

# BPMS Services

IT Vision's Business Process Management Services (BPMS) team offers a strategic choice to move non-core processes from an in-house function to a contracted service, helping you reduce risk & cost, while increasing productivity and staff satisfaction. This service can be provided on a regular basis to assist with day-to-day processing, or just for high demand periods such as end of month or end of financial year processing.

## IT Vision provides the following business continuity services:

- **Rates Process Management** – our team of industry experts are skilled in SynergySoft Rating and Property and can support you with your day to day functions and end of year rates scenario modelling.
- **Finance Process Management** – IT Vision can provide operational support with daily, monthly or annual financial processes to ensure the responsible management of critical services.
- **Technical Managed Services** – this support service can include regular restoration validation processes, cloud-hosted solutions, performance monitoring and improvements, database backup, maintenance and integrity checks.

Choose the services you need from the table below and return to [sales@itvision.com.au](mailto:sales@itvision.com.au)

Customer: \_\_\_\_\_

BPMS Services		
Ongoing support	Ad-hoc service	Rates Services
		<b>Rates processing Includes</b> daily rates processing, end of month, reconciliations, database management, notices production (instalments and finals)
		<b>Pensioner management</b> including claims and reconciliation
		<b>Interim Valuations and adjustments</b> including reconciliation
	(EOFY only)	<b>End of Year processes</b> (Closing the rates ledger)
	(EOFY only)	<b>Valuation roll uploads &amp; validation (effective 1st July)</b>
	(EOFY only)	<b>Modelling reports</b> Produce models with reports, based on data provided e.g. RID & Min Rate
		<b>Billing (Levy annual rates)</b> including notice production
Ongoing support	Ad-hoc service	Financial Services
N/A	(EOFY only)	<b>End of Year for Core Financial module</b>
Ongoing support	Ad-hoc service	Technical Services
		<b>System performance review &amp; tuning</b>
	N/A	<b>Technical Managed Services packages</b>

## Training

IT Vision also provides one-on-one training sessions to assist with daily processing or EOFY tasks. Our training sessions will provide you with personalised support when you need it most from one of our experienced consultants. For more information, contact your Account Manager or [sales@itvision.com.au](mailto:sales@itvision.com.au)

