Application processing with Transact SM

Turning applicants into loyal, profitable customers

Transact SM is the global application processing solution from Experian-Scorex. This scalable and robust solution receives, validates and processes applications from multiple channels, enriches application data from relevant internal and external data sources and applies complex business rules and strategies to make appropriate lending decisions consistently across your organisation. Transact SM helps you to turn applicants into loyal, profitable customers.

Our component-based architecture supports all business models: from Experian-Scorex hosted services through to complete software solutions, rapidly delivered to fit your exact business requirements. Business process management coupled with our advanced Strategy Management decision engine places operational and strategic control in the hands of the business user.

Transact SM offers task orchestration and workflow management to drive applications through the process, including industry standard workflow techniques such as priority ageing. Your new business strategies are controlled by one or more business users on the desktop and then deployed across the organisation. You have complete control to define, test and manage your business strategies

without the need for programming resource. The integrated reporting and monitoring capabilities support both operational and strategic management objectives.

Our technical delivery and integration expertise include web-enabled technology, internationalisation and the ability to choose from a range of off-the-shelf industry templates through to a fully customised solution.

A Transact SM solution is not just software; it's about a partnership, working together with your organisation to meet and address your challenges using the powerful combination of analytical expertise, consultancy and a new generation of software to deliver an innovative, flexible solution.

A typical Transact SM solution

New application

Flexible data capture and validation

Data enrichment

Business operational integration

Sophisticated decisioning

Application complete

Flexible data capture and validation

Application screens are custom built to mirror your application forms for efficient and accurate data capture and can be deployed through a network, intranet or the Internet for a true 'design once, run anywhere' solution. In addition to using Transact SM screens, application data can be captured through other channels including your existing front-end systems.

Transact SM guides users through the data-capture process, ensuring that only the required data is captured using validation rules, visibility rules and intelligent business processing logic, which displays or hides screens and orchestrates task automation. Underlying processing logic is transparent to the user yet remains completely under the control of the business.

A Transact SM solution gives you the assurance that your application process will be consistently applied across the organisation.

Data enrichment

Both internal and external data add depth to your applicant profile and allows you to verify customers and check for overindebtedness and potential fraud. Transact SM easily interfaces to external data sources, including plug-in links to over 70 credit bureaux worldwide with support for raw data aggregation, further enhancing opportunities for full automation. All the information can be accessed at any stage in the process and other sources are easily integrated including existing customer systems and internal fraud files.

Sophisticated decisioning

With Transact SM you can create and control your decisioning and underwriting strategies to enable you to make the right decision and take on the right applicants with the right terms.

Create and manage decisioning strategies

On the desktop the elements of your decision making process are clearly illustrated with graphical business objective flows.

At every stage of your process you can segment your applicants into different profiles in order to apply relevant strategies, decisions and terms. Having segmented your applicants you can create and apply distinct scorecards and policy rules to each population profile. Using all the information you can choose which applicants to accept, refer or decline, tailoring the terms of business offered to the accepted applicants according to their profile. On the desktop you have complete control to create, maintain and improve your strategies. Through simulation in the

analytical environment and Champion-Challenger facilities you can evaluate, evolve and prove your strategies for maximum performance.

Manage effective underwriting

According to your own strategies, applications can be routed to an underwriter for the final decision. For rapid and clear decision making, all data, including credit bureaux information and decisioning results, is presented to the underwriter.

Business operational integration

Transact SM seamlessly integrates into the operational business environment. Real-time or scheduled tasks are automatically activated, such as passing information to an account management system or creating letters for declined applicants. Our open architecture enables the extraction of data for operational reporting and strategic monitoring supporting both day-to-day management control and longer-term business improvement.


Deployment of Transact SM solutions

At Experian-Scorex our approach has always been to build a long-term partnership with our clients. Recognising that each organisation has unique challenges, your solution will be designed and delivered to address these challenges and maximise return on investment.

Our tool-kit based delivery and extensive expertise enables us to create a fully customised solution with the advantages of a rapid and streamlined delivery.

For many clients we integrate the solution within their own infrastructure. Alternatively, as part of our flexible approach to delivery, we offer a hosted Application Service Provider (ASP) solution and our consultants will work with you to determine the most cost effective and efficient deployment.

Transact SM runs on either Windows or UNIX platforms with your choice of operational database and is typically implemented in a scalable and robust environment as illustrated in the diagram.
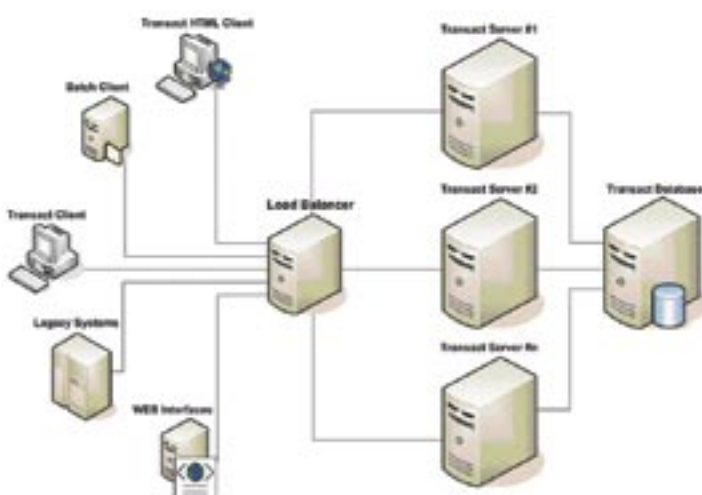
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Why Experian-Scorex

Experian-Scorex is a global leader in the supply of decision support solutions. Its solutions support billions of customer decisions annually for clients in more than 60 countries. Experian-Scorex solutions bring together predictive analytics, decision support technologies and strategy optimisation to enrich customer data and allow organisations to proactively manage their relationships with their customers.

Used across the full customer life cycle, enterprise-wide decision support solutions enable organisations to increase income, manage and control credit risk and fraud, reduce operational costs and so increase overall profitability. Experian-Scorex works closely with clients across diverse industries, including financial services, telecommunications, retail, leasing, automotive, insurance and utilities.

Experian-Scorex solutions and services focus on extracting intelligence from all customer data sources in order to build a comprehensive picture of customer needs and financial stability. This customer level view and the ability to deliver customer level decisioning has proved to be particularly important in retail banking, where a customer may hold multiple products. For over 20 years, Experian-Scorex has provided these solutions to the majority of the world's largest retail banks to help them manage these complex relationships.

As part of the global Experian organisation, Experian-Scorex has more than 30 years experience of managing bureau data, adding intelligence to that data and delivering scoring solutions. Experian-Scorex maintains connectivity with over 70 credit bureaux worldwide and, with 30 offices around the world, it is uniquely qualified to support local, national, regional and global businesses.

Its global headquarters are in Nottingham, UK, Monaco, and Costa Mesa, CA, USA

For more information, visit the company's website on www.experian-scorex.com

Experian-Scorex is an Experian® company. Experian's 12,000 people support clients in more than 60 countries and annual sales exceed £1.4 billion. For more information, visit the company's website on www.experian.com

Global office locations include:

Argentina	Canada	Greece	Korea	Spain
Australia	Denmark	Hong Kong	Monaco	Switzerland
Austria	Finland	Ireland	The Netherlands	Turkey
Brazil	France	Italy	Russia	UK
Bulgaria	Germany	Japan	South Africa	USA

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