SyteLine 7 Workflow Automation

Creating *World-Class* Manufacturers

Eliminating waste and increasing profit

Today's advanced workflow solutions allow manufacturers to streamline business processes across functional and corporate boundaries—cutting cycle times, increasing reliability, and eliminating waste.

SyteLine Workflow Automation from MAPICS accesses a company's data and distributes it throughout the organization. The system allows manufacturers to communicate within and outside the enterprise and compete more effectively. The flow of work streams throughout the entire business, providing complete visibility and routing for vital documents, notes, and data required for each person in the business process. From the executive suite to the factory floor, employees, suppliers, and customers can see data, react, and execute the tasks necessary for bringing products to market more quickly.

With SyteLine Workflow Automation, manufacturers can extend their enterprise systems beyond traditional ERP users by leveraging the Internet and Microsoft technologies to include customers and suppliers in business processes.

Speeding the decision process

As manufacturers know, speed is critical in today's competitive, customer-driven environment. SyteLine Workflow Automation delivers speed. Manufacturers can create and maintain standard routing processes, or workflows, to cut inefficiencies, reduce processing delays, and speed turnaround times. SyteLine Workflow Automation provides each user with all the information necessary to efficiently react to and complete an ERP transaction. SyteLine Workflow Automation enables speedier, standardized business processes while reducing guesswork and unnecessary steps, resulting in more effective interdepartmental collaboration and faster service to customers.

MAPICS™

SyteLine Workflow Automation lets you:

- Manage, organize, and distribute tasks
- Route actions via e-mail

- Speed decision process
- Extend ERP throughout the company

- Enable workflow across the Web
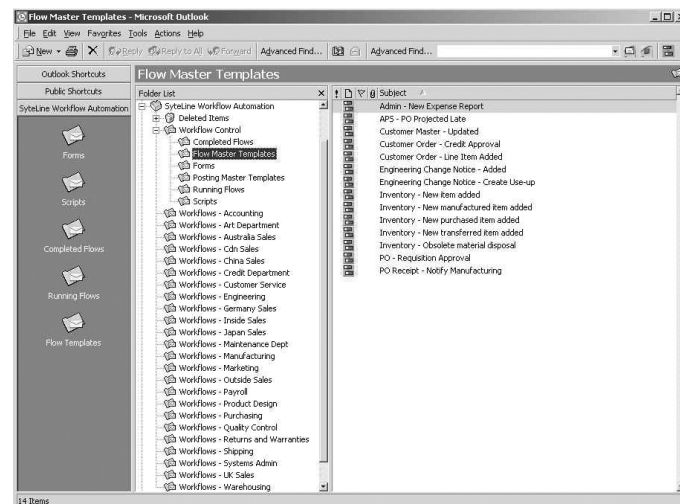- Customize business processes

Leveraging resources

SyteLine Workflow Automation allows organizations to leverage investments in IT infrastructure, applications, and ERP business systems.

Manufacturers can deliver critical information by making enterprise data accessible through common tools such as Microsoft Office and the Internet.

SyteLine Workflow Automation operates on the familiar Microsoft platform, which expands access of your company's data resources to wider communities of end users. Non-ERP system users—including company executives, customers, and suppliers—can receive and contribute data within the routing processes. By allowing employees to view their ERP data through familiar applications, training costs are dramatically reduced and employees become productive in a short time.

Since all business data is stored and transported via the Microsoft Exchange server, users do not have to "log on" to the ERP system to complete or route a business process.
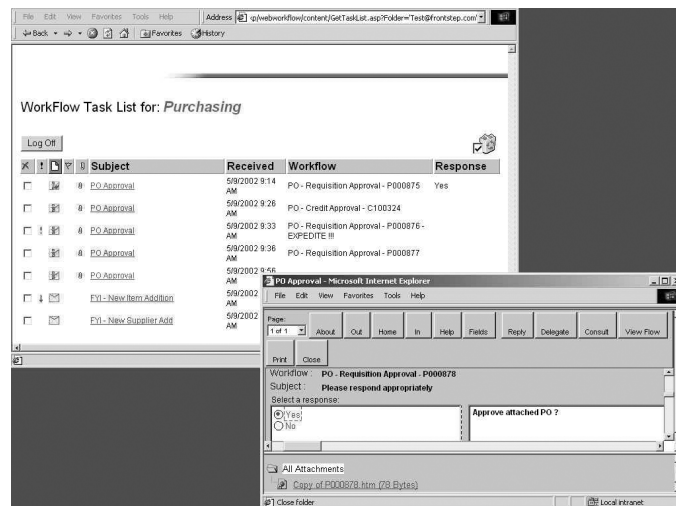

SyteLine Workflow Automation users familiar with Microsoft Outlook will find it easy to use and personalize screens.

Simplifying communications

SyteLine Workflow Automation supports team communication—enabling the right people to make the right decisions at the right time. It does not require users to learn yet another new interface. SyteLine Workflow Automation lets users access workflows from their Microsoft Outlook e-mail folders and inboxes, so information is readily available in a familiar format. Many ERP processes—such as purchase order approval—can be routed with SyteLine Workflow Automation. The approval of the purchase order will then set in motion a variety of other activities.

SyteLine Workflow Automation is Web-enabled. It simplifies communication among customers, suppliers, and business partners and allows information access, delivery, and work support information to flow throughout the supply chain and across organizational boundaries. All parties in the process can more easily participate in the process of delivering on time and satisfying customers.

Workflow recipients can respond to and view workflows via the Internet or over an intranet using Microsoft Internet Explorer.

Providing active, process-driven information flows

SyteLine Workflow Automation creates active, process-driven information flows throughout the enterprise and across the supply chain. As a business function or activity is completed, the next business function in the defined process is triggered and messages are sent to the appropriate individual or system location. If there is no response to the message, an alternative individual is notified—leaving no message unanswered and no process incomplete.

Business functions, such as customer credit inquiries or purchase order approvals, are automatically routed from SyteLine ERP to the designated recipients for action. Users can forward a mission-critical document to a list of individuals for review, annotation, revision, and approval, all with a simple click of the mouse—right from their desktop. Once a decision has been made or a task completed, SyteLine Workflow Automation processes the new information into SyteLine ERP and moves forward with the next open issue until the entire process is completed. Manufacturers have the option of monitoring, checking the status, or modifying a workflow in process.

Enabling continuous improvement

The business of manufacturing will continue to change over time. Your business processes will be impacted and change over time, as well. SyteLine Workflow Automation provides a knowledge management infrastructure that helps your work force continuously customize work processes for greater efficiency. Decision makers quickly assess how changes are affecting their organizations, customers, and suppliers, so they can make intelligent decisions for the future. The net impact is that your company becomes more flexible and achieves significant cost savings.

Manufacturing professionals can easily visualize and automate existing business processes, monitor their progress, and modify them in real time to improve efficiency and respond rapidly to changing business needs. Bottlenecks and redundant steps are eliminated, because people can modify processes in real time, making the overall enterprise more productive.

Automate *your* processes

SyteLine Workflow Automation empowers manufacturers to apply their business knowledge to design efficient processes that can be used by anyone—within a department, across the enterprise, or across the global Internet. SyteLine Workflow Automation deploys a flexible, simple architecture that is both easy to administer and non-resource-intensive.

- A graphical workflow builder allows users to quickly and easily visualize, design, implement, maintain, and modify sophisticated workflows.

- Drag-and-drop building tools allow manufacturers to create graphical flow charts of standard business practices without programming.

- Manufacturers designate each step, and set up conditions that determine how work should flow, identify bottlenecks, and eliminate redundant or wasted steps.

- Integration of document files, spreadsheets, images, graphics, audio, and video are possible using the system's multimedia options.

A workflow can be as simple as a single step, or as complicated as a process containing hundreds of steps with complex routing algorithms and prerequisite conditions—SyteLine Workflow Automation can handle them all.

✕ MAPICS ™

MAPICS™

WORLD CLASS

Microsoft .NET platform

Servers

- Microsoft Windows 2000 Server

- Microsoft SQL Server 2000

- Microsoft Exchange Server 2000

- Microsoft Internet Information Server

Client

- Microsoft Windows 2000/XP Professional

- Microsoft Internet Explorer

MAPICS is a visionary, global software company focused exclusively on delivering collaborative business applications and expert consulting services that help manufacturers become world class.