



ULYSSES[®] Notify

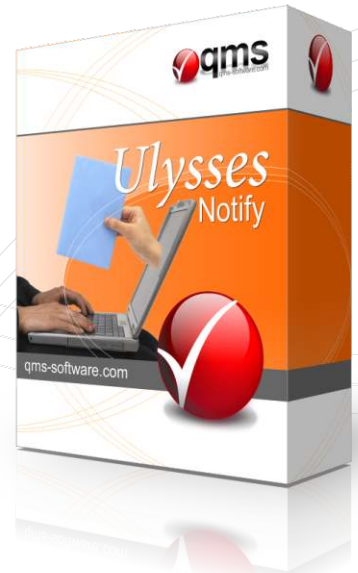
The Workflow Processor

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Improving Business Communications

Today's businesses rely heavily on repeatable processes and the ability to monitor changes in key business activities as soon as they happen. Performing these processes and monitoring business activities can be time consuming, costly and error prone.

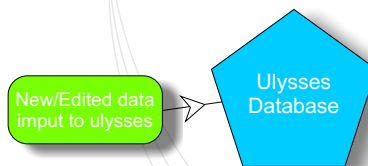
Ulysses Notify allows you to automate these business processes and create real time business alerts. This helps to reduce costs, improve efficiency and communicate more effectively with customers, suppliers and employees. Ulysses Notify can be added on to any of the applications within our award winning Ulysses Suite and can be used to monitor the database and perform a set of actions at scheduled times. Ulysses Notify is an invaluable active monitoring module of the Ulysses Suite for any support organisation where "timing is everything."



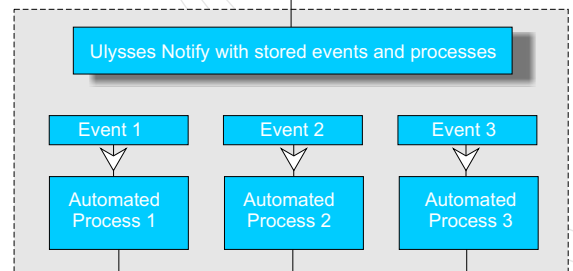
Schematic Overview of How Ulysses Notify Works

Ulysses Notify monitors the system for any critical conditions of data and provides 'automated response actions' enabling a response to these conditions as they occur. The most common scenario for using the Notify service is to escalate high priority tasks and send out email notifications to the related specialists.

Stage 1:
Data has been added / edited in the Ulysses database



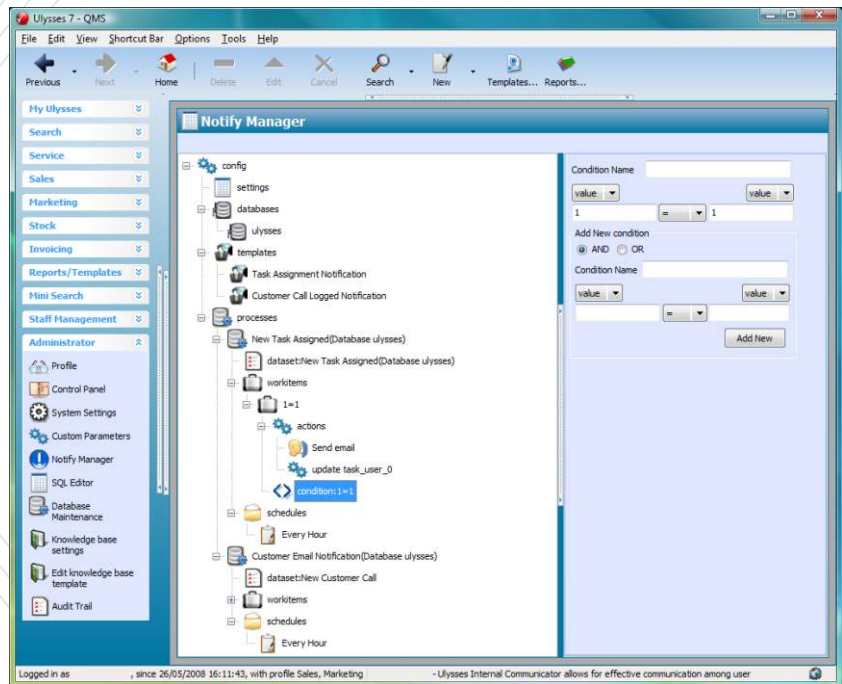
Stage 2:
This change has triggered an event, which Notify has been monitoring Ulysses for. It will act upon this by carrying out the automated process for this event



Stage 3:
This automated process will result with a certain actions being completed at a scheduled time



Notify integrates seamlessly with the main Ulysses application. Once it has been plugged in, it provides users with an easy to use interface that lists the necessary steps in chronological order along the left-hand side. The appropriate settings and information is then added to the details pane on the right-hand side.



Common scenarios for using Notify

- Service call escalation procedures to ensure all calls are dealt with in line with your company's Service Level Agreements.
- Automatic email notifications being sent to the relevant person when a specific event has happened. For example, the contracts manager being informed via email of contracts that will expire in a month.
- Automatically notify decision-makers of activities that they need to action, to fulfil FOI Requests, information requests, complaints or queries.
- Inform relevant users that an outstanding action is required in a Change Management Process.

The Benefits Of Ulysses Notify

- ★ Increase customer loyalty from improved service
- ★ Reduce staff costs through the automation of repetitive and manual tasks
- ★ Improve business communications due to faster speeds and greater reliability
- ★ The ability to monitor key business activities
- ★ Increase employee productivity due to time savings achieved
- ★ Reduce errors as repetitive tasks are now automated

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