

Speeding your flow of Business



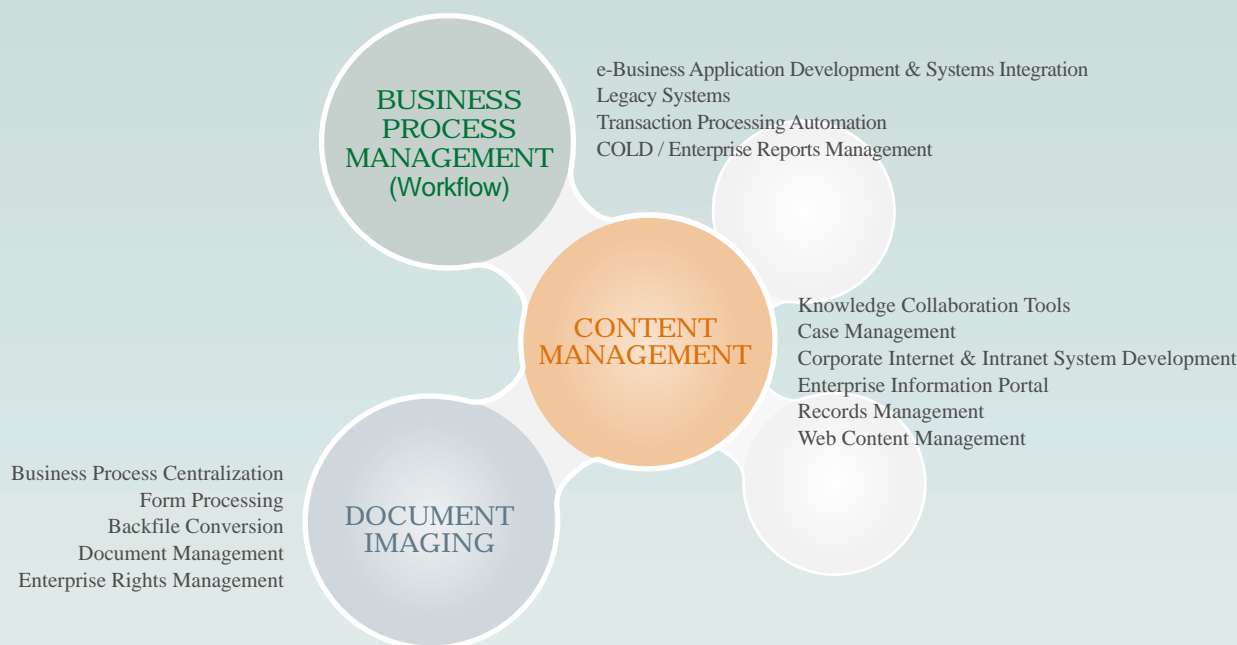
“ The first step to all our solutions is to simply listen ”

RSTN was founded in 1997 as a solution provider and systems integrator for document imaging, content management, workflow and business process management. RSTN has provided integrated business solutions to several of the world's most successful organizations, allowing them to realize quantitative increases in operational efficiency, dramatic reductions in business processing turn-around-times, and greater agility in handling transactions, thereby improving their overall competitive advantage. Each of our projects has resulted in substantial and verifiable cost savings.

With extensive industry specific knowledge, our consultants, business analysts and application engineers bring a wealth of real-world experience and know-how to all of our projects. One look at RSTN's track record of excellence, a distinguished list of highly successful, large-scale projects, is the strongest testament to our commitment to excellence.

The diagram below summarizes the technologies and core competencies that we apply to all our projects.

OUR TECHNOLOGY FOCUS



Services

RSTN offers complete, end-to-end services including business process analysis, technology consulting, implementation services, applications development, legacy systems integration, knowledge-and-skills transfer services, training and maintenance services.

Business Process Management & Workflow

RSTN Consulting provides a complete range of consulting services that utilize the very latest Business Process Management (workflow) tools to enable our customers to model, simulate, monitor and analyze complex business processes. RSTN extends our BPM consulting services with comprehensive IT implementation services positioned to harness workflow technology as an enterprise backbone to our customers' transaction processing environments. The benefits our customers are achieving are astounding.

Document Imaging

RSTN provides comprehensive imaging solutions aimed to free organizations from the constraints imposed by paper-based processing. Our Imaging solutions, together with internet submission initiatives, allow our customers to implement business processes that are truly paperless and completely electronic, thus resulting in significant efficiency gains, cost savings and rapid customer response times.

Backfile Conversion Services

When you engage RSTN Consulting for your Backfile Conversion

Services, you have the added comfort of knowing that RSTN's highly experienced and senior consultants will be there to help you correctly plan and prepare for the project; to provide you with real-world, no-nonsense advice; and to ensure that the job gets done correctly and professionally. This is what sets us apart from the rest, and is the key factor in the success of all our backlog conversion projects.

Knowledge Management

As a natural extension of our BPM, workflow and imaging business, RSTN has become actively involved in helping organizations build a more knowledgeable, competent, and ultimately more efficient workforce. We achieve this through the delivery of Content Management systems coupled with Knowledge Management initiatives and practices.

Business Process Centralization Services

RSTN has spent the past 9 years helping organizations establish centralized processing operations around the world. RSTN offers a rare combination of technology expertise, an intimate understanding of the business processes involved, and a wealth of real-world centralization experience.

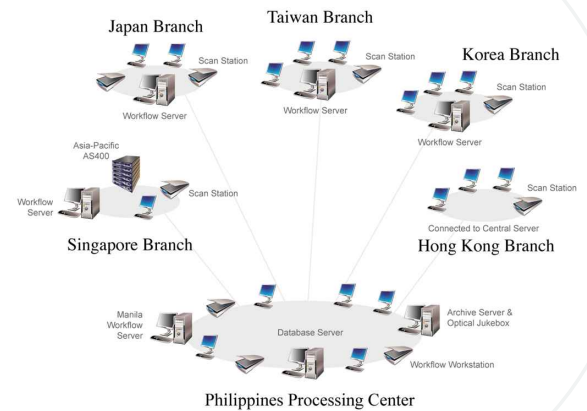
"Throughout the project, RSTN had consistently displayed their ability to develop an accurate, complete and comprehensive understanding of our business processes, and displayed a level of dedication rarely seen."

- Vice President of IT, (Mr Brian Brennan, Bank of America)

Our Valued and Highly Satisfied Customers

RSTN Consulting has a long history of excellence in large-scale project implementations.

There is nothing that makes us more proud than our prominent list of highly successful projects! In fact, we urge our prospective clients to call any of our customers and ask them about RSTN's level of service, professionalism, and dedication to the project success. We are confident you will hear a consistent positive message from every one of our customers.



Insurance

- AIA Malaysia
- AIA Singapore
- AIA Thailand
- AIG Lippo Life
- AIG Nan Shan Life
- Alico Taiwan
- AVIVA
- AXA Wealth Management
- Malaysia National Insurance
- Mitsui Sumitomo Insurance
- Philippines American Life & General Insurance Company
- SunLife Financials
- Takaful Nasional
- Tata AIG Life Insurance
- and others

AXA Wealth Management

This project included backfile conversion of AXA's entire file room (over 4 million pages); scanning of all new Claims, New Business, and Customer Services documents; an automated fax solution that allows customers, agents, and re-insurers to fax documents directly into the workflow business processes; an electronic policy assembly & printing system (where application images, endorsements, and AS400 contract-output are electronically merged and printed); an RSTN custom-designed & developed correspondence management system that automates the generation and sending of agent memos & customer correspondence; and end-to-end Business Process Management and Workflow automation for all New Business, Claims and Customer Services business processes. AXA has since increased the overall operational efficiency of their Life Operations and Administration by 35%, reduced the processing turnaround time for new cases from days to hours, and now have a systematic policy-related archiving strategy allowing for business continuity in the event of a disaster.

AIG Nan Shan Life

AIG Nan Shan Life is one of the largest life insurance companies in Taiwan, with an agency force of over 30,000 agents and daily scanning volumes of 100,000 image pages per day - 2 million pages scanned per month. All new incoming Claims, New Business and Policy Servicing documents received from 23 branches across Taiwan are digitized at regional scanning centers and routed into four regional issuing centers for image processing and contract printing. RSTN was the prime contractor for this project, providing the consulting, project management, change management, applications and architecture design, applications development, implementation services, and technical support.

Government

- Government of Singapore Investment Corporation (GIC)
- Employees Provident Fund Malaysia
- Singapore Customs & Excise Department
- Singapore Registry of Companies & Businesses
- State of Hawaii Business Registration Department
- Taiwan High-Speed Railway Corporation
- and others

United States Government / State of Hawaii Business Registration Imaging & Workflow Project

The Registration Document Processing & Management System (RDPMS) was developed to manage all incoming and outgoing documents related to the registration and management of businesses operating in the state of Hawaii. The system is very workflow intensive, covering every aspect of the registry's business processes, from end-to-end. The project required a large amount of applications development in order to integrate with their backend systems, including:

- Document and check scanning, integrated barcode reading, patch code reading, OCR, ICR, and OMR data recognition & capture.
- On-screen document processing required real-time interface integration with their mainframe applications.
- Check processing and fee distribution integrated the entire cashier process.
- Annuals processing required automated mainframe batch uploads of data extracted from the documents.
- Image-enabled mainframe queries required specialized imaging and host integration.
- The project also included the migration of nearly 1 million images from a legacy mainframe imaging system. RSTN was engaged to manage the entire development process, from initial business process and user requirement studies, through design, architecture, development, testing and rollout of the applications.

Banking

- AIG Credit Card Company
- Bank of America
- ChinaTrust Commercial Bank
- Singapore Ministry of Finance
- United Overseas Bank
- and others

Bank of America (previously Bank of Boston) Bank of Boston Asia-Pacific Trade Finance Centralization started in 1993 as a vision of a document processing center that would service all Bank of Boston trade finance operations throughout the Asia-Pacific region, including Japan, Taiwan, Hong Kong, Singapore and Korea. With the help of RSTN Consulting, Bank of Boston has not only made this dream a reality, but an astounding success. The document processing center in Manila was able to perform all back-end processing functions for Tokyo, Seoul, Taipei, and Hong Kong, completely transparent to the customer and with no disruption to the service provided to them.

