



# PRODUCTIVITI

## Work Management Solution



# PRODUCTIVITI Benefits



**Improve organization productivity**

**Automate business processes**

**Get a deep insight into what is going on in the organization**

**Monitor transactions and outcomes**

**Delight customers with exceptional service**

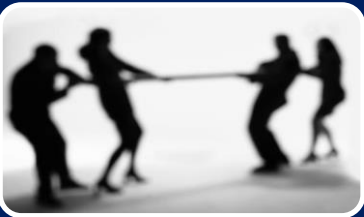


# Work Management



## Work Types

- Any business transaction type
- Example: Claims processing, Quote generation, Policy issuance



## Activity Types

- An activity that is carried out as part of processing a work
- Example: Data Entry, Underwriting, Survey, Claim approval



## Business Rules

- Outcomes of activities
- How work gets routed from activity to activity



## Monitoring

- Who is doing what, when
- How many work items, activities are done
- What is the organizational productivity

# What we offer

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**A Generic Work Management product**

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**Built-in document management**

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**Productivity**

**Process automation: Workflow configurations**

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**Fast implementation cycle**

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**Can integrate with LOB applications easily using open standards**

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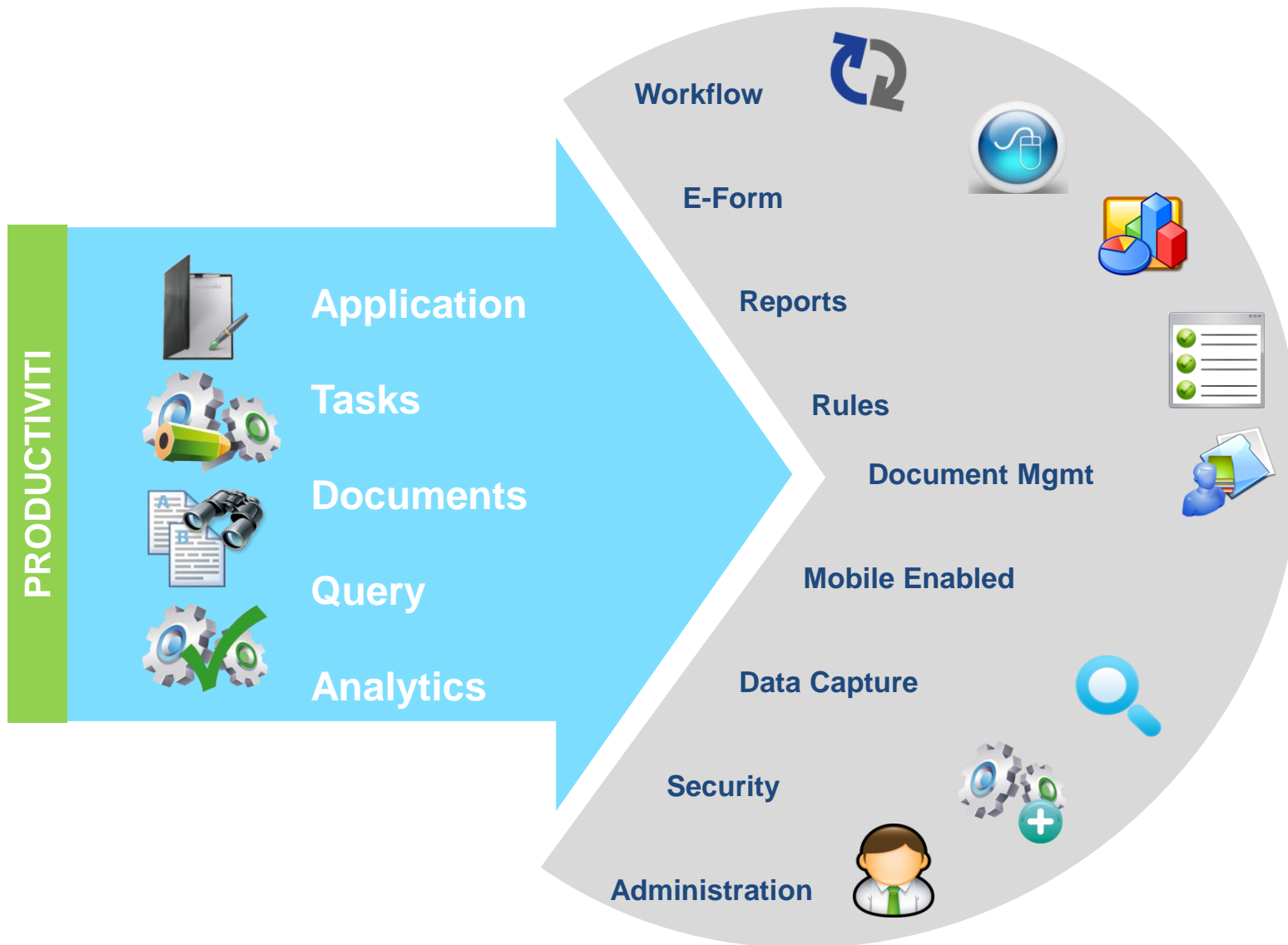
**Cost effective**

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**Flexible and any customer process can be configured in the system**

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# Product Overview

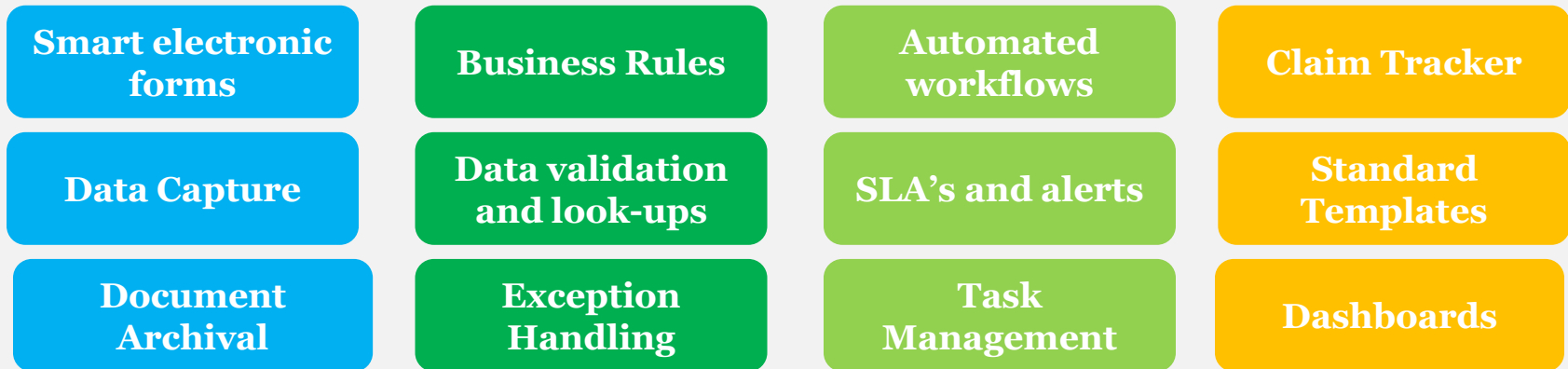


# Productiviti Platform

## Claims Processing Lifecycle Example



## Productiviti Template



## Seamless Integration



# Claims Management Template

1



**Claim Initiation**

2



**Application Processing &  
Data Entry**

3



**Verification and  
Assessment**

4



**Authorization and  
Approvals**

5



**Garage Interactions**

6



**Claim Settlement**

## **Claims Processing**

- ✓ Smart capture of claim data
- ✓ Business rules and validations
- ✓ Automated workflows for fast processing
  - ✓ Exception Handling
- ✓ Overdue/Priority processing
- ✓ Easy document capture and digitization
- ✓ Inbuilt SLA's and alerts
- ✓ Business analytics

# HashECM Technologies

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Niche solutions provider of Work Management, Correspondence Management, Document Management and Document Capture products and solutions

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Middle-east focused. Worked with large corporates in the region

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Built solutions for Kuwait National Petroleum Corporation, Kuwait Oil Company, Airbus, NSS Qatar, Qatar Islamic Insurance Co

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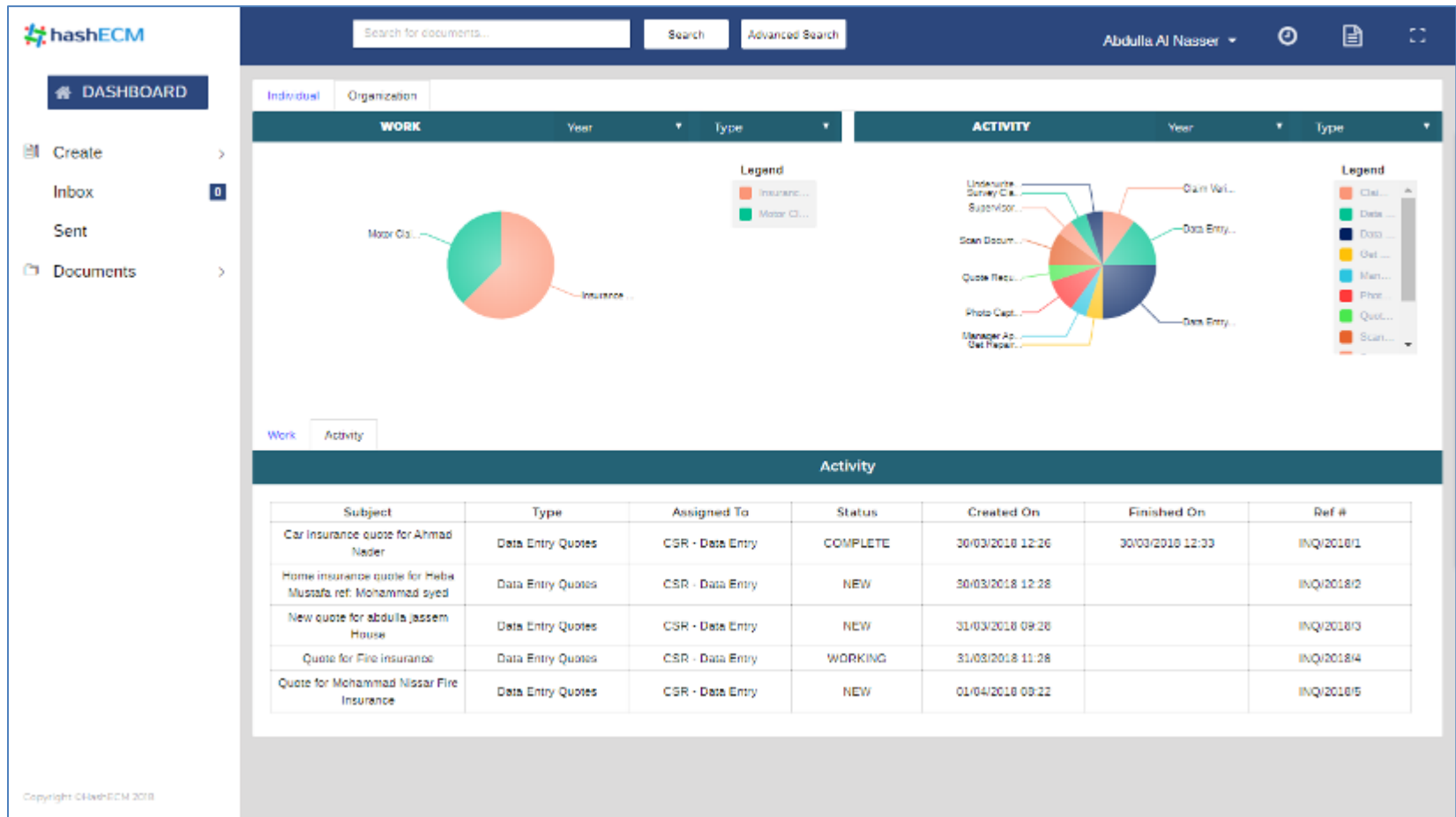
Based in Bangalore, India

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# Productiviti: Management Dashboard



Dashboard for management to monitor the work (Claims) and its activities with drill down options

# Productiviti: User Inbox

hashECM

Search for documents... Search Advanced Search

Laila Mohammad

DASHBOARD

Create >

Inbox 4

Sent

Documents >

Ref no.	Subject	Type Name	Assigned To	Created By	Created on
INQ/2018/5	Quote for Mohammad Nissar Fire Insurance	Data Entry Quotes	CSR - Data Entry	Abdulla Al Nasser	01/04/2018 08:22
INQ/2018/4	Quote for Fire Insurance	Data Entry Quotes	CSR - Data Entry	Kamal Awadhi	31/03/2018 11:26
INQ/2018/3	New quote for abdulla jassem House	Data Entry Quotes	CSR - Data Entry	Mariam Manzoor	31/03/2018 09:28
INQ/2018/2	Home Insurance quote for Heba Mustafa ref: Mohammad syed	Data Entry Quotes	CSR - Data Entry	Mariam Manzoor	30/03/2018 12:20
MVC/2018/1	Car accident claim Ali Ahmad Toyota Prado 2018	Data Entry Claims	CSR - Data Entry	Mariam Manzoor	30/03/2018 12:27

1 of 1

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The tasks for the users is provided in the Inbox. Upon clicking the inbox item, user will be able to act on the task assigned.

# Productiviti: Task Details and Action

hashECM

Search for documents... Search Advanced Search

Laila Mohammad

DASHBOARD

Create

Inbox 4

Sent

Documents

DATA ENTRY CLAIMS

Data Entry Claims History

Ref #: MVC/2018/1 Created on: 30/03/2018 12:27

Instructions: Enter the claim details and submit. Send to scan once done

Subject: Car accident claim Ali Ahmed Toyota Prado 2016

Comments:

To do:

Activity	Type	Actions
Claim Form	FORM	<a href="#">Claim Form</a>

Response: Submit

ROUTE TO

Activity: Scan Documents Role: CSR - Scanning

Save Complete

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User performs the task in this screen. A ToDo list is presented. Provides the details where work will be routed to next.

# Productiviti: Electronic Forms

The screenshot displays the hashECM application interface for a Motor Claim Form. The top navigation bar includes the hashECM logo, a search bar, and user information (Laila Mohammad). A left sidebar contains navigation links: DASHBOARD, Create, Inbox (4), Sent, and Documents. The main content area is titled 'Motor Claim Form' and features a header section with 'Policy No.' and 'Date' input fields. Below this is a section titled 'DETAILS OF THE INSURED PERSON AND VEHICLE' containing a list of fields for data entry: Insured Name, Address, City, PIN, Civil ID No, Residence No, Vehicle No, Vehicle Make, Vehicle Model, Year of Mtg, Chassis No, Engine No, License No, Phone No, and Email ID. Each field has a corresponding input box. At the bottom of the form, there is a section titled 'DETAILS OF THE DRIVER AT TIME OF ACCIDENT' with 'Submit' and 'Cancel' buttons. The footer of the application shows 'Copyright © hashECM 2018'.

hashECM

Search for documents... Search Advanced Search

Laila Mohammad

DASHBOARD

Create >

Inbox 4

Sent

Documents >

Motor Claim Form

Policy No. \* Enter Policy No. Date \*

DETAILS OF THE INSURED PERSON AND VEHICLE

Insured Name \* Enter Insured Name

Address Enter Address

City Enter City

PIN Enter PIN

Civil ID No \* Enter Civil ID No

Residence No Enter Residence No

Vehicle No \* Enter Vehicle No

Vehicle Make \* Enter Vehicle Make

Vehicle Model \* Enter Vehicle Model

Year of Mtg \* Enter Year of Mtg

Chassis No \* Enter Chassis No

Engine No \* Enter Engine No

License No \* Enter License No

Phone No \* Enter Phone No

Email ID \* Enter Email ID

DETAILS OF THE DRIVER AT TIME OF ACCIDENT

Submit Cancel

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Depending on the tasks, electronic forms can be configured. Here motor claim form is configured as an electronic form where user can perform data entry.

# Productiviti: Activity Responses & Routing

The screenshot displays the hashECM web application interface. On the left is a sidebar with navigation options: DASHBOARD, Create, Inbox (with a count of 1), Sent, and Documents. The main content area is titled 'CLAIM VERIFICATION' and includes tabs for Claim Verification, Documents, and History. The form contains the following fields and sections:

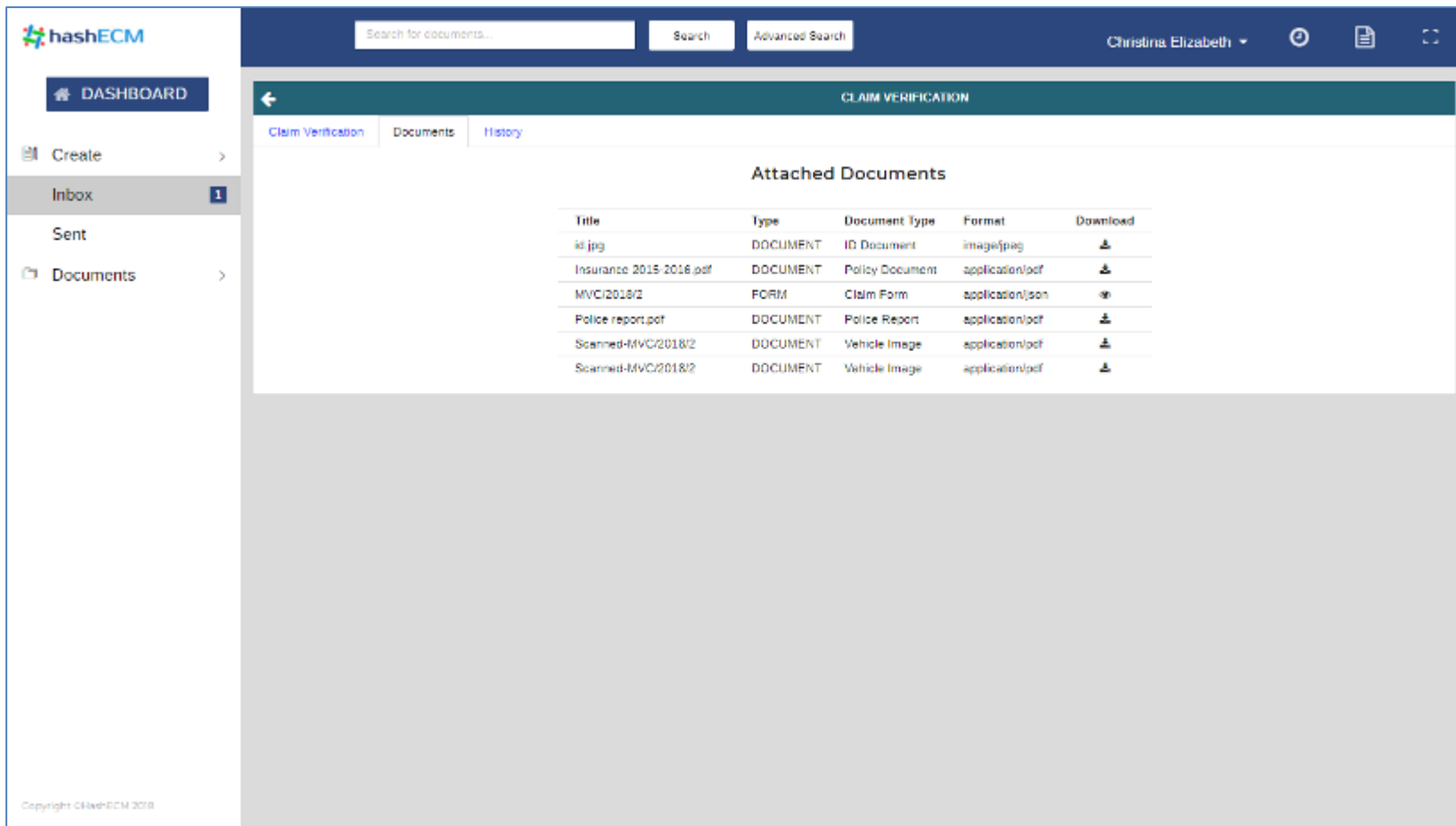
- Ref #:** MVC/2018/2
- Created on:** 30/03/2018 12:48
- Instructions:** Verify the claim and create initial estimate. Select the garage. Check for Legal, Recovery and Survey requirements. Send to next step as appropriate.
- Subject:** Claim Honda Accord James Smith Highway accident 17 Mar
- Comments:** (Empty text area)
- To do:** A table listing tasks:

Activity	Type	Actions
Verification Form	FORM	<a href="#">Verification Form</a> ✓
General Attachment	DOCUMENT	Attach file from
- Response:** A dropdown menu currently showing 'Accept'.
- ROUTE TO:** Two dropdown menus: 'Activity' set to 'Supervisor Approval Claims' and 'Role' set to 'Supervisor Motor Claims'.
- Buttons:** 'Save' and 'Complete' at the bottom.







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Claim verification activity. Verification form is another eForm. The user can choose from multiple responses and routing will be done accordingly.

# Productiviti: Documents



The screenshot shows the hashECM web application interface. The top navigation bar includes a search bar, a 'Search' button, an 'Advanced Search' button, and a user profile dropdown for 'Christina Elizabeth'. The left sidebar contains a 'DASHBOARD' button and a list of navigation items: 'Create', 'Inbox' (with a notification badge), 'Sent', and 'Documents'. The main content area is titled 'CLAIM VERIFICATION' and has three tabs: 'Claim Verification', 'Documents' (which is selected), and 'History'. Below the tabs, there is a section titled 'Attached Documents' containing a table with the following data:

Title	Type	Document Type	Format	Download
id.jpg	DOCUMENT	ID Document	image/jpeg	
Insurance 2015-2016.pdf	DOCUMENT	Policy Document	application/pdf	
MVC/2018/2	FORM	Claim Form	application/json	
Police report.pdf	DOCUMENT	Police Report	application/pdf	
Scanned-MVC/2018/2	DOCUMENT	Vehicle Image	application/pdf	
Scanned-MVC/2018/2	DOCUMENT	Vehicle Image	application/pdf	

All the documents attached to the claim can be viewed from the Documents tab. User can view or download the documents as appropriate.



# Productiviti: Activity History

The screenshot displays the hashECM dashboard with a sidebar on the left containing navigation links: DASHBOARD, Create, Inbox (1), Sent, and Documents. The main content area is titled 'CLAIM VERIFICATION' and has tabs for Claim Verification, Documents, and History. The History tab is active, showing a table of activities.

Activity Type	Username	Role Name	Action	Details	Action On
Claim Verification	Marzook Ali	CSR - Image Capture	Created Activity	Instructions: Verify the claim and create initial estimate. Select the garage. Check for Legal, Recovery and Survey requirements. Send to next step as appropriate	30/03/2018 12:49
Photo Capture	Marzook Ali	CSR - Image Capture	Finished Activity	Comments: Done	30/03/2018 12:49
Photo Capture	Marzook Ali	CSR - Image Capture	Added Attachment	Attachment: Scanned-MVC/2018/2	30/03/2018 12:49
Photo Capture	Marzook Ali	CSR - Image Capture	Added Attachment	Attachment: Scanned-MVC/2018/2	30/03/2018 12:49
Photo Capture	Marzook Ali	CSR - Image Capture	Modified Activity	Comments: Done	30/03/2018 12:49
Photo Capture	Marzook Ali	CSR - Image Capture	Read Activity		30/03/2018 12:41
Photo Capture	Stephany Rodriguez	CSR - Scanning	Created Activity	Instructions: Capture the photos of the damaged vehicle and upload. Send to CSR once done	30/03/2018 12:40
Scan Documents	Stephany Rodriguez	CSR - Scanning	Finished Activity	Comments: All docs attached	30/03/2018 12:40
Scan Documents	Stephany Rodriguez	CSR - Scanning	Added Attachment	Attachment: Police report.pdf	30/03/2018 12:40
Scan Documents	Stephany Rodriguez	CSR - Scanning	Added Attachment	Attachment: id.jpg	30/03/2018 12:40
Scan Documents	Stephany Rodriguez	CSR - Scanning	Added Attachment	Attachment: Insurance 2016-2016.pdf	30/03/2018 12:40
Scan Documents	Stephany Rodriguez	CSR - Scanning	Modified Activity	Comments: All docs attached	30/03/2018 12:40
Scan Documents	Stephany Rodriguez	CSR - Scanning	Read Activity		30/03/2018 12:39
Scan Documents	Laila Mohammed	CSR - Data Entry	Created Activity	Instructions: Scan all required documents. Send to photo capture once done	30/03/2018 12:37

Complete audit trail of the activities performed is available in the History tab. User can view the progress of the claim from this screen

# Productiviti: Routing Back

The screenshot displays the hashECM interface for the 'GET REPAIR ESTIMATES' workflow. The left sidebar shows navigation options: DASHBOARD, Create, Inbox (0), Sent, and Documents. The top header includes a search bar and user information (Kamal Awadhi). The main content area has tabs for 'Get Repair Estimates', 'Documents', and 'History'. The 'Get Repair Estimates' tab is active, showing a form with the following fields:

- Ref #: MVC/2018/3
- Created on: 31/03/2018 10:40
- Instructions: Contact the chosen garage and get estimates. Attach the estimates once received. If the estimates are within the approved amount, send for LPO gen.
- Subject: Toyota Camry Abdul Jabbar
- Comments: (empty text area)

Below these fields is a 'To do' table:

Activity	Type	Actions
Estimate	DOCUMENT	Attach file from
General Attachment	DOCUMENT	Attach file from

Under the 'To do' table is a 'Response' dropdown menu with options: Reevaluate, Accept, and Reevaluate (highlighted in blue).

Below the response menu is the 'ROUTE TO' section:

Activity: Claim Verification Role: Customer Service Representative

At the bottom of the form are two buttons: 'Save' and 'Complete'.

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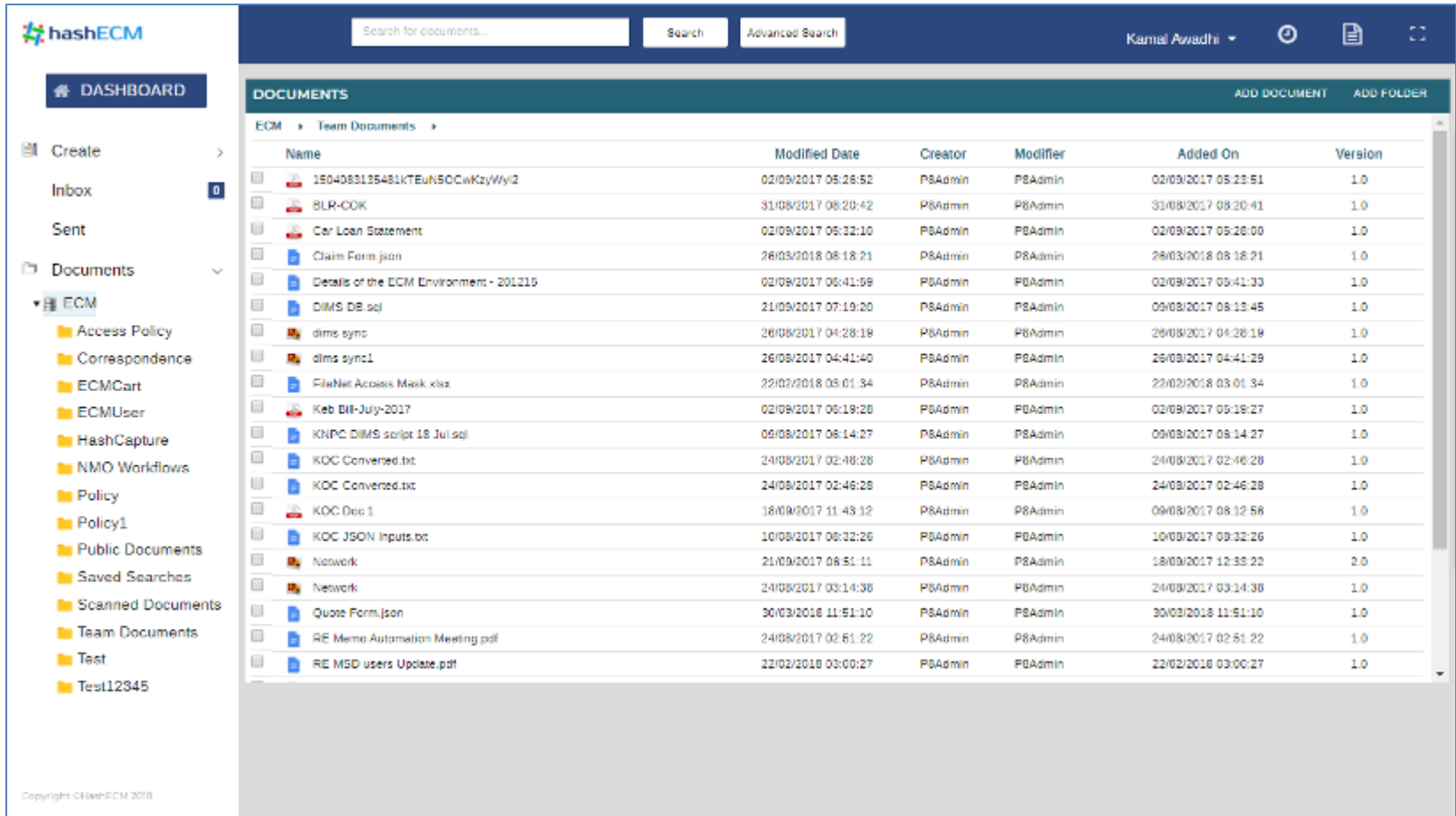
User can route an activity back to a previous step. Here the garage coordinator can request for a reevaluation of the initial estimates and approvals

# Productiviti: Scanning Documents



A scan option is available in the application where documents can be scanned using an attached scanner. No separate scan tool is required. Scanned images are processed using OCR (Optical Character Recognition) and are made searchable for English content

# Productiviti: Document Management



The screenshot displays the hashECM Document Management interface. On the left is a sidebar with navigation options: DASHBOARD, Create, Inbox (0), Sent, Documents, and a dropdown for ECM containing folders like Access Policy, Correspondence, ECMCart, ECMUser, HashCapture, NMO Workflows, Policy, Policy1, Public Documents, Saved Searches, Scanned Documents, Team Documents, Test, and Test12345. The main area shows a 'DOCUMENTS' table under the 'ECM > Team Documents' path. The table has columns for Name, Modified Date, Creator, Modifier, Added On, and Version. It lists 20 documents, all created by 'PSAdmin' and modified by 'PSAdmin'. The documents include files like '1504083135481KTEuN5OCwKzWy2', 'BLR-COK', 'Car Loan Statement', 'Claim Form.json', 'Details of the ECM Environment - 201215', 'DIMS DB.sql', 'dims sync', 'dms sync1', 'FileNet Access Mask.xlsx', 'Keb Bill-July-2017', 'KNPC DIMS script 18 Jul.sql', 'KOC Converted.txt', 'KOC Dec 1', 'KOC JSON Inputs.txt', 'Network', 'Quote Form.json', 'RE Memo Automation Meeting.pdf', and 'RE MSD users Update.pdf'. The interface also features a search bar at the top with 'Search for documents...', 'Search', and 'Advanced Search' buttons, and a user profile 'Kamal Awadhi'.

Name	Modified Date	Creator	Modifier	Added On	Version
1504083135481KTEuN5OCwKzWy2	02/09/2017 05:28:52	PSAdmin	PSAdmin	02/09/2017 05:23:51	1.0
BLR-COK	31/08/2017 08:20:42	PSAdmin	PSAdmin	31/08/2017 08:20:41	1.0
Car Loan Statement	02/09/2017 05:32:10	PSAdmin	PSAdmin	02/09/2017 05:28:00	1.0
Claim Form.json	28/03/2018 08:18:21	PSAdmin	PSAdmin	28/03/2018 08:18:21	1.0
Details of the ECM Environment - 201215	02/09/2017 05:41:59	PSAdmin	PSAdmin	02/09/2017 05:41:33	1.0
DIMS DB.sql	21/09/2017 07:19:20	PSAdmin	PSAdmin	09/08/2017 08:13:45	1.0
dims sync	26/08/2017 04:28:19	PSAdmin	PSAdmin	26/08/2017 04:28:19	1.0
dms sync1	26/08/2017 04:41:40	PSAdmin	PSAdmin	26/08/2017 04:41:29	1.0
FileNet Access Mask.xlsx	22/02/2018 03:01:34	PSAdmin	PSAdmin	22/02/2018 03:01:34	1.0
Keb Bill-July-2017	02/09/2017 05:19:20	PSAdmin	PSAdmin	02/09/2017 05:19:27	1.0
KNPC DIMS script 18 Jul.sql	09/08/2017 08:14:27	PSAdmin	PSAdmin	09/08/2017 08:14:27	1.0
KOC Converted.txt	24/08/2017 02:46:28	PSAdmin	PSAdmin	24/08/2017 02:46:28	1.0
KOC Converted.txt	24/08/2017 02:46:28	PSAdmin	PSAdmin	24/08/2017 02:46:28	1.0
KOC Dec 1	18/09/2017 11:43:12	PSAdmin	PSAdmin	09/08/2017 08:12:58	1.0
KOC JSON Inputs.txt	10/09/2017 08:32:26	PSAdmin	PSAdmin	10/09/2017 08:32:26	1.0
Network	21/09/2017 08:51:11	PSAdmin	PSAdmin	18/09/2017 12:33:22	2.0
Network	24/08/2017 03:14:38	PSAdmin	PSAdmin	24/08/2017 03:14:38	1.0
Quote Form.json	30/03/2018 11:51:10	PSAdmin	PSAdmin	30/03/2018 11:51:10	1.0
RE Memo Automation Meeting.pdf	24/08/2017 02:51:22	PSAdmin	PSAdmin	24/08/2017 02:51:22	1.0
RE MSD users Update.pdf	22/02/2018 03:00:27	PSAdmin	PSAdmin	22/02/2018 03:00:27	1.0

A full-fledged document management module is bundled with the product. Documents can be securely stored and managed in the application instead of using shared network drives

# Productiviti: Searching Documents

The screenshot displays the hashECM web application interface. On the left is a sidebar with navigation options: DASHBOARD, Create, Inbox (with a notification badge), Sent, Documents, and ECM. The main content area has a top header with a search bar, 'Search' and 'Advanced Search' buttons, and a user profile 'Kamal Awadhi'. Below the header, a 'Documents' tab is active. The 'ADVANCED SEARCH: DOCUMENT' section contains three search criteria: 'Document Class' (set to 'Form Policy'), 'Document Title' (set to 'Contains' with the value 'Policy Mohammad Jabbar'), and 'Form Policy Description' (set to 'Contains' with the value 'Enter Form Policy Description'). 'CLEAR' and 'SEARCH' buttons are at the bottom of this section. Below is a 'DOCUMENT SEARCH RESULT' section, which is currently empty. A copyright notice 'Copyright © hashECM 2018' is visible in the bottom left corner.

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DASHBOARD

Create

Inbox 0

Sent

Documents

ECM

Search for documents...

Search Advanced Search

Kamal Awadhi

Documents

ADVANCED SEARCH: DOCUMENT

Document Class Form Policy

Document Title Contains Policy Mohammad Jabbar

Form Policy Description Contains Enter Form Policy Description

CLEAR SEARCH

DOCUMENT SEARCH RESULT

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Documents can be searched using the properties such as title or any text in the document

# Productiviti: Search Results

The screenshot displays the hashECM web application interface. On the left is a sidebar with a 'DASHBOARD' button and a 'Documents' menu. The main area shows search results for 'DOCUMENTS'. A table lists various documents, including PDFs and XLSX files, with columns for Name, Modified Date, Creator, Modifier, Added On, and Version. The user 'Karnal Awadhi' is logged in.

Name	Modified Date	Creator	Modifier	Added On	Version
Phone Bill-82-Monday, February 19, 2018 9:39:55 PM.pdf	22/02/2018 03:32:36	P8Admin	P8Admin	19/02/2018 09:41:14	
Phone Bill-82-Monday, February 19, 2018 9:39:55 PM.pdf	22/02/2018 03:32:36	P8Admin	P8Admin	19/02/2018 09:41:17	
FileNet Access Mask.xlsx	22/02/2018 03:01:34	P8Admin	P8Admin	22/02/2018 03:01:34	
RE MSD users Update.pdf	22/02/2018 03:00:27	P8Admin	P8Admin	22/02/2018 03:00:27	
RE MSD users Update.pdf	22/02/2018 03:00:27	P8Admin	P8Admin	22/02/2018 03:00:27	
RE MSD users Update.pdf	22/02/2018 03:00:27	P8Admin	P8Admin	22/02/2018 03:00:27	
Phone Bill-89-Thursday, February 22, 2018 5:13:36 PM.pdf	22/02/2018 02:48:47	P8Admin	P8Admin	22/02/2018 02:48:47	
Phone Bill-89-Thursday, February 22, 2018 5:13:36 PM.pdf	22/02/2018 02:48:28	P8Admin	P8Admin	22/02/2018 02:48:28	
Phone Bill-87-Thursday, February 22, 2018 5:13:36 PM.pdf	22/02/2018 02:48:14	P8Admin	P8Admin	22/02/2018 02:48:14	
Sanjeevi.pdf	20/02/2018 04:16:26	P8Admin	P8Admin	20/02/2018 04:16:26	
arrows-1412085_1280.jpg	20/02/2018 11:25:06	P8Admin	P8Admin	20/02/2018 11:25:06	
Clipboard.txt.pdf	19/02/2018 10:03:38	P8Admin	P8Admin	19/02/2018 10:03:24	
Phone Bill-81-Monday, February 19, 2018 9:39:54 PM.pdf	19/02/2018 09:44:36	P8Admin	P8Admin	19/02/2018 09:44:36	
Phone Bill-85-Monday, February 19, 2018 9:39:55 PM.pdf	19/02/2018 09:41:34	P8Admin	P8Admin	19/02/2018 09:41:34	
Phone Bill-83-Monday, February 19, 2018 9:39:55 PM.pdf	19/02/2018 09:41:34	P8Admin	P8Admin	19/02/2018 09:41:34	
databases	12/10/2017 12:18:42	P8Admin	P8Admin	24/09/2017 02:01:45	
databases	12/10/2017 09:06:53	P8Admin	P8Admin	12/10/2017 09:06:13	
Tasks to be completed.xlsx	24/09/2017 08:51:11	P8Admin	P8Admin	24/09/2017 08:51:10	
Scanned Document (3)	24/09/2017 04:57:35	P8Admin	P8Admin	24/09/2017 04:57:34	
DLMS Server app architecture	23/09/2017 10:24:16	P8Admin	P8Admin	23/09/2017 10:24:15	

Search results are displayed as per the criteria and access permission of the user. The documents obtained can be viewed or downloaded





## About Us

HashECM is a global provider of Enterprise Content Management (ECM), Work Management and Customer Communication Management (CCM), with a global footprint having deployed at the world's leading Oil Companies, Banks, Insurance firms, Government, Real-Estate Companies & Shared Service Centers.