

MAX

KNOWLEDGESYNC EVENT MANAGER

Real-time monitoring of your MAX data multiplies the capacity and efficiency of your employees and your business.

KnowledgeSync Event Manager is a robust business activity monitoring solution that helps you monitor various activities, events and non-events in your business. With alerts and custom reports that ensure the right people are doing the right things at the right time, KnowledgeSync Event Manager dramatically expands the capacity and efficiency of your existing workforce.

KEY BENEFITS:

1. **Real-time activity monitoring.**
2. **Workforce multiplier that automates dozens of administrative tasks.**
3. **Automatic alerts trigger the distribution of various reports, emails, invoices, etc.**
4. **Positive ROI in weeks or even days.**

KnowledgeSync Event Manager is an enterprise-wide Business Activity Monitoring application that combines business intelligence, alerts and workflow to keep you on top of your business. When deployed with MAX, KnowledgeSync Event Manager allows your organization to monitor and react to key business events in real time, helping you leverage the information that your business captures and produces each day to enhance the value and productivity of your workforce. It will help you become quicker, more agile and more efficiently productive than ever, enhancing your competitive position. How Does KnowledgeSync Event Manager Help MAX Users?

Enhance Business Productivity and Efficiency

Manage by exception

One commodity that we all have in abundance is information. We have more data sitting in more places than ever before, and it's growing every day. So how can you capture the important signals amidst all

the noise? KnowledgeSync Event Manager keeps an eye on the everyday activities that take place across your organization so you don't have to. It looks for errors, omissions, and inconsistencies and notifies you so those errors don't become large problems as they compound downstream. The concept is known as managing by exception, and it will make your job (and your life) a whole lot easier.

Even the most meticulously planned and controlled processes have exceptions. Using KnowledgeSync Event Manager as an exception management tool that's integrated with your MAX system is like having a "smoke detector" for MAX. It helps you get the right people moving in the right direction quickly to prevent a potentially bad situation from getting worse.

Flexible, intelligent alerts

KnowledgeSync has the widest variety of alert methods of any application on the market. These methods include:

- Email with support for Outlook Exchange, Internet (SMTP) and web-based providers as well as Lotus Notes.
- Fax with free-format text plus report, form and document delivery
- Pager / SMS / Cell Phone
- Instant Message
- Dashboards that require no additional software and support document and

BAM TIPS!

1. Consider using KnowledgeSync Event Manager as a dispatcher for your support or customer service department. Automate each step, scanning the CRM, creating a ticket number, routing the issue to key stakeholders and even creating a brand new account or contact record can be handled by KnowledgeSync Event Manager.
2. Create an event that looks for new orders, generates the corresponding invoices, and then emails them to the appropriate clients.
3. Use KnowledgeSync Event Manager to monitor when a clients' monthly sales drop from their norm so you know to make an immediate call on the account.

report distribution

- FTP that requires no additional software and supports document and report distribution

KnowledgeSync Event Manager's intelligent alerts can contain as much or as little information as is required and can be set to notify specific people or groups of people to ensure the right person gets the information needed to take corrective action.

Automated task-specific processes that enable quick responses

Actions that impact your business can trigger workflows or the automatic distribution of information and documents. You have control over setting events based on both proactive and reactive business situations. By automating these processes with KnowledgeSync Event Manager, your business can respond to events quicker and more efficiently. Whether it's inventory that hasn't moved in 25 days, POs that haven't been received or customers that haven't bought anything in 45 days, KnowledgeSync Event Manager helps you take quick action and manage your business better.

Monitor incoming email

Email. It's going nowhere. But with inboxes getting more and more cluttered with messages that truly aren't business critical, how do you manage to cut through some of the noise and ensure the truly important messages that require action can be dealt with accordingly? You can do it with KnowledgeSync Event Manager. Supporting a wide variety of email systems and web forms, KnowledgeSync lets you analyze the content of incoming messages and submissions to determine who the content is coming from, what it's about and how it needs to be handled by your organization... all automatically.

Leverage Technology and Business Information

Application integration

The key to keeping your organization on top of all your business activities is interoperability and integration. Monitoring the activities in a single application is a good start, but what happens when critical

activities occur in other business applications? And what if the events you wish to identify are based on conditions between the multiple software applications you are using?

As an enterprise-class Business Activity Monitoring system, KnowledgeSync Event Manager can work to bring business data together from multiple sources. For example, it can trigger an alert when a new sales opportunity is entered into CRM for a client who has been placed on credit hold within your financial application. Or it can be setup to execute integrated workflow, such as taking financial details out of the financial system and moving them into CRM when a client gets too close to their credit limit.

Reporting and Business Intelligence

KnowledgeSync Event Manager can provide insight into past, current and future business activities that enable you to make more intelligent business decisions that protect the interests of your company. KnowledgeSync Event Manager embeds Crystal Reports for form, document, and report delivery. If you generate invoices, statements, picking lists, work orders, dunning notices, or any other standard forms or documents, KnowledgeSync Event Manager lets you automate their generation and delivery.

In addition to standard forms and documents, KnowledgeSync Event Manager also generates and delivers analytical reports, such as forecast sales reports, stock status reports, and financial reports. Forms, documents, and reports can be generated in any format (including HTML, PDF, Word, & Excel) and can be delivered to the appropriate recipients via email, fax, FTP or hyperlink.

Get Started Quickly

Preconfigured EventPak

To help MAX users realize a quick return on their BAM investment, KnowledgeSync Event Manager features a pre-configured EventPak that focuses on the monitoring and alerting capabilities of KnowledgeSync Event Manager. Contact your MAX Account Manager if you have any questions about how KnowledgeSync Event Manager, or any other Exact product or service that may help you get more from your MAX ERP system.