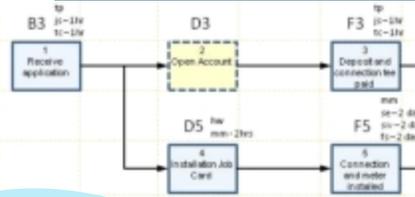


Routemail® - process behaviour Management



Business Process Management

How can you be sure not to drop the ball ?

In most organisations email is used to pass documentation from one person to the next within the business processes but, whilst this method is a very useful and easy tool to use, it has certain shortcomings:

- a progress view is not available - there is no way of seeing where about in the process a particular item of work is;
- timeframes are difficult to measure and manage;
- there is no way of identifying holdups and taking action – if a person is on leave it will just sit in their inbox or get lost when their inbox becomes too full;
- there is no way to ensure that due process is followed (ISO);
- documentation is not managed and archived.



Routemail® works alongside traditional email for the transmission of business process correspondence and, whilst it works like normal email, in addition it follows a specific predetermined route through your organisation and it has features that address all of the shortcomings mentioned above, and more.

Focus your team on passing work efficiently and effectively keeping individual, as well as the overall process Goals clearly in sight (and measurable).

Unlocking self managing Productivity

The process and procedures in which tasks are completed are mapped and associated with the organisational components responsible.

Individual employee roles and targets in the process are identified and used in tracking and managing the progress of items of work flowing through the processes.

Each employee has a dashboard dynamically indicating their performance against the goals set for the various tasks as well as compliance to standards.

With Routemail® Workflow and Process Management you :

- ensure effective collaboration and the destruction of silo'ed thinking
- enforce consistent handling of work and compliance to standards (ISO)
- check on status at any time and ensure that no-one drops the ball
- ensure against work getting stuck on a persons desk who is on leave
- produce accurate estimates on service standards - customer service
- reduce the risk of losing documents
- introduce document management and archiving
- integrate existing systems without replacing them

Remember: if you are not measuring it you are not managing it

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Keep your finger on the pulse . . .

- ✓ Ensure Delivery
- ✓ Identify Blockages
- ✓ Increase Productivity



Overview

Sustainable Solutions

Improving Performance Outcomes by:

- Understanding the connection between processes, tasks and outcomes (Standards or legislation),
- Tracking the movement and progress of individual items of work handled by processes (systems integration),
- Monitor & manage the impact of process performance on customer service and other standards (ISO, Legislation, Strategic Intent, etc),
- Managing all aspects of product and service delivery documents' process and archiving.

For more information

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KnowledgeBankERP is a Multi-disciplined International Consulting Company focused on effective Service Delivery System Solutions.

Routemail® tracks and manages client applications for service as well as internal support processes

- Routemail® compliments traditional email as the tool used to carry critical work process information and documents from one person to the next in a process,



- It can also use pdf SmartCapDocs® to record information that needs to be captured into a database for analysis. These are normal pdf documents that have been modified with our technology to allow users to fill the form in with a normal Adobe Reader to be automatically read by the system when attached to a Routemail®,
- As with email, you can attach any electronic document, picture, spreadsheet, etc to a

Routemail® and it can be “booked out” and modified by anyone who has rights along the process,

- The path that the Routemail® follows is defined by a process map and, unlike email, it is visible to everyone who has rights wherever it is on the process route,
- Unlike traditional email a Routemail® can be sent to multiple people to be worked on at the same time,
- When it reaches the end of the process it is archived along with all its attachments using document management.



Use traditional email for all normal communication but open a Routemail® for any critical business processes and get control of your business.

Routemail® enabling a SHEQ Incident Management System



Use Routemail® to integrate your **existing** documents and information systems - you don't have to conform to an integrated computer system (best fit) and be subject to its constraints in specialised areas of your business - continue to work the way you are and let Routemail® integrate and collate your information.

