

Fisher Technology



Orbis TaskCentre®

Business Process Management Suite

|| *What do you want to automate?*



Business Process Management



What is Business Process Management?

TaskCentre Features



- **Workflow**
 - Dynamic, event driven & integrated processes
- **Advanced Business Alerts**
 - Instant notification of business critical events
- **Document Automation**
 - Creation, distribution and management of business reports
- **Web Content Publishing**
 - Automatic generation, publication and update of online information
- **Subscriptions and Requests**
 - Self service, user defined information on demand
- **Integration**
 - Eliminate complex integration development

Benefits of BPM

- **Agility**
 - Instantly respond to business critical issues
- **Visibility**
 - Enterprise wide information delivery
- **Cost Reduction**
 - Save time and eliminate errors
- **Relationship Optimization**
 - Dynamically connect with your prospects, customers & personnel
- **Revenue Generation**
 - Enhance customer service
- **Time Saving**
 - Automation of repetitive & costly processes

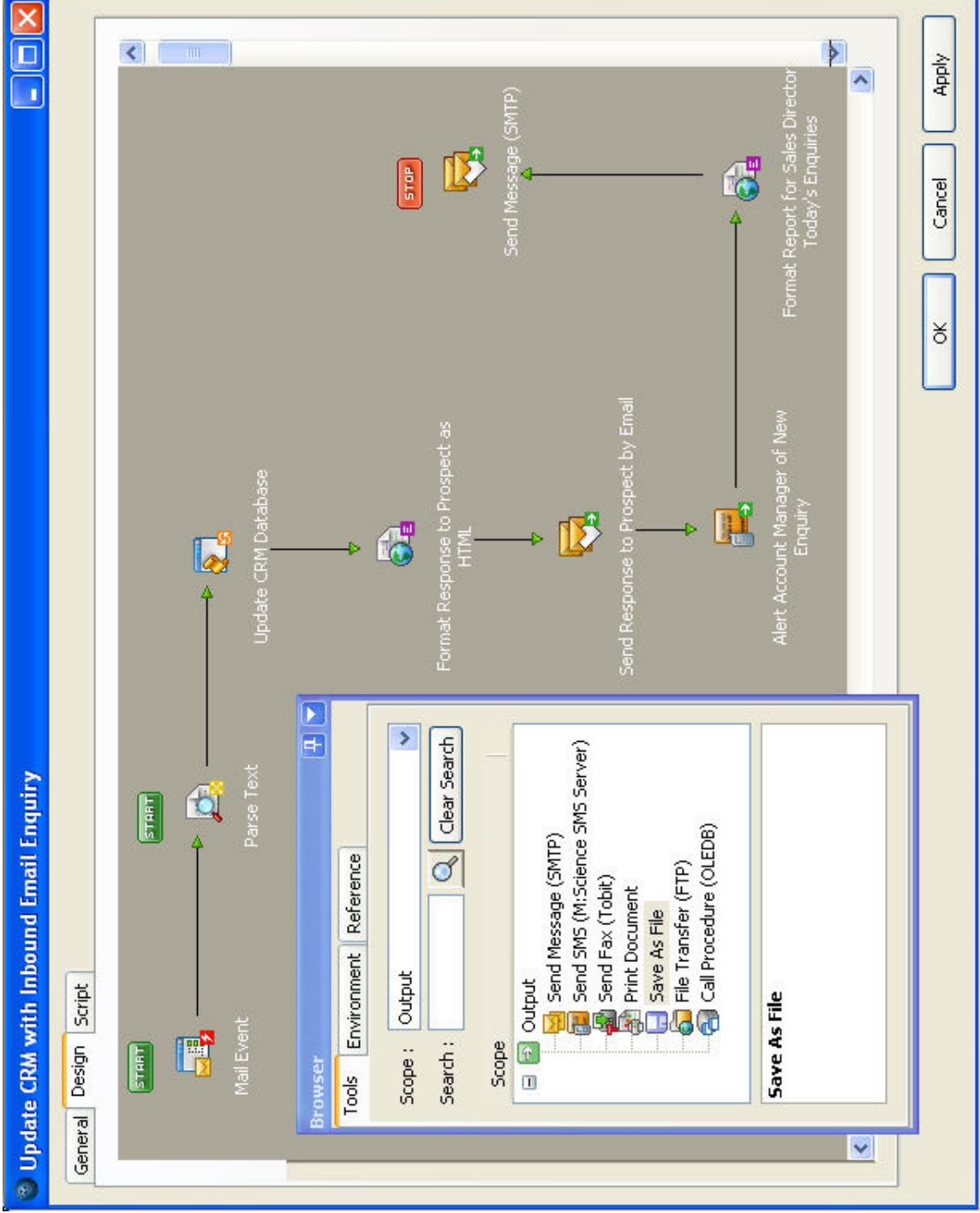


Workflow

- Generate booking confirmation and automatically handle responses
- Escalate overdue, incomplete activity
- Authorization of increased credit limit
- Service call assignment and escalation
- Prospect/customer information fulfilment
- Expenses approval
- Purchase order, multi-level authorization
- Account manager change request
- Assignment of inbound sales opportunity



An Example of Workflow



Advanced Business Alerts

- Notify owner of unit booking
- Tractor service is due
- Warranty expiration in 2 months
- Product recall
- Key customer on credit hold
- Urgent customer service call assigned
- Customer order status notifications
- Minimum stock levels reached
- Overdue prospect contact deadline
- Actual plus committed costs approaching 80% of project budget



An Example of an Alert

The screenshot displays the Microsoft Task Scheduler interface. The main window is titled "Simple Email Alert" and shows a workflow diagram with the following steps:

- START** (Green button)
- Schedule - Run at 5pm, M-F** (Task Scheduler icon)
- Get Unapproved Purchase Orders over \$1,000** (Data source icon)
- Format Message to Approver** (Email icon)
- Send Message to Approver** (Send icon)
- STOP** (Red button)

The workflow is shown in a "Design" view. The "General" tab is selected, and the "Name" field contains "Simple Email Alert". The "Last Run" field shows "12/4/2006, 11:07:30..." and the "Owner" is "Administrator". The "Task Scheduler" tree on the left shows the task is located under "System" > "Tasks".

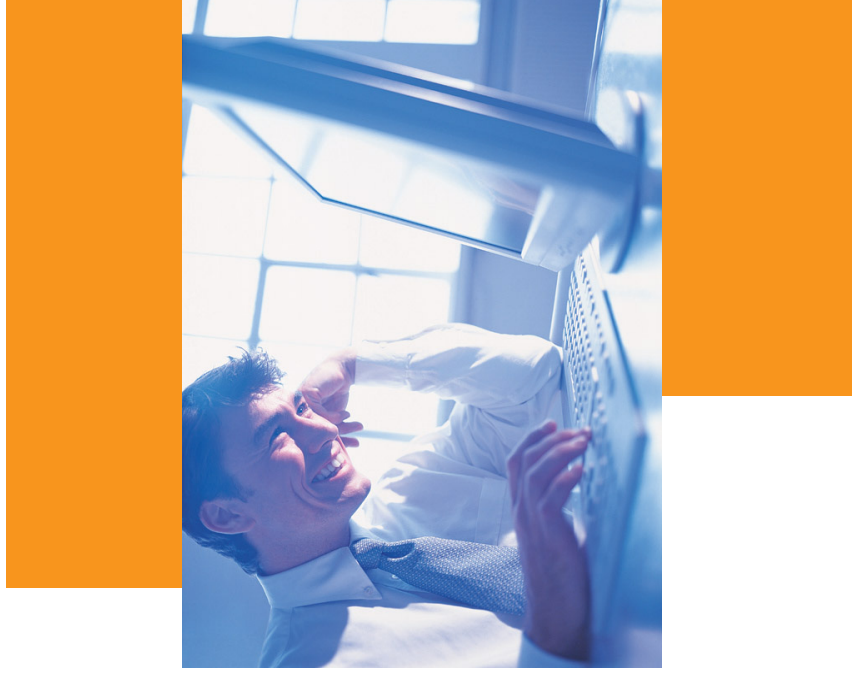
Document Automation

- Booking confirmation
- Product announcements
- Monthly sales statement distribution
- Automated credit control letters
- New customer welcome packs
- Regular business KPI reports
- Logistics instructions
- Job status reports
- End of line special product promotions
- Supplier remittance advice and customer sales receipt allocations



Web Content Publishing

- Availability calendar
- List of tractors for sale and location
- Live customer statements
- Outstanding support calls
- Staff holiday entitlements
- Job status information
- Production capacity levels
- End of line product promotions
- Stock availability
- Product price changes and updates



Subscriptions and Requests

- Customer inquiries
- Which units are available & when
- VIN number tracking
- Tractors available in my area
- Account management reports
- Order status inquiries
- Property sales information
- Training course subscriptions
- Event joining instructions
- Next support or maintenance call requests



Integration

- Updated supplier/customer contacts
- Customer satisfaction feedback
- Employee payment data
- Self service ticketing
- Undelivered/faulty materials
- Data exchange between CRM and ERP
- New product specifications
- Changes to product or raw material prices
- Automated marketing 'unsubscribes'
- Update name & address details



TaskCentre® V4

- Task
 - All or part of the business process
 - Triggered by one or more events:
 - Schedule
 - Data (SQL) Trigger
 - Mail or SMS (SMTP)
 - TaskCentre API
 - Workflow Event
 - Visual process flow interface
 - Drag & drop GUI for ease of design & management
 - Unlimited number of inter-related steps
 - Dynamic data driven decision capability
 - Sophisticated memory functionality
 - No requirement for complex programming skills
 - Use of embedded Variables and Functions



TaskCentre® V4

- Tools
 - 28 highly functional “Tools”
 - Connect to any ODBC or OLEDB data source
 - Financials, ERP, MRP, CRM etc
 - Expose and consume information (to and from each other)
 - Complete control over the process flow
 - Plug & play components enable total flexibility in the process design
 - Every Task is easily extendable
 - Limitless combinations, quantities and sequences of Tools within the Task
 - Tools can be custom built



TaskCentre's Tools

The screenshot displays the TaskCentre software interface, divided into two main sections. The top section, titled "New Task", contains a workflow design canvas with the following elements:

- General** tab selected.
- START** button.
- Schedule** task icon.
- Database Query (ODBC)** task icon.
- Format As Text** task icon.
- STOP** button.
- Save As File** task icon.

The bottom section, titled "Tools", features a "Browser" window with the following components:

- Tools** | **Environment** | **Reference** tabs.
- Scope**: All
- Search**: Clear Search
- Scope** tree showing a hierarchy of tool categories: Tools, Event, Schedule, MS SQL Server Trigger, SMTP, Input, Database Query (ODBC), Call Procedure (OLEDB), Format, Format As Text, Format As HTML, Run Crystal Report, Output, Send Message (SMTP), Send SMS (M:Science SMS Server), Send Fax (Tobit), Print Document, Save As File, File Transfer (FTP), Call Procedure (OLEDB), Execute, Run Program, Call Procedure (OLEDB), Call COM Object, Run VB Script, General, Decision, Text Parser, and Data Filter.
- Format As HTML** label at the bottom right.
- Apply** button at the bottom right.



Orbis TaskCentre®

Business Process Management Suite

|| Task Centre:
Your Solution for Workflow and Automation.

