eventus®

WORKFLOW & WORKFORCE MANAGEMENT SYSTEM

THE POWER BEHIND YOUR BUSINESS PROCESSES

www.eventus.eu

WHAT IS EVENTUS®?

Eventus® is a MULTI AWARD WINNING ENTERPRISE WORKFLOW AND WORKFORCE MANAGEMENT SOLUTION designed to dramatically increase the work efficiency of companies. Due to its core functions, features and architecture, Eventus® has the added advantage that it can act as a high level orchestrator („umbrella") above existing subprocess support systems, or can also play a significant role in the integration of enterprise applications.

WHAT WE ARE PROUD OF…

Amongst others Eventus® won the following prizes and recognitions: GLOBAL EXCELLENCE IN WORKFLOW AWARD OF WFMC (Silver Prize, 2003), the Eventus® based TSS Solution (automated troubleshooting system with full field-force management coverage) was elected as one of the most innovative Hungarian developments in 2011, EUROPEAN SOFTWARE EXCELLENCE AWARDS (winner, 2012), SELECTED SPEAKER AT ORACLE OPENWORLD 2013.

Currently Eventus® based solutions control the work of MORE THAN 10 000 EMPLOYEES; get MORE THAN 300 000 TASKS EXECUTED A DAY; serve MORE THAN 10 000 000 CUSTOMERS of our clients.

WHERE CAN IT BE USED

Although Eventus® has its references in and is primarily dedicated to large corporations, Eventus® can also be utilized and used at mid-size companies IN ANY INDUSTRY where precise control of numerous workflows, tasks and staff is necessary or mission critical.

Eventus® is a comprehensive Workflow and Workforce Management System for organizations, business segments, companies where:

- NUMEROUS WORKFLOWS
- NUMEROUS ISSUES OF THE SAME KIND
- NUMEROUS EMPLOYEES AND THEIR WORK
- NUMEROUS WORKFLOW TYPES

have to be managed – executed, controlled, measured, automated and of course optimized both partially or end-to-end.

A TECHNOLOGY WITH PROVEN CONCEPT AND HISTORY

Eventus® has a history of almost 15 years on the market. Throughout these years Eventus® has proven that the core workflow and workforce management functionality of the product was well designed and implemented at the very beginning, since no need has emerged on the market that the product was unable to fulfill or that made it necessary to rethink and redevelop the heart of the product. Moreover, Eventus® is a continuously developed product – improvements of the technologies, SPREADING USAGE OF CUTTING EDGE SOLUTIONS (LIKE GPS, SMARTPHONES, BROADBAND MOBILE NETWORKS, ETC.) MAKE IT POSSIBLE AND NECESSARY TO BOOST THE BUSINESS PROCESSES OF OUR CLIENTS to their satisfaction. These developments are mainly customizations to provide the most adequate solutions for our clients, but some specific solutions and the core feature modules are available generally.

MAIN FEATURES AND FUNCTIONALITIES

There are no boundaries regarding the functional areas in which Eventus® can be used in workflow and workforce management. This is due to the fact that Eventus® itself is a framework with all necessary features a business process might require from a Workflow and Workforce Management System. These features include ESCALATION mechanisms, sophisticated PRIORITY HANDLING, MODERN HUMAN COMMUNICATION CHANNELS (like web based GUIs, e-mails, sms notifications), AUTOMATED DISPATCHING, SLA HANDLING, MAP/GPS/GIS INTEGRATION, SMARTPHONE CLIENTS, MULTILINGUAL SUPPORT, bulk task execution, handling of shifts and calendars, and of course LIMITLESS INTEGRATION capabilities with internal or external IT Systems. Eventus®, with all its features has the capability to face the business and technical requirements that a modern, IT supported company might demand. In terms of performance, reliability, ROI, TCO, the surrounding services like SLA based support, or consultancy, the limitless possibilities of integration, lowest level data mining and reporting possibilities EVENTUS® ENABLES BUSINESSES TO RUN AT THEIR PEEK PERFORMANCE, AND TO MONITOR THEIR ACTIVITIES.

BOOST YOUR BUSINESS WITH THE FOLLOWING CUTTING-EDGE FEATURES OF THE AWARD WINNING EVENTUS® FRAMEWORK

- SmartPhone / Tablet Clients for Your Field Force
- Client Side Integrated Map / Geographical data processing
- eOBU
- Map Based Central Dispaching - manual, semi-, or full automated
- Integrated Bar Code Reading
- Personal Store Management
- HandHeld Device Camera Handling for photo documentation
- NFC Data Integration possibilities
- Automated TroubleShooting Engine for TCP/IP communication capable electronic device controlled systems (e.g. telecommunication networks, energy-, transportation systems, etc.)

AND THE BASIC FEATURES, SUCH AS:

- Complete workflow management
- Complete workforce management
- Native thick client, WebBrowser based thin client, and mobile
- GUIs Access via Mobile devices
- GIS Integration with integrated GUI
- Sophisticated reporting (Customized web reports, automated report distribution (via e-mail, sms, etc.), Ad-Hoc reporting with Eventus® DataMiner, DataWareHouse integration possibility)
- Escalations, Priority handling, e-mail integration, SSO, LDAP / AD Integration
- Multilingual
- Robust, Scalable Architecture for optimal hardware configurations, optimal performance
- Unlimited integration (custom, direct integrations and general purpose integration technologies/buses, like SOA, webservices, EAI/ESB solutions are all supported)

BENEFITS

If You Are A Ceo	Centrally defined processes; Strictly followed rules; Ability to measure and evaluate all areas; Proven corporate efficiency; Enhanced customer satisfaction; Decreased churn; Transparency
If You Are A Cmo / Coo / Sales Director	Continuously informed customers, even realtime; End-to-end view of processes; Quick introduction of new services and products; Better customer experience; Customer retention
If You Are A Cto/Cio	Optimal utilization of all resources; Central IT systems based on standard integration; Easy O&M; Turn-key implementation
If You Are A Cfo	Fast RoI; Outstanding price/performance ratio; Optimized costs on the Eventus® supported functional areas

Contact For End Users, Customers
If You are interested in Eventus® or how You could satisfy your clients with solutions built on Eventus®, support your business processes and workforce with Eventus® please do not hesitate to contact us at: info@fornax.hu. Please use „Eventus® Customer" as reference.

Contact For Possible Sales Or Technical Partners
The Eventus® technical architecture and the surrounding service structure make it possible to sell Eventus® or to build and deploy Eventus® based applications by Partners. If You are interested in partnering possibilities, please do not hesitate to contact us at: info@fornax.hu. Please use „Eventus® Partner" as reference.