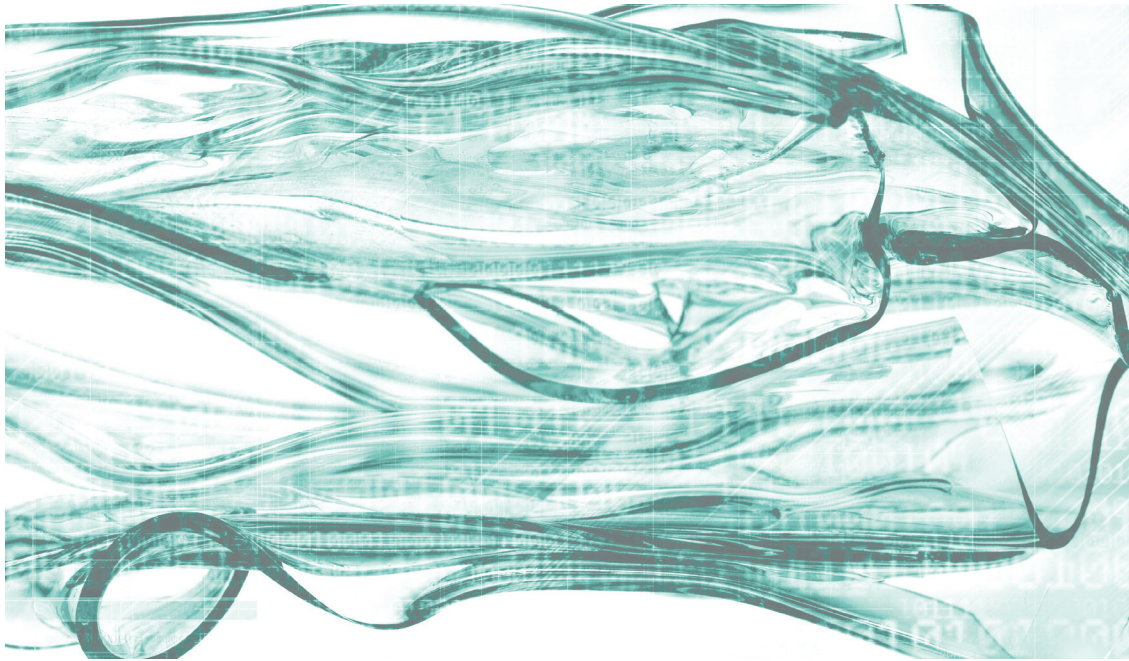


Workflow Lite™



Whilst many software systems are capable of issuing automated messages via email or electronic facsimile, the rules that govern such functionality are often rigid and the content definition limited. Concept™, by contrast, via Workflow Lite™, offers the user complete control over the business rules that trigger system communications and the content of messages.

Workflow Lite™ enables the automation of email, electronic facsimile and SMS text messaging using an intuitive graphical design interface to map the business rules which trigger messages. Dynamic content can be defined for each message including HTML for email formats to enhance data presentation.

Features

- Available with Concept™ SQL and Concept™ 500.
- Flowchart designer.
- Plain text emails.
- HTML emails.
- Electronic facsimile (require third party fax gateway).
- SMS text messages (require an Internet Connection and FSI FAST SMS text service).

Benefits

- Automation of alerts to customers, FM and other personnel.
- Implement user defined business rules.
- Improved customer service and visibility of FM function.

Workflow Lite™ is commonly used for:

- Management by exception.
- Customer notification of events, such as job request progression by email.
- Notification to facilities staff of alerts and failures.
- BMS integration using email and SMS alerts.
- Informing catering contractors of catering requirements automatically.
- Trapping escalations for key facilities, assets or locations.
- Sending purchase orders via email.
- Sending work orders via email or SMS.
- Alerting building users to forthcoming planned maintenance.



Let us help change your world.

