



focus on essentials

Infor ERP System21



One of the major benefits of process.connect is that it allows customers to automate processes and implement advanced solutions without changing Infor ERP System21.

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Managing business with process.connect

Driving process improvement

Combining a graphical process modeller with sophisticated automation capabilities, process.connect is the complete business process management solution for Infor ERP System21.

Would you like to automatically notify your employees of activities that need to be completed? Automatically send information to customers and suppliers as relevant business events occur?

How can you document your business processes in a way that helps you identify areas for improvement? What if you could then automate your business activities, reducing the number of tasks your teams have to handle?

Would you like to apply your own business rules to your software application without modifications to Infor ERP System21?

Process mapping

process.connect, Infor's process mapping and automation solution, can help you do all of these things. Combining a graphical process modeller with sophisticated automation capabilities, process.connect is the complete process management solution for Infor ERP System21. The drag-and-drop design tool lets business users quickly create a graphical representation of any business activity. Responsibilities, escalation and measurement criteria can all be included in the model, and external documentation can be associated with the whole process or any step in the process.

Process automation

Once the process map is complete, the designer can specify how steps are to be automated and how a process is started. A process starts when a Infor ERP System21 menu option is taken, when a Infor ERP System21 event occurs, or when an electronic communication is received from a customer or a supplier. For example, if an order is created, or the available stock for an item falls below a certain quantity, process.connect continually monitors Infor ERP System21 to detect events and execute appropriate processes. Alternatively, authorised personnel can start a process simply by launching it.

Managing Infor ERP System21 activities

Any process step can place an entry in an individual's to-do list. Clicking the entry displays task information with one-click access to the associated Infor ERP System21 menu option or PC program. For example, a credit management process could automatically place a 'credit review' action on a credit controller's to-do list. When the credit controller opens the task, the customer, the current credit limit and the requested credit limit can all be displayed, with a link providing easy access to the Infor ERP System21 credit manager enquiry for the appropriate customer.

Tasks can be assigned to groups of users (or roles) or individual, named users.

process.connect plays an important role detecting Infor ERP System21 events and notifying appropriate individuals of required actions. It keeps users informed of the tasks they need to carry out, and provides them easy access to the information they require to complete the tasks. Escalation rules ensure that important tasks are never forgotten.

I discrete manufacturing

Infor takes pride in the 20 years of experience we have in the manufacturing industry. Using our deep base of industry knowledge and proven communications and planning applications, we help suppliers and manufacturers achieve their business goals.

We are passionately focused on providing comprehensive solutions that meet the unique challenges of the manufacturing industry on a global scale. Our solutions are comprehensive, open and modular, giving you the optimal choices to meet today's challenges and leverage tomorrow's opportunities.

Managing business with process.connect

Automatically executing business logic

Not all processes require human intervention. process.connect can automatically execute business logic, reducing the time it takes to complete a process and reducing the number of tasks your personnel need to manage. For example, in an order fulfilment process, process.connect can automatically print a picking note as soon as a sales order is created.

Improving communication using e-mail and mobile messaging

The benefits of process.connect are not restricted to users of Infor ERP System21. Any step in a process can automatically send a mobile text message (SMS) or e-mail to an individual or group of individuals. This is an ideal way to notify customers, suppliers and your own teams of exceptions that are important for them. For example, this feature can automatically notify an account manager that a product cannot be supplied to a customer. This early, automatic notification supports the proactive management of any issue that may arise within your business.

Including suppliers and customers in process automation

Successful process improvement does not stop within the four walls of your organisation – how businesses communicate with the outside world also plays an important part. As discussed above, any step in any process can automatically send an e-mail or mobile message to any interested parties. process.connect goes further than this, allowing the process designer to include appropriate business information and response buttons in the automatic e-mail. This allows a process to stop at a decision point, send an external party an e-mail, and then execute processing appropriate to the response button clicked by the recipient.

As an example, in an order fulfilment process, we can check to see if all requested products can be supplied. If there is a shortage, the customer can be sent an e-mail asking them if they would like a part shipment, to hold the order until all products are available, or cancel the order.



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