

Process.Connect

➔ Combining a graphical process modeler with sophisticated automation capabilities, Process.Connect is the complete business process management solution embedded within Infor ERP System21.



Do business better.

Everyone wants to work more efficiently and productively. The demands of today's globally competitive marketplace require it. It starts with looking at *how* you do things—building new, automated processes that are carefully mapped to deliver the utmost efficiency to your organization, so you can work better, faster, smarter than ever before. The key is having a process mapping and automation tool that helps you quickly identify areas for improvement, reduce the number of tasks your teams have to handle, and apply your own business rules to software applications without modifying your ERP system.

Leverage experience.

Infor™ has more than 25 years of experience helping companies meet their toughest challenges—including how to develop and automate processes for improved productivity and efficiency. We have built that experience into Infor ERP System21 Process.Connect—the process mapping and automation solution within System21. Combining a graphical process modeler with sophisticated automation capabilities, Process.Connect can help you dramatically improve your processes—and do so with rapid ROI and a low total cost of ownership. That's how our experience works for you.

Get business specific.

Infor ERP System21 Process.Connect includes a drag-and-drop design tool that lets business users quickly create a graphical representation of any business activity. System21 Process.Connect includes:

INFOR™

“To Do” action automation. Once the process map is complete, the designer can specify how steps are to be automated and how a process is started. Any process step can automatically place an entry on an individual’s to-do list. For example, a credit management process could automatically place a “credit review” action on a credit controller’s to-do list. When the credit controller opens the task, the customer, the current credit limit and the requested credit limit can all be displayed, with a link providing easy access to the Infor ERP System21 credit manager inquiry for the appropriate customer.

Automated task assignment. Tasks can be assigned to groups of users (or roles) or individuals. In this way, Process.Connect plays an important role detecting ERP system events and notifying appropriate individuals of required actions. It provides easy access to the information employees need to complete tasks. And escalation rules ensure that important tasks are never forgotten.

Automated business logic execution. Not all processes require human intervention. Process.Connect can automatically execute business logic, reducing the time it takes to complete a process and reducing the number of tasks your employees need to manage it.

Automated communication. The benefits of Process.Connect are not restricted to System21 users. Any step in a process can automatically send a mobile text message (SMS) or e-mail to an individual or group of individuals, including suppliers and customers.

Tracking events. Within the application, all activities are recorded and traced by user, date, and time—providing both an evidence chain and the ability to identify bottlenecks quickly.

See results now.

Infor ERP System21 Process.Connect continually monitors your System21 to detect events and execute appropriate processes. Alternatively, authorized personnel can start a process simply by launching it. The result is ongoing, proactive process improvement to keep your organization working just the way you want it to work. You gain:

- Better communication among employees and with customers and partners
- A framework for continual process improvement
- Leaner, greener processes with fewer steps to complete
- Greater productivity, lower costs
- Rapid ROI you don’t have to wait for

There is a better way.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that’s simple to buy, easy to deploy, and convenient to manage. Our 8,000+ employees in more than 100 countries and 70,000 customers stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit www.infor.com.

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Contact your local Infor office regarding availability of products in your region.

The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letters "R" and "E" are red. A small trademark symbol (TM) is located to the upper right of the "R".