, web services architecture with industry-leading benchmarks for scalability*
- *Localized in multiple languages to support global operations*
- *Headquartered in Bellevue, WA, USA, with offices worldwide*

# Tackle complex processes with Onyx

*Use Onyx to tackle essential cross-functional processes like these.*

## Risk Management

*Protect business and customer relationships*

- Regulatory Compliance
- Privacy: Do Not Call Lists, CANSPAM, COPPA, HIPAA
- Corporate Governance: Sarbanes Oxley
- Internal Policies and Controls
- Contract Approvals

## Customer Acquisition

*Shorten sales cycle times and improve customer on-boarding*

- Campaign Management
- Lead Management
- Proposal Management
- Account Opening/Origination
- Order Entry

## Client Service Operations

*Better manage customer interactions and reduce costs for service-related issues*

- SLA Management
- Claims/Case Management
- Self-Service Operations
- Retention Management
- Renewal Management

## Distribution Management

*Increase efficiency and profitability in the distribution chain*

- Service Provisioning
- Order Fulfillment
- Partner Recruitment
- Partner On-Boarding and Management
- Contract Management

## Implement and Maintain Compliance

In today's regulatory landscape, adapting to change is critical to protecting your business and customer relationships. Onyx Process Management is an essential tool for quickly and cost-effectively implementing policies to ensure compliance. It enables you to model, execute, monitor, and enforce the required disclosure controls and procedures across your organization. And it satisfies accountability and corporate governance requirements with detailed reporting on the processes and controls.



### Why Architecture Matters

If your business is focused on efficiency, adaptability, and growth, you need a technology foundation that keeps pace. With our extensible, web services architecture, rapid implementation and easy integration are the norm; the extensibility of the platform makes it easy to add or customize new functionality to support unique aspects of your business. Multi-tenancy capabilities allow for multiple business units to be centralized on a single server, lowering investments in hardware and network infrastructure. And when your business grows, this mature, proven platform can scale with it.

# Ensure process simplicity, repeatability, and compliance

Onyx Process Management is an integrated suite of easy-to-use tools that help you model, execute, and modify business processes of any type or complexity. With Onyx Process Management, you can streamline local and global operations while still capitalizing on new opportunities.

## Onyx process management product portfolio

- |                              |   |
|------------------------------|---|
| <b>Onyx Process Manager</b>  | Onyx Process Manager is designed to model and drive your business processes enabling you to accommodate the changing demands of your business.                    |
| <b>Onyx Rules Builder</b>    | Onyx Rules Builder allows you to quickly and easily build, modify and manage business rules to support your basic process management needs.                       |
| <b>Onyx Process Designer</b> | Onyx Process Designer enables you to create more complex processes by tying together business rules and workflow across multiple users, systems and applications. |
| <b>Onyx Forms Designer</b>   | Onyx Forms Designer allows you to build new screens and forms that work in conjunction with new or existing workflows and processes.                              |

## Call Onyx today

Call us toll-free in the United States or Canada at 1-888-ASK-ONYX or 425-451-8060. Outside the U.S., contact an Onyx regional sales office: Asia +65-6332-6880, Australia +61 (2) 9409-4300, Europe +44 (0) 1344-322-000, Japan +81 (3) 5157-0700. For information online, visit [www.onyx.com](http://www.onyx.com)

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