Process Mapping Document

Project: NEXEN Client Portal – Instruction Submission and Trade Monitoring

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# 1. Objective

To document the existing and proposed process flows for instruction submission and trade monitoring via the NEXEN portal to identify inefficiencies and improvement areas.

# 2. AS-IS Process (Current State)

1. Client logs into NEXEN Portal  
2. Searches for the trade manually using trade ID or security details  
3. Trade data may be delayed; often shows outdated status  
4. Client fills in instruction form manually (free-text fields)  
5. Errors in format or missing fields may go undetected  
6. Client submits instruction  
7. Operations team receives and validates instructions manually  
8. Incorrect instructions are rejected and sent back to client  
9. Instruction reports are downloaded in various inconsistent formats

# 3. TO-BE Process (Proposed State)

1. Client logs into NEXEN Portal  
2. Trade dashboard shows real-time trade statuses with visual indicators  
3. Client selects trade from a filtered list  
4. Instruction form is auto-filled with trade and client account details  
5. Instruction fields include dropdowns and validation rules  
6. Client submits instruction with fewer manual inputs  
7. Portal performs real-time validation checks  
8. Instructions are routed directly to settlement system  
9. Reports are standardized and available in CSV/XLS/PDF formats

# 4. Tools Used

NEXEN Portal, Excel, JIRA, Trade Booking Systems, Client Feedback Logs