

Business Process Optimization within Comarch ALTUM

Introduction

Any business owner worth his or her salt knows that a successful organization is an efficient organization; that in order to serve your customers well and increase profits you need to maximize results while minimizing the time and effort you put into those results. However, not every business owner knows the best way to accomplish process optimization.

The **Comarch ALTUM Workflow Tool** is designed to do just that. It is a built-in solution to help you automate business processes and consolidate tasks. The tool gives you the power to define your company's procedures, following the best business practices in terms of process handling. You can use the Workflow tool to create standard responses to routine business tasks, specify who is responsible for certain processes and decisions, set priority levels for tasks, and recommend or guide responses to specific business situations.

How does the ALTUM Workflow Tool optimize business tasks?

To demonstrate how the Workflow tool can help you optimize business tasks, let's take a closer look at the following example: Suppose you run a medium-sized business in the retail industry that is centrally managed from headquarters and has several retail locations - How do you calculate how many of which products to order and where to send them? First you'll need to monitor daily sales, compile the data, and finally compute sales for each item in each store. This process can be even more daunting when you try to account for all the different product variations - sizes, colors, etc.



This is why the Comarch ALTUM Workflow Tool provides a helpful solution for this business process. The system will not only provide in-depth analysis, it can automate the ordering process as well - so all you will need to do is define warehouse settings and controlling functions. Here is the step-by-step process you will follow to set up an **Automatic Ordering Workflow** within Comarch ALTUM.

Step 1 – Set the Parameters

Comarch ALTUM will collect all the sales data and the built-in Business Intelligence tool will analyze the data in graphical reports which can be modified with drag & drop functionality. The system is not only able to create these reports, but also draw conclusions from them and take action.

To do this, set up your starting parameters:

- Import the Process Definition from the Process Library
- Set frequency and date ranges for the sales analysis
- Define the warehouse

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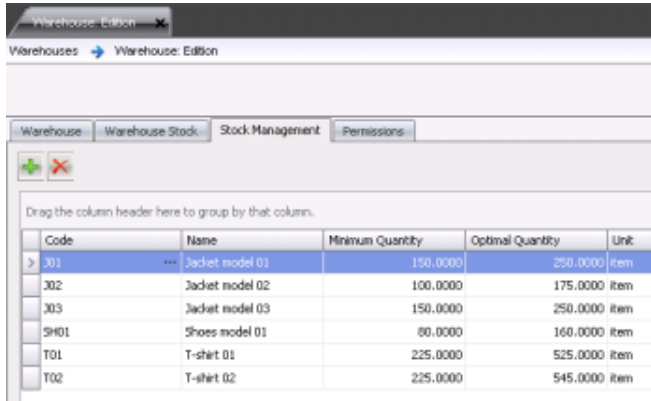
- Assign responsibility for tasks associated with Ordering

Comarch ALTUM uses the DOS indicator to calculate exactly how much of which items to order for each warehouse.

Step 3 - Let the system work for you

You can either set-up the system to automatically order products for you (and automatically generate the documentation) or the system can send an e-mail to the appropriate person, in which case he or she is asked to accept the order. The email will include a list of articles with proposed amounts for each item, accompanied by a price list. You can also set up additional conditions. For example, you can have the system order items automatically if the purchase price has not changed since the last purchase, or if the ordered amount falls within a certain range.

The system will take into account the quantities already on-order, the items reserved by customers, and shortages. Depending on permission rights, the person who received the email can change quantities in the ALTUM Inbox, change default suppliers, and other order parameters. Otherwise, all he or she has to do is to click 'OK' and the order is processed. If your process requires another employee's or manager's acceptance for each purchase order, an email will go directly to the appropriate person's workstation, where they can give final approval.



Code	Name	Minimum Quantity	Optimal Quantity	Unit
301	Jacket model 01	150.0000	250.0000	Item
302	Jacket model 02	100.0000	175.0000	Item
303	Jacket model 03	150.0000	250.0000	Item
SH01	Shoes model 01	80.0000	160.0000	Item
T01	T-shirt 01	225.0000	525.0000	Item
T02	T-shirt 02	225.0000	545.0000	Item

Step 2 – The system analyzes sales levels

The System will analyze sales levels and warehouse states at the frequency you specified in Step 1, i.e. once a week. For the purpose of the ordering process Comarch ALTUM uses the measure called "Days of Sales" (DOS). This measure is created by comparing warehouse states on a given day with the average daily sales (from the last month or quarter). It forecasts (for each item separately) how many days you will have an item in stock, as shown in the report below:



'Days of sales' indicator in Comarch ALTUM

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By combining these processes together you can optimize many of your daily activities, greatly increasing your company's effectiveness.

Modifying Workflow Scenarios

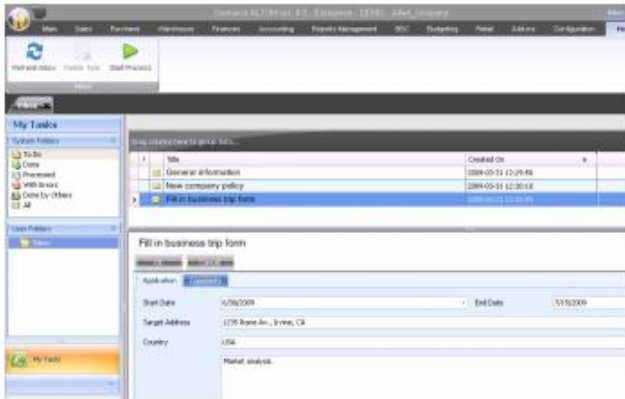
You can either use the ready-made scenarios or you can adapt them to the needs of your business using the Workflow Processes Editor. Since the editor uses a graphic flowchart displaying each step within a process, you can easily designate each action that the system or the employee needs to take. Every Workflow process is made up of:

- Assigned Steps
- Business Objects associated with the steps.

Integrating with External Applications

Comarch ALTUM's API (Application Programming Interface) spans nearly all functionalities throughout the system giving you complete capability to integrate Comarch ALTUM with external applications. Since Business Objects are traditional .NET classes, even Comarch ALTUM's Workflow tool can establish communication links to any external system that provides an API.

This allows you to design business processes integrating many external applications and subsystems to make your work more effective. For example, a person who has two separate accounts in separate systems may be identified as one user, or an action in another application can trigger a workflow within Comarch ALTUM.



Whether you have the system order automatically or choose to have employees involved in the process, the **Automatic Ordering** scenario will help you reduce the amount of time, the paperwork, and the number of mistakes associated with this business activity.

Built-in Workflow Scenarios

The Automatic Ordering example is only one of numerous ways you can automate your activities. Comarch ALTUM provides ready-to-use workflow scenarios for many common business processes. There's no need to build them from scratch, they are available in the system out-of-the-box. The vast library of pre-defined processes includes, but is not limited to:

- Loyalty Management
- Automatic Ordering
- Margin Comparison
- Sales without Warehouses
- Customer Notifications
- Overdue Receivables
- Quantity Adjustment
- Promotions
- Business Travel Expenses
- Complaint Process
- Automatic Invoicing
- Stock Shortages Management



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Employee Inbox

The Employee Inbox is a part of the ComarchALTUM system that helps your employees keep track of their everyday tasks and actions as defined in the Workflow Process Editor. It is simple to use, and looks similar to an ordinary email inbox but instead of managing emails it manages tasks, messages from the Workflow Tool, and required actions. For example, the folders in the Employee Inbox contain completed tasks, tasks that are not yet started, tasks that were completed by others, and tasks currently in process, among others. Each worker with access to Comarch ALTUM can set up a personal employee inbox. The Workflow inbox tells your employee exactly what action to take and tracks the completion of assigned tasks. The System allows you to define any kind of task and every task can have a different look and behavior in the Inbox.

Conclusion

Comarch ALTUM's Workflow tool will help you facilitate the flow of information between system users by bringing activities and tasks together to create consistent and efficient processes based on best business practices. You will have better control of activities between departments and automatically generated documents for multiple steps within each process. By reducing the amount of time your employees must waste on redundant, tedious activities, they can better focus on their core responsibility – which is better for your company and makes your employees happier. You can gain competitive advantage by improving customer service with faster response times and fewer mistakes.

Finally, with Comarch ALTUM's powerful Workflow Tool, your increased productivity will help you reduce overhead costs.

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