

Workflow for Infor SunSystems

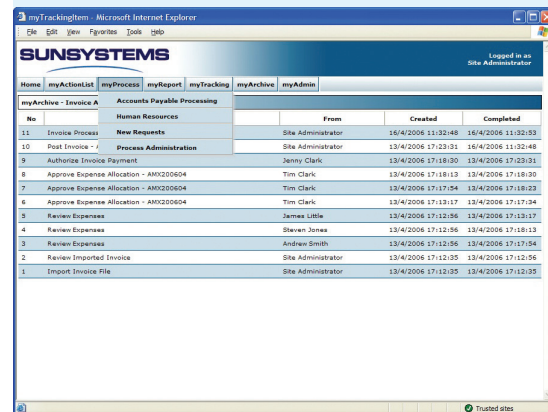
Workflow for Infor SunSystems joins the dots between your people and your processes. It directs and controls many of the tasks that fall outside the traditional life-cycle of a Infor SunSystems transaction.

A major challenge for all companies is ensuring people comply with the business rules defined around how things "should be done". The many and varied ways that are currently used to perform people-orientated tasks are frequently unstructured, un-auditable and administratively costly. Whilst most organisations acknowledge that discipline is required to ensure the consistent and timely performance of tasks, in reality they struggle to enforce the necessary control throughout the enterprise.

Workflow for Infor SunSystems encourages consistent human behaviour by implementing approved process rules across the workforce in a friendly and appealing way.

Workflow for Infor SunSystems includes the following process templates:

Process Type	Description	Benefit
Supplier Management	Import & process invoice data files - for example an electronic credit card statement	Rapid approval escalation with bottleneck visibility gives timely acceptance of corporate expenses.
	Process an invoice - potentially with a supporting document attached	Maintain an accurate invoice register and distribute a scanned copy with the electronic approval request.
	New supplier creation	Minimise fraud and ensure appropriate trading policies are implemented.
	Request for quotation from multiple suppliers	Automated RFQ issued to suppliers and visibility of decision making process.
Business Development	New customer creation - including credit check steps, ACN number validation, etc	Greater data integrity with enforced credit check and entity verification whilst eliminating manual steps.
Operations	New item, project or cost centre creation (any T-Code/Analysis Dimension)	Rapid turnaround of everyday operational requirements
	New asset creation	Necessary coding and depreciation rules applied during approval process.
	New budget creation or budget re-allocation request	Efficient controlling of budget allocations
Human Resources Management	Leave request	Efficient and enforced approval polices, accessed from anywhere
	Travel advance and booking request	Timely and centralised travel policy controls
	Employee expenses	Efficient, access anywhere employee self service



Why consider Workflow?

There are many motivations and incentives for implementing workflow in your business. Consider the following scenarios:

■ **One:** Processing the corporate credit card account can be contentious if the company only pays the account once approved internally. The paperwork can get caught in the various in trays however the nature of the card issuer is to block card usage if the account is unpaid. Workflow for Infor SunSystems can import the statement file and electronically route the relevant pages to the various card holders and/or managers. On each approval the expense and the statement proceeds to payment. Any delay or bottleneck is highlighted. The invoice can optionally be forced to payment before approval.

■ **Two:** When adding new customers and suppliers it is important that the company registration number (ABN, VAT etc) exists and is valid for GST input purposes. Workflow for Infor SunSystems will automatically verify that number against a website (for example www.asic.gov.au for ABN and the www.ec.europa.eu VIES service) and ensure the trading request is for a valid entity.

Workflow for Infor SunSystems



Auditable

All process steps are audit logged at execution and archived at completion resulting in a visible and transparent history of operational activity for compliance and reporting purposes.

Role based workflow

Workflow for Infor SunSystems embodies a role based structure for your organisation. Depending on the profile and nature of users and tasks, requests are automatically forwarded to the appropriate approval levels within your teams, departments and territories. Process reporting on activities, time lags and bottlenecks helps management identify volume and activity based problems.

Infor SunSystems integration

A significant benefit is the optional automated insertion of any resulting reference / transaction record directly into Infor SunSystems thereby reducing the threat of human error, the costs of administration and any unnecessary time lag.

Integration to other systems

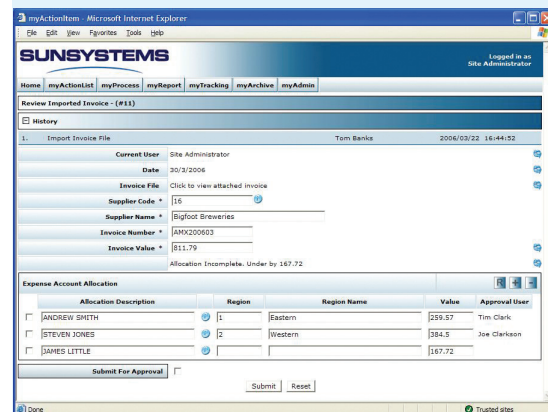
Workflow for Infor SunSystems can be configured to read and write information to other applications as part of the process control. Information from multiple systems can be extracted and displayed on a single user view.

New and customised processes

Workflow for Infor SunSystems is an adaptable process management framework and the template processes can be implemented "as is" or customised to more appropriately fit internal policies and procedures. The solution has all the flexibility and control necessary to rapidly extend the operation of any of your existing management systems. Any number of additional processes can be layered into your existing environment to address other management and operational challenges throughout the organisation.

Deployment

Workflow for Infor SunSystems is a Microsoft .NET based application with a browser interface for end users. This means zero footprint operational impact on desktop PCs and your processes can be safely accessed within or outside the corporate network firewall.



What other areas of your business could benefit from Workflow?

- New product development
- Job control
- Asset maintenance
- Warranty and returns
- Warehouse management
- Import / Export
- Compliance and risk
- Employee management
- Service Level Agreements
- Customer service
- Call centre
- Telesales
- Questionnaires, surveys or feedback loops