"Take good care of your customers, and your customers will take good care of you"

Customer Experience Lifecycle for GRC Process Management

http://nowellgroup.com

Affordable cloud software solutions for small and midsize businesses - Verity GRC software to support and motivate growing teams
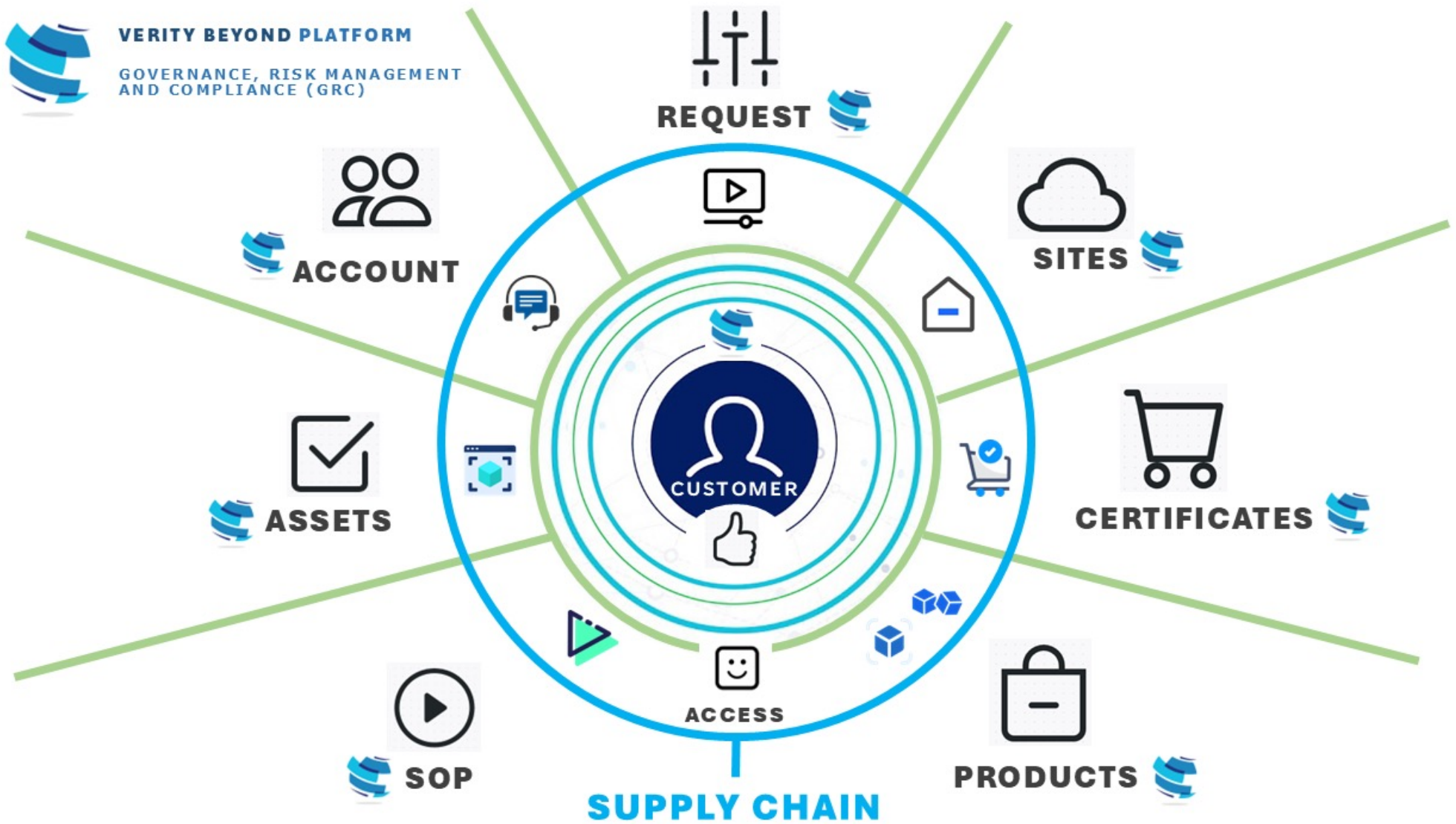
http://nowellgroup.com

"Your next customer, is only as good as how well you treat your current customer"

"Integrity is our most valuable asset!"

"Whatever you do, do it all for the glory of God" – 1 Cor 10:31

VERITY BEYOND PLATFORM
GOVERNANCE, RISK MANAGEMENT AND COMPLIANCE (GRC)

REQUEST

ACCOUNT

SITES

ASSETS

CUSTOMER

CERTIFICATES

SOP

ACCESS

PRODUCTS

SUPPLY CHAIN

Intersecting GRC Risk management, Customer Relationship, trust and mutual co-operation

- Customer onboarding-registration/traffic, service request management , digital policy management, digital workflow, risk & process management

- Easy to use VerityBeyond cloud assets and supply chain software solutions for midsize and small businesses

- Standard GRC service requests for: HR, cybersecurity services, customer service, maintenance, policy management, supply chain, financials

- Cloud SaaS access solutions from Azure AD Connect, SailPoint, CyberArk, and others

- Part of the solution is that it is affordable

- No hidden fees, or fine print, we operate based on openness, honesty and integrity

- Enjoy a solid rating, confidence and trust from our capital partners, and customers

What is business process management?

BPM - business process management

CUSTOMER REQUEST ACTIVITY CAN BE SEEN IN TERMS OF A BUSINESS PROCESS

ALLOWS US TO MEASURE AND IMPROVE EVERY BUSINESS ACTIVITY AS AN INDEPENDENT UNIT

VERY APPLICABLE TO SUPPLY CHAIN BUSINESS OPERATIONS AND ANY CUSTOMER-FACING BUSINESS

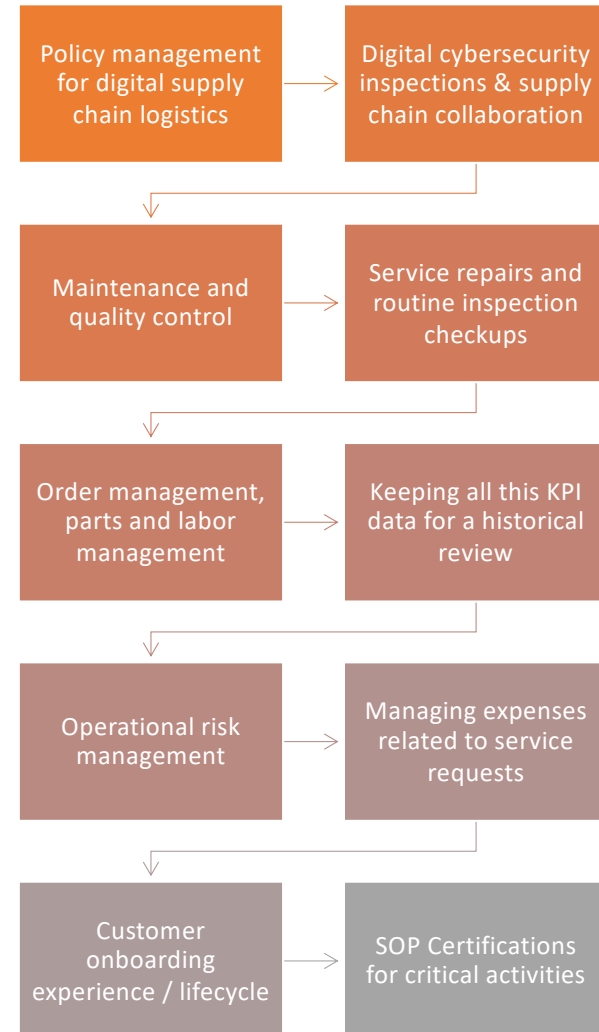**LEVERAGING SOFTWARE TO DRIVE WINNING OPERATIONAL OUTCOMES, POSITIVE FLOWS**

OPERATIONAL RISK MANAGEMENT

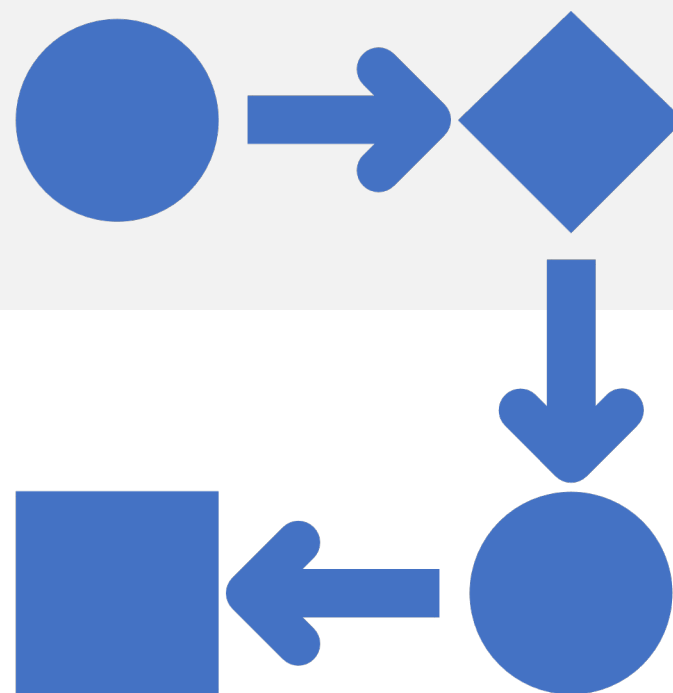**ECOMMERCE CUSTOMER LIFECYLE: SERVICE REQUEST WORKFLOWS AND MANAGEMENT**

Business process management features

Policy management for digital supply chain logistics	Digital cybersecurity inspections & supply chain collaboration
Maintenance and quality control	Service repairs and routine inspection checkups
Order management, parts and labor management	Keeping all this KPI data for a historical review
Operational risk management	Managing expenses related to service requests
Customer onboarding experience / lifecycle	SOP Certifications for critical activities

Implementing Software as a foundation of process improvement initiatives

- Adoption of software to improve business processes

- Any activity that is critical that is run routinely is a "business process"

- Does it have to be repeated? Is it critical workflow? Does it affect customer levels of service? Does it affect our financial performance? Then it's a business process, and you can use BPM software

- Manage service operations maintenance expenses to achieve net positive operational cash flow

Application areas of BPM

Service requests – access, asset service maintenance, repairs and risk management	Key performance indicators measurement and monitoring
Performance monitoring for process and continuous performance improvement	Customer Order workflows / Safety inspections

Digital certification workflows and task management

Solution feature areas

CUSTOMER SITE FACILITY MANAGEMENT

ASSET MANAGEMENT, LOGISTICS AND INVENTORY

RISK MANAGEMENT/SAFETY INSPECTIONS

FINANCIAL EXPENSE MANAGEMENT

MULTISITE MANAGEMENT

CUSTOMER ORDER MANAGEMENT

IAM RISK MANAGEMENT AND PROVISIONING ACCESS

WORK ORDERS, REPAIRS AND INVOICING

DIGITAL MAINTENANCE CERTIFICATION TO MEET INDUSTRY STANDARDS

FINANCIAL SERVICES: PROCESS RECONCILIATION

VerityBeyond GRC

VerityBeyond GRC provides a software platform to support implementation of business process management

Bring online your assets and entire business supply chain

Sites, master product data sources, inspection and maintenance activity

Supply chain logistics activity

Financial expense management

Risk management, safety and cybersecurity monitoring

Co-ordinate maintenance inspections, repairs, work orders and asset service management

Boost collaboration among different departments: HR, IT sourcing, finance, logistics, service maintenance, quality control and safety

Multisite, multi user collaboration and teamwork

Industry verticals where BPM is used

Commerce High-tech

Utilities, transportation and energy

Hotel and hospitality

Retail and supply chain

Manufacturing

Single-family, multi-family real estate

Health care operations

Insurance – property and casualty

Financial Services – Process Sustainability

Implementation – all cloud based

Implementation

1

Cloud hosted, cloud first

2

Web-based, Verity BPM communicates to cloud hosted Application web servers

3

Deploy solutions in any cloud provider of your choice

4

Bring online your business data and provision access to your users all through the cloud

5

Integrate with your existing databases

Supported platforms and environments

Software support for Microsoft Windows and MacOS (Big Sur compatible)

Verity BPM IBS Application Services - Linux 8+ 64-bit, SailPoint IIQ Cloud hosted, or SailPoint IdentityNow

Database support for Oracle 19c, MySQL, SQL Server

Cloud : Oracle Cloud, Amazon AWS, Microsoft Azure, on-premises, any hosting provider etc

Drives better collaboration, business and team performance

- Its about *people, people, people*
- Its all about bringing people together
- Software creates an environment for teams to solve complex pressing challenges together
- We are at the intersection of business management, customer/people workflows, and operational risk management

Other speciality areas of our team

Business Process Policy Workflows, supply chain risk management (Verity BPM ES)

Identity and Access Management - SailPoint IAM, roles based access controls), access provisioning and certifications

Application and front end web systems integration using J2EE Java and SQL databases

Cloud adoption, advisory and solutions implementation

Contact us!

- 🤝 We are willing to work with you

- ⚛ We operate based on trust, good will and integrity

- 💵 We find win-win value proposition for all parties

- 💚 You will find us to be a partner to keep for a long time ☺

- *"Therefore, if anyone is in Christ, he is a new creation. The old has passed away; behold, the new has come" 2 Cor 5:17*

- *Remember there is a winner in YOU, have faith!*

- *Thanks to all our clients and partners – We appreciate your courage and stand and work together – for the glory of God – you all keep us going strong!*

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Verity

SailPoint

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