eventus

WORKFLOW & WORKFORCE MANAGEMENT SYSTEM

Eventus is an 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 also play a significant role in the integration of enterprise applications. Although Eventus has its references in and is primarily dedicated to enterprise scale companies,

Eventus can also be utilized and used at mid-size companies and any kind of industries where precise control of numerous workflows, tasks and staff is necessary or mission critical. See an overview of the solution and check what results you can expect from the system.

Currently Eventus based solutions help the work of more than 6.000 users;, the implemented and controlled business processes serve more than 10.000.000 customers of our clients.

Eventus won the Global Excellence in Workflow Award of WfMC, and IT Business Leadership Award of ITBusiness. Eventus and the Eventus based TSS Solution was elected as one of the most innovative Hungarian developments in 2011.

ENTERPRISE WORKFLOW AND WORKFORCE MANAGEMENT SOLUTION

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

- *numerous workflows;*
- *numerous issues of the same kind;*
- *numerous emloyees and their work;*
- *numerous workflow types*

have to be managed – executed, controlled, measured, automated and of course optimized both partially, or end-to-end.
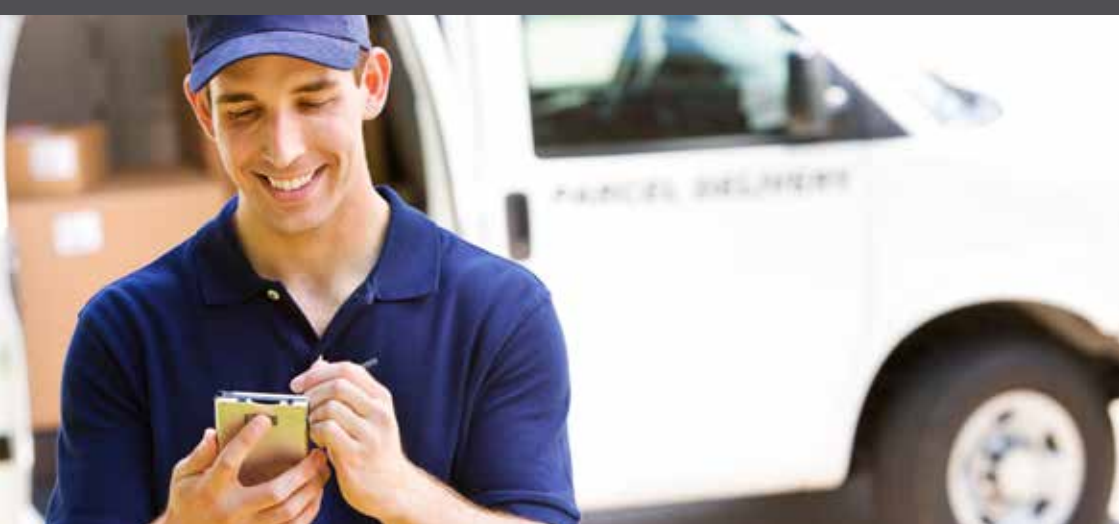
Considering the functional areas, Eventus can be used for in workflow and workforce management, there are no boundaries. This is due to the fact that Eventus itself is a framework with all necessary features a business process might require from a Workflow and Workforce Management System.

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, shift handlings, calendar handlings, 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 raise.

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.

RELIABLE AND SCALABLE

Eventus is a high availability, highly reliable and scalable system, specially designed for use in critical business situations and optimized for a large number of users and customers. Eventus has numerous built-in capabilities to make it an absolutely reliable solution, even in most complex environments: distributed architecture, data replication (either server by server or by recollection), 'global server' feature, failsafe solutions, etc.

HIGHLY ALGORITHMIC

Implementing Eventus has numerous advantages. Firstly, it has a professional closed-loop framework for company workflows and resources. The real increase in efficiency, however, comes from the fact that the maximum numbers of actions are automated: manual tasks are algorithmic, and there is even controlled support for exception handling.

DESIGNED WITH THE USER IN MIND

A key advantage of Eventus is that it improves the efficiency of employees as well as that of the technology. With its ergonomically designed and tested user interface, functions that adjust to both different user roles and experience levels, and accessibility through the Web, Eventus ensures that users can be trained quickly and simply, and that thereafter they can focus on the task at hand at all times.

INTERNATIONAL

Eventus has been specially designed for the European market and so it naturally includes advanced multi-language support. The application can use several languages, switching between them in run-time, user-by-user.

EVENTUS INDUSTRY SOLUTIONS

It is important to underline that Eventus itself is not an „industry-specific" solution, it is much more like a framework. Eventus is highly recommended for companies, where the work of employees must be driven, controlled and measured to ensure quality and control costs. For example field-force type staff (technicians, sales-force, agents, etc.), well-defined business processes (both Operations and Back-Office) can be efficiently controlled by Eventus.

Eventus is highly recommended for industries, where a larger amount of issues of the same type must be managed, more or less with the same processes.

EVENTUS IN TELECOMMUNICATIONS

Eventus, unlike other workflow or workforce solutions, is an integrated system specifically for wireline and mobile telecom operators. It does nothing more (and nothing less!) than professionally manage any internal and external business processes of the company, while maximizing performance of both human and technical resources.

EVENTUS' TELECOM-SPECIFIC CAPABILITIES:

- *Manages tens of thousands of in-the-field technicians.*
- *Manages complex business and technology workflows.*
- *Adds workflow efficiency through a managed network.*
- *Is designed for the integrated environment of large enterprises.*
- *Is designed to be high performance and mission critical.*
- *Interfaces with a wide range of technologies* (network management, direct switch access, technical inventories, etc.)
- *Includes workflow templates for a wide range of technologies and processes* (POTS, ISDN, ADSL, GSM, MLLN; customer processes, provisioning, fault management, internal operations & maintenance).

Even before any customization work is done, Eventus provides the following functionality:

- *Request registration*
- *Workflow initiation and running*
- *Online task execution*
- *Dispatch options, dispatched task execution*
- *Exception handling*
- *Internal Messaging*

and much more.

Once industry-specific functionality is added and systems integration is carried out, you get a professional Workflow and Workforce Management solution for:

- *Public utilities*
- *Transportation*
- *Emergency Forces* (Police, Fire Department, Border Guard and Disaster Forces)

CONSULTING

Independent of any specific implementation, the experts at Fornax and its partners are ready to assist you. We have already successfully helped many customers to find the best professional solutions for their businesses.

Make use of our experience and know-how in the field of Workflow & Workforce Management when:

- *Elaborating your corporate strategy*
- *Collecting and analysing requirements*
- *Preparing gap-analysis for different products*
- *Designing your solution*
- *Integrating new applications to your Eventus system*
- *Setting out a development road map for applications that are connected to Eventus.*

to Eventus.

IMPLEMENTATION

System implementation follows a well-defined methodology developed especially for Eventus projects. A complete set of methods and tools are available to manage the technical work from the beginning to the end.

CUSTOMIZATION

At specific points in the system, customers have the option to include additional modules or to specify their specific data content and the related screens. All possibilities are fully documented and further support is available from Fornax. The customization work never affects the core modules of Eventus, and all products can be safely transferred between the different releases of Eventus.In addition to the internal connectors, Eventus also provides custom integration points. This kind of interface development falls into the category of customization, which means that the product is always independent from the system core and is portable from one release to another.

TRAINING

As an integral part of the implementation, Fornax offers comprehensive training services as well.

SYSTEMS INTEGRATION

Eventus is based on the most up-to-date systems integration technologies. By using standard middleware tools, concepts and methods (e.g. IBM MQSeries/Websphere, TIBCO, Vitria, Biztalk, ESB, SOAP, JMS), Eventus can be rapidly incorporated into any architecture, and, if necessary, can itself provide an integration platform for the enterprise application infrastructure.

Eventus supports several integration platforms, such as:

- *TIBCO,*
- *Vitria,*
- *IBM Websphere (MQSeries),*
- *Microsoft BizTalk,*
- *Any EAI which have XML based integration interface*

With the help of the supported EAI systems above Eventus is capable of communicating with any modern 3rd party software system.

OUR CLIENTS

Hellmann
Crnogorski Telekom
Hrvatski Telecom
Lounge Design Szolgáltató Kft.
Magyar Telekom
MÁV Zrt.
MVM Net Zrt.
MVM Zrt.

MVMI Informatika Zrt.
Nemzeti Hulladékgazdálkodási Igazgatóság
NFU Nemzeti Fejlesztési Ügynökség
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