

Free!

Web-based Evaluation

www.supportfusion.com

SupportFusion

Process ManagerTM

No Code, No Consulting Business Process Management

Streamline Operational Costs, Automate Workflow, and Measure Cross-Functional Accountability

- Streamline costs and eliminate redundancy with 24x7 automated knowledgebase
- Design and Deploy Service-Oriented Architectures using “no code”, “no consulting” approach
- Establish roles-based predictable, repeatable workflow using point-and-click features
- Meet and exceed reporting compliancy with detailed activity “dashboards”

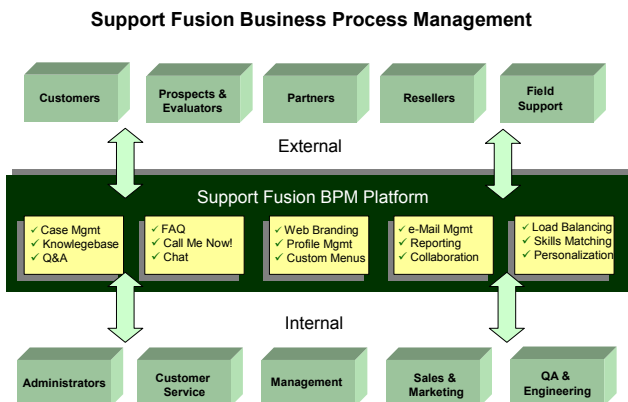
Automate Business Processes anytime, anywhere

The ability to efficiently and effectively manage business processes in business today is fast becoming a necessity rather than a luxury, often driven by the evolving requirements surrounding regulatory and compliancy policies and procedures. What is your company doing to manage business processes that meet the demands for compliancy?

Support Fusion’s Business Process Management (BPM) Platform is a 100% Web-based system that delivers the capabilities needed to succeed in today’s business climate - rapid deployment, scalability, availability, personalization and flexibility. Support Fusion brings Business Process Management to your company in days as opposed to weeks, months or even years. Support Fusion helps companies achieve world-class automation, workflow, and accountability reporting at a fraction of the cost, resources, and time required by other solutions available today.

Flexible, Accessible, Powerful

Support Fusion’s Process Manager provides businesses and service providers of all sizes with a rapid deployment, turnkey solution for Web-based Business Process Management that is completely integrated with the overall ‘look and feel’ of any corporate or commercial web interface. The system blends the power of features found in enterprise level packages such as knowledge base, e-mail management, dynamic FAQ, and live interaction at a fraction of the cost and time required by large, high cost systems. Support Fusion’s Process Manager has no client-server components and can be completely administered through a browser interface.



Support Fusion’s Process Manager can be installed on Microsoft Windows 2000, XP and IIS 5, or lease it through our Application Service Provider (ASP) for a carefree approach to managing your business processes. Support Fusion’s Process Manager helps you streamline operational costs, automate workflow, and measure cross-functional accountability across all organizations in your company.

Support Fusion Solutions	Business Process Manager™
Question & Answer Knowledgebase	24x7 Knowledge Base includes the ability to attach text, multi-media sound and video files.
Automatic Zero-Click™ E-mail Notification	Automatic notifications on workflow assignments, status updates, activities, and more.
Dynamic FAQs	Enable your internal users to dynamically create and maintain FAQ articles – get information published to your internal and external web pages faster!
Browser-based Administration	Maintain complete control over the system configurability through 100% point-and-click browser-based administration – no need for vendor intervention, expensive consulting, or dedicated resources.
Business Process Templates	Map any business process fast using our Quickstart Templates, which can be modified and saved for reuse.
Manage companies, contacts and contracts	Implement customized customer and external facing processes such as Customer Service, Campaign Management, e-Mail Management, and more
TotalView™	View data simultaneously from multiple external databases using Support Fusion's unique data "piping" capabilities.
Fee-based ROI offerings	Market and resell existing implementations through corporate charge back for additional investment leverage
Support Fusion LoadWatch™ Load Balancing	Incoming business process Requests are automatically load balanced against maximum workload and user availability for even distribution across the organization regardless of geographic location.
Support Fusion SkillSmart™ Skill Matching	Roles-based profiles can be created with specified business process concentrations. Each business process can then be routed to appropriate people quickly and effectively – no coding required.
e-Mail Monitoring	Create an unlimited number of e-mail monitors that will retrieve inbox messages and create automated business process management, eliminating the "black hole" syndrome.
Flex-Port Reporting & Statistics	Web-based real-time database reporting of Business Process Statuses, Activities, and more
Web Page SiteWrapping™	Enables instant and seamless integration of business process management capabilities to existing Web site "look and feel".
Complete Browser Customization	Configuration component allows complete customization of features, look and feel, and workflow rules.
Dynamic Menu Management	Programmable menu and sub-menu infrastructure that allows Plug & Play of virtually any web application for complete integration and extensibility.
Unique Business Profiling Capabilities	Keep your entire organization up-to-date by creating profiles that accommodate virtually any business function within your organization.

SupportFusion

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Required Specifications:

- Microsoft Windows 2000 or Greater and IIS 5.0+
- NET Framework 1.1
- Web Browser (IE or Navigator best)
- Microsoft SQL Server 2000

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