

... You want to be kept informed about date- and time-sensitive events

... You want to be kept informed about critical business situations


... You want to monitor changing business conditions

# AGRESSO

## Business Events and Alerts

You need an advantage...  
... You need AGRESSO





## **IntellAgent automatically monitors data and events in AGRESSO for critical or time-sensitive conditions, generates alerts through a variety of media/devices, and takes other 'intelligent' actions.**

### **Time-sensitive, business-critical decisions**

Staff and management are increasingly being asked to make fast decisions and take important actions. This is happening in an environment where pressure on costs is leading to reduced staffing levels and business is increasingly competitive.

### **Information overload**

At the same time, they are being bombarded with increasing volumes of information, and risk information overload. They want to filter the 'white noise' so that they are focused on that which will make a difference to the operation.

### **Faster**

IntellAgent takes AGRESSO's powerful reporting and analysis solution to the next level. It gives you the ability to eliminate manual intervention, notifying staff and managers when exceptions occur.

### **Regardless of location**

And, what is more, staff and management need the information wherever they are, through an appropriate medium/device.

### **Pro-active**

Employees can spend a significant amount of time producing and studying systems and reports to extract desired information. By making your business system pro-active - rather than being a passive repository of data - your system could actively monitor business critical situations and take appropriate action.

### **Intelligent actions**

This might be, for example, to notify the relevant employee that an 'off-track' situation has occurred. Alternatively, IntellAgent might perform a system task, such as updating something automatically, ordering a report, running an external program, or importing a file.

### **Rapid deployment**

IntellAgent complements your existing systems, giving incremental business benefits. You simply add this extra layer on top of your existing database and reporting tools, and reap a faster, bigger return on your investment, not only on this application, but the entire system.

## **What if... *your system could do the following?***

- ✓ *Perform 'obvious' operations automatically*
- ✓ *Send users a message when the next operation in a process should be carried out: improving the business flow*
- ✓ *Send a message when something important has happened*
- ✓ *Warn when things in the business are not going as planned*
- ✓ *Warn when system processes have stopped*
- ✓ *Automatically synchronise with other systems*

## Transform your organisation with faster responses

Being automatically informed of business critical events and conditions ensures a fast response to situations and improved competitive advantage. Being responsive to sudden changes and unforeseen operational problems gives staff the opportunity to react before situations get out of hand, and keeps you on top of your workload.

## Improve collaboration and business communication

Filtering unwanted or irrelevant information and a focus on 'real time' business management reduces business cycle times and streamlines business processes.

IntellAgent enables you to track important business events easily and keep employees informed faster, for better decision-making.

## Business efficiencies for greater return on investment

- ✓ *A flexible product enables you to define and monitor those events that are important and specific to your organisation*
- ✓ *Improve cash flow*
- ✓ *Improve productivity because you no longer have to perform tasks manually to get relevant or critical information*
- ✓ *An event-oriented approach delivers better results with fewer resources*
- ✓ *Get maximum value from the data in your system*

## Features

- ✓ Fully configurable alerts and events designed for users with differing skills and skill levels
- ✓ Easy definition of exception-based reporting alerts through the AGRESSO Browser
- ✓ Advanced definition of events/alerts using SQL
- ✓ Alerts may be defined for AGRESSO or non-AGRESSO data
- ✓ Ability to monitor the condition of systems, services, operating systems etc.
- ✓ Events may be triggered by an executable program or directory polling as well as exception reports
- ✓ Alert notification by email or SMS
- ✓ Alert message attachments and HTML links
- ✓ Alert recipients may be manually entered, or automatically derived from the data (eg alerts relating to a customer may go to that customer's account manager)
- ✓ Each user has the ability to choose their preferred method of notification and to turn off alerts that are of no interest
- ✓ Other triggered events include file handling; starting an AGRESSO server process or executable command; starting an AGRESSO Business Connector for integration
- ✓ User-definable alert scheduling lets the user decide the frequency of event monitoring (every minute, hour, specific dates etc)

*IntellAgent is functionally rich, and this, together with ease of use, places it in a unique position in the marketplace.*

# Examples of events IntellAgent can monitor

- Accounts Payable**
  - Invoice exceeds specified amount
  - Remind employee to pay supplier invoice before due date, when prompt payment discount will expire, or interest charges come into force.
  - Payment amount is greater than a specified amount
- Accounts Receivable**
  - Customer has exceeded credit limit: automatically update the customer status to 'on hold' and generate an SMS message to the account manager
  - Customer has an overdue invoice: email customer and salesman with copy of invoice attached
  - A customer has not has any account activity within a specified period of time
  - Change in customer credit limit
- Finance**
  - Monitor bank balances and notify the Treasurer if specified limits are exceeded
  - Actuals nearing budget: email budget holder
- Project**
  - Project/activity time or costs approaching, or exceeding estimate
  - Notify relevant staff that a new work-order has been raised, the project/activity status has changed, or a project is nearing a milestone date
  - Alert management if an employee's planned utilisation falls below specified level
- Time recording**
  - Remind a user he has not submitted his timesheet
  - Timesheet has not been approved within a specified number of days after submission
  - Employee has worked more than the approved number of hours overtime
- Procurement**
  - Alert purchasing officer, requisitioner and supplier about purchase delivery overdue
  - Invoice file arrives from a supplier: Start an import routine
- Sales**
  - Order raised for a new customer: email customer with a welcome message and notify the account manager
  - Send a warning if a sale generates less than a specified gross profit, or is greater than an approved limit
  - Sales order is discounted more than the approved level
  - Open order total is greater than the approved amount
  - Customer order is a specified number of days overdue
  - Report on top 10 customers, or customers who have not purchased from us for a given number of days
  - Notify management that the salesman has reached his bonus level, or that a product's sales are within a specified percentage of target
  - Notify account manager and customer that the customer has reached the level for earning a rebate
- Human Resources**
  - Notify employees when they have nearly used up all their holiday or sick leave
  - Remind management when an employee is going on, and returning from parental leave
  - Notify management when employee reaches a significant anniversary (pension, silver watch, 'big' birthday)
  - Remind the line manager when an employee's probation period ends, or that he is due for a performance appraisal
  - Notify management when contractors' contracts are coming up for renewal
  - When a specified number of training requests have been recorded, distribute a training resource availability report
- System administration**
  - Alert user if import job or other server process generates errors
  - Run a QA on fixed data in the system: is it complete and valid? E.g employee records created with no telephone number; analysis codes are no longer valid
  - Monitor the server and send an SMS to the systems Administrator if a problem is found
  - Automatically move reports to another queue if there is a long waiting time
  - If a server queue has been working on the same report for more than 30 minutes, send a message to the systems administrator
  - When running low on disk space, warn the DBA, or even run a script to increase the size
- Integration**
  - Non-AGRESSO sales system and AGRESSO financials: After 3 reminders we want to put the customer on stop. In a manual process it can take a long time between identifying the situation in one system and setting the stop flag in the other. Use IntellAgent to update the other system automatically and send an email to the sales person

