Agenda

- Process Digitization™ Overview
- Avery Dennison Case Study
- Process Digitization™ Methodology
What is Process Digitization™?

- IT Business Solutions development and implementation methodology for transforming Business Processes from Analog to Digital

- Not only automation!

- Leveraging 21st Century Technology to facilitate the 3 C’s

  ✓ Communication
  ✓ Collaboration
  ✓ Connectivity
What is Digitizing Business Processes?

Connecting People and Processes via the Cloud, Mobile Devices, Social Media with Approval Routing and Workflow Technology
Results achieved by our Clients

- Global process standardization
- Reduced process cycle time/costs
- Improved process visibility/tracking
- Elimination of redundant data entry
- Reduced auditing costs
- Implementation of process controls
- Elimination of paper forms
Reduction in Cycle Time

✔ Laird Technologies

➢ Reduced Customer Sales Quote to Sales Order Cycle Time

  on the avg. from 8-10 days to 2-3 days!

✔ Abbott Laboratories

➢ Reduced PO Requisition to Purchase Order Cycle Time

  on the avg. from 8-10 days to 2-3 days!

*Based upon ISS Group Client feedback
eProcurement generates **REAL** cost savings!

"On average, e-procurement solutions reduced requisition-to-order cycle cost and time by 49% and 65%, respectively."

*The e-Procurement Benchmark Report - Aberdeen*

<table>
<thead>
<tr>
<th>Performance area</th>
<th>Before</th>
<th>After</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requisition-to-order costs</td>
<td>$51</td>
<td>$26</td>
</tr>
<tr>
<td>Requisition-to-order cycle time</td>
<td>9.6 Days</td>
<td>3.4 Days</td>
</tr>
</tbody>
</table>

Source: Aberdeen Group
Going Paperless ROI*

✓ Avg. paper document takes 18 minutes to locate
✓ Paper document filing costs avg. $20/doc
✓ Misfiled docs cost $125/doc
✓ Lost documents cost $350-$700/doc
✓ Paper usage in most businesses grows 22% annually
✓ Each 4 drawer file cabinet contains approx. 10K docs and takes up to 9 sq. ft. of floor space costing approx. $1500/year to maintain
✓ Every 12 file cabinets requires 1 additional employee to maintain

*Based upon studies by Price Waterhouse, Gartner and Forrester
Business Processes requiring Digitization

- PO Requisition Management
- SO Quotation Management
- Supplier Invoice Approval
- Check Requests
- Price Changes
- Supplier RFQ’s
- CapEx Requests (ie; Projects, Travel)
- Production Requests (ie; Scrap Authorization)
- Shipping Requests (ie; Freight Authorizations)
- HR Requests (ie; New Hire, Vacation, Compensation)
- Financial Controls (ie; Customer Credit Limit)

(process diagram: Analog to Digital transformation)
# Process Analytics

## Cycle Time by Month Excel

<table>
<thead>
<tr>
<th>Year/Month</th>
<th>Rejected</th>
<th>Approved</th>
<th>Avg Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-05</td>
<td>7</td>
<td>28</td>
<td>2.8</td>
</tr>
<tr>
<td>2014-04</td>
<td>38</td>
<td>1.7</td>
<td></td>
</tr>
<tr>
<td>2014-03</td>
<td>3</td>
<td>3.0</td>
<td></td>
</tr>
<tr>
<td>2014-02</td>
<td>137</td>
<td>0.1</td>
<td></td>
</tr>
</tbody>
</table>

## Activity Detail by Originator Excel

<table>
<thead>
<tr>
<th>User Name</th>
<th>Approved</th>
<th>Rejected</th>
<th>Avg Hours</th>
<th>Rejection Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frank Salesi</td>
<td>693</td>
<td>22</td>
<td>9.8</td>
<td>13 Incorrect Account, 5 Unknown, 3 Incorrect Pricing</td>
</tr>
<tr>
<td>Craig Wolffia</td>
<td>7</td>
<td>0.0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scott Carpenter</td>
<td>2</td>
<td>0.0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Rejection Code Analysis Excel

<table>
<thead>
<tr>
<th>Count</th>
<th>Rej Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>Incorrect Account</td>
</tr>
<tr>
<td>6</td>
<td>Unknown</td>
</tr>
<tr>
<td>3</td>
<td>Incorrect Pricing</td>
</tr>
</tbody>
</table>

## Approver Activity Summary Excel

<table>
<thead>
<tr>
<th>User Name</th>
<th>Approved Reqs</th>
<th>Rejected Reqs</th>
<th>Avg Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor 1</td>
<td>104</td>
<td>13</td>
<td>30.7</td>
</tr>
<tr>
<td>Alex Chen</td>
<td>77</td>
<td>2</td>
<td>2.7</td>
</tr>
<tr>
<td>Craig Wolffia</td>
<td>70</td>
<td>1</td>
<td>2.8</td>
</tr>
<tr>
<td>Bob Carter</td>
<td>36</td>
<td></td>
<td>2.2</td>
</tr>
</tbody>
</table>

## Activity Summary by Originator Excel

<table>
<thead>
<tr>
<th>Name</th>
<th>Rejected</th>
<th>Total Rejected</th>
<th>Approved</th>
<th>Pending</th>
<th>Not Submitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scott Carpenter</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frank Salesi</td>
<td>10</td>
<td>22</td>
<td>003</td>
<td>145</td>
<td>1,033</td>
</tr>
<tr>
<td>Craig Wolffia</td>
<td>7</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Process Analytics

Metric Dashboard

Cycle Times by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>Rejected Count</th>
<th>Approved Count</th>
<th>% Rejected</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEP-2013</td>
<td>1</td>
<td>1</td>
<td>0.0%</td>
</tr>
<tr>
<td>OCT-2013</td>
<td>2</td>
<td>2</td>
<td>0.7%</td>
</tr>
<tr>
<td>NOV-2013</td>
<td>3</td>
<td>1</td>
<td>0.0%</td>
</tr>
<tr>
<td>DEC-2013</td>
<td>4</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>JAN-2014</td>
<td>1</td>
<td>1</td>
<td>0.0%</td>
</tr>
<tr>
<td>FEB-2014</td>
<td>1</td>
<td>1</td>
<td>0.0%</td>
</tr>
<tr>
<td>MAR-2014</td>
<td>2</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>APR-2014</td>
<td>3</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>MAY-2014</td>
<td>4</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>JUN-2014</td>
<td>5</td>
<td>0</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Rejection Code Analysis

<table>
<thead>
<tr>
<th>Rejection Code</th>
<th>Count</th>
<th>% Count</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incorrect Account</td>
<td>14</td>
<td>56%</td>
<td>10</td>
</tr>
<tr>
<td>Incorrect Pricing</td>
<td>5</td>
<td>21%</td>
<td>7</td>
</tr>
<tr>
<td>Unknown</td>
<td>6</td>
<td>24%</td>
<td>20</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>25</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

Activity Summary

<table>
<thead>
<tr>
<th>Activity</th>
<th>Rejected</th>
<th>Total Rejected</th>
<th>Approved</th>
<th>Average Cycle Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frank Sales</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1d 16h 05m 50s</td>
</tr>
<tr>
<td>Scott Carpets</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>6h 04m 12s</td>
</tr>
<tr>
<td>Craig Worle</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>6h 58m 16s</td>
</tr>
<tr>
<td>Alex Chen</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>10h 05m 25s</td>
</tr>
<tr>
<td>root</td>
<td>5</td>
<td>5</td>
<td>0</td>
<td>1m 32s</td>
</tr>
<tr>
<td>Accountant User</td>
<td>6</td>
<td>6</td>
<td>0</td>
<td>5h 56m 56s</td>
</tr>
<tr>
<td>Sue Freeman</td>
<td>7</td>
<td>7</td>
<td>0</td>
<td>1h 10m 58s</td>
</tr>
<tr>
<td>Bill Jones</td>
<td>8</td>
<td>8</td>
<td>0</td>
<td>2h 20m 12s</td>
</tr>
<tr>
<td>Supervisor</td>
<td>9</td>
<td>9</td>
<td>0</td>
<td>2h 30m 30s</td>
</tr>
<tr>
<td>Alex P. Simon</td>
<td>10</td>
<td>10</td>
<td>0</td>
<td>2h 30m 30s</td>
</tr>
<tr>
<td>ISS CONS</td>
<td>11</td>
<td>11</td>
<td>0</td>
<td>0s</td>
</tr>
<tr>
<td>ISS CONS</td>
<td>12</td>
<td>12</td>
<td>0</td>
<td>0s</td>
</tr>
<tr>
<td>ISS CONS</td>
<td>13</td>
<td>13</td>
<td>0</td>
<td>0s</td>
</tr>
<tr>
<td>ISS CONS</td>
<td>14</td>
<td>14</td>
<td>0</td>
<td>0s</td>
</tr>
<tr>
<td>ISS CONS</td>
<td>15</td>
<td>15</td>
<td>0</td>
<td>0s</td>
</tr>
<tr>
<td>ISS CONS</td>
<td>16</td>
<td>16</td>
<td>0</td>
<td>0s</td>
</tr>
</tbody>
</table>
Process Digitization™ - iQuote™

Senthil Kumar Ragupathi
Sr. Business Analyst
Performance Tapes NA
Painesville OH
Implement a system to standardize, track and aid in the quotation and pricing process that would reduce administrative and pricing errors while giving better accessibility to the commercial organization, to get more timely, accurate and reliable pricing information.

**Standardization**
- A well defined and systematized work flow for pricing approval process
- Reliable pricing information to the commercial teams
- Use of templates for all quotes
- Standard definitions and processes

**Governance & Support processes**
- To provide 24/7 availability to enter quotes/pricing into the system
- Create user guides covering standard process & metrics

**Improve user functionalities**
- Visibility of all active quote / pricing for the customer
- Automatic conversion of quotes to price lists in Mfg/pro
- Eliminate/ reduce touch points from quotes to pricelist creation
Why iQuote™?

Improved Pricing Controls
Integrated with QAD
Configurable rules/Approval routing
Cost Effective

Custom Requirements
- Creation of QAD pricelists upon quote activation
- Intelligent product selection based on attributes
- Customizable quote templates
- Streamlined order entry using quote information
- Custom UOM calculations
- Ability to interface with Salesforce.com
Implementation Timeline & Challenges

Implementation timeline 6 months total

Team size: 4 Core members, 6 Support members

Consulting resources: Frank Salesi (ISS Group)

Challenges

- Align on requirements
- Data Cleansing
- Resource availability
- User Acceptance and adherence

Did I mention Data Cleansing ????
Benefits

• Improved pricing control
• Reduced administrative complaints
• Reduced quote to order cycle time
• Less data in QAD by only creating price lists for accepted quotes
• Streamlined QAD Order Entry
• Process Standardization
• Improved quote visibility
Process Digitization™ Development Methodology

Frank Salesi
Vice President R&D
ISS Group
Software Development Life Cycle (SDLC)

- Business/Integration Requirements Definition/Analysis
- Process Workflow Documented (existing, new)
- Systems Design
- Development
- Unit/System Testing
- Installation/Configuration/Security
- Implementation (training, process changes, change management, PM)
- Go-Live
- Ongoing Support/Documentation
Process Workflow
SDLC + other considerations

- **Infrastructure/Application Environment**
  - Network topology and access
  - Version(s) of Operating System(s), Progress, QAD

- **Identify Types of Users**
  - Internal
  - Trading Partners (Customers, Suppliers)

- **Identify Process Inputs**
  - Form data
  - External data (xml, flat files, EDI, ...)

- **Identify UI Requirements**
  - Web
  - Mobile
  - Social
  - Browse/Search

- **Identify Workflow Requirements**
  - Routing Rules
  - Workflow Instructions
  - Notes/Attachments
Software Tools

- Progress™ OpenEdge
- JQuery
- ISSG’s iFramework™: Process Form Development
- ISSG’s AART™: Advanced Approval Routing and Workflow Technology
- CyberScience (Business Intelligence)
- MaxRecall (Document Management and OCR)
- MiniSoft (Output Management)
iFramework™ : Web Process Form Development

iFramework is a rapid development environment for creation/maintenance of web-based Process Forms

iFramework features include:

- Form Creation/Maintenance
- Notes/Attachments
- Security
- Search
- Browse Configuration
- Batch Edit/Delete
- Audit History
- eMail Queue
- Excel Integration
AART™: Approval Routing and Workflow Technology

- Route electronic Process Forms for review and change/approval
- Configurable user defined routing rules based on any data within Process Form, unlimited number of rules
- Dynamic routing based on rules upon Process Form submission
- eMail and Text alerts for approvers and requisitioners
- Simultaneous/sequential and group approvals, out of office designation
- Unlimited retract and re-submit Process Form attempts
- Re-routing upon Process Form change
- History of all Process Form approval attempts
- Process Form queue for approvers
- User/time date stamp auditability
### Approval Information
- **Status**: APPROVED
- **Requestor**: FRANK
- **Entry Date**: 11/20/13 19:39:33.000-05:00

### Account Data
- **Division**: John Crane
- **Name**: Colossal Conglomerates
- **Account**: 01000000
- **Master Bill**: 
- **Current Limit**: 2,000.00
- **New Limit**: 100,000.00
- **Since Year**: 1991

### Terms
- **Non Standard Terms have been selected**
  - **Non Standard Terms**: DUE 30 DAYS FROM INVOICE

### Other
- **UCC Filed**: 
- **Type**: 

### Credit Increase Requisition Browse
<table>
<thead>
<tr>
<th>Has Notes</th>
<th>Has Attachments</th>
<th>Originator</th>
<th>Req Date</th>
<th>Status</th>
<th>Master Bill To</th>
<th>Account</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>frank</td>
<td>Wed Nov 20 2013 19:39:33 GMT-0500 (Eastern Standard Time)</td>
<td>APPROVED</td>
<td>0100</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>frank</td>
<td>Fri Jan 17 2014 14:25:40 GMT-0500 (Eastern Standard Time)</td>
<td>Not Submitted</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>frank</td>
<td>Fri Jan 17 2014 14:35:09 GMT-0500 (Eastern Standard Time)</td>
<td>APPROVED</td>
<td>0100</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>frank</td>
<td>Wed Jan 22 2014 15:20:42 GMT-0500 (Eastern Standard Time)</td>
<td>APPROVED</td>
<td>0100</td>
<td></td>
</tr>
</tbody>
</table>
## Social Media Integration

<table>
<thead>
<tr>
<th>Header Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PO Number:</strong></td>
</tr>
<tr>
<td><strong>Supplier:</strong></td>
</tr>
<tr>
<td><strong>Supplier Nbr:</strong></td>
</tr>
</tbody>
</table>
| **Supplier Address:** | A Division of Hughes Intl.  
                           Oxnard, CA 90293 |
| **Supplier Phone:** | 805-923-1254  
                           ❌ |
| **Supplier Fax:**   |               |
| **Supplier Contact:** | Ms. Danielle Gregory |
| **Supplier Email:** | fsalesi@gmail.com |

**Payment Terms Not Setup**
<table>
<thead>
<tr>
<th>User Id</th>
<th>Name</th>
<th>Address</th>
<th>Company</th>
<th>Email</th>
<th>Phone</th>
<th>Mobile</th>
<th>Carrier</th>
<th>Domains</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frank</td>
<td>Frank Salesi</td>
<td>110 State Route 35</td>
<td>ISS Group</td>
<td><a href="mailto:fsalesi@issgroup.net">fsalesi@issgroup.net</a></td>
<td>(973) 850-4428</td>
<td>732-668-2434</td>
<td>AT&amp;T (@txt.att.net)</td>
<td>demo1, demo2</td>
</tr>
</tbody>
</table>
iPurchase eMail Alert

If there are problems with how this message is displayed, click here to view it in a web browser.

From:   Frank Salesi 
To:     Frank Salesi 
Cc:     
Subject: Approval Required for Requisition T8403984 Needed 09/24/14

If you have questions, please contact me at frank_salesi@isigroup.net.

---

**iPurchase**

Supervisor 1
Delegate for Supervisor 1:
Scott Carpenters

Frank Salesi has submitted a Requisition that requires your approval.

**Actions:** View Approve Reject

**Requisition:** T8403984
- Drawn By: Frank Salesi
- Status: Pending
- Approver: Superviser 1
- Approver Date: 2014-09-17

**Ship To:** 16000 - Quality Products Inc. - Quality Products Inc.
- Address: 16000 - Acme Company
- Contact: Ms. Danielle Gregory
  - Phone: 805-932-1244

**Item:** 22-108
- Brand: CORD,POWER,UK1
- Model: 22-108
- Description: 1000.00
- Cost: 1000.00
- Ext Cost: 2010
  - Pays: OPERATIONS
  - Rent: 8300
- Due Date: 2014-09-24

**Approved Date:** 2014-09-17
- Status: Approved
- Approver: Superviser 1

---

**ISS GROUP**
1 of 2
FRM: frank@njhitmen.org
MSG: View Req: "http://goo.gl/dyllaS"
Frank Salesi has submitted a req that requires your approval.
Supplier: 
(Con't) 2 of 2
5004000 - CDW
Amount: 1,000.00 USD
(End)
Copy of Presentation

A download of this presentation is available on the ISS Group Blog page at:

www.issgroup.com/news
Weekly Demonstrations

Each Wednesday at 12:30pm est ISS Group provides a 30-minute demonstration of various features of our Business Process Improvement solutions developed via our Process Digitization™ methodology.

Visit the events page of our website to join:

www.issgroup.com/events
Questions?

Contact Andy Weinstein at:

- aweinstein@issgroup.net
- or sales@issgroup.net
- or via phone at 973-879-6077

Thank You!