



The Digital Back Office for Financial Services

Digital leaders in the banking industry are rethinking processes that shape the customer journey to better meet customer needs as well as to lower costs and increase efficiency.

However, new digital processes that accelerate and streamline the customer journey still require people working in back offices to ensure smooth operations and great outcomes—so back-office operations must become faster and more efficient, as well.

Historically, back offices have worked well with front offices, taking responsibility for requests from their assigned front-office branches. But, this model is often inefficient because it requires each back office to have a broad range of skilled workers available at all times. In addition, irregular volumes of work coming from the branches result in workers being at times very busy and at others, underutilized.

UNIFIED BACK OFFICE

TIBCO Digital Back Office allows you to operate multiple physical back offices as a single virtual back office that can meet the total needs of your business in the emerging digital economy. Through a combination of TIBCO's unique capabilities in workflow, analytics, and event stream, users of TIBCO Digital Back Office are able to:

- Increase productivity
- Decrease processing times
- Decrease costs

OPERATIONS RESEARCH

Sometimes referred to as management science or decision science, operations research is a sub-field of applied mathematics used to arrive at optimal solutions for complex decision-making problems. It is often used to develop and implement practical solutions for improving human-technology interaction.

Digital Back Office combines the best capabilities of a global workforce and local experts. Local resources are leveraged when and where needed to ensure regulatory compliance and optimal outcomes. Other tasks are shared and assigned to the resources that are best able to provide results in a timely manner. This means global improvements without the need for a global reorganization.

WORKFORCE OPTIMIZATION

TIBCO's Digital Back Office continuously optimizes resource allocation for the current situation and workload.

Using operations research algorithms, task assignments are continuously managed across available workers based on their skills and privileges. This enables you to engage specialized resources with greater precision and maximize throughput across the total organization. The end result is fewer idle resources, higher productivity, and faster resolutions for your customers.

SUPPORTING PRODUCTS

- TIBCO ActiveMatrix® BPM business process management
- TIBCO Spotfire® visual analytics
- TIBCO Cloud™ LiveApps self-service application configuration tool

GLOBAL PRIORITIES

TIBCO's Digital Back Office allows you to efficiently set and enforce business priorities across your organization.

Global task queues enable you to define global priorities constantly balanced against each other along with employee skillsets, privileges, and availability to ensure SLAs and the pursuit of business goals.

Priorities can be changed by team leaders and business managers in real time. This capability creates a much more agile back-office operation that can change as quickly as your customers' needs.

FEWER BUSINESS DISRUPTIONS

Managers can react quickly when problems occur, or even before they occur.

Intelligent dashboards provide real-time and historical visibility into your operations. Workflow backlogs and needed capacities can be viewed and investigated at each level of the organization to gain insight and troubleshoot bottlenecks.

Predictive analytics capabilities allow you to foresee surges in demand and shortages of resources. This means you can anticipate problems and take action in advance, avoiding unnecessary stress on both your customers and your employees.



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TIBCO fuels digital business by enabling better decisions and faster, smarter actions through the TIBCO Connected Intelligence Cloud. From APIs and systems to devices and people, we interconnect everything, capture data in real time wherever it is, and augment the intelligence of your business through analytical insights. Thousands of customers around the globe rely on us to build compelling experiences, energize operations, and propel innovation. Learn how TIBCO makes digital smarter at www.tibco.com.

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