

Typical Applications

Typical Processes Developed with FlowCentric

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Exploring the business area, the process type and the typical processes developed with FlowCentric.

Business Area	Process Type	Typical Process developed with FlowCentric
Revenue Cycle	Business Development	Standalone Contact Management or integrated with Microsoft Outlook or CRM solutions such as Microsoft CRM, Siebel and Goldmine.
		Account Management integrated with ERP solution with mobile device options. Request for new accounts can be processed, references can be verified and credit application forms and surety documentation can be made compulsory. The documentation is stored and indexed in the DMS repository. E-mail and SMS notification be provided to customers and sales representatives of new account applications. Sales personnel can update customer information that will be committed to the ERP solution on verification by financial personnel. Sales data and account balances can be viewed.
		Sales Order Entry on mobile or desktop devices with order taking business rules i.e. order cut-off times, minimum and maximum order quantities, delivery schedule updates etc.
		Opportunity Management where sales prospects are logged, proposals managed and the complete bid or tender process tracked and controlled. Successful bids are converted to production orders or projects in the ERP and all process participants (sales, financial, production, support etc.) are informed with the right information at the right point in time.
		Improved Sales Forecasting as the forecast is based on sales processes that are various stages of completion. The sales processes drive the status of the forecast and are not manipulated by sales representatives or managers. Typical examples of completed processes include 5 Quarter Rolling forecasts to P/L level. It is based on WIP, current sales orders, prospects and projections.
		Route Sales Management in the Beverage industry providing for pre-sold and van sales. It includes the inventory management of the truck or van, provision for returnable items (bottles and crates) and a segregated reconciliation of stock, cash and invoices. It is integrated with fleet optimisation solutions
		e-Commerce Sales Order Entry (shopping basket or cart) where agents or end-users select and order stocked items from the ERP database. Provision is made to record lost sales where items are out of stock and not placed on back-order etc. This can integrated to the FlowCentric Warehouse Management Solutions to generate rule-based picklists, provide full tracking to end-users and integrates with shipping and courier agent systems.
		Trading Solutions for import and export processes where sales contracts are created in the ERP solution and back to back purchase orders are created to cover the sales order. It provides for forward cover and LC management. Deliveries and billing are monitored against the contracts. Cashflow forecasts are done reports are created across multiple buying and selling currencies.
		Rebate Management for sales agents and FMCG customers where marketing, handling and other rebates are apportioned to the GL accounts based on customer specific business rules.
	Accounts Receivable	POD scanning and matching solution where verified PODs are posted to the ERP while incorrect PODs are routed for change and verification before posting. Update DMS indexing with Sales Order and other information.

		Follow-up processes on outstanding payments due in current month with appropriate routing and notification tasks. Management reporting on process metrics of all open AR activities and the effort applied. Allow customers to be included in web-based AR process where they are tasked to act on follow-up tasks.
		Credit Management processes where authorised financial personnel can put customer accounts on hold in the ERP to limit further sales. Releases can only be authorised by designated managers. Full audit trail of releases and authorisations.
	Contract Management	Logging and Management of Contract for import and export including integration into financial system ERP (Syspro) including Purchase and Sales Order Creation and Account Receivable. Tracking of contract details from the creation till last payment done.
Expenditure Cycle	Procurement	Tender Management processes that include time based process triggers, tender administration with scoring rules, weighting, tender schedules, receiving of bids, ranking to rules, adjudication and linking successful suppliers to products and contract pricing in the ERP.
		RFQ/RFP processes linked to requisitioning and procurement processes
		Purchase Requisition solution integrated with Asset Care and Plant Maintenance solutions. Provide for stocked and non-stocked items and services. Fully integrated to ERP purchasing modules. Provide for multiple levels of rule-based authorisation. Allows for different rules and routing for all categories of procurement i.e. CAPEX, stock, consumables, raw materials and services.
		Purchase Requisition solution. Provide for stocked items and services and allows for goods receiving to be done on the system. Allows suppliers to import and export price lists for maintenance.
		Contract Management processes that includes tender registration, tender management, contract administration, contract pricing, contract documentation, performance management and call-offs against a contract.
	Accounts Payable	GRN scanning and matching solution
		Discount management for early settlement
		Payment authorisation based on segregated duties
Inventory Management	Warehouse Management	Web-based Warehouse Management Solution with Wi-Fi enabled mobile devices. All receiving, put-away, picking, packing and shipping processes. Integration to ERP modules. Unique inspection processes based on business rules (supplier or item based) Dynamic binning matrix based on business rules (Seasonal demand etc.) Stock requisitioning with authorisation matrix Stock and Cycle counting Receiving, packing, picking and dispatch processes
		RMA (Return Material Authorisation) processes with authorisation based on business rules i.e. fast moving stock etc.
		Service Exchange Management with multiple
	Inventory Levels	Changes to EOQ and various other inventory management parameters
		Disposal of redundant and slow moving stock
		Dispatch of stock for shipping and freight forwarding. This includes integration into MRP2 system. Intended to enable accurate and timely delivery and creation of shipping documentation.

		Stock Receiving solution earmarked for integration into ERP solution.
Production Cycle	Design	New Product Development (NPD) identification, business case and needs analysis through to design, costing and production approval. The solution allows for the end-user or sales person to be involved in the user requirements specification and acceptance of the proposed product.
		Configuration control and Change Management processes allows various stakeholders to be involved in the verification and approval of proposed change, control of drawing changes and reporting on revision status of various components. It manages release for production of assemblies until all changes to component have been released.
	Manufacturing	Job Control processes for jobbing, batch and continuous production environments. Shop-floor data collection quality management, inspection hold points and approvals and testing and certification processes. Full integration with ISO 9000 processes and ERP solutions.
		Asset Care and Plant Maintenance solutions with service ticket or job card processes, stock and service requisitioning with integration to the ERP solution, authorisation and approval, SHEQ processes and full failure analysis reporting.
	SHEQ	Safety, Health, Environment and Quality processes based on ISO 9000, ISO 14000 and ISO 18000. Manage all aspects including concessions and reporting
	Operational Processes	Warranty Management allows users log warranty claims. It provides for claims assessment, adjudication, technical and failure reports and counter claims against suppliers. It is integrated to the ERP to cost are allocated to appropriate accounts and provisions is made for refunds and item exchanges. The process tracks outstanding counter-claims to suppliers.
		Loan Application Management in the financial services industry allows for application processing, credit verification processes and authorisations to specific business rules. It is managed with customer defined risk parameters and provides and full audit trail of the process.
		Insurance claims processing with full integration to policyholder database. Rule based authorisation routing and full audit trail on pay-out and recovery processes. It includes tender management for recovered vehicles and assets as well as the management of approved supplier for repair and replacements.
		Container and Demurrage management allows for the tracking and management of shipping containers and related import/export documentation.
Financial Management	Finance	Journal Voucher management based on best practice with specific compliance to Sarbanes Oxley requirements.
		Asset Management including CAPEX approval and budget management, asset tracking integrated to ERP Fixed Asset register and asset disposal processes.
		Chart of Accounts Management with request and approval processes integrated with the ERP General Ledger
	Compliance and Risk	Sarbanes Oxley accelerator to manage section 302 and 404 with standard reporting features. Process Controls are defined, managed and measured as part of the day-to-day business management
		Internal Audit management to capture and report on audit findings, provide corrective action and assign tasks to specific individuals. Review corrective actions and update audit reports. The solution provides for notification and escalation of overdue tasks and actions. Standard reports for Audit Committee meetings.

Human Resources	HR Administration	Leave Administration with full requisition, validation and approval processes
		Recruitment and Selection
		Performance Management
		Training Administration
		Disciplinary Management processes to guide management through the procedural steps providing the necessary HR documentation, checklists and guidelines at the relevant steps in the process.
		Dismissals, Resignations
		Exit Interviews
		Transfers and Promotions
		Employee Benefits
		Payroll
Manage Payroll journal postings . It allows the set-up, account allocation and validation and authorisation before posting to the ERP general ledger accounts.		
Travel and expense claims management that include advances, multi currency transactions with authorisation and approval audit trail.		
Travel and Expenses		Travel Requisition process. Provides for Local and International travel. Calculates subsistence amounts to be received as well as hotel, flight and car rental expenses.
IT Management	Helpdesk Management	IT Helpdesk and Knowledgebase includes service request management, IT asset database, technician management with full routing and notification and escalation processes. It includes spares requisitioning and a knowledge base that features FAQs and diagnostics. IT procurement processes with technical assessment are included in the inventory management. It provides for loan equipment, swap-outs and full reporting and failure analysis with trends and statistics. <i>Blueprint available!</i>
		IT Request Management (same as above) intended to manage system/network account requests as well as procurement cycle of new technology.
	SLA	Manage Service Level Agreements with suppliers on designated equipment with reporting and exception management
Other	Project Management	PMBOK based Project Management processes that include integration with Microsoft Project, task updates, risk and issue management and change control processes. Authorisation of project expenses and posting to appropriate ERP accounts.
		Risk and issue management processes with rules based routing, resolution and notification and escalation processes. Risk and Severity rating calculations with full reporting
	Call Centre Management	Call logging and routing processes. Tele-sales processes with lead management and commission calculations. It makes provision for various tele-sales scripts based on customer profile etc. and various resolution codes for campaign management and statistics
		Questionnaires

	Performance Management	<p>Performance Management system consisting of Performance Contracting, Skills and Training Management. Performance Contracting enables the creation of performance frameworks, contracts or workplans, as well as the evaluation of employees or branches according to user-defined scales. Weights and scores of contracts and evaluations are calculated automatically. Allows reports to be viewed of captured frameworks and contracts. Skills Management module enables the creation of electronic CVs of employees as well as job profiles and descriptions from which skills matching reports can be drawn. The Training module enables employees to record training events and courses and to nominate themselves for training courses.</p>
	Delegate Registration and Administration	<p>Registration of delegates on numerous courses and the capturing of relevant information for specific reporting, The Registration processes involve capturing the delegates' information, administering the processes of visa applications (for international delegates and Guest lecturers), administering the process for accommodation bookings (for international delegates and Guest lecturers). Administration of course programs, Creating of Delegate reports and the administration of their marks. System also creates course schedules. System integrates into Meridio's document and records management system which stores and records all the relevant document/record information. Full user notification and escalation is available for new and old tasks.</p>
	Rights Violation Process Managements	<p>All violated rights reported to the HRC are captured and screened for validity. The process handles the screening of the case (violated right) and the different actions that the case could be involved in (referred, deferred etc). Full user notification and escalation is available for new and old tasks.</p>
	Client Contract and Site Administration	<p>Allows for the administration of contracts and sites; and the creating of new contracts and sites. The process administers the allocating of resources to each specific site and then routing the task to a specific user. Administers the notification of new clients to HR Department so that the relevant information can be captured into the system.</p>