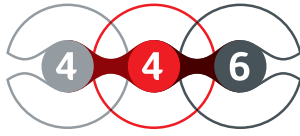


PLATTFORM



BEE DIGITAL

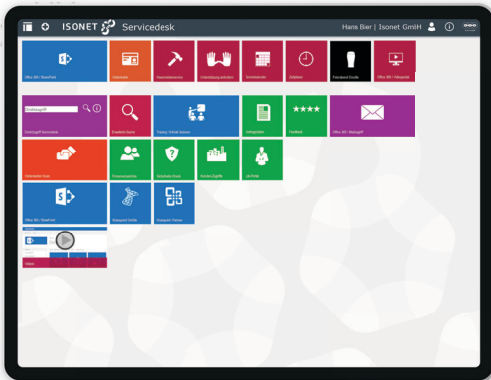




PLATTFORM

FUNCTIONS HOMEPAGE

all at a glance

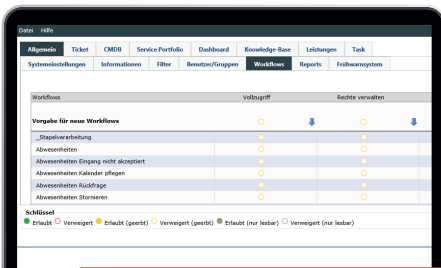


You can design the 446 Plattform® homepage according to your wishes - only the information you need is displayed and shown. This way, you can quickly find all relevant information at a glance - arranged, structured, and tailored to your needs.

The start page answers the most important questions shortly after the start: What are my tasks? Which processes are available to me for this purpose? You can create predefined start pages for different user groups, which the user can adapt to his individual needs. The online help explains, which useful functions the 446 Plattform® provides.

USERS AND NOTIFICATIONS

define individually



The 446 Plattform® offers many functions to design group- and role-based authorization concepts effectively. You can flexibly map complex organizational and authorization structures and assign objects, data fields, and field values to different authorization levels.

With the integrated user management, you can manage user accounts, combine them into groups, and define roles. This ensures that your employees have the appropriate viewing and editing rights for your processes and procedures.

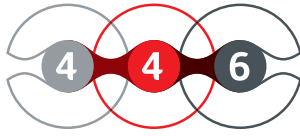
The 446 Plattform® gives you an overview of all messages and notifications. To enable you to trace all messages including the response and system messages, these are logged at the order in an audit-proof manner.

With the 446 Plattform®, you can create extensive notification scenarios (e-mail, SMS). You can freely define templates in HTML or text format, adapt the notifications to your corporate design, and have your processes control and manage the messages and notifications.

Die Ticketfelder wurden bearbeitet.

Der betroffene Benutzer wurde geändert.

Sie wurden als betroffener Benutzer dem Ticket IR_09185 hinzugefügt.

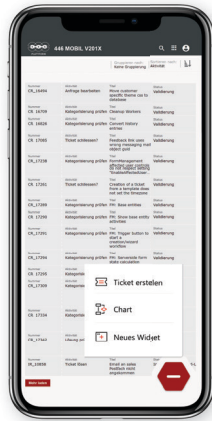


PLATTFORM

LIST OF ACTIVITIES

tasks arranged and up-to-date

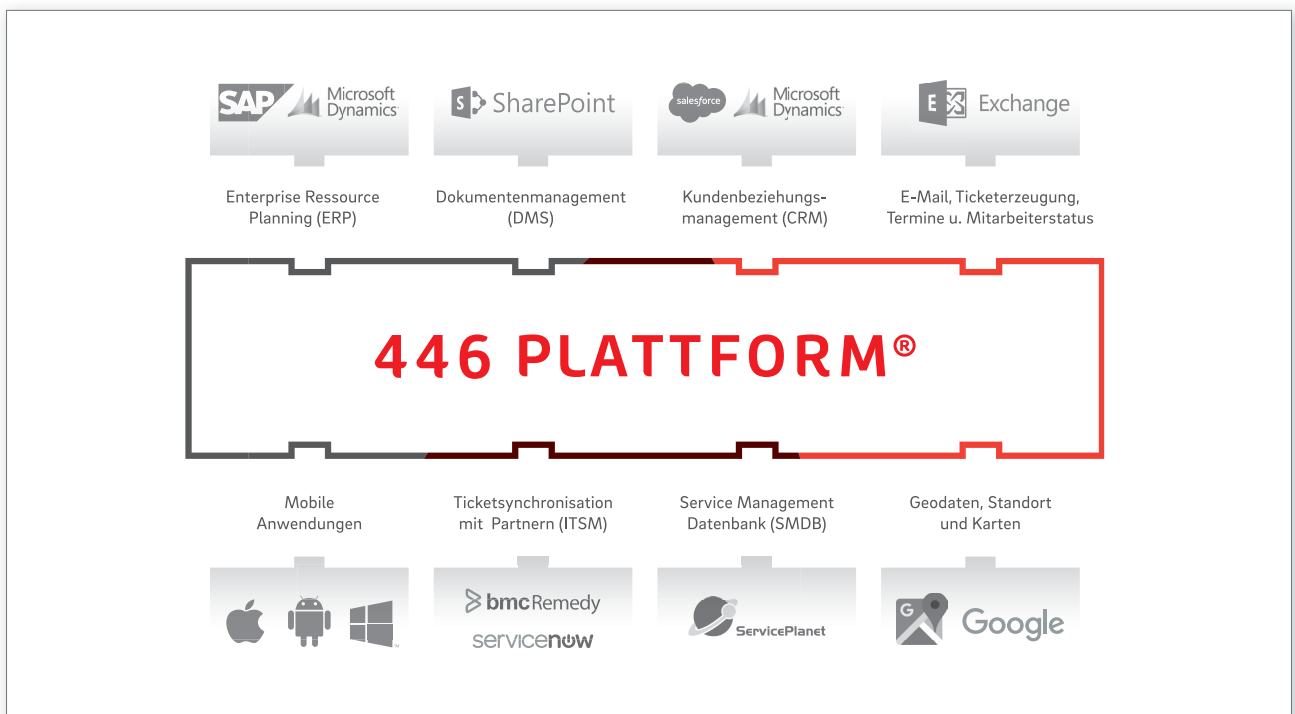
Lists facilitate the organization of the daily work routine. They help to structure and manage tasks and appointments that arise. With the activity list of the 446 Plattform® you can manage and edit all user-related activities that result from the processes. All open tasks of the logged in user are displayed and you always have an optimal overview.

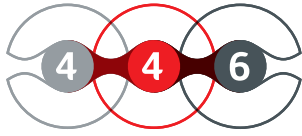


SYSTEM-INTERFACES

working better together

Our 446 Plattform® supports you in the integration of different business applications with a multitude of bidirectional interfaces. Using the REST interface, applications such as your ERP, CRM, or DMS can communicate with the 446 Plattform® and exchange important data. Each request is encrypted and authorized. This ensures that your sensitive company data is protected against unauthorized access.





PLATTFORM

MODULES



**ORDER
MANAGEMENT**

**SERVICE
MANAGEMENT**

**EVENT
MANAGEMENT**

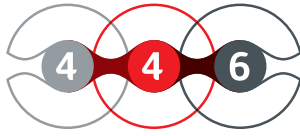
**CONFIGURATION
MANAGEMENT**

**KNOWLEDGE
MANAGEMENT**

**ADMINISTRATION
OF CONTRACTS**

**PERFORMANCE
MANAGEMENT**

**KEY FIGURE
MANAGEMENT**



PLATTFORM

ORDER MANAGEMENT

individual processes

adaptable life cycles

flexible categories and classification

intuitive creation

individual forms and views

audit-proof recording

The 446 Plattform® offers you an overview of all orders and their processing status, as well as extensive options for filtering, sorting, and grouping. Through its activity list, you always get an optimal overview of their current tasks within the orders.

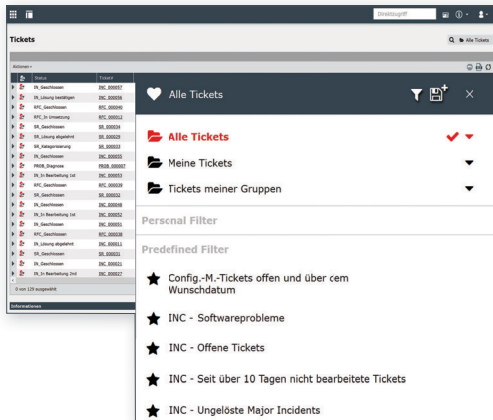
In module Order Management, you map information such as inquiries, malfunctions, problems, offers, orders, complaints, or changes in a structured way using forms. Create, therefore, individual schemas for the different order types.

For each order scheme, a process can be defined, which determines the processing sequence. You map dependencies such as a follow-up order using links between orders. In this way, you can link order with the quotation or a change request with the associated malfunction report or problem description.

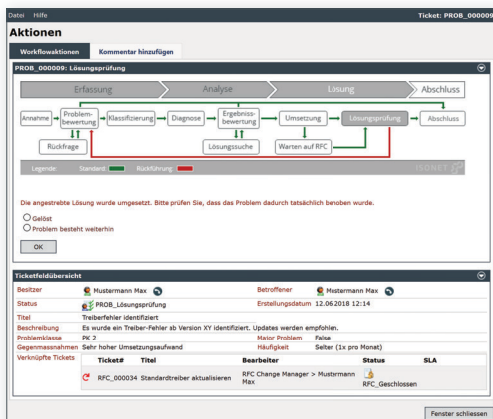
All changes and edits are logged. You can store comments and additional documents for the individual processing steps.



IMPORTANT FUNCTIONS AT A GLANCE



MANAGEMENT OF ORDERS
Personal and predefined filters and views



ORDER WITH PROCESS VIEW
Process-controlled tasks and actions with relevant information

ASSISTANT

The wizard supports you in creating an order and guides you through the forms in which the data is entered. After creation, the order is sent to the responsible group in the system.

STATUS

The status gives you an overview of the status of the order. The statuses and life cycles can be freely configured (e.g. „Processed“, „Test“ or „Resolved“). The sequence of the different statuses is controlled by the processes of the 446 Plattform® or triggered by interaction with the user.

SCHEME

You can use schemas to define the structure and life cycle of an order. You can use the designer to configure a wizard that guides the user through the creation of a new order. A large number of field types are available for this purpose. For example, designer allows you to arrange input fields in sections and tabs.

TEMPLATES

You can define templates for fast entry of recurring tasks. Use the possibility to provide pre-filled fields, solutions and file attachments for an order to be created. When entering the data, the user only has to enter the remaining fill in the fields.

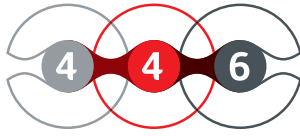
CONVERSION

With the conversion, you can transfer an order to another schema. This enables you to react to errors in the creation of new findings and to direct the task or request to the correct process. To save time, the relevant data can be transferred automatically.

ACTIONS

Actions allow you to set advanced processing options for jobs. For example, you can subsequently change information contained in the order, such as status, affected user, fields. Containers are available for handling similar requests. You can use them to define actions for all contained orders that are carried out at the same time. Other useful actions are available, including:

- add comments
- upload files
- send e-mails
- assign order
- edit or duplicate tasks
- convert



PLATTFORM

SERVICE MANAGEMENT

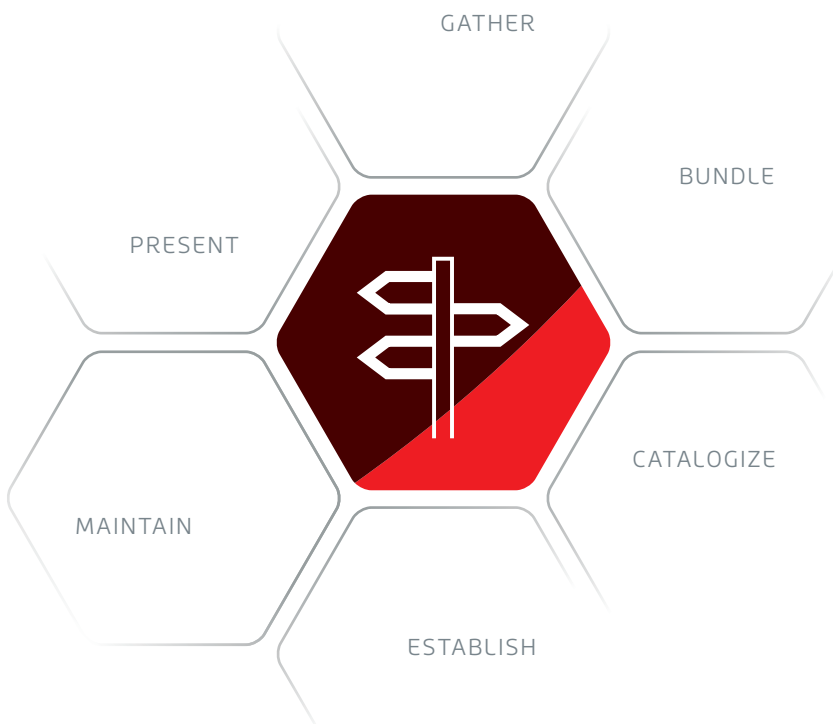
The 446 Plattform® offers you an overview of the services provided by your company. The entirety of all internal and external services are represented in a portfolio. In this way, you ensure that the services are provided efficiently and in a target group-oriented manner.

- efficient service management
- portfolio overview
- catalogs, categories, schemas, transactions
- link to configuration elements
- service level agreements
- process roles

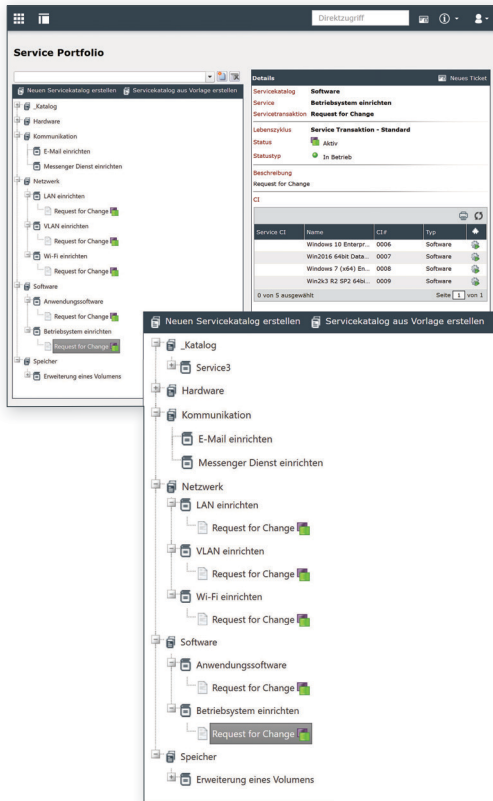
With module Service Management, you can manage your services and transactions in catalogs and categories in a transparent manner. Create service building blocks that can be dynamically combined into new services as needed.

Standardize your services and reduce operating and maintenance costs by reusing process schemas and process roles for similar transactions. Store contracts (see module Contract Management) with priorities and escalations to ensure the quality of service delivery.

With efficient filter functions, you can select the existing service catalogs and quickly find the service you need. With one click you can initiate the order.



IMPORTANT FUNCTIONS AT A GLANCE



MANAGEMENT OF SERVICES
Overview and definition of services

SERVICE CATALOG

The service catalog is a database containing information about deliveries, prices, contact details, orders, and inquiries. It includes the portfolio of your services, their life cycle, status, service transaction, and other content. The service catalog supports the clear providing of services for the user.

SERVICES

Here you can map all the services of your organization for the users. In the service schema, you can configure fields and additional information about the services that are not covered by names, descriptions, or file attachments.

SERVICE CATEGORY

Service categories are used for additional subdivide service catalogs or services. They merely perform an ordering function and can be created below catalogs or services as required.

SERVICE TRANSACTION

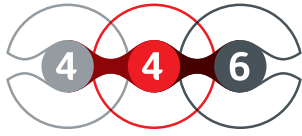
A service transaction stands for a particular service within the superordinate service. The service portfolio allows users to create tickets directly based on the transactions (see module Order Management). A service transaction is linked to a process template.

LIFE CYCLE

The life cycle is used to define validities and the phases to be run through. For a functioning service portfolio, at least one life cycle must be created for each life cycle type (service catalog, service, and service transaction).

PROCESS SCHEME

Once the Service Portfolio is activated, a process scheme is activated by default. A process template can be associated with any number of service transactions and thus be reused. Process roles can be defined for a process template, and tasks can be distributed to the groups and users responsible.



PLATTFORM

PROCESS MANAGEMENT

The 446 Plattform® offers you an optimal overview of your processes. You can easily create graphically supported processes. Simplify and standardize your processes and teamwork. You will be able to monitor your digitalized processes during operation and adapt them to your needs.

create processes independently

vivid graphical presentation

real-time monitoring

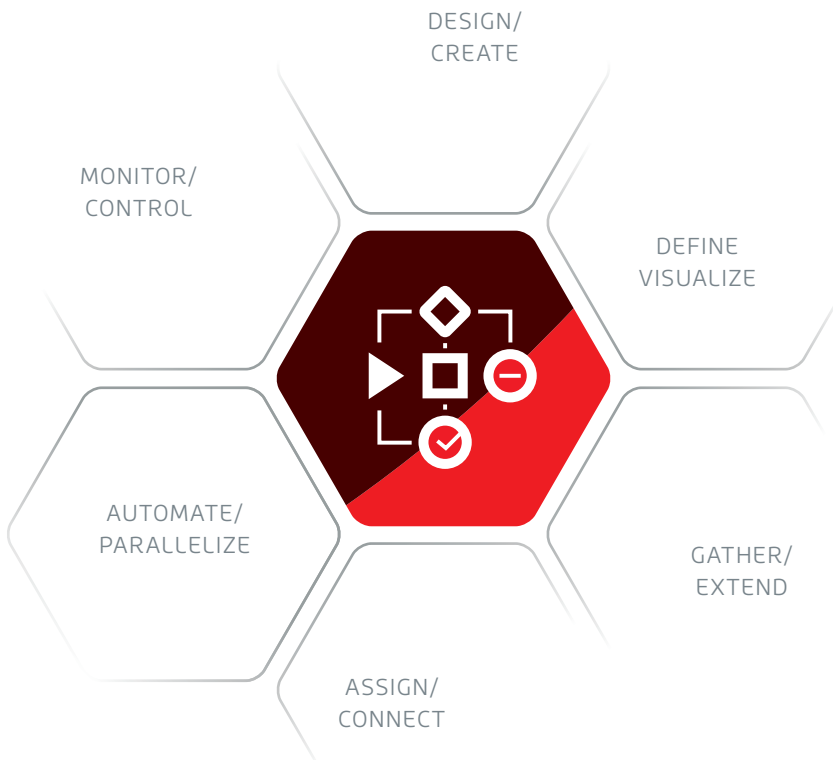
process monitor

import and export of processes in XML format

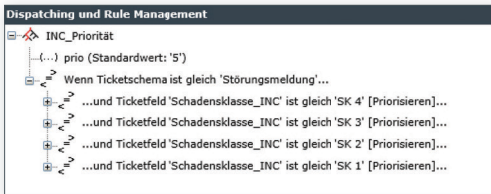
system-wide rules and conditions

The Process Management module is a tool that allows you to create and configure workflows for tasks, events, and other definitions. You can export and import existing processes in XML format to reuse and version your process models on the platform as needed.

Use the Process Monitor to monitor processes in real-time. Processes can also be tested if required. You can use the single-step mode (trace mode) to display all steps graphically and check how the process runs step by step. You can also configure your system dynamically by defining a set of rules. Use such rules to define recurring logical conditions.



IMPORTANT FUNCTIONS AT A GLANCE



AUTOMATE FUNCTIONS
assignment of priorities through rules

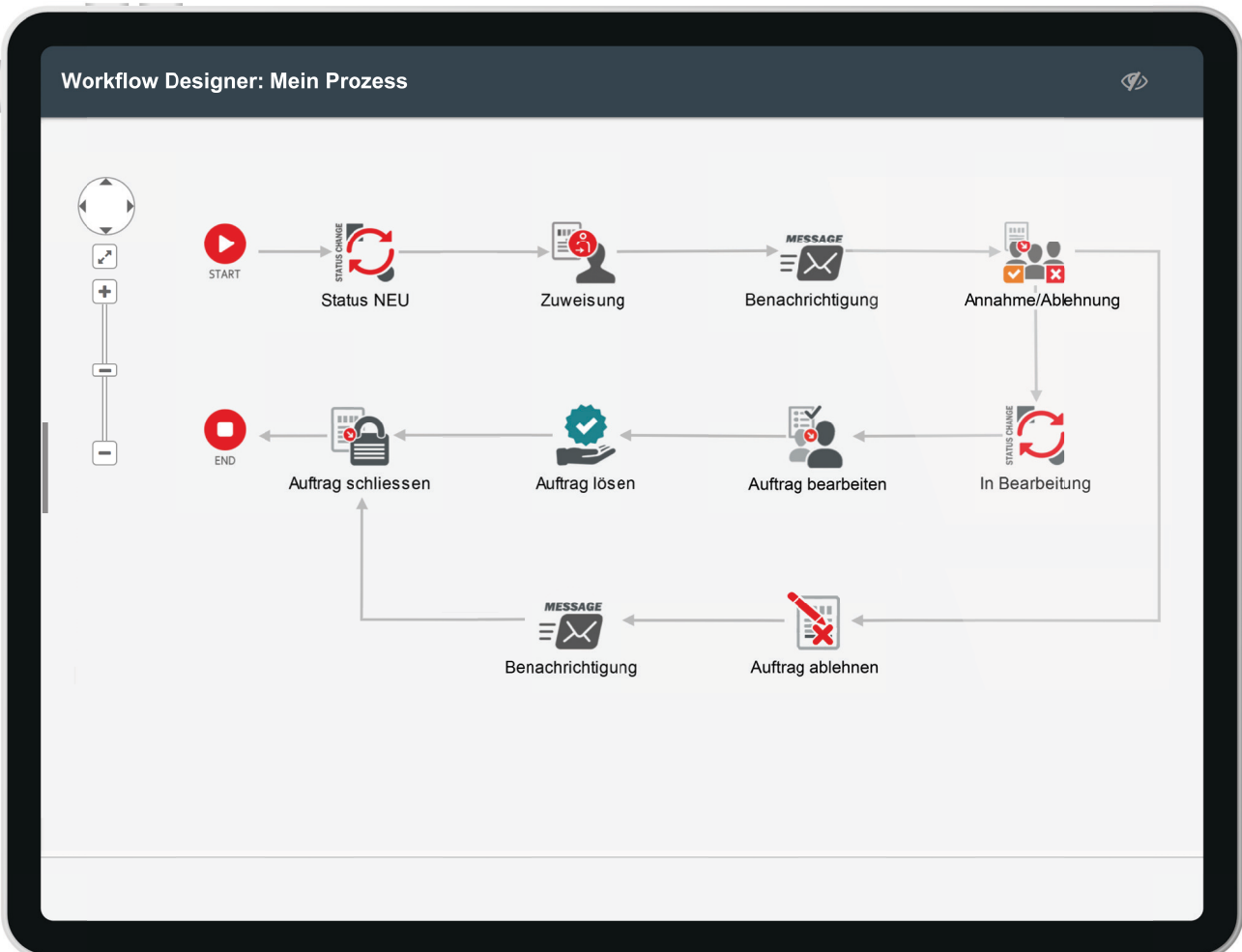
CREATE PROCESSES

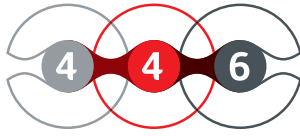
With the Process Designer, you create and configure your processes. It combines the advantages of a graphical editor such as drag and drop with the features of monitoring software. Use the Process Designer to monitor process flows in real-time. With the help of the single-step mode (trace mode), you can display all process steps and check how the process runs step by step. If an error should occur during creation or editing, this is not a problem because you can reset the process to an earlier version while the system is running.

CHANGE PROCESSES

The 446 Plattform® offers you many functions with which you can automate and map your processes. These include rules that you can define according to your individual requirements. For example, you can automatically assign an order to the appropriate processing group. To do this, you create a rule in which, for example, you do not usually assign an order from the „network“ area to the „1st level“ first, but directly to the „network group“. Another example is the automatic assignment of the correct priority to an order.

PROCESS DESIGNER
processes simply by drag and drop





PLATTFORM

EVENT MANAGEMENT

process signals or events automatically

filtering according to individual requirements

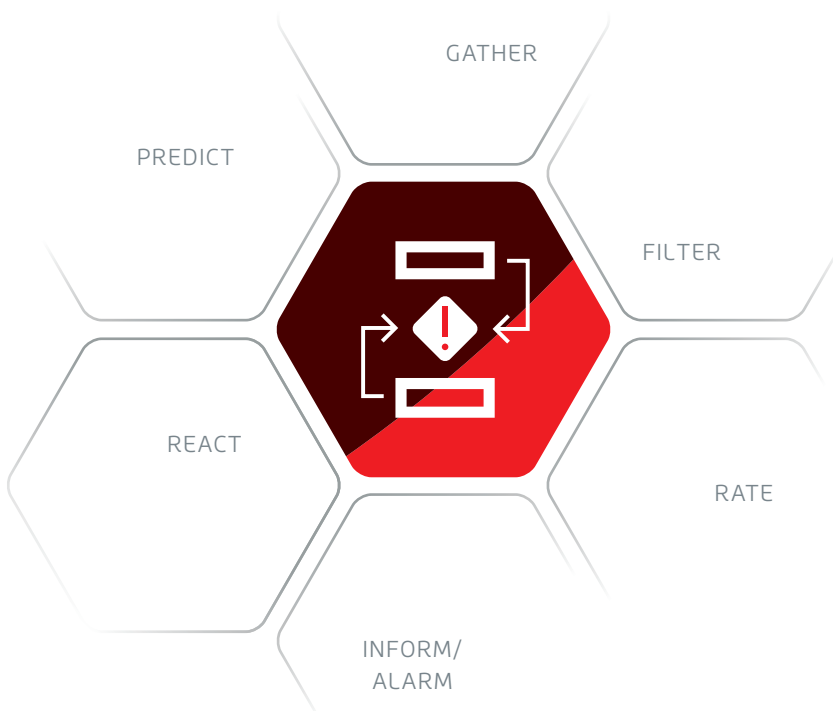
monitoring and configuration
automatic order creation according to rule definition

The 446 Plattform® offers you the possibility to filter and categorize occurring events automatically. On this basis, you automatically take the appropriate steps before your business processes are impaired.

With the Event Management module, you can monitor your system environments, such as data centers, in which most events arise from regular operation (e.g., storage space requirements, computing power, or the availability of network components). If incidents that have occurred indicate errors, this causes an order to be created (see module Order Management).

Through a precise indication of incidents, problems can be assigned to the appropriate groups for resolution in good time before a service is disrupted. On the other hand, this also provides you with evidence of normally running processes and applications (for example, logging of logins and logouts).

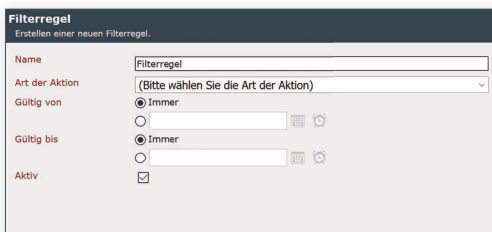
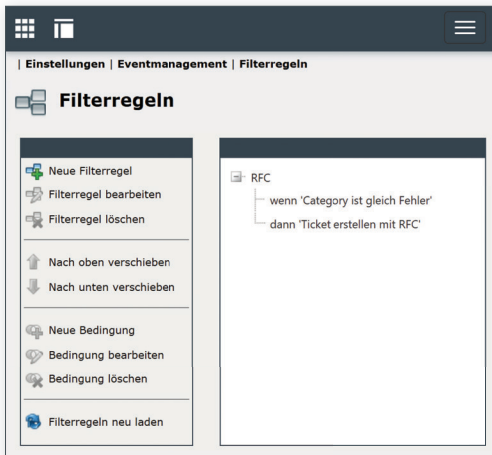
The simple handling of the module allows even employees without specialist technical knowledge to carry out monitoring and configuration themselves.



ISONET



IMPORTANT FUNCTIONS AT A GLANCE



FILTER RULES
management and configuration of
rules and conditions

CONNECTORS

The Event Management module can be connected to external data sources, services, and databases to the event management in various ways.

With the Microsoft Service Broker connector, new events are automatically forwarded to the connector without having to send repeated queries to the database.

This significantly reduces the delay time for queries. If the application is temporarily unavailable or does not respond, the Service Broker stores messages until they can be delivered again. In contrast to this, new messages are only transmitted with the SQL connector if a query (poll) of the connector takes place.

The Service Broker Queue Connector offers the highest performance and lowest delay time of all connectors. It establishes a direct connection to the Service Broker queue and retrieves notifications directly. Setup requires manual configuration in the database (queues and notifications) by the administrator.

FILTER RULES

Using filter rules, you can define criteria for when an event generates an order. The filter rules are defined in a tree view with conditions and actions displayed.

The following conditions are possible (selection):

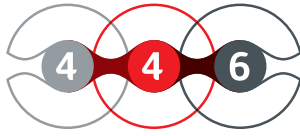
- Suspended event source condition: it checks whether an event source such as a service or database is suspended.
- Field Value Comparison: Compares a field value to a specified value.
- Geolocation: Comparison of whether a point is within a certain radius around a comparison point.
- Group: With this option, existing conditions can be grouped using the operators AND or OR.
- Weekday: The system checks on which weekday the date is located.
- Period: Check whether the value of a field is within a specified period.

VALUE RULES

With value rules, you configure conditions that you can use in the filter rules. Rules that have invalid conditions or are not fully configured are displayed in red and cannot be used in the filter rules.

ASSIGNMENT

As soon as a filter rule initiates the creation of an order, these assignments define the transfer of the available data in the event source into an order. If the Service Management module is activated, service transactions can be used in addition to order schemes to create orders.



PLATTFORM

CONFI- GURATION MANAGEMENT

easy management of
configuration elements

asset management

inventory
of hardware and software

listing of linked orders

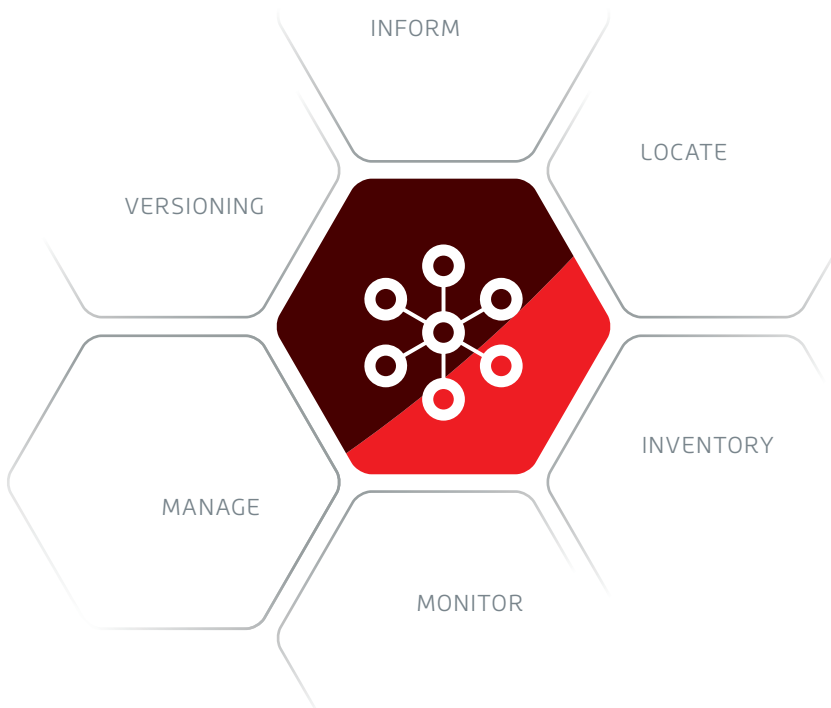
authorization system

clearly arranged display

The 446 Plattform® offers you the possibility to manage all resources and their mutual dependencies in a configuration database. Consolidate all relevant information in one database and use it to support your business processes. Implement quickly visible successes and thus create competitive advantages. You expand the structures step by step, and the configuration database (CMDB) grows with your company.

With the Configuration Management module, you can manage configuration items and their relationships with each other in the CMDB in a simple and structured manner by status, category, and zones. Furthermore, this database can also serve as a resource for the automated management of your assets (Asset Management).

The individual elements of the CMDB are displayed in a tree structure. You can build and design this according to your individual requirements. To enter different types of configuration elements (CIs), you can create corresponding schemas. You can enter configuration elements quickly and easily using a predefined form.



ISONET



IMPORTANT FUNCTIONS AT A GLANCE

LIFE CYCLE

The life cycle of a configuration element is determined by the statuses to be passed through and achieved or by their dependencies. For example, you define that a configuration element can only go from status „New“ to status „Active“ via status „Test“. After creating all desired statuses, the transfers between the individual statuses can be defined.

SCHEMES

In a CI scheme, all settings, fields, actions and service level agreements of a configuration element (CI) are defined and stored. The hierarchy of the schema is used to divide it into different types and categories of items. In the setting „CI types“ you configure which tabs and fields are displayed in the configuration elements. Zone schemas are used to record specific organizational or geographical structures and to enable the creation of a standard hierarchy.

IMPORT

Both zones and configuration elements can be imported within the CMDB. Data sources with different formats are assigned to the corresponding fields. A simulation function can be used to check the basic import process without changing data.

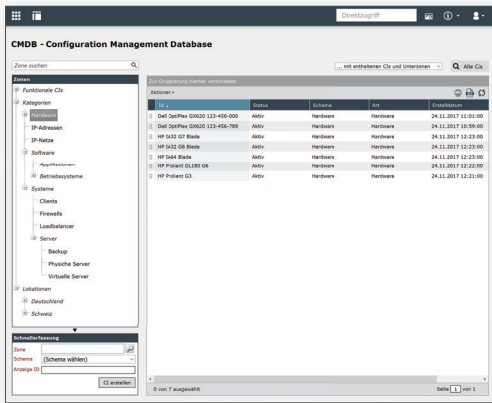
A conflict system monitors the import of fields and relationships and ensures that this data is not overwritten. If the system detects an unauthorized modification, it prevents it and generates a corresponding conflict message.

ACTIONS

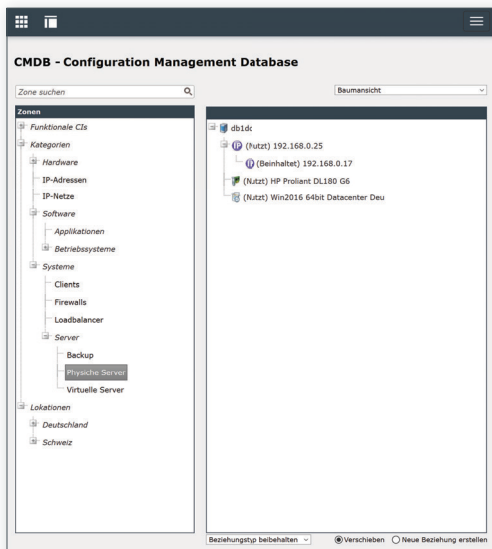
You can add actions to CI-Schemas. For each action, you can define the status in which an action should be visible and executable.

For example, the following actions can be configured:

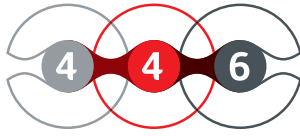
- change affected user
- database query
- start an external application
- change supplier
- change status



MANAGEMENT OF CMDB
list views of the configuration elements



MANAGEMENT OF CMDB
tree view of configuration elements



PLATTFORM

KNOWLEDGE MANAGEMENT

individual knowledge database

collectivize knowledge

uncomplicated access to expert knowledge

integration into processes

quality through processes

evaluation system

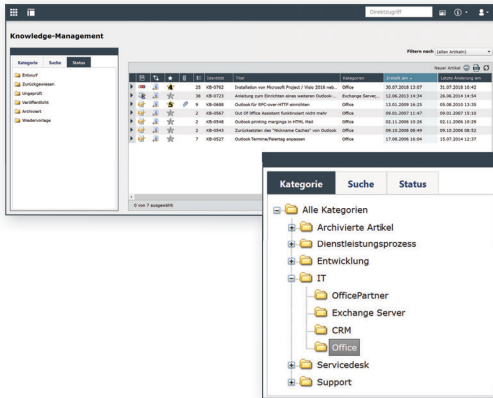
The 446 Plattform® offers you the opportunity to make your company's knowledge available anytime, anywhere. Increase the efficiency of your processes by building a knowledge database. You design the processes for collecting, preparing and making available the knowledge of your organization. Those who can share knowledge within the company will gain competitive advantages.

With the Knowledge Management module, you get a reliable solution for building and designing a knowledge database. You record the knowledge in the form of articles using an editor or generate them from your processes. These articles contain, for example, information, solutions, search criteria, evaluations, categorizations, and validities for topics that are relevant to your daily work. Knowledge articles can be written and provided in different languages.

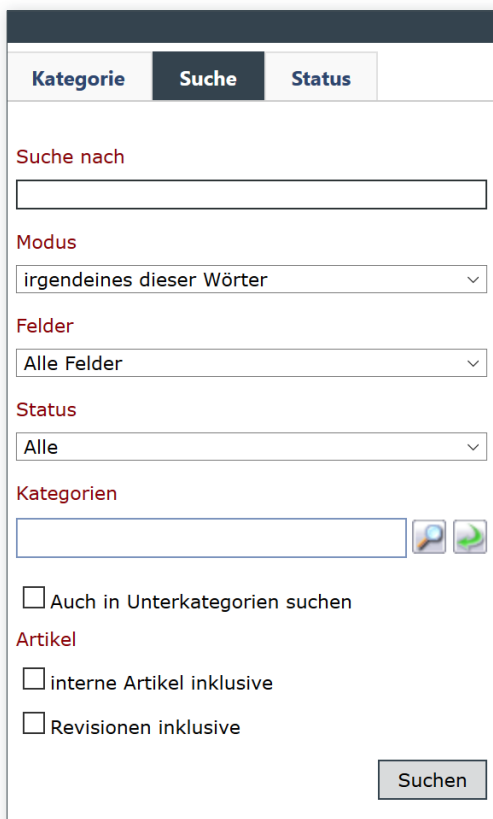
You can freely configure the structure of an article and keep it up-to-date via a notification system with periodic resubmissions. The editing process and the rating system ensure quality.



IMPORTANT FUNCTIONS AT A GLANCE



MANAGEMENT OF ARTICLES
freely definable categories



SEARCH FUNCTIONS
search by free text and criteria

CREATE AN ARTICLE

To create a new article, you are supported by a wizard and templates. A dialog guides you through all further steps.

STRUCTURE OF AN ARTICLE

In addition to the general content, you can also access file attachments, history logs, or revisions. Ratings (points system) allow you to rate the item and improve its effectiveness.

If multiple languages are available on the 446 Plattform®, articles can be written and displayed in various languages. You can change the language via a language register. The orders associated with the article are listed in an overview and can be edited directly. In the actions, the currently logged in user can view his tasks.

ACTIONS OF AN ARTICLE

You have various actions with an article:

- publish an article
- check an article
- revise an article
- workflow actions

MANAGEMENT OF ARTICLES

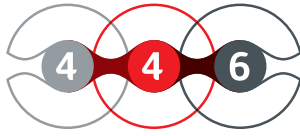
Knowledge articles can be managed in a tree view via freely definable categories. You can define categories, schemas, validities, visibilities, knowledge carriers or resubmissions define and adjust.

SEARCH OF ARTICLES

Various search options are available to quickly find articles:

- search by categories
- filter
- indexed search
- display of articles by status

In addition, an advanced search can be used to search in detail for specific articles in the knowledge database.



PLATTFORM

ADMINISTRATION OF CONTRACTS

show external and internal service contracts

set priority on services

monitoring malfunction situations and escalation times

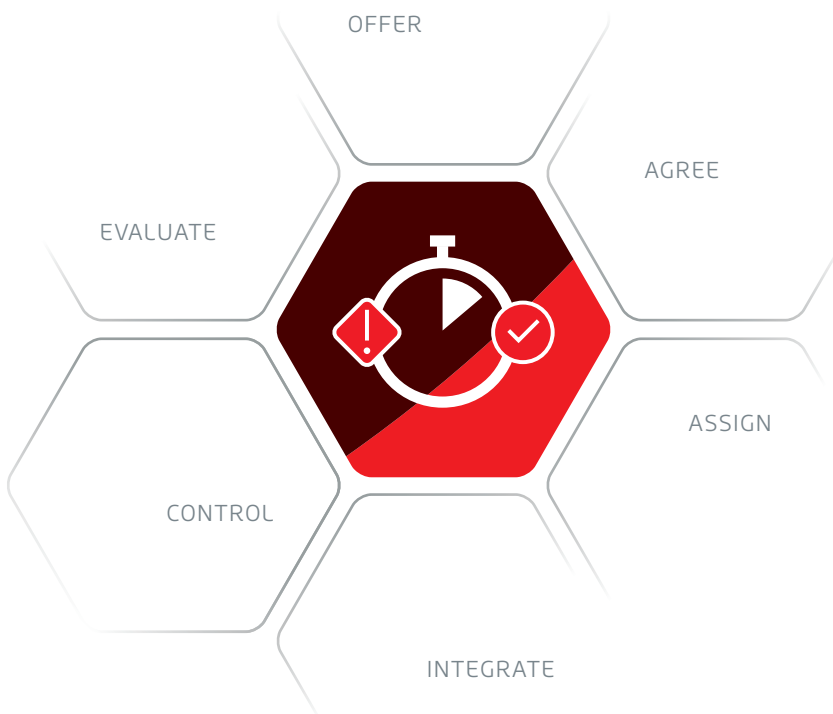
consideration of international time zones

rule-based early warning system

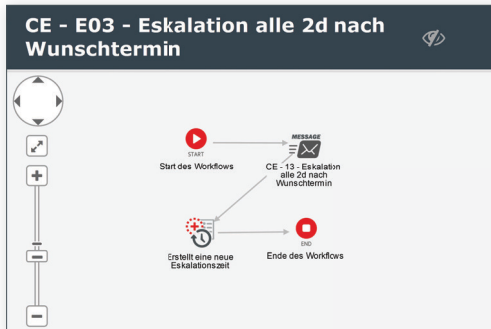
The 446 Plattform® helps you comply with your external and internal contracts. You create the basis for automated monitoring of deadlines, terms, and performance of your service contracts with suppliers and customers. In this way, services are standardized, and their quality is ensured. You maintain an overview of business-critical processes and contractual agreements.

With the module Contract Management (Service Level Management - SLM) you can digitize your contracts. A contract can consist of any number of services. You can define these services individually. You set priorities and determine escalation times up to which a specific action is expected in response to an event that has occurred.

With the help of the early warning system, rules can be created to provide timely information about a specific trend in contract performance - for example, with e-mail notifications. Make sure that your teams are reminded of important and urgent tasks at the right time.



IMPORTANT FUNCTIONS AT A GLANCE



ESCALATION PROCESSES RULE-BASED MONITORING

Freely configurable for reaction to rule violations

ADMINISTRATION OF CONTRACTS

All available contracts are displayed in the contract management overview. Here you can create new contracts and edit, copy and delete existing contracts. You define the various contract services with corresponding service times, coverage, and priorities. The following information and options can be stored, for example:

- service times
- start / end
- term of notice
- period of validity
- time zone
- holidays and special days

COVERING ASSIGNMENTS

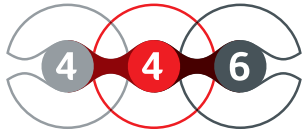
Covers indicate which services and which priorities contained therein are to be used as soon as a corresponding order is entered electronically. This ensures that the correct service can be automatically assigned to a newly created order.

ESTABLISHMENT OF PRIORITIES AND ESCALATION TIMES

Priorities within a service serve to distinguish the relative importance of a task (urgency, impact). Escalations help to ensure that the processing times agreed with the customer are met (within a service level agreement). For example, they define the period in which a task is accepted (reaction time) and then solved (solution time).

SET UP AN EARLY WARNING SYSTEM

With the help of the early warning system, you can define rules in which cases users are informed about a trend. You can configure early warning rules that automatically monitor task creation and trigger a process once a certain number of tasks have been created for a topic.



PLATTFORM

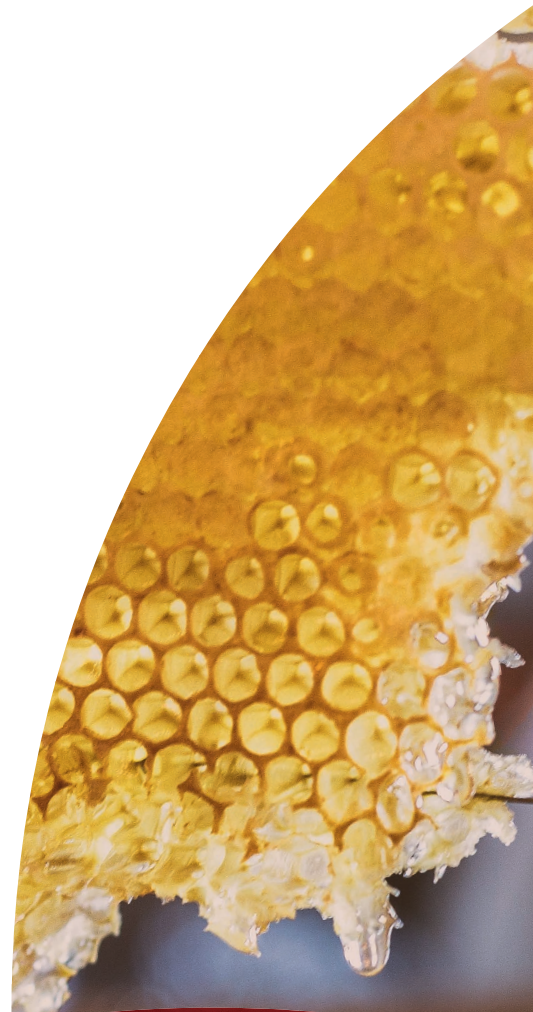
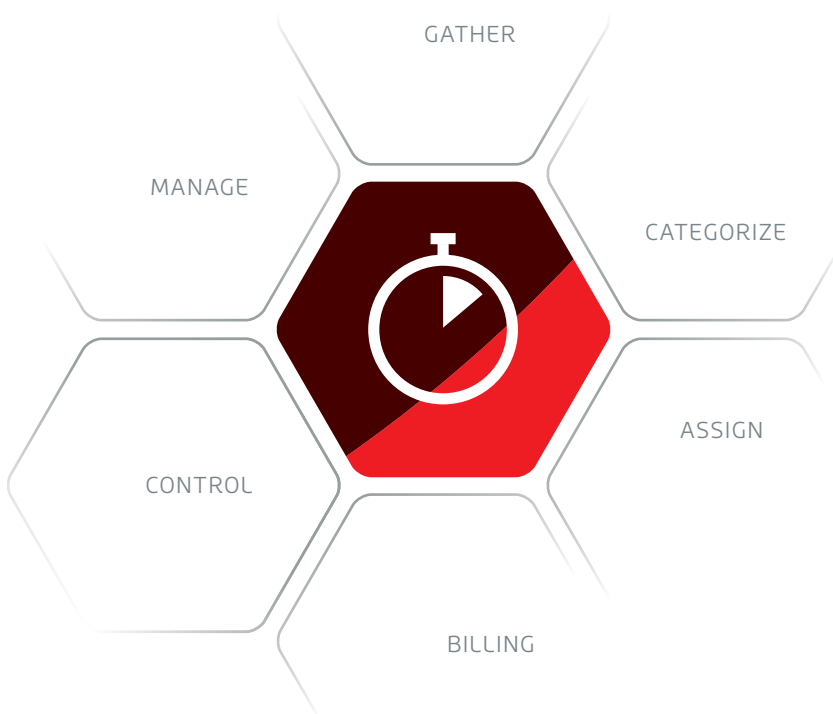
EXPENSE MANAGEMENT

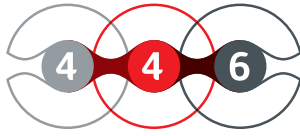
The 446 Plattform® offers you the possibility to keep an overview of your services and costs. The basis for this is an activity allocation with corresponding cost centers. Make expenses and services rendered transparent. Identify the potential for improvement of your products or services.

- simplified accounting for services
- built-in budget control
- services transparent
- interdisciplinary cooperation
- processes and interfaces
- internal and external distinguishing services

Your benefit: the management module makes it possible to control benefits through freely definable processes and to adapt them to the needs of the company. The services can be processed directly by the accounting or controlling department. The module distinguishes between internal and external services, which enables a differentiated cost accounting towards clients.

The services can also be entered without ticket reference and thus without allocation to a concrete process. It is possible to set up service goods for the administration of budgets. Always keep an optimal overview of your projects or orders through the integrated budget control.





PLATTFORM

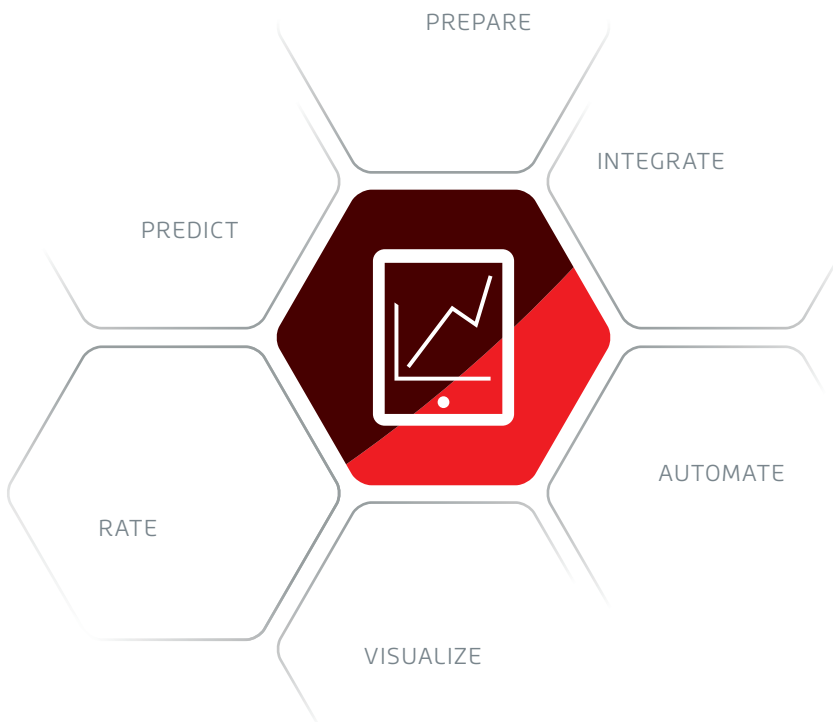
KEY FIGURE MANAGEMENT

- control with overview
- accomplish goals
- visible corporate successes
- quickly identify changes in the course of business
- new insights through interactive dashboards
- overviews with cyclical charges for services

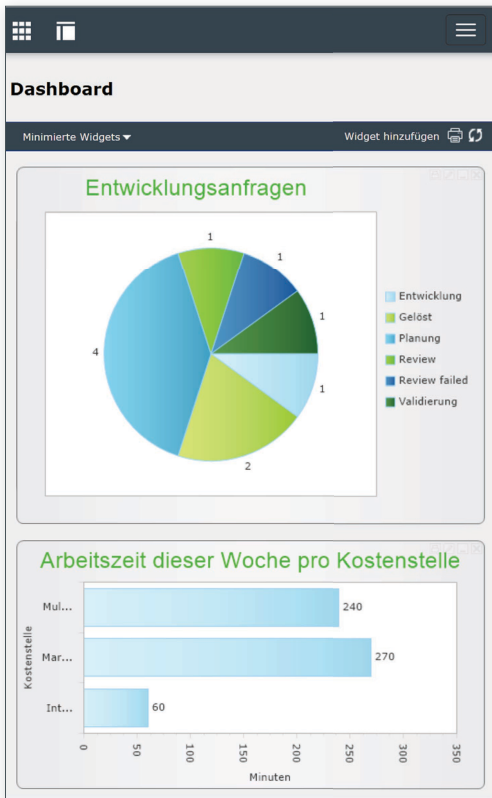
The 446 Plattform® offers you an overview of your processes and key figures. Keep an eye on your goals. Automate your processes in the areas of controlling, reporting, planning, and forecasting. You receive all relevant information on your business processes for well-founded decisions. Achieve your goals and make your company's successes visible.

The completely web-based, interactive module Key Figure Management provides functions for statistics and evaluation of data from the 446 Plattform®. Among other things, you receive an overview of monthly or weekly transactions, such as activity allocations. The data is displayed clearly for you, for example, as a graphical evaluation. Recognize changes in the course of business faster through the graphical processing of your data.

A dashboard allows you to keep a constant eye on your operational key performance indicators (KPI) for orders. You get new insights through interactive dashboards. Depending on your needs, you can create meaningful reports, make them available to specific target groups and export them. Subscribe to the periodic information necessary for your work in the appropriate format.



IMPORTANT FUNCTIONS AT A GLANCE



INTERACTIVE DASHBOARD
details per click



DESIGNABLE REPORTS
target group-oriented data preparation

DASHBOARD

The dashboard gives you an overview of your key figures, which are automatically updated (ad hoc reporting).

INDIVIDUAL PRESENTATION

You can also create your queries and graphically display operational data (e.g., created, open orders, or operations). The dashboard display can thus be completely personalized.

REAL TIME VIEW/MONITORING

You can also use the dashboard, for example, to display data on a separate monitor that is continuously updated and can be kept permanently in view.

INTERACTIVE ANALYSIS

The dashboard allows direct access to the original data of the graphical representation. Gain even more in-depth insights into your processes interactively.

REPORTS

Reports offer you the possibility to evaluate your data at a certain point in time or over a defined period. Thus we offer you a meaningful representation of key figures such as KPIs in the form of tables, diagrams, or maps (geo-data). You will receive a target group-oriented preparation of your data to support business decisions.

FILTERING AND SORTING

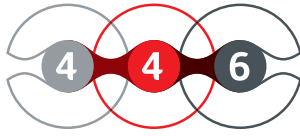
Use the powerful filtering, grouping, and sorting functions to display the information relevant to you quickly.

SUBSCRIPTIONS

Automate your reports via periodic e-mail subscriptions or save your report data temporarily or permanently.

INTERFACES

Export the representations to various file formats for further processing. Design the reports according to your ideas and adapt them to your corporate design, for example with your logo and the corresponding colours. Make reports available on a report server or, for example, a share point Web site, a portal company-wide.



PLATFORM

EDITIONS

OUR SOLUTIONS FOR YOUR BUSINESS

scalable IT Platform with generic interfaces

flexibility in the adaptation and further development of processes and procedures

implementation of new ideas and support for innovations

FLEXIBEL

Your teams are provided with suitable processes to enable them to work together optimally.

AGILE

Your business processes can be directly adapted and extended during operation. How to react quickly to changes.

POWERFUL

Our integrated IT service management (incident, problem, and change management) ensures smooth operation.

446 PLATTFORM®

ULTIMATE EDITION		
Service management	Interfaces (Webservices)	Event management
Configuration management	Dashboard	
ENTERPRISE EDITION		
Early warning system	Tasks management	Process management
STANDARD EDITION		
Expense management	Process rules dispatching	Process Viewer
Administration of contracts	Reporting	User management
Order management	Notifications messages	Knowledge management

ULTIMATE EDITION

You view your processes systemically.

Strong performing management of your services, quality, and cross-company business processes. You can monitor all metrics in real-time via the dashboard or provide effective service management via service catalogs.

ENTERPRISE EDITION

Your teams design their processes themselves.

Market agility for all sizes of companies. With the Process Designer, you can easily create your processes. With the Early Warning System, you can recognize problems in time.

STANDARD EDITION

You receive individual processes.

Getting quickly started into the professional management of processes for all industries. Processes can be flexibly adapted. Activity allocation allows you to control your budget. Knowledge management is the memory of your team.



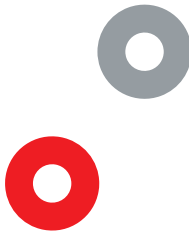


PROCESS SOLUTION FOR YOUR COMPANY



ISOLATED

- grown processes and redundancies •
- lack of insights •
- sovereignty •



OPENED

- promotion communication •
- identify potentials •
- create an overview •



CONNECTED

- tailor-made digitalization of processes •
- networking knowledge carriers •
- recognizing and creating free spaces •



OPTIMIZED

- flexible and dynamic process chains •
- market agility •
- team spirit •



With its Systemic Process Management, the 446 Methode®, Isonet combines process analysis and business consulting innovatively and enables companies to solve future tasks. Since its foundation in 1994, the company with its branches in Zurich (headquarters) and Leipzig serves numerous customers from different industries with different company sizes. The goal is always the sustainable optimization of processes and procedures so that companies can react agilely to market developments at any time. With the IT solution of Isonet, the 446 Plattform®, you can optimize your processes individually, flexibly, and holistically.



METHODE



PLATTFORM

Please contact us if you have any questions or suggestions around our products:

by e-mail beratung@isonet.ch

or by phone +41 44 497 55 55

Gold
Microsoft Partner

