

Embrace Workflow

EXECUTIVE SUMMARY

Control of critical business processes

Accountability with traceability

Integrated directly into Embrace business processes

Mult-level workflow approval routings

Escalations of workflow approval

Electronic notifications via Workflow Manager, email and SMS

Allows both simple and complex workflow rules

Workflow routings within user-defined teams and hierarchies

Control over business decisions is simplified with rules based workflow managing time sensitive processes

Overview

The Embrace workflow system is designed to allow control over core activities associated with a variety of business processes within your organisation. User defined workflow processes are linked to specific business processes, where the status of the linked workflow process is used to monitor and affect the options available within Embrace applications. One example is Purchase Order Entry, where the conversion of a purchase requisition into a purchase order can be controlled by a user-defined approval process.

Examples of standard workflow-enabled business activities within Embrace include Purchase Requisition Conversions, Fixed Assets Management, Supplier Management, Service, and Master File changes. The flow of these activities can be designed and controlled, based on user-defined rules and logic, with the aim of giving businesses an enhanced level of control over critical business processes.



Users are grouped into user-defined teams, with each team member being allocated specific roles within the team. Workflow tasks are assigned to a particular role-player within a team with designated timeframes to complete the task.

Organisations implement workflow to achieve improved accountability and control of their business processes. In particular, approval management enables business to delegate the capture of transactions to lower levels of staff while retaining accountability at a managerial level.

Automatic escalations ensure that any transaction that is not approved within the stipulated time does not get held up, it can be automatically escalated through to the next party in the approval chain. Reporting and audits of all actions and escalations are available to track efficiency and maintain accountability.

Efficient and timeous workflows affect all areas of your business, from office stationery through to raw materials.

Embrace Customers use workflow for :

- Controlling of critical business processes
- Accountability with traceability
- Mult-level workflow approval routings
- Escalations of workflow approval
- Electronic notifications via Workflow Manager, email and SMS
- Allowing both simple and complex workflow rules
- Workflow routings within user-defined teams and hierarchies



Embrace Workflow

<u>Features</u>	<u>Benefits</u>
Control of business processes	<p>Accountability with traceability reducing risks and providing control</p> <p>Branch dependant workflow processes allow different rules for different locations</p> <p>Select on of which areas require workflow implementation ensure control where relevant without creating unnecessary overhead</p>
Integrated workflow solution	<p>Auditable and visible management of transactions directly within the ERP system including</p> <ul style="list-style-type: none"> Purchasing approvals based on value or procurement budgets Credit note processing dependant on inspection and approval Fixed Assets acquisition, transfers and disposals authorised before actioned
User defined teams	<p>Teams can be defined per location or job function</p> <p>Role based teams ensure staff turnover does not affect workflow processes with new staff merely taking over job functions within workflow routings</p>
User defined rules and options	<p>Flexible rules based workflow triggered on transaction values or transaction types, specific customer or supplier rules or specific user defined rules</p> <p>Uniquely tailor workflow processes to your specific needs using the simple workflow design tools</p> <p>Ease of use using easily customised data validation options</p>
Automatic Escalations and Stand-In Users	<p>Ensure time based decisions are actioned</p> <p>Overdue actions do not hold up critical processes but can reroute based on your rules</p> <p>Temporary stand-in functionality allows your team members to designate suitable replacements whilst they are on leave</p>
Notifications via email, SMS and online	<p>All notifications can be configured for frequency, format and delivery method</p> <p>Notifications and escalations are accessible, traceable, auditable and visible</p>
Workflow Administration	<p>New workflow processes are easily defined and managed</p> <p>Detailed history of steps and timelines for all workflow processes</p> <p>Reset options only available to authorised users to maintain integrity</p>

For more information on any of our products or services please visit us on the web at

www.embrace.co.za

or contact your Embrace Account Manager or Sales Representative.

Associated Computer Solutions
 ACS House, 370 Rivonia Boulevard, Rivonia, 2128 South Africa
 PO Box 651872, Benmore 2010, South Africa
 Tel +27 11 275 2000
 Fax +27 11 275 2233

Copyright ACS. All Rights Reserved

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free nor does it imply fitness for a particular purpose. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.



Embrace Workflow

PRODUCT

Workflow

RELATED PRODUCTS

Financials

Service

Rental

Sales

Purchasing

Distribution

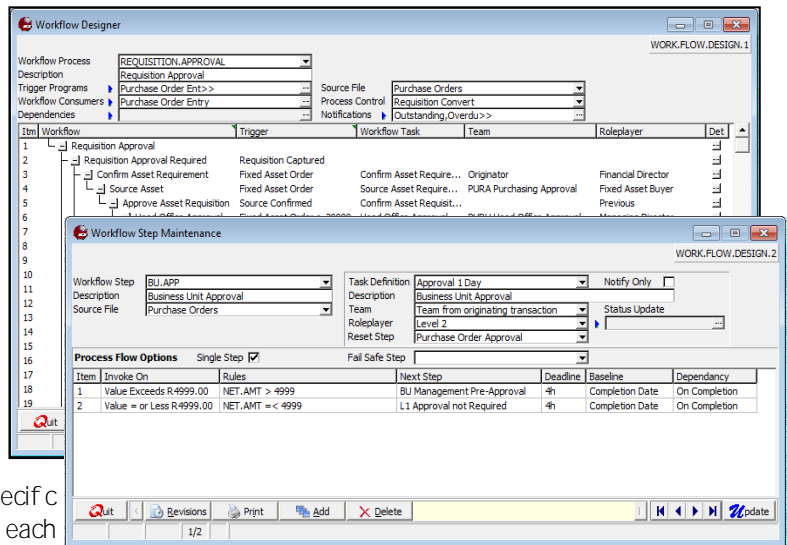
Manufacturing

Workflow Designer

The Workflow Designer is used to define specific workflow approval processes, related to specific Embrace transactions, that map the business specific operational processes.

Workflow processes are made up of groups of related workflow actions steps that are interlinked to define a particular process flow.

The logical rules required to determine the flow of a workflow approval process are set out in the Workflow Designer. With the flexibility of allocating specific teams within particular business units, a common workflow process can be defined for use across the organisation to ensure consistency, ensuring that specific teams are targeted within each separate business unit.



Options to pause, cancel and reset workflow processes can be linked to specific user defined status codes, allowing a completely user defined workflow process to be configured, unique to your organisation specific rules and requirements.

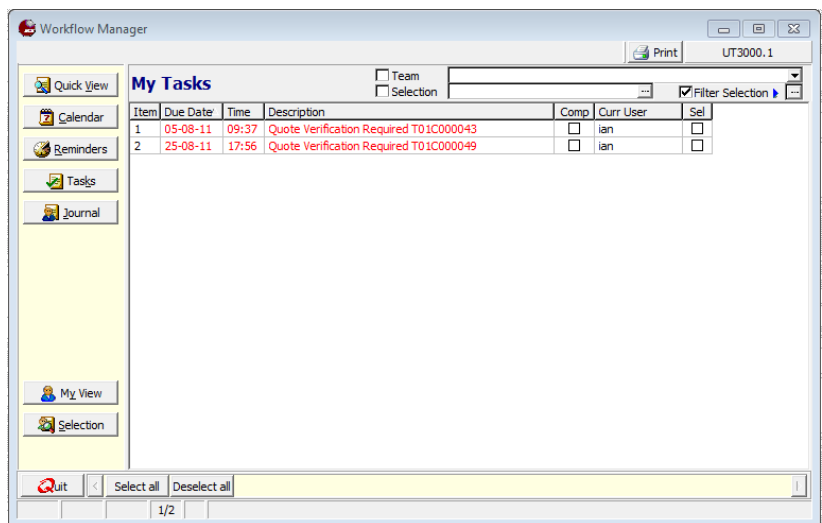
Workflow Manager

The Workflow Manager presents users with their list of workflow items to be acted on. Overdue items are highlighted and a range of filters are available to assist in managing workloads.

Integration into the underlying Embrace transactions allows users to enquire directly on the specific transactions before approving items, with additional options to view any associated document attachments.

Designed to allow users to manage tasks, monitor interactions and provide insight to the individual

workflow processes, the Workflow Manager also provides a centralised tools for supervisors to view, manage and reallocate tasks assigned to team members and subordinates.

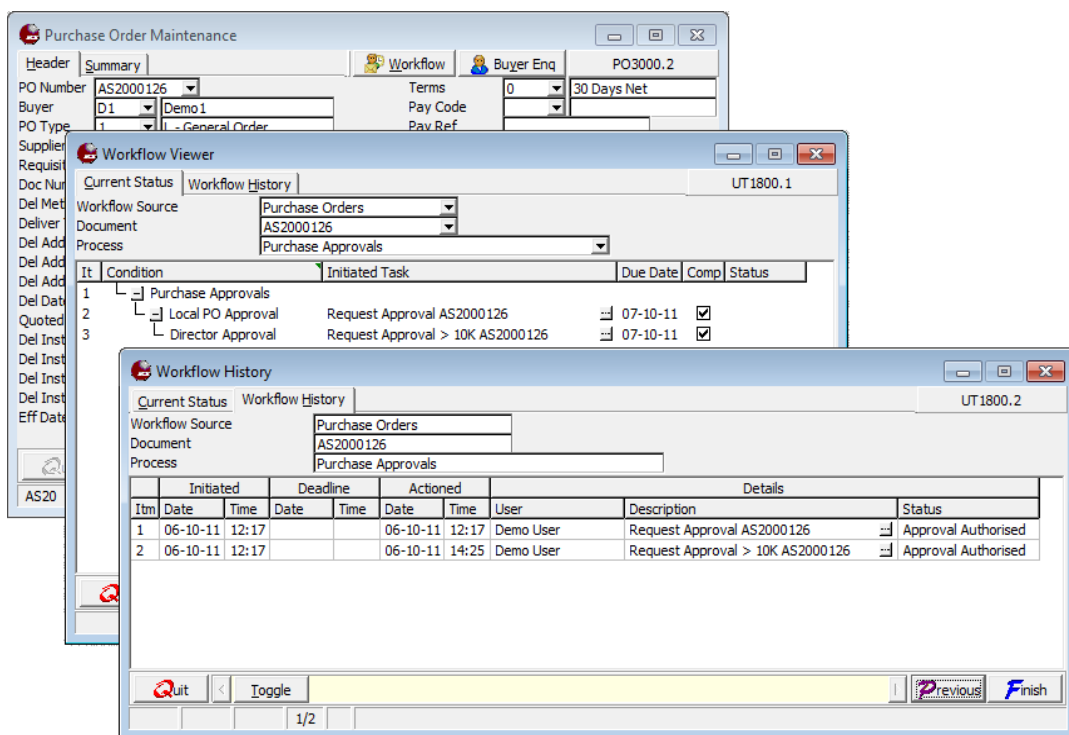


Embrace Workflow

Workflow Viewer

The Workflow Viewer allows users to view the status and progression of a specific transaction's workflow process.

Users are able to drill into the associated workflow tasks, to both view and manage the associated tasks, with a history of all previous actions taken during the current workflow process being readily available. An auditable chronological history shows all prior approvals and any workflow or task rerouting that has happened.



Users are able to drill directly into the underlying Embrace application in order to view the source transactions. Access to relevant information is critical when taking workflow decisions.

Workflow Escalation and Notification Service

The Embrace Workflow module continually monitors assigned workflow tasks in the background, sending out reminders and escalation notifications to ensure users take timely action. The system allows user defined notifications to be sent via email, Embrace mail and SMS. In addition, supervisors and team leaders are able to monitor tasks and activities that have been initiated for their colleagues and subordinates, and intervene if necessary, to ensure that business continuity is not affected.

RELATED SERVICES

- Embrace Support Representatives can assist with designing solutions and implementing additional requirements
- Application Support through the ACS Support Centre
- Embrace Training

For more information on any of our products or services please visit us on the web at

www.embrace.co.za

or contact your Embrace Account Manager or Sales Representative.

Associated Computer Solutions
 ACS House, 370 Rivonia Boulevard, Rivonia, 2128 South Africa
 PO Box 651872, Benmore 2010, South Africa
 Tel +27 11 275 2000
 Fax +27 11 275 2233

Copyright ACS. All Rights Reserved

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free nor does it imply fitness for a particular purpose. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

