AUTOMATING WORKFLOWS
TO DRIVE EFFICIENCY AND
REDUCE ERRORS

Introduction to E*Assist's Workflow Manager

Large organizations such as GE learned a while back that automation and processes helped to create high quality and efficient organizations. So could smaller firms such as an RIA or wealth manager benefit from introducing similar practices and technologies?

To get an answer, you need only answer a few questions such as: Can you go on vacation and be confident that your business would continue? Would losing support staff leave a hole in your business? Are you overwhelmed with paperwork? And do you worry about the effectiveness of your record keeping in the event that a disgruntled heir decides to sue?

E*Assist has enhanced the powerful salesforce.com platform to create a solution that helps to address all of these concerns. Think of it as a “business operating” platform that allows you to manage your client data and share tasks with your support staff and home office. In this way you can manage your own time spent with clients and be confident that others are working on important tasks that you have asked them to implement. Managing these tasks in an orderly fashion is known as workflows, and E*Assist has created the most flexible and cost effective workflow manager available to wealth managers.

To help explain E*Assist’s workflow manager through an example: Imagine a client calls in and asks to have their mailing address updated. You might want your assistant to mail the client a formal address change form, on its return, the assistant must send it to a compliance officer for approval. Once approved, the compliance officer sends to a support executive to update the client’s records.

This is a simple example but requires four people to interact to get the job done – you, your assistant, the compliance officer and the support executive. Can you be certain that your client’s request will be processed effortlessly and without delay, especially as you’re processing multiple requests throughout the day? Well E*Assist’s workflow manager can help to ensure that all your requirements and requests get processed with status checks on each to keep you informed.

Processing a request in a snap in E*Assist. You click on your client’s name to open their account record. You then open the E*Assist workflow library and choose the address change template. After clicking on submit, the entire process is enacted. Your assistant will receive your requirement to send the investor the address change form. After receiving it back, E*Assist automatically sends it to the compliance officer, and once approved, the support executive gets an instruction to update the client’s record. It is that easy!

And because E*Assist’s workflows are all automated your team is more efficient and litigation worries are lowered because everything you do for your clients is electronic and stored in perpetuity. Your clients can also relax knowing that you have effective processes and support to complement your human touch and experience.

Proactive management and collaboration between reps & advisors and the home office is the only way to stay ahead. Let E*Assist help you automate with streamlined, end-to-end processing to make your life easier.

- INEXPENSIVE

Low per user per month and no set up fees.

- IMMEDIATELY DEPLOYABLE

We can have you up and running in days)

- EASY TO USE

We minimize disruption to your reps’ existing workflow)

- CRM

Salesforce.com CRM included in all subscriptions

- SCALABLE

As your compliance and business needs expand, E*Assist will scale accordingly

- CONTACT US

TELEPHONE: 888 989 8599 X122

sales@EAssistLLC.com

www.EAssistLLC.COM