



eventus[®]
WORKFLOW & WORKFORCE MANAGEMENT SYSTEM

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AND WORKFORCE
MANAGEMENT SYSTEM



WORKFLOW AND WORKFORCE MANAGEMENT MORE EFFICIENTLY



Eventus is a multi-award-winning enterprise workflow and workforce management solution designed to help organisations achieve significant efficiency improvements in their business operations. Thanks to its core functionality and architecture, Eventus can act as a high-level umbrella application between existing sub-processes, aligning them and playing a significant role in the integration of enterprise applications.

Although Eventus is primarily designed to meet the needs of large enterprises, it can also be deployed in mid-sized enterprises in any line of business, where accurate management of workflows, tasks and personnel is necessary or even critical.

Eventus is a comprehensive workflow and workforce management system for organisations, business sectors and companies where

- several workflows,
- several employees and their work,
- several types of workflows,
- several similar problems need to be controlled;
- individual parts and the whole process need to be executed, verified, measured, automated and of course optimized.



MAIN CHARACTERISTICS, FEATURES OF EVENTUS

MOST PROMINENT AWARDS OF EVENTUS

- 2016** TM Forum Nizza – appearing on the Outstanding Contribution to Enabling Improved Customer Centricity Award list
- 2012** IT Europe – European Software Excellence Awards (Enterprise Mobile Solutions)
- 2011** The Hungarian Innovation Alliance picks Eventus as one of the 11 most innovative Hungarian developments
- 2008** IT Business Leadership Award
- 2008** Hungarian Innovation Foundation – XVII. Hungarian Innovation Grand Prize
- 2003** WFMC Giga Information Group WARIA – Global Award for Excellence in Workflow, Silver Award

With an eye on performance, reliability, return on investment, total cost of ownership, and thanks to related services (consulting and SLA-based support), boundless integration options, data mining and reporting capabilities, Eventus enables businesses to maximise performance and keep an eye on their own activities.

THE MAIN FEATURES OF THE EVENTUS WORKFORCE AND SUPPORT SYSTEM:

- Full range workforce and workflow management
- Smart phone/tablet client for on-site employees
- Integrated map/telemetric data processing on the client side
- eOBU
- Map-based central task dispatching (manual, semiautomatic, automatic)
- Integrated barcode reading
- Personal inventory management
- Handling of camera in hand-held device for photo documentation
- NFC data integration options
- Automated fault correction engine for systems controlled by electronic devices capable of TCP/IP communication
- Support of several languages

THE BENEFITS OF INTRODUCING EVENTUS

For CEOs: Centrally defined processes; strictly enforced rules; all areas become measurable and assessable; business efficiency; improved customer experience; reduced customer churn; transparency.

For marketing and sales executives: Keeping customers informed – even in real time; visibility of their processes in their entirety; quick introduction of new services and products; improved customer experience; customer retention.

For IT executives: Optimal use of resources; central IT system based on standard integration; easy operation and maintenance; turnkey implementation.

For finance executives: Fast return on investment; outstanding price/performance ratio; cost optimisation in the areas supported by Eventus®.



EVENTUS INDUSTRY SOLUTIONS AND CREDENTIALS



Telecommunications

With Eventus Diagnostic, our telecom partners have significantly increased the number of problems identified during customer enquiries. Main credentials: Hungarian Telekom, Hrvatski Telekom, Crnogorski Telekom, UPC, Invitel, Vodafone.



Waste Management

The waste management system introduced at the National Waste Management Directorate of the National Inspectorate for Environment and Nature is helping to ensure that most of the 10 million tonnes of waste generated each year becomes reused waste.



Public Administration

At the Institute of Geodesy, Cartography and Remote Sensing, the system ensures the recording of working hours, the production of various reports from the recorded data and their graphical display and export.



Railway

Eventus supports the operation of MÁV's GSM-R network, i.e. it manages troubleshooting, change management, maintenance, installation and other related tasks.



Health Services

The Eventus Patient Transport Management Module ensures the efficient operation of the Ambulance Service in the field of patient transport at the national level.



Logistics

The Eventus solution is built around optimisation, so with the daily use of its route planning and task management system, logistics and transport companies can achieve efficiency gains in a number of areas.



Agriculture

Eventus Agro is a cloud-based IT service focused on mechanised agriculture, which supports and encourages the selection of soil-friendly machinery, facilitates the intelligent, resource- and cost-efficient, economical planning and coordination of work operations in line with measured and predictable environmental variables.



Electricity and gas utility services

The Eventus platform enables in a transparent and cost-effective way, the management, full range support, optimisation and automation of workflows related to electricity and gas utility services.

EVENTUS MODULES

EVENTUS WORKFLOW AND WORKFORCE MANAGEMENT

When it comes to workflow and workforce management, Eventus knows no boundaries. Eventus is a framework covering every function that could be required by a business process in terms of workflow and workforce management.

Among these we find escalation procedures, sophisticated priority handling, modern communication channels, automated task dispatching, handling of service levels, map/GPS/telematics integration, smart phone clients, support of multiple languages, group task execution, handling of shifts and calendars, and of course boundless integration possibilities with internal or external IT systems.

EVENTUS PROCESS MANAGEMENT

The user-friendly graphical tools of the solution facilitate the collaboration of IT and business professionals and make the rules and procedures that drive business applications more transparent. This improves business response times, increases operational efficiency, and reduces time to market.

A broad set of user-friendly tools for workflow and decision management covers the entire process lifecycle: modelling, simulation, testing, launching, monitoring, and optimisation.

EVENTUS DIAGNOSTIC

Due to the large number and complexity of IP services, identifying the root cause of customer problems requires a complex process, often involving second and third level product support, while only twenty percent of faults are resolved during the first call.

Eventus Diagnostic (formerly known as TSS), by integrating network management and other server systems, can significantly increase the percentage of customer issues identified during the first contact. Thanks to its automatically generated recommendations, the solution minimises the number of misassignments when selecting the right actions and departments, thus helping to optimise the use of human resources.

EVENTUS INVENTORY

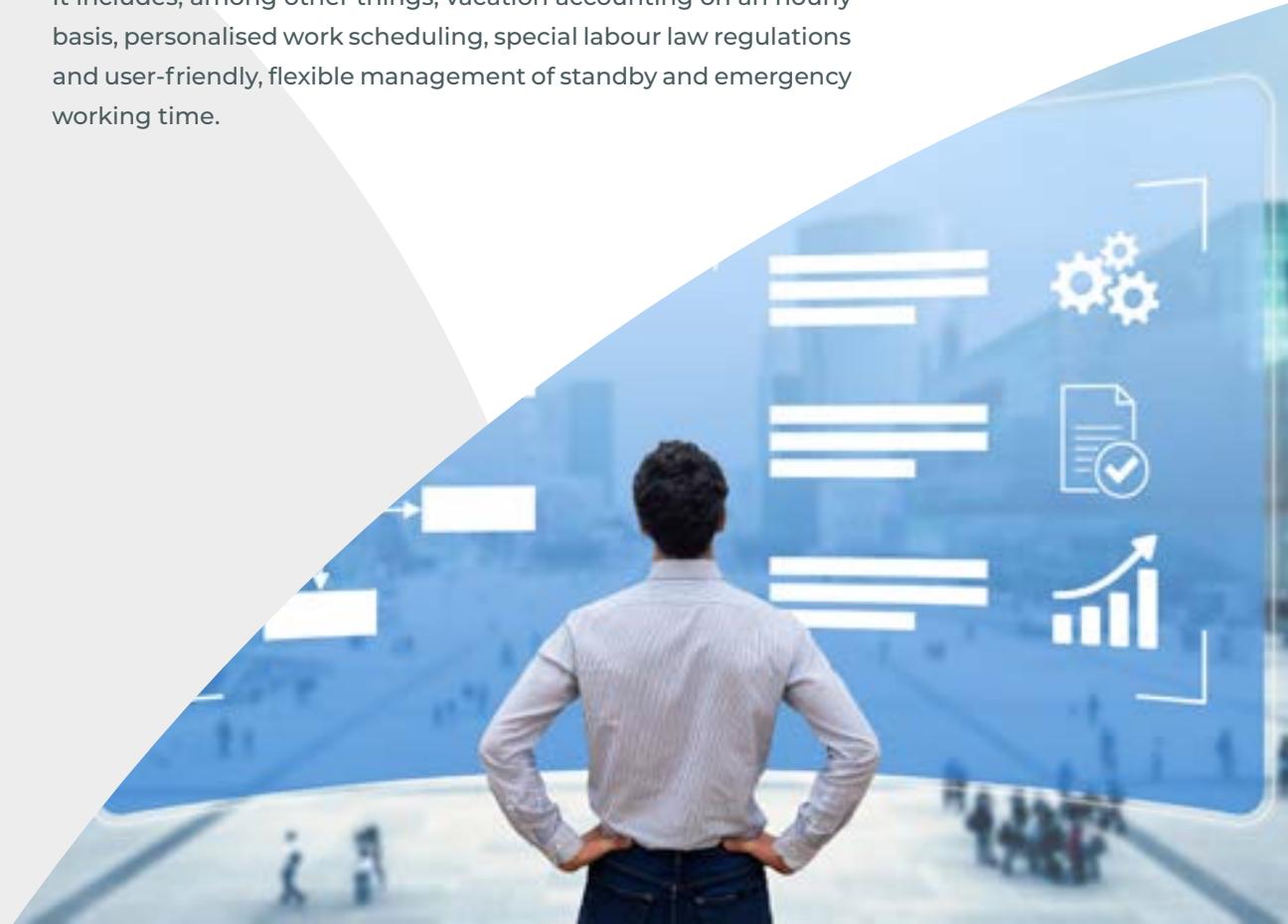
The Eventus Inventory system is an object-oriented inventory system in which entities are represented by instances of the types defined in the catalogue. The relationships between the entities are described by associations, which in turn are defined by an application-specific meta-model. Access to the data is controlled by a complex authorization system, so that for each application and connected system it is possible to define what data users can access and modify.

The flexibility of Eventus Inventory, built on CMDB foundations, allows the metamodel to be customised and further special rules to be added. This flexibility allows the object model to be continuously extended.

EVENTUS ROSTERING

In addition to the vital workflow management functions, Fornax Eventus Rostering supports special rules for uninterrupted operation and extreme working hour requirements as well as single or multi-shift work arrangements. The product has been specifically designed to meet the needs of employers with uninterrupted operations, including law enforcement, ambulances, firefighters, property guards and road, air and water traffic controllers.

It includes, among other things, vacation accounting on an hourly basis, personalised work scheduling, special labour law regulations and user-friendly, flexible management of standby and emergency working time.



FORNAX ICT, DEVELOPER OF EVENTUS

Fornax ICT started its operations in 2007 as a member of FORNAX, a company group that had been known and respected in the domestic and international IT market. The 100% Hungarian-owned mother company has a prestigious professional background and a network of contacts due to its steady activity of over 30 years.

From the very beginning, Fornax ICT has been working on complex projects for Hungarian and foreign corporations. It has been involved in the implementation of various software, systems, mainly workflow and workforce management solutions, the integration of third-party products, systems and applications, as well as consultancy related to these and other products.

Fornax ICT uses high quality management systems for its operations. The company works in compliance with the ISO 9001 quality management system, which is a prerequisite for its operation and a tool of achieving high quality IT and other professional tasks on time. In 2014, FORNAX was among the first companies in Hungary to implement and apply the new ISO 27001:2013 Information Security Management System.

The Eventus system developed by FORNAX was the Silver winner of the Global Excellence in Workflow Awards of the Workflow Management Coalition (WfMC), Giga Information Group and the Workflow and Reengineering International Association (WARIA), the most prestigious organisations in the workflow management industry. Eventus subsequently won an IT Business Leadership Award in 2008. Besides FORNAX, companies such as HP, Microsoft and Ericsson were among the winners of this prestigious Hungarian IT magazine.

In 2012, the company won first prize at the European Software Excellence Awards in Berlin, one of the most prestigious competitions for software developers in Europe. The company was among the best in Europe in the Enterprise Mobility Solution category for its mobile workforce management solution, Eventus for mobile devices.

FORNAX celebrated its 30th anniversary in 2020. At that time, Eventus supported more than ten million customers and managed the work of more than 10,000 employees every day.



fornax.ict

CREDENTIALS

E.ON Hungária Zrt.	introduction of system to record working hours for the electricity and gas lines of business
Institute of Geodesy, Cartography and Remote Sensing	implementation of working hours recording system
Hrvatski Telekom	installation of workflow and workforce management system
HungaroControl	development of new Service Control module
Invitel	introduction of TSS (Troubleshooting System)
Hungarian Telekom	implementing an award-winning integrated workflow and workforce management system and TSS
MÁV GSM-R	complex system support of GSM-R network
Montenegro Telekom	implementing working hours management system
MVMNET	development of directory system for fibre-optic
OKTF NHI	development of Waste Management Baseline Software
Nation Ambulance Service	creation of Patient Transport Control System
UPC	installing workflow and workforce management system
Vodafone	workflow support of front-office and back-office processes at the company





FURTHER INFORMATION:
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