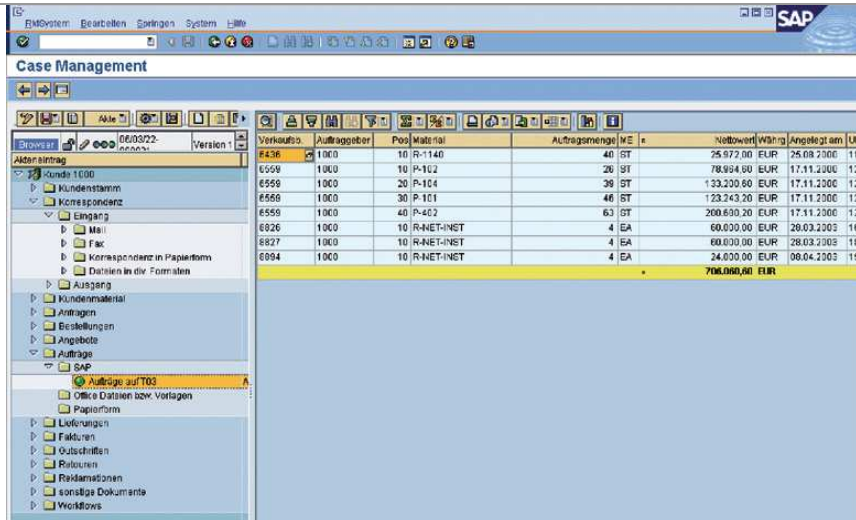


Even the staff in the Call Center could use the customer file as a central cockpit, for example to look at the faxed orders of the customers to analyse the documents flow and there can be transactions initiated directly out of the file like set up an order or a delivery.



Imagine that you can illustrate and control your offer process from the inquiry over the technical examination, the calculation, the release and the observation to the acquisition of data with all the internal and external information in an electronic process file.

The foundation of the customer file is the **top flow** Service Provider, which shows all relevant data of the SAP-System dynamically (via customizing). The modular layout makes an optimal adjustment and implementation of all customer requirements possible. For more detailed information please withdraw the according product description.

Which files would be qualified for your company?

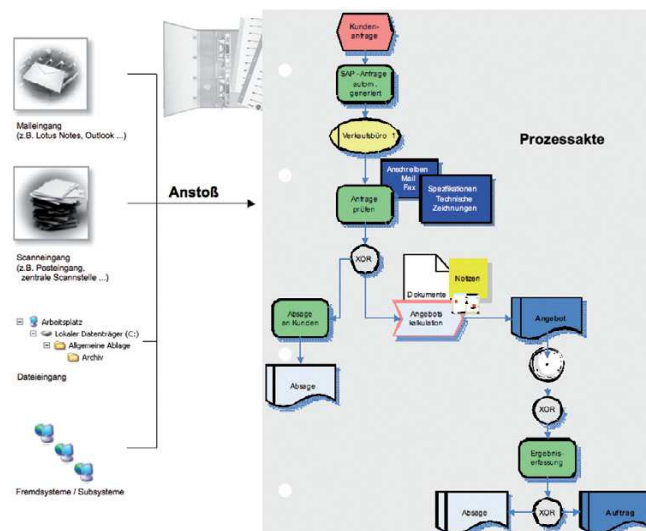
- Supplier file
- Personnel file
- Assets file
- ...

But there is much more when it comes to Records Management!

The employee could receive a customer inquiry by email with an attached drawing and specifications.

Besides the illustration of the master data, the process files and the therefore related electronic assistance of whole processes, contain tremendous potentials.

The employee forwards the information directly out of the mail-system into the SAP-system, where a process file will get applied automatically and the mail with all the related attachments will get archived and get linked with the process file.



The process file could run a pre-defined path immediately in your company and for example could get delivered to the appointed employee derived from the address data. Further necessary steps will be given to the processor from the file, all documents and information along the process chain will be collected centrally.

The advantages of electronic process files:



supporting with compliance requirements (DOMEA, FDA, SOA, audits ...)

electronic documentation of significant business processes

auditability, transparency, clear characterization, and reproducibility of business processes

controlling and structuring of business processes

top flow offers their customers templates for process files. There are already solutions prepared for the inquiry and order process for customers.

Example of a process file

Archive Link Dokument

Erledigt: 0000040380
Anfrageakte: 0010000550 / Musterfirma
Musterfirma
ANFRAGENUMMER03
Musterort
Alexander Steiner alexander.steiner@test.de

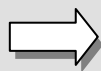
Beschreibung	Bearbeiter	Benutzer (geändert)	Datum (geändert)	Uhrzeit (geän...)
▼ Anfragebearbeitung	[US]Rainer Stotz	WF-BATCH	10.05.2006	12:02:53
▼ Anfragebeleg SAP	[US]Rainer Stotz	WF-BATCH	10.05.2006	12:02:53
▼ Mail / Fax / Telefon / Post	[US]Rainer Stotz	WF-BATCH	10.05.2006	12:02:53
▼ Attachment(TIF)	[US]Rainer Stotz	WF-BATCH	10.05.2006	12:02:53
▼ Verteilung Anfragebearbeitung	[US]Rainer Stotz	WF-BATCH	10.05.2006	12:02:53
▼ Angebotsbearbeitung	[US]Rainer Stotz	WF-BATCH	10.05.2006	12:02:53
▼ 1. Anfrage vom Kunden prüfen	[US]Rainer Stotz	WF-BATCH	10.05.2006	12:02:53
▼ 2. Material suchen / Angebot anlegen	[US]Rainer Stotz	STEINER	31.05.2006	13:30:37
▼ 3. Lieferantenanfrage Ja / Nein	[US]Rainer Stotz	STEINER	31.05.2006	13:30:36
▼ 4. Materialanfrage Klassifizieren	[US]Rainer Stotz	STEINER	23.05.2006	11:28:50
▼ Ausgehende Anfragen	[US]Rainer Stotz	STEINER	26.05.2006	10:39:39
▼ Ausgehende Angebote	[US]Rainer Stotz	STEINER	31.05.2006	13:30:34
▼ Angebot: 0020010527	STEINER	STEINER	31.05.2006	13:30:35
▼ Angebot: 0020010533	STEINER	STEINER	31.05.2006	13:30:36
▼ Musteranforderung	[US]Rainer Stotz	WF-BATCH	10.05.2006	12:02:53
▼ Notizen zum Vorgang	[US]Rainer Stotz	WF-BATCH	10.05.2006	12:02:53
▼ Schriftverkehr zum Vorgang	[US]Rainer Stotz	WF-BATCH	10.05.2006	12:02:53
▼ Zuständiger Nachbearbeiter	[US]Rainer Stotz	STEINER	31.05.2006	13:30:37

Technical Drawing: A circular technical drawing of a component with dimensions: 6.5, 90°, 45°, 50°, R0.65, Ø4.5, Ø6.2, Ø7.8±1, Ø4 Dichtflaeche, Rz 10, Rz 25 (✓), 1.5, 1:1, Ø4.2.

Of which other processes can you also think of?

- change management
- customer complaint management
- credit management
- quality management
- order handling
-

The advantages of Records Managements are obvious:



Where there used to be physical files to process at a certain place, there now is the possibility to have access every time from any place and from several persons at the same time.



For all participants the file is always on the latest and therefore on the same level.



Researches within the file can be executed by several research criteria at the same time.



Access on the file contents can be authorization-controlled and changes on the files can be minuted.



Joining of all information in a central view.



Process controlling due to pre-defined and dynamic workflow paths.



Complete process documentation and revision-secure archiving.

The open architecture of Records Management patronizes the integration of additional functionalities through the so-called Service Provider.

The **top flow GmbH** develops Service Provider for the Records Management and increases so the customers value considerably.

Records Management is one of the latest innovations from SAP, with which top flow started to deal with at an early stage.

As one of the first partners - by use of Records Management, top flow has not only been implementing customized possibilities of process illustration but has also been offering solutions beyond that, that are ready to use, which enable a fast and effective use of this technology.

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