



Supply Chain Event Management (SCEM)

OneOffice SCEM is designed to help businesses reduce costs and improve both margins and efficiency. Using Active Intelligence™, it detects critical events as they happen and proactively alerts the business through powerful workflows ensuring swift resolution and, where necessary, escalation.

Key Features at a Glance

- Active Intelligence™ proactively monitors business activities, highlighting issues and opportunities.
- Alert Manager uses a set of easy to configure business rules to determine what really matters and to whom.
- Workflow ensures that events are handled in a timely manner and with clear escalation paths.
- Works with Collaboration Manager to provide real-time interaction between your systems and those of customers and suppliers.

Benefits

- Reduces costs and improves margins and efficiency by actively monitoring business processes and only seeking timely human intervention when required
- Time critical events are automatically identified when they happen, enabling people to respond quickly and accurately
- Users can respond quickly and accurately to customer requests based on up to date, relevant information
- Reduces stress levels for users as they have increased control over conversations with customers and suppliers.

OneOffice actively brings key information to workers across departments which helps them to make better decisions which save money and increase margins. Using WorkSpace, a single intuitive user interface, OneOffice provides full visibility and comprehensive analysis of all customer related activity including up to date notes of all contacts.

A major selling point for many businesses is the speed and frequency with which they service their customers – for example, next day and even same day delivery is becoming commonplace. As this speed increases, it becomes more and more important to automate and, where possible, eliminate business processes

in order to achieve efficient and responsive customer service. As margins are squeezed, many companies seek to reduce salary costs through increased automation - although when things go wrong there is a risk that this may make it more difficult to react and thereby damage customer service.

As reliance on automation increases along with the pace at which business is conducted, it is clear that passive IT systems - which depend upon workers seeking out information in printed reports and screen based enquiries - are increasingly unable to cope quickly enough with the demands of high velocity

The screenshot displays the OneOffice SCEM interface. At the top, there's a navigation bar with tabs for 'Home Page', 'Manager Dashboard', and 'Sales Order Entry'. The main area shows a 'Product Details' window for 'DVD32052' with fields for 'Product', 'Provisioning Category', 'Shelf-life Limit', and 'Remaining Shelf-life'. An 'Alert Details' window is open, displaying a 'Special Promotion' for 'Product DVD32052' with a description: 'PRODUCT ON SPECIAL INTERNAL PROMOTION All sales on this product count towards the sales holiday campaign.' A 'Detail Line Entry' window is also visible, showing fields for 'Internal Product Code', 'Product', 'Description', 'Location', 'Quantity', 'Free Stock', 'Price', and 'Discount %'. The interface includes a search bar and a menu at the bottom.

Figure 1. OneOffice SCEM and Active Intelligence help people make the most out of every opportunity. In the example above, as the user started to place an order for a DVD player, Active Intelligence immediately told them about a special promotion on the player.



commerce. For example, how can a report which is run over night be any use in dealing with orders which failed to ship the previous evening?

OneOffice on the other hand is designed to detect events which are important to the business either because they represent a variance from performance levels and hence a service failure, or because an opportunity to increase (or protect) revenue or margin has been identified. Active Intelligence detects these events, sending a real-time alert to the worker (or workers) responsible for the part of the business process where an event has occurred. As well as providing this warning, OneOffice will also provide context sensitive information to assist in the prompt resolution of the issue which caused the alert.

Active Intelligence

Active Intelligence understands the context of each alert within the wider business. This contextual awareness can, if appropriate, lead the worker back into the OneOffice application at the right point in the process for the worker to resolve the alert. The way in which events trigger alerts is determined by customised rules which can be modified as businesses change. A single business event may trigger several alerts depending on the data associated with the event and the rules. In addition, alerts which remain unresolved for a pre-specified period may be escalated through the organisation, again using rules based workflow.

It is equally important that the whole organisation is joined up when opportunities arise. When your people are speaking with a customer, they need the most up to date information to ensure that more conversations convert to sales.

For example, when your sales people start to enter a sales order the system should

tell them if a quotation already exists as this not only saves time but also delivers better customer service. When a supplier misses a delivery date wouldn't it be valuable if the system could automatically send an e-mail notifying each customer and advising each sales person to make that follow up call? This could turn a potential disaster into a real customer service win.

OneOffice has a simple but effective three stage approach to SCEM:

Step 1 – Detect **what** is happening inside the business.

Step 2 – Determine **who**, if anyone, needs to know.

Step 3 – Give them the information **in time** for them to act on it.

To support these three steps we have developed a unique set of interlinking technologies known as Active Intelligence.

Business Process Monitoring and

Events – To monitor business activities and identify key events as they happen.

Alert Manager & Workflow Engine – To prioritise and categorise events determining what information is important and who needs to know about it

WorkSpace and Contextual Co-

Processor– To identify the activities your people are working on and to display additional, context sensitive information when it is valuable.



Business Process Monitoring and Events

Everyday inside a volume distribution business thousands of activities are taking place and each one represents an opportunity to improve efficiency and deliver better service to customers; the challenge is knowing where and when to look. This is the role of Business Process Monitoring. This includes a series of 'agents' inside the OneOffice application suite monitoring key businesses processes. When an 'agent' identifies an event that may be of interest to someone in the business it tells the Alert Manager.

Alert Manager

The Alert Manager looks more closely at the event and using a set of business rules works out who needs to know. The strength of the Alert Manager is the ability to discard information that isn't important

enough to warrant further attention. Having applied the rules, the Alert Manager creates a package of information and passes it to the Workflow Engine.

Workflow Engine

The Workflow Engine then works out how important the information is, which users need it and in what context. Events that require someone to take action (known as 'tasks') are prioritised, sent to the person or team responsible for handling them and then actively managed by OneOffice through workflow and escalation until they are resolved.

Some events include information that will only be valuable in particular scenarios or contexts, known as 'alerts'. The display of this special type of event is managed by the Contextual Co-Processor.

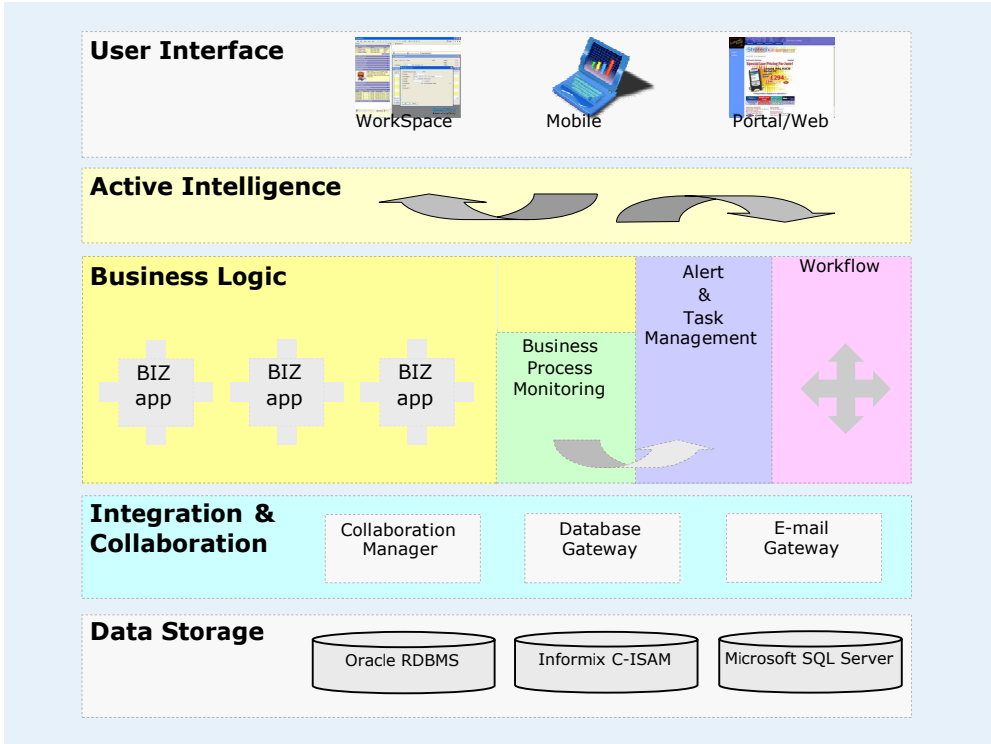


Figure 2. OneOffice Schematic—Multi-Tier Architecture. OneOffice is a component based software application enabling organisations to select and evolve the best system to suit their needs.



Contextual Co-Processor

The Contextual Co-Processor continually monitors the tasks each person is working on and uses alerts, workflow and dashboards to provide additional information only displayed when it is relevant to the current business transaction. So, for example, information relating to Product X and Customer Y is only sent to WorkSpace when the person is looking at information on Product X and Customer Y.

WorkSpace

WorkSpace provides a user with access to all aspects of OneOffice™ in a single intuitive interface. This simplifies training and improves efficiency. Incorporating the latest browser technology, it allows information to be delivered to users in the most effective way according to the role they perform.

Collaboration Manager

Part of OneOffice Supply Chain Management, Collaboration Manager offers the opportunity of real-time interaction between your systems and those of your customers and suppliers. While the core of OneOffice is focused on the activities within your business to help you make the most out of every opportunity, Collaboration Manager extends the scope of OneOffice to facilitate better and more efficient interaction with customers and suppliers by enabling easy and open electronic communication.

strategis

Official OneOffice reseller for Australia & New Zealand

Strategis Solutions Ltd

www.strategisanz.com

Melbourne

Gary Park

Phone: 03 9724 0734

Email: gpark@strategisanz.com

Auckland

Mike Carroll

Phone: 09 521 0724

Email: mcarroll@strategisanz.com