ZAVANTA®
Process & SOP
Software

ZAVANTA®
Overview

The software for processes, standard operating procedures, and best practices.

Learn more, watch the demos:
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Software for processes, standard operating procedures, and best practices.

Zavanta is the fastest, most efficient tool for building process and procedure systems and making them accessible to your workforce. Everyone has everything they need to complete tasks consistently, and in the most streamlined way.

Instead of writing documents in MS Word, with Zavanta you create "systems" that you can manage with, train from, and that regulators love.

If you can fill out a form, you can create a user-friendly procedure in no time

 flat! Updating is a snap.

Zavanta's user-friendly interface provides the right structure and quality controls so that *anyone* can get a good result. Zavanta was built by the experts so you don't have to be one.

Don't know how or where to start? Zavanta's structured approach and **Operations Mapping method** helps you determine what procedures you need and build the framework.

Automated workflow, email notification and review features help you **manage and streamline the review and approval process.**

Zavanta solves the age-old **Knowledge Transfer problem** by getting know-how out of heads and into a form that others can USE.

With Zavanta, your operating procedures are so clear and well thought out, *anyone* can follow them and achieve the expected result.

Benefits You Can Expect:

Standardized training

Lower training costs, fewer errors

Easier task delegation

Controlled, managed growth

Repeatable processes

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The ZAVANTA Advantage:
Modular Structure

" We looked at several software products and the reason we bought Zavanta is the end result. I can take any process — New Accounts, Trust, or Commercial Lending — and walk someone through it from start-to-finish, cradle-to-grave. "

Community Bank Chief Operating Officer

LINK Process to Policy to Operating Procedures over your intranet, MS® SharePoint® or server

Navigation buttons let users jump right to what they need.

Access the Company Glossary

Contact subject experts, get help, give feedback.

Policies and procedures are separate but linked together.

Regulatory nuances and risk management are integrated.

Everything is spelled out.

Roles and responsibilities are clearly defined.

Overview section gives the "big picture."

From any process you can drill-down to the step-by-step with a single click.

Link in forms, videos, flowcharts, screen captures and more.

New Depository Account Startup Process
Process

Company Glossary
General Description
Process Overview
Process Steps or Stages
Subject Experts
Regulations
Revision History
Final Approvals
Need Help?

Your Company Banner Here

Document Number: Z-NEW ACCT DEPOSIT-10000   Revision #: v1.0
Document Owner: New Accounts Manager   Date Last Updated: 02/25/2009
Primary Author: New Accounts Manager   Status: Approved

General Description
Description / This process is the starting point for all information regarding New Accounts. It covers what happens when
Scope: someone requests any of the following products or services. See:' List of Depository Products and Services'

When New or existing customer request
Performed:

Responsibilities: Chief Operating Officer (COO)
New Accounts Representative
Personal Banker

- The **Chief Operating Officer** is responsible for all New Account operations and for defining overall processes.
- The **New Accounts Representative** or **Personal Banker** is responsible for dealing directly with the customer and for carrying out all New Accounts processes and complying with applicable laws and regulations. This job position is also encouraged to educate the customer about add-on services.

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Process Overview
1. Process customer's request for a new account.
2. Verify that the customer is opening an account for legitimate purposes.
3. Perform identification procedure. See:' Customer Identification Procedure'
4. Interview the customer and determine type of personal account or service needed.
5. Perform appropriate setup procedure.
6. Mail out informational packet.
7. Perform customer satisfaction survey.

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Process Steps or Stages
1. Process customer's request for a new acco...

Related Documents
Policy
Z-BANKWIDE-20000
Customer Identification Policy - All Accounts

Regulations
This document pertains to the following regulations:
Bank Secrecy Act (BSA)
Office of the Comptroller of the Currency (OFAC)
US Patriot Act

Detailed Steps
1. Enter the card information into DepositPLUS.
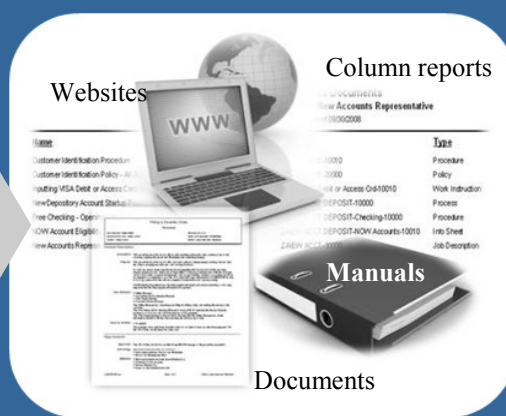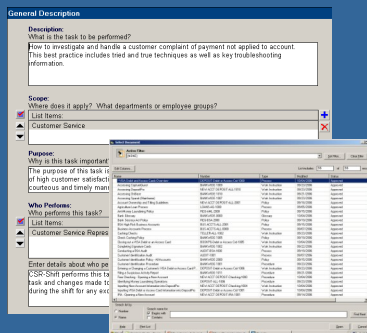
1.1 Access DepositPLUS. See:' Accessing DepositPLUS'

How to do:
If DepositPlus is not already open, click on the icon on your desktop.

Result:
You will see the main customer data screen.

Process Flow: Tracing Lost Payments

Sample Flowchart

Fill in the blanks, press a button.   It really doesn't get any easier than this!

Zavanta's intelligent interface captures know-how from subject experts and organizes it into an easy-to-update database.

Built-in quality controls, Pick Lists, and standards speed development and ensure standardized, user-friendly results.

Zavanta does all the formatting for you! Zavanta auto-generates websites, reports, documents and manuals.

Creating Good Process & Procedure Systems
Zavanta's structured approach gives you these advantages:

- Less labor-intensive than word-processing based methods. ZERO formatting. Zavanta cuts development and ongoing maintenance by 50%.

- Standardized, user-friendly method ensures consistency across all authors.

- Built-in structure and intelligence helps you avoid common mistakes. Better results = fewer questions, fewer errors, lower costs, happier regulators!

- High-level processes are LINKED to procedures, policies and detailed tasks.

- Auto-generates fully-indexed, easy-to-search websites that reside on your network, MS SharePoint, or the web. Best practices are web-accessible, 24/7 to anyone, through their browser. All viewing is free.

- Easy-to-update structure, eliminates redundancies, duplication.

- Document control, built-in revision management, workflow, electronic sign-off, email notification and more.

From Zavanta Users:

"Our last audit was the easiest I've ever been through. Zavanta's structured knowledge capture interface helped us "think through" all our processes carefully so they don't just look good—they are good."

David Mertz, Director of Compliance Services, GSI, Inc.

"We tried word-processing based solutions but they were far too work intensive and time-consuming. Zavanta standardized how we develop procedures. Everyone is more productive."

Project Leader and Training Manager, Anthem BCBS-Wellpoint

"...all our procedures have a standard look and content structure. With the old way, we had 10 or 15 people writing them in different ways, so there was no telling what we'd end up with."

Karl Goodwin, Chief Deputy,
Orange County Court System, Orlando FL

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