



Process Digitization™

An IT Business Solutions Development and Implementation Methodology

Agenda

- **Process Digitization™ Overview**
- **Avery Dennison Case Study**
- **Process Digitization™ Methodology**

What is Process Digitization™?

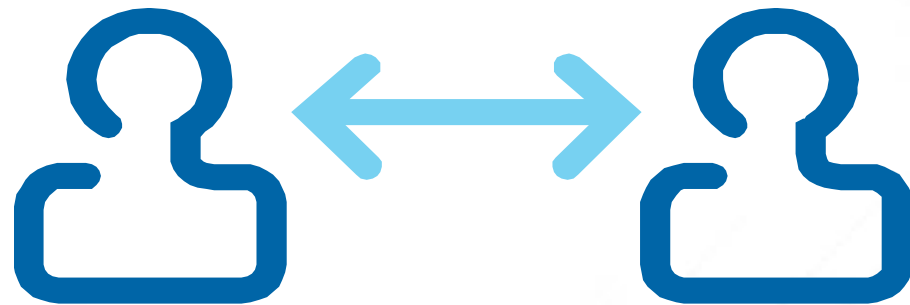
- IT Business Solutions development and implementation methodology for *transforming Business Processes from Analog to Digital*
- **Not only automation!**
- Leveraging 21st Century Technology to facilitate the 3 C's
 - ✓ *Communication*
 - ✓ *Collaboration*
 - ✓ *Connectivity*

What is Digitizing Business Processes?

Connecting People and Processes

via the Cloud, Mobile Devices, Social Media

with Approval Routing and Workflow Technology



Results achieved by our Clients

- ✓ Global process standardization
- ✓ Reduced process cycle time/costs
- ✓ Improved process visibility/tracking
- ✓ Elimination of redundant data entry
- ✓ Reduced auditing costs
- ✓ Implementation of process controls
- ✓ Elimination of paper forms

Reduction in Cycle Time

✓ *Laird Technologies*

- **Reduced Customer Sales Quote to Sales Order Cycle Time**
on the avg. from 8-10 days to 2-3 days!

✓ *Abbott Laboratories*

- **Reduced PO Requisition to Purchase Order Cycle Time**
on the avg. from 8-10 days to 2-3 days!

**Based upon ISS Group Client feedback*

eProcurement generates REAL cost savings!

“On average, e-procurement solutions reduced requisition-to-order cycle cost and time by 49% and 65%, respectively.”

The e-Procurement Benchmark Report - Aberdeen

<u>Performance area</u>	<u>Before</u>	<u>After</u>
Requisition-to-order costs	\$51	\$26
Requisition-to-order cycle time	9.6 Days	3.4 Days

Source: Aberdeen Group

Going Paperless ROI*

- ✓ Avg. paper document takes **18 minutes** to locate
- ✓ Paper document filing costs avg. **\$20/doc**
- ✓ Misfiled docs cost **\$125/doc**
- ✓ Lost documents cost **\$350-\$700/doc**
- ✓ Paper usage in most businesses grows **22% annually**
- ✓ Each 4 drawer file cabinet contains approx. **10K docs** and takes up to **9 sq. ft.** of floor space costing approx. **\$1500/year** to maintain
- ✓ Every **12** file cabinets requires **1** additional employee to maintain



**Based upon studies by Price Waterhouse, Gartner and Forrester*



Business Processes requiring *Digitization*

- PO Requisition Management
- SO Quotation Management
- Supplier Invoice Approval
- Check Requests
- Price Changes
- Supplier RFQ's
- CapEx Requests (ie; Projects, Travel)
- Production Requests (ie; Scrap Authorization)
- Shipping Requests (ie; Freight Authorizations)
- HR Requests (ie; New Hire, Vacation, Compensation)
- Financial Controls (ie; Customer Credit Limit)



Process Analytics

Cycle Time By Month [Excel](#)

Year/Month	Rejected	Approved	Avg Hours
2014-05		7	2.8
2014-04		38	1.7
2014-03		3	3.0
2014-02		127	0.1

Activity Detail By Originator [Excel](#)

User	Approved	Rejected	Avg Hours	Rejection Codes
Frank Salesi	693	22	9.8	13 Incorrect Account 6 Unknown 3 Incorrect Pricing
Craig Wolffis	7		0.0	
Scott Carpenters	2		0.0	

Rejection Code Analysis [Excel](#)

Count	Rej Code
13	Incorrect Account
6	Unknown
3	Incorrect Pricing

Approver Activity Summary [Excel](#)

User Name	Approved Reqs	Rejected Reqs	Avg Hours
Supervisor 1	194	13	80.7
Alex Chen	77	2	2.7
Craig Wolffis	70	1	2.8
Bob Carter	36		2.2

Activity Summary by Originator [Excel](#)

Name	Rejected	Tot Rej	Approved	Pending	Not Submitted
Scott Carpenters			2		
Frank Salesi	10	22	693	145	1,033
Craig Wolffis			7	3	

Process Analytics

Metric Dashboard

Cycle Times by Month

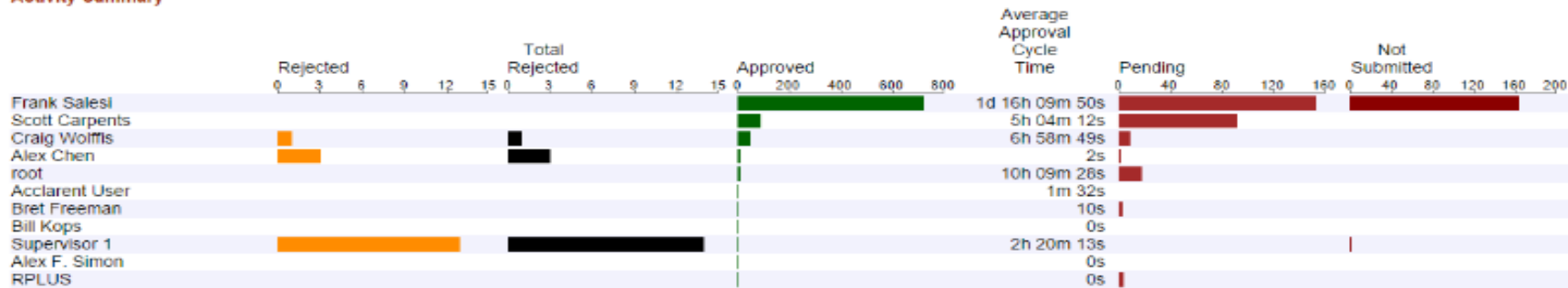


Cyberscience
CORPORATION

Rejection Code Analysis

Rejection Code	Count	% Count	Performance
Incorrect Account	14	56%	~18
Incorrect Pricing	5	20%	~10
Unknown	6	24%	~10
Total	25	100%	

Activity Summary





**Performance
Tapes**

Process Digitization™ - iQuote™

Senthil Kumar Ragupathi

Sr. Business Analyst

Performance Tapes NA

Painesville OH



Objective

Implement a system to standardize, track and aid in the quotation and pricing process that would reduce administrative and pricing errors while giving better accessibility to the commercial organization, to get more timely , accurate and reliable pricing information.

Standardization

- A well defined and systematized work flow for pricing approval process
- Reliable pricing information to the commercial teams
- Use of templates for all quotes
- Standard definitions and processes

Governance & Support processes

- To provide 24/7 availability to enter quotes/pricing into the system
- Create user guides covering standard process & metrics

Improve user functionalities

- Visibility of all active quote / pricing for the customer
- Automatic conversion of quotes to price lists in Mfg/pro
- Eliminate/ reduce touch points from quotes to pricelist creation

Why iQuote™?



Performance
Tapes

Improved Pricing Controls

Integrated with QAD

Configurable rules/Approval routing

Cost Effective

Custom Requirements

- Creation of QAD pricelists upon quote activation
- Intelligent product selection based on attributes
- customizable quote templates
- Streamlined order entry using quote information
- Custom UOM calculations
- Ability to interface with Salesforce.com



Implementation Timeline & Challenges

Implementation timeline 6 months total

Team size : 4 Core members, 6 Support members

Consulting resources : Frank Salesi (ISS Group)

Challenges

- Align on requirements
- Data Cleansing
- Resource availability
- User Acceptance and adherence



Did I mention Data Cleansing ???

Benefits

- Improved pricing control
- Reduced administrative complaints
- Reduced quote to order cycle time
- Less data in QAD by only creating price lists for accepted quotes
- Streamlined QAD Order Entry
- Process Standardization
- Improved quote visibility



Process Digitization™ Development Methodology

Frank Salesi

Vice President R&D

ISS Group

Software Development Life Cycle (SDLC)

- **Business/Integration Requirements Definition/Analysis**
- **Process Workflow Documented (existing, new)**
- **Systems Design**
- **Development**
- **Unit/System Testing**
- **Installation/Configuration/Security**
- **Implementation (training, process changes, change management, PM)**
- **Go-Live**
- **Ongoing Support/Documentation**

Process Workflow

Entering a Graphics SPA Quote for a Sub Group

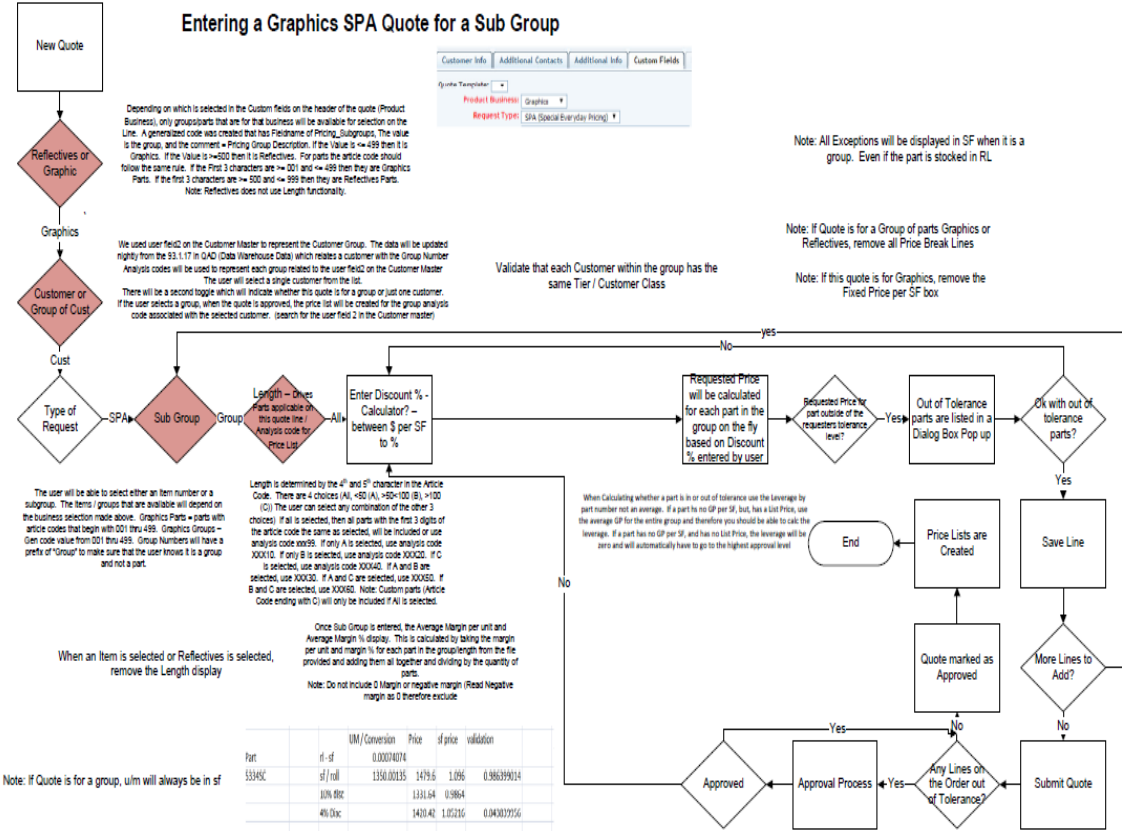
Depending on which is selected in the Custom fields on the header of the quote (Product Business), only group/s that are for that business will be available for selection on the Line. A general code was created that has Product of Pricing, Subgroup. The value is the group, and the comment = Pricing Group Description. If the Value is = 499 then it is Graphics. If the Value is = 500 then it is Reflectives. For parts the article code should follow the same rule. If the first 3 characters are = 001 and = 499 then they are Graphics Parts. If the first 3 characters are = 500 and = 999 then they are Reflectives Parts. Note: Reflectives does not use Length functionality.

Note: All Exceptions will be displayed in SF when it is a group. Even if the part is stocked in RL

Note: If Quote is for a Group of parts Graphics or Reflectives, remove all Price Break Lines

Note: If this quote is for Graphics, remove the Fixed Price per SF box

Validate that each Customer within the group has the same Tier / Customer Class



Note: If Quote is for a group, ulm will always be in sf

Part	U/M/Conversion	Price	sf price	validation
53349C	sf / roll	1350.00135	1479.6	1.096 0.986399104
	10% DR	1331.64	0.9864	
	4% Disc	1430.42	1.02216	0.040029556
Average price 1.25 sf				
	Roll cost	1479.6	1.096	
Part A	Roll cost	1479.6	1.096	
Part B	SF Cost	1.403	2.499	1.2495 0.05 0.04002

Entering a Graphics SPA Quote for an Item

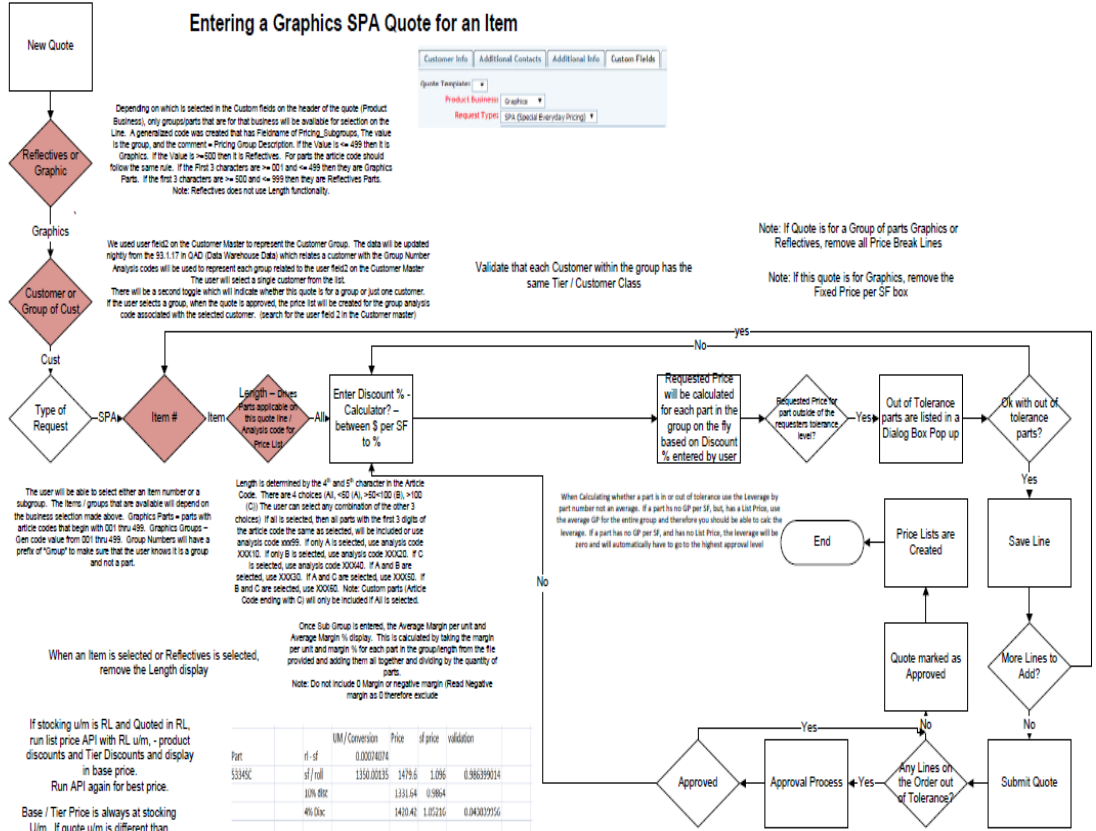
Depending on which is selected in the Custom fields on the header of the quote (Product Business), only group/s that are for that business will be available for selection on the Line. A general code was created that has Product of Pricing, Subgroup. The value is the group, and the comment = Pricing Group Description. If the Value is = 499 then it is Graphics. If the Value is = 500 then it is Reflectives. For parts the article code should follow the same rule. If the first 3 characters are = 001 and = 499 then they are Graphics Parts. If the first 3 characters are = 500 and = 999 then they are Reflectives Parts. Note: Reflectives does not use Length functionality.

Note: All Exceptions will be displayed in SF when it is a group. Even if the part is stocked in RL

Note: If Quote is for a Group of parts Graphics or Reflectives, remove all Price Break Lines

Note: If this quote is for Graphics, remove the Fixed Price per SF box

Validate that each Customer within the group has the same Tier / Customer Class



Note: If Quote is for a group, ulm will always be in sf

Part	U/M/Conversion	Price	sf price	validation
53349C	sf / roll	1350.00135	1479.6	1.096 0.986399104
	10% DR	1331.64	0.9864	
	4% Disc	1430.42	1.02216	0.040029556
Average price 1.25 sf				
	Roll cost	1479.6	1.096	
Part A	Roll cost	1479.6	1.096	
Part B	SF Cost	1.403	2.499	1.2495 0.05 0.04002



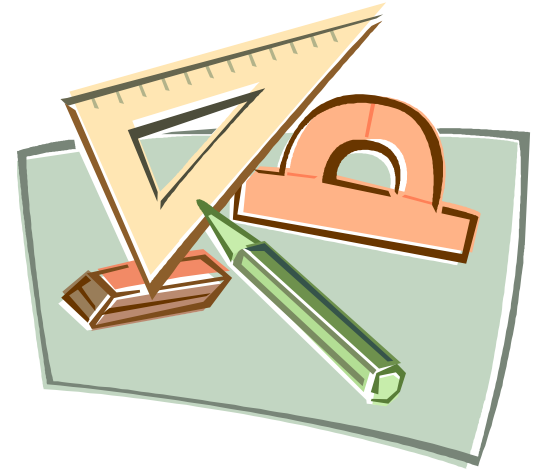
SDLC + other considerations

- ❑ **Infrastructure/Application Environment**
 - Network topology and access
 - Version(s) of Operating System(s), Progress, QAD
- ❑ **Identify Types of Users**
 - Internal
 - Trading Partners (Customers, Suppliers)
- ❑ **Identify Process Inputs**
 - Form data
 - External data (xml, flat files, EDI, ...)
- ❑ **Identify UI Requirements**
 - Web
 - Mobile
 - Social
 - Browse/Search
- ❑ **Identify Workflow Requirements**
 - Routing Rules
 - Workflow Instructions
 - Notes/Attachments



Software Tools

- **Progress™ OpenEdge**
- **JQuery**
- **ISSG's iFramework™ : Process Form Development**
- **ISSG's AART™ : Advanced Approval Routing and Workflow Technology**
- **CyberScience (Business Intelligence)**
- **MaxRecall (Document Management and OCR)**
- **MiniSoft (Output Management)**



iFramework™ : Web Process Form Development

iFramework is a rapid development environment for creation/maintenance of web-based Process Forms

iFramework features include:

- Form Creation/Maintenance
- Notes/Attachments
- Security
- Search
- Browse Configuration
- Batch Edit/Delete
- Audit History
- eMail Queue
- Excel Integration

The screenshot shows a web browser window titled "Menu Item Maintenance - Windows Internet Explorer". The address bar shows "http://localhost/efw/50". The page is for "ISS Group" and is titled "Menu Item Maintenance". It shows a form for editing a menu item and a table of menu items.

Menu Item Maintenance Form Fields:

- Category: iPurchase
- Item: UNSPSC Codes
- Order: 200
- Security: everyone
- Action: HTML
- File/Program/Javascript: /efw50/ipurchase/unspsc.htm
- Parameters: (empty)

Menu Item Browse Table:

Category	Item	Order
Developer Menu	Search Propath	300
Developer Menu	File Editor	400
Developer Menu	Data Dictionary	500
Developer Menu	File Explorer	600
Developer Menu	Tail Utility	700
iApprove	Approval Queue	100
iApprove	Credit Increase	200
iBridge	Transaction Queue	100
iBridge	Transaction Types	200
iPurchase	Approval Rules	100
iPurchase	UNSPSC Codes	200
iPurchase	Supplier Punchouts	300
iPurchase	Reports	400
iPurchase	App Rules	500
iPurchase	App Rules Excel	600
iPurchase	Supervisor Chart	700

AART™ : Approval Routing and Workflow Technology

- ✓ Route electronic Process Forms for review and change/approval
- ✓ **Configurable user defined routing rules based on any data within Process Form, unlimited number of rules**
- ✓ Dynamic routing based on rules upon Process Form submission
- ✓ eMail and Text alerts for approvers and requisitioners
- ✓ Simultaneous/sequential and group approvals, out of office designation
- ✓ Unlimited retract and re-submit Process Form attempts
- ✓ Re-routing upon Process Form change
- ✓ History of all Process Form approval attempts
- ✓ Process Form queue for approvers
- ✓ User/time date stamp auditability

iFramework™ : Web Process Form Development

ISS Group
Credit Increase Requisition
User: Frank Salesi (Logoff) Theme: Cupertino

- ▶ iPurchase
- ▶ iRFQ
- ▼ iApprove
 - Approval Rules
 - Approval Queue
 - Credit Request
 - Supplier Payments
 - New Supplier
 - Out-of-Office
- ▶ iFramework
- ▶ iQuote
- ▶ Administration
- ▶ Master Files
- ▶ Misc

Account Data
Credit/Sales Data
Approval History

Approval Information

Status: APPROVED Requestor: FRANK Entry Date: 11/20/13 19:39:33.000-05:00

Account Data

Division: Name: Account: Master Bill: Since Year:

Terms: Current Limit: New Limit: Collector Code:

Non Standard Terms have been selected

Other

UCC Filed: Type:

Save
New
Delete
Copy
Notes
Audit

Credit Increase Requisition Browse

<input type="checkbox"/>	Has Notes	Has Attachments	Originator	Req Date	Status	Master Bill To	Acco
<input type="checkbox"/>	✓	✓	frank	Wed Nov 20 2013 19:39:33 GMT-0500 (Eastern Standard Time)	APPROVED		0100
<input type="checkbox"/>			frank	Fri Jan 17 2014 14:25:40 GMT-0500 (Eastern Standard Time)	Not Submitted		
<input type="checkbox"/>			frank	Fri Jan 17 2014 14:35:09 GMT-0500 (Eastern Standard Time)	APPROVED		0100
<input type="checkbox"/>			frank	Wed Jan 22 2014 15:20:42 GMT-0500 (Eastern Standard Time)	APPROVED		0100



Social Media Integration

Header Information

PO Number:

Supplier: CDW Punchout

Supplier Nbr: 5004000

Supplier Address: A Division of Hughes Intl.
Oxnard, CA 90293

Payment Terms Not Setup

Supplier Phone: 805-923-1254

Supplier Fax:

Supplier Contact: Ms. Danielle Gregory

Supplier Email: fsalesi@gmail.com



User Profile Maintenance

Users and Groups

User Info	Groups	IPurchase
User Id: Frank	Address: 110 State Route 35	Company: ISS Group
Name: Frank Salesi	Address: STE 3	Title: Assistant to the assistar
Expiration Date: 12-31-2049	City: Red Bank	Email: fsalesi@issgroup.net
Disabled: <input type="checkbox"/>	State: NJ	Phone: (973) 850-4428
Last Login: 09-17-2014	Zip Code: 07701	Mobile: 732-668-2434
Create Date: 10-23-2008	Country: USA	Carrier: AT&T (@txt.att.net) ▼
Created By: iqiman.p		Domains: demo1,demo2

iPurchase eMail Alert

File Message

Ignore, Delete, Reply, Reply All, Forward, Meeting, IM, More, Financials, To Manager, Done, Create New, Reply & Delete, Quick Steps, Move, Actions, Mark Unread, Categorize, Follow Up, Translate, Find, Related, Select, Zoom

If there are problems with how this message is displayed, click here to view it in a web browser. Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

From: Frank Salesi Sent: Wed 9/17/2014 1:07 PM
 To: Frank Salesi
 Cc:
 Subject: Approval Required for Requisition T0403804 Needed 09/24/14

iPurchase

Supervisor 1

Delegates for Supervisor 1:
 Scott Carpenters

Frank Salesi has submitted a Requisition that requires your approval.

Actions: [View](#) [Approve](#) [Reject](#)

If you have questions, please contact helpdesk@issgroup.net

Requisition	Orig/OBO/Deliver	Supplier	Ship To	Bill To				
T0403804	Frank Salesi Frank Salesi Frank Salesi	5004000 - CDW Ms. Danielle Gregory (p) 805-923-1254	10000 - Quality Products Inc. - Quality Products Inc.	10000 - 10000 - Acme Company				
Req Type	Freight	Ship Via	PO Required	Site				
Expense Req	Our Company	UNITED PARCEL SERVICE	Yes	10000				
Buyer	Entry Date	Need Date	Status	Approved Date	Total Cost	PO Number		
Craig Wolfis	2014-09-17	2014-09-24	Pending		1,000.00 USD			
Line	Item	Qty	Cost	Ext Cost	Dept	Acct	Project	Due Date
1	22-100 CORD,POWER,UK1	100.00 FA	10.00	1,000.00	2000 OPERATIONS	8300/ RENT		2014-09-24
Activated On	Level	User/Group	Status	Approver	Approved Date	Last Notified		
2014-09-17T13:06:52.000-04:00	10.00	Supervisor 1				2014-09-17T13:06:52.000-04:00		
	36.00	Bob Buckley						
	36.00	Alex Chen						
	40.00	Finance Group						



iPurchase Text Message Alert

1 of 2

FRM:frank@[njhitmen.org](mailto:frank@njhitmen.org)

MSG:View Req: "<http://goo.gl/dyllaS>"

Frank Salesi has submitted a req that requires your approval.

Supplier:

(Con't) 2 of 2

[5004000](#) - CDW

Amount: 1,000.00 USD

(End)

Copy of Presentation

A download of this presentation is available on the ISS Group Blog page at:

www.issgroup.com/news

Weekly Demonstrations

Each Wednesday at 12:30pm est ISS Group provides a 30-minute demonstration of various features of our Business Process Improvement solutions developed via our Process Digitization™ methodology.

Visit the events page of our website to join:

www.issgroup.com/events

Questions?

Contact Andy Weinstein at:

➤ aweinstein@issgroup.net

➤ or sales@issgroup.net

➤ or via phone at 973-879-6077

Thank You!