Compliance

Streamlined, configurable processes that assist your compliance efforts

Overview

Strong compliance procedures are fundamental to any advisory business. Having the safeguards to accurately monitor your business activities and respond to rules in the industry, as well as commitments such as CPD, RMAR (Gabriel), and file checking, is essential.

Intelligent Office automates the compliance process for you, providing procedures researched and developed through our years of working with the industry. It is fully responsive to new regulation and legislation as it occurs.

Intelligent Office's in-built functionalities, including integrated workflow and compliance checklists, guide your advisers and administrators through a predetermined and compliant process, ensuring they all follow the same rules and tasks.

Lifecycles/Workflow – pre-existing and new business

The backbone of new business processing within Intelligent Office is the lifecycles function. Lifecycles provides a series of default workflows enabling you to adjust the processes to best fit your business model. It allows you to set the parameters you need for your business using a combination of tasks, pre-set rules and role security.

You decide how stringent you want to be and who you want to allow (through access rights) to move individual types of business through the pre-defined process. You also decide which course of events need to be completed before a user is able to change the status of a plan – for example, from 'Draft' to 'Submitted to provider'.

There are default lifecycles/workflows for tracking business through Intelligent Office. These include a pre-existing workflow, typically used for recording policies that have gone through a transfer of agency, two new business workflows, namely:

- New business – protection
- New business – mortgage

Three fundamental steps underlie the lifecycles/workflow system and each can be configured so that the transition to the next step is governed by a set of rules that are fully controlled by your business.

The steps are:

Roles:
You stipulate which users with certain roles on the system can move the business on to the next stage (administrator, adviser, etc.), as well as who should have the rights to change a plan's status.

Rules:
This step determines which rules must have been applied before the business can be moved on to the next stage e.g. check for policy number before moving the plan status to 'In Force', check for date of birth, and so on.

Tasks:
This step requires certain tasks to have been completed before the business can be moved on to the next stage (for example, verify client, issue terms of business, etc.). You can add more to the default list of tasks to help reflect your own business processes.

Once you have configured Intelligent Office with the parameters you wish your advisers and staff to follow, you can have the peace of mind of knowing that all users will be following your business processes and your compliance risks will be reduced.

Compliance - risk based approach

Risk reduction through application of process rules underlies the Intelligent Office process. This is enhanced by reducing the time-consuming day-to-day compliance procedures through a full suite of compliance related features that keep labour intensive tasks to a minimum. Again, many of these features are configurable to meet your particular business requirements.

Greater control and risk reduction is available by product gating. This allows you to stipulate the level to which each adviser or staff member is authorised, so for example, a pension specialist can be gated so that they may only enter new business pension plans in Intelligent Office.

Learn more

If you have any queries relating to **compliance** call us on **0330 102 8402** or email us at **sales@intelliflo.com** where one of our executives would be pleased to help you further.

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