

CUSTOMER SOLUTIONS

by industry and application

Edify Corporation is a leading supplier of self service software products that enable organizations to provide automated services to customers and employees via the Internet, corporate intranets, and the telephone. Our software addresses the growing need to provide more and better service while containing costs, to capitalize on emerging interactive media, and to leverage investments in enterprise systems and communications infrastructure.

Nearly 1,000 organizations are currently using Edify products and application solutions. We are proud to showcase these selected Edify customers in a variety of industries whose successful implementations offer innovative ideas for your company.

Application Categories:



Customer Service



Banking



Human Resources



Student Services

CONSUMER GOODS INDUSTRY

AmeriServe (PepsiCo Food Systems)



AmeriServe needed an automated benefits enrollment process for their 5,000 employees nationwide. They wanted a solution that was user-friendly and efficient, as well as top quality and cost-effective. Using Edify's Electronic Workforce, AmeriServe implemented an interactive voice response application that provided employees automatic telephone access during the open enrollment period. The Edify system interfaces with a PeopleSoft system in one location and makes nightly updates to an Oracle database in a completely separate location. Not only has AmeriServe realized significant dollar savings, but its human resources staff has recovered valuable time that can now be dedicated to more productive use.

SERVICES INDUSTRY

Adecco SA



Adecco SA, the world's largest personnel service corporation, needed an efficient way for its 80,000 U. S. temporary employees to check on their direct deposited paychecks. Because of the nature

of temporary employment, paychecks are not consistent from week to week, and the company's HR staff was finding it difficult to personally answer every inquiry. Adecco chose Edify's Electronic Workforce Release 5 because of the scalability, reliability and manageability of the solution on the NT platform, as well as its enhanced development environment. Adecco implemented the Electronic Workforce with 24 phone lines handling over 2,500 calls per day, as a quick way to address the immediate problem while providing a foundation to enhance self service offerings as the company's needs expand. Today, employees can call an 800 number from anywhere in the United States to connect to the interactive voice response (IVR) system and automatically find out the amounts of their checks, as well as payment history.

TRANSPORTATION INDUSTRY

DHL Worldwide Express



When a customer calls DHL to check on shipment status, the Edify Electronic Workforce requests the airway bill number, queries the delivery database, and provides the status of the caller's package, all automatically. If a questionable airway bill number is entered, the Electronic Workforce transfers the call to a customer service representative, "whispering" the airway bill number and the reason that the call was transferred. Upon customer request, the system also provides the option of faxing the delivery report. This complex customer self service system connects multiple hosts and networks, a variety of telecommunications and call center systems, legacy hosts and LANs. Capable of handling thousands of callers each day from 750,000 different cities, it has received a customer acceptance rating of over 90%. And not only that the system paid for itself within six months.

BANKING INDUSTRY

Atlanta Internet Bank (AIB)



Atlanta Internet Bank (AIB) was the first bank to go online with the Electronic Banking System in October 1996 through Edify partner AT&T, offering customers the ability to serve themselves through AIB's interest-bearing checking accounts, direct deposit, money market accounts, account transfer capability and electronic bill payment. With a senior management team of seasoned banking and technology professionals, AIB is among the first online banks to be all Internet, all the time, and is currently planning ways to expand its offering substantially using the Electronic Banking System. After just one year, Atlanta Internet Bank has grown from a base of zero to over 3570 customers. To see Edify at work, visit <http://www.atlantabank.com>.

Busey Bank



Busey e-bank is a virtual branch of Busey Bank in Champaign-Urbana, Illinois. With Edify's Electronic Banking System, implemented by Edify partner Business Logic, Busey was one of the first dozen banks in the U. S. to offer Internet banking, and the first community bank to receive regulatory approval for a virtual bank. This virtual bank combines secure access to personal financial information and transaction capability, backed up by experienced bankers who are available through the Web. Busey e-bank is part of an established community bank with over 125 years of experience in meeting people's financial needs with service and technology. To see Edify at work, visit <http://www.busey.com>.

Cambridgeport Savings Bank



Edify defeated all the competition to provide Cambridgeport Savings Bank with self service software that the bank thinks is the most technically advanced, the most flexible and the best buy for their money. Through the Electronic Workforce

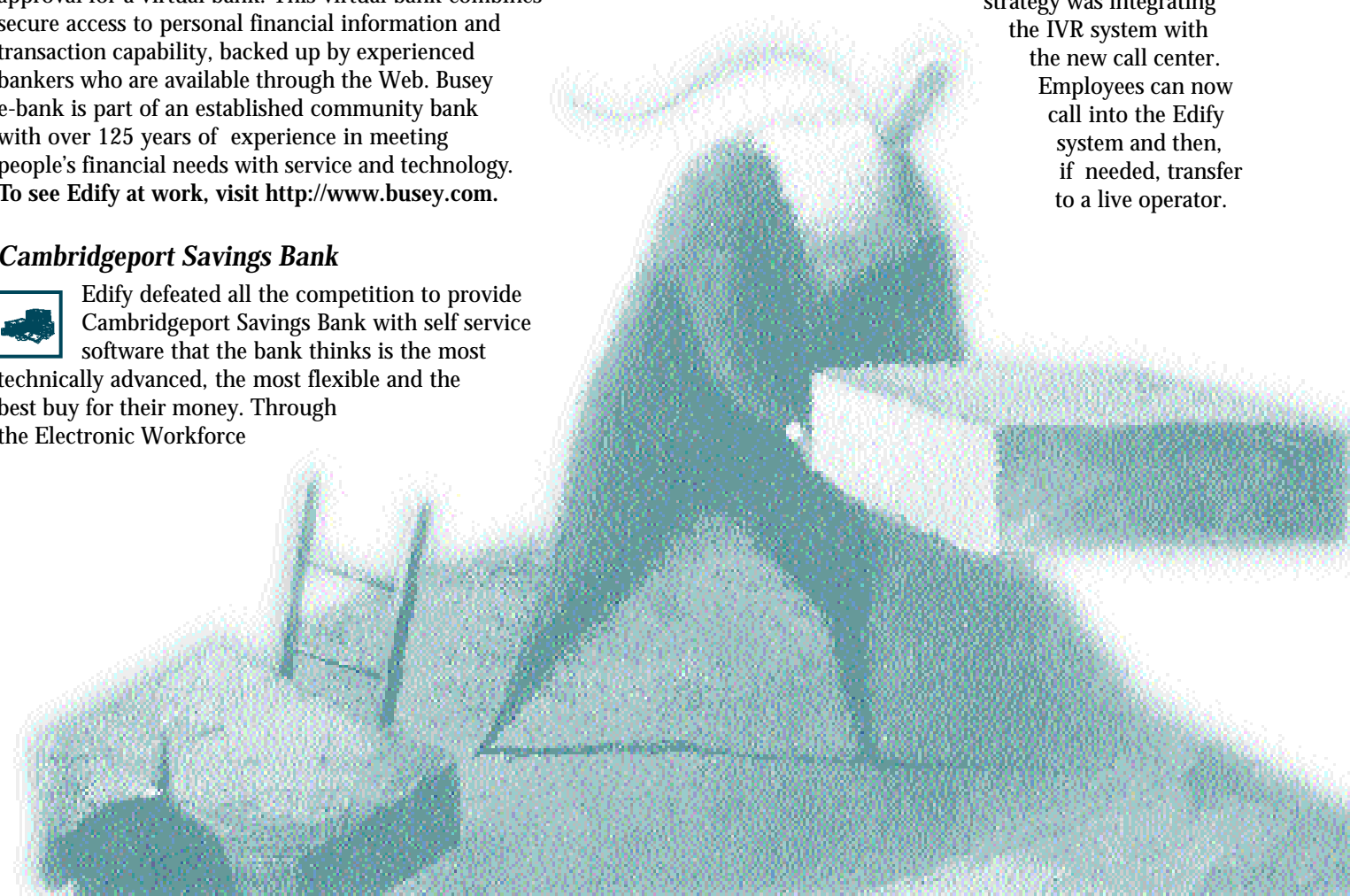
and a touchtone phone, bank customers can access their deposit and loan accounts as well as request rate information on all bank products. They can confirm account balances, hear a list of their last ten transactions and request interest information on any account. Additionally, the Edify system provides information on bank and ATM hours and branch locations. During any given month, this system handles over 14,000 calls.

Chase Manhattan Bank



The Chase Manhattan Bank recently merged with Chemical Bank to become the largest banking company in the United States. Chase had to build a new infrastructure to support the combined workforce, merging existing HRIS, payroll, training and several other major employee information systems as well as performing an active enrollment for all 58,000 domestic employees. The Chase team integrated existing systems with Edify's Electronic Workforce software. Their first application was to streamline the annual open enrollment process. The next phase was to increase the functionality of the voice response system: access to health benefits and 401(k) plans already existed, but Chase added job posting, training, and employee program information.

The final element of the strategy was integrating the IVR system with the new call center. Employees can now call into the Edify system and then, if needed, transfer to a live operator.



City National Bank



City National Bank of Taylor, Texas, had two goals: it needed to replace their outdated interactive voice response system, and it aimed to make its static web page more dynamic. The Electronic Workforce was the only proven solution that could retain the same logic to access the bank's back office SQL database for both phone and web. And no competitor could offer host legacy balance transfer over 3270 terminal emulation, real-time. With the Electronic Workforce, City National Bank has provided its customers with 7 x 24 access to all of their banking needs. Customers can now access the bank via the web and verify account balance, calculate interest on loan payments, and gather information on CD and IRA options. **To see Edify at work, visit <http://www.citynationalbank.com>**

Dollar Bank



Founded in 1855, Dollar Bank's heritage is rooted in the spirit of the Pittsburgh and Cleveland areas. Dollar Bank implemented Edify's Electronic Banking System with unusual, innovative customization to expand upon the home banking and bill payment services the bank already offered its customers. Dollar's NetBanking lets customers check balances on checking, savings, passbook and club accounts, certificates of deposit, retirement accounts, mortgages, consumer loans and Visa. Account activity is available on checking and statement type savings accounts. Bill payments can be made from checking and Transaction Savings accounts, and transfers can be made from checking, Transaction and Statement Savings, the Money Market Fund and Savings Fund to other deposit accounts. **To see Edify at work, visit <http://www.dollarbank.com>.**

First American National Bank



First American National Bank, headquartered in Nashville, Tennessee, operates more than 170 banking offices and has assets of \$10 billion. First American implemented its PC Banking offering using Edify's Electronic Banking System so that its customers could enjoy 24 hour access to their First American accounts. The system offers features such as account summary, quick balance, funds transfer, bill pay, and payment calculators. In developing the PC Banking solution, First American adhered to the most stringent standards in the banking industry, making its solution a model for secure electronic banking transactions. **To see Edify at work, visit <http://www.fanb.com>.**

First Merchants



First Merchants Bank has served Muncie, Indiana, and its surrounding communities since 1893, offering a full range of banking operations including commercial, industrial, consumer and real estate lending, deposit and investment services, and other banking services. Its EZ Online Banking service using Edify's Electronic Banking System, implemented by Edify partner KLF, provides the ability to transfer funds between accounts, make bill and loan payments, and check on a wide variety of account information. **To see Edify at work, visit <http://www.firstmerchants.com>.**

Harris Bank



The Harris Bank, a "top 100" bank founded in 1882, provides banking, trust and investment services to individuals, small and mid-market businesses and not-for-profit and government entities within Chicago and surrounding communities. Implemented in less than six months by Edify partner Business Logic using the Electronic Banking System, Harris Bank's mbanx PC Banking System lets customers point and click to obtain current account balances, see if a check has cleared, transfer money between checking and savings, make a payment on a line of credit and more via the Internet. **To see Edify at work, visit <http://www.harrisbank.com>.**

Nantucket Bank



Originally known as the Nantucket Institution for Savings, Nantucket Bank opened for business in 1835. Through its longtime outsourcing partner, NCR Customer Information Services, Nantucket Bank was the first in New England to offer non-proprietary PC banking on the Internet with Edify's Electronic Banking System, and was the first bank to be implemented as part of NCR's service bureau. Its BankLine online financial services system features access via PC to view and print a statement, verify account balances, see cleared checks and deposits, track transfers, and ATM transactions, check mortgage and loan balances, make transfers between accounts and more, and via a touch-tone telephone for many of the same services. **To see Edify at work, visit <http://www.nantucketbank.com>.**

Presidential Savings Bank, FSB



Presidential Savings Bank, FSB, was organized in 1985 in Bethesda, Maryland, and has assets of over \$100 million. Through the service bureau of Edify partner NCR, Presidential implemented Edify's Electronic Banking System in the fall of 1997 to provide

real-time PC Banking to its regional customers, including functions such as account balance, statement review, funds transfer and more. To see Edify at work, visit <http://www.presidential.com>.

Signet Bank



Signet Banking Corporation, a \$12 billion financial institution and top 100 bank headquartered in Richmond, Virginia, is a national information-based, customer-focused financial services company that was one of the first three banks online with Edify's Electronic Banking System. Web Banking is available to Signet customers with an interactive web site that monitors checking and savings account activity and balances, transfers funds, pays bills, notifies by e-mail when balances exceed or drop below levels set by the consumer, and communicates with customer service representatives via secure e-mail. To see Edify at work, visit <http://www.signet.com>.

FINANCIAL SERVICES INDUSTRY

Connecticut Student Loan Foundation



Connecticut Student Loan Foundation needed an interactive voice response system in order to off load the routine questions asked by both students and organizations about their student loan offerings. With the Electronic Workforce, students can now access information on their outstanding student loans via touchtone phone. The Edify system retrieves the requested information from a host system, formats it and reads it back to the caller. This includes payment dates, current amount due and overall balance, and last payment received. Additionally, schools frequently call in and request various forms regarding student loans. The Edify system automatically retrieves the requested document from a document repository and sends it immediately via fax.

SAFECO



Applications have been developed in house to provide extended hours of service to SAFECO's customers and maintain the company's competitive edge. SAFECO No-Load Mutual Fund, 401(k) and Alviso-Fund, and Life Retirement customers are able to access general fund information, check personal account detail, and perform trades 24 hours a day by phone and Web. SAFECO insurance agents and policy holders can call in and get current

policy, renewal, and billing information on their homeowner's, auto, boat, and umbrella accounts. Job applicants can call the Job Line to get up-to-the-minute information on positions available at SAFECO nationwide, as well as instructions on pursuing these positions. These applications use the Electronic Workforce to access information from local DB2 databases, retrieve databases on SAFECO's LAN, and from SAFECO's mainframe (IMS, CICS, and TSO) using 3270 terminal emulation. The information is delivered primarily by phone, although some applications use fax and e-mail deliveries. To see Edify at work, visit <http://www.safeco.com>.

INSURANCE INDUSTRY

Connecticare



Connecticare provides health care coverage for over 190,000 members and maintains a network of more than 5,000 participating physicians and 25 hospitals. When the company decided to upgrade its inefficient interactive voice responsesystem, it chose the Electronic Workforce. The Edify system provides HMO members with automatic access to physician referrals and verifies patient eligibility for participating physicians. They currently receive over 400 calls a day. Patients receive convenient, accurate information quickly and automatically.

TELECOMMUNICATIONS INDUSTRY

AT&T Wireless Services



Until recently, recruiters at AT&T Wireless had no way of electronically tracking qualified candidates that had not yet been hired. Job applicants submitted separate resumes every time they applied for new or different positions. In anticipation of a hiring increase, AT&T Wireless realized its manual applicant tracking system was antiquated and in desperate need of a technical boost. AT&T Wireless looked to Edify to connect its Restrac system to the web. Every night, the Electronic Workforce automatically queries the open job listings and displays them dynamically on the AT&T job posting web page. Applicants use the Edify system to search by geographic, functional or business unit parameters. AT&T Wireless applicants constantly have the most updated information on all positions at their fingertips. To see Edify at work, visit <http://www.attws.com>.

RETAIL INDUSTRY

Eddie Bauer



Eddie Bauer, a \$1.6 billion sporting goods, furnishings and apparel merchandiser, has implemented an accounts payable application with the Electronic Workforce that allows vendors to call in, check on the status of an outstanding payment and verify that a check has been cut. When the vendor enters a vendor identification number and a remittance zip code, the Edify system accesses a mainframe located at a remote site through 3270 terminal emulation. The system then reports when the check was sent, the amount of the payment and the check number. The caller can also request information by invoice number or pending payments. And, on request, a summary of payment information within the previous thirty days can be automatically faxed to the vendor. A second application will provide pro-active notification to Eddie Bauer associates on expense report reimbursements made via electronic deposit.

Nike, Inc. Consumer Affairs



To Nike, consumer satisfaction is top priority. That's why having a remote service bureau with no access to customer-specific data handling merchandise replacement calls was unacceptable. By installing the Electronic Workforce, Nike enabled consumers to call in, enter a claim number, and receive their claim status automatically over the phone. The new service significantly increased Nike's level of satisfied consumers, handling calls that previously were transferred to a service representative. Nike quickly deployed additional applications more cost-effectively than outsourcing to a service bureau. Two additional Electronic Workforce applications to note: Nike provides a comment line for their consumers, who can call and leave a message for a variety of departments including Public Relations, Advertising and Senior Management. Nike also provides a fax-on-demand service for corporate and product literature fulfillment.

Nike, Inc. Human Resources



In the retail industry, Nike is recognized as a technically progressive company that treats its employees well. It was with conscious intent to encourage this reputation that Nike decided to automate its open enrollment process with Edify. The Electronic Workforce offered the flexibility to "Nike-ize" their applications and to reflect the continuous growth that Nike was experiencing. Currently over 7,500 employees

update their life, health, dental and 401(k) plans through the Electronic Workforce. All modifications and enhancements to these applications are implemented internally. In fact, the success of the open enrollment program resulted in the development of additional Electronic Workforce applications; now employees have automatic access to personal interest programs including health tips, company events, and other employee information and services.

HIGHER EDUCATION INDUSTRY

University of California, Los Angeles



Thirty-five thousand UCLA students manage a variety of academic and personal services online through Edify's Electronic Workforce. The right solution required ease of use, flexibility of development environment, scalability and web security. The implementation of student self services has resulted in satisfied customers, as well as time and money saved by both students and campus staff. Students can now update address information, specify personal data for the campus directory, check for academic or financial holds on student services, access their Degree Progress Reports to determine remaining requirements, and obtain a study list for selected classes. All of these services are securely delivered from a variety of legacy systems through a simple web browser interface. And UCLA has plans for more than 30 additional web applications. To see Edify at work, visit <http://www.ucla.edu>.

UTILITIES INDUSTRY

Public Service Electric & Gas (PSE&G)



Public Service Electric & Gas (PSE&G) is one of the top ten largest combined electric and gas companies in the United States. The company faced the challenge of delivering increasingly critical HR functionality to over 10,000 employees with a small pool of HR staff. Key applications included annual open enrollment, new hire enrollment, benefits coverage review, pensions plan review, and financial planning and retirement Q&A class registration. Edify's Electronic Workforce was the answer, allowing PSE&G to easily leverage its existing back-office systems and scale to meet growing needs. The stable development environment of the Electronic Workforce has allowed PS&E to maintain and enhance the majority of its applications in-house.

MANUFACTURING INDUSTRY

Coulter Corporation



Coulter Corporation is a global leader in blood cell analysis, with over 5,000 employees worldwide.

Three years ago, the company decided to automate its open enrollment and flex benefits programs by installing an interactive voice response system. Edify provided the multimedia, scalable solution Coulter needed. Coulter employees call the Electronic Workforce from home to update their benefits selections. The most common requests include adding and deleting dependents and changing medical and dental coverage and insurance plans. The Edify system also confirms employee selections and informs employees of related tax consequences. What's next for Coulter? A JD Edwards implementation, at which time employees will be able to access these Edify applications through a corporate intranet.

Konica Business Machines



Konica has implemented a variety of customer and employee self service applications using the Electronic Workforce. Customers facilitate monthly meter reading collections by entering their product serial numbers and meter readings over the phone. From a phone menu, they can request information, which is then automatically faxed to them. Konica technicians retrieve and close out customer information and requests and can re-page information to themselves instantaneously. Konica looks to the Edify system to validate technicians accessing the system by authorizing passcodes that are entered via touchtone phone. And the Electronic Workforce proactively initiates database queries and updates records every night. The evident flexibility and multimedia access of the Edify system has convinced Konica to look to the web for additional features. Up next, the company will migrate existing applications to the web, and customers will soon be able to open service calls over the web or the phone at their convenience.

Tektronix, Inc.



Tektronix, Inc. is a global high-technology company that employs more than 8,700 people worldwide and has operations in 23 countries. Tektronix became an Edify customer because it was seeking an Internet solution to empower employees with self service access to HR data. Using Electronic Workforce 4.2, Tektronix developed two intranet self service applications: an authentication application called SAFE (Secure Access for Employees) to control access to the information, and a second application called About You, which displays employee data and allows employees to update personal data fields (telephone numbers, addresses, etc.). In order to conform to its corporate standard, Tektronix has since migrated SAFE and About You onto Windows NT® using the Electronic Workforce Release 5. The employee first logs onto the intranet-based SAFE with a unique PIN, and then is transparently connected to the About You application, where personal data can be viewed and modified. Employee data is retrieved from Tektronix's ADP CSS HRizon 7.1 HRMS. The new system integrates telephony functionality, with features such as Page Shadow™ and Call Me™.

Unisys Corporation



By implementing the web capabilities of Edify's Electronic Workforce, Unisys has enabled all 36,000 employees access to their personal records 24 hours a day. Manually updating employee records was an expensive, time-consuming task, and Unisys realized that providing employees direct Intranet access to the company's PeopleSoft system would be the most cost-effective, efficient solution. Employees can now register for benefits, make changes or updates to W-4 status, work skills and military service, and initiate personalized career planning programs, using simple web browser technology.



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