



is a software for document management that natively integrates a powerful

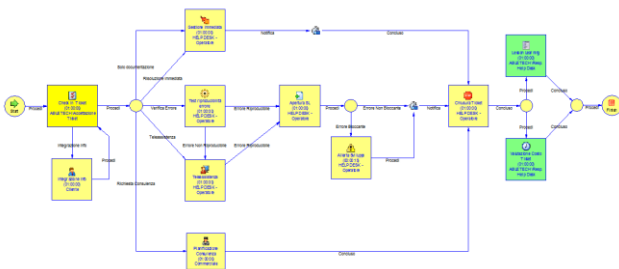
workflow module.

This software allows you not only to digitally manage the documents archive (documents can be easily found and shared, thus reducing paper use), but also to use them in a process: with the WORKFLOW module the process guides every user through specific TASKS (actions to perform) that come directly on the user's desktop. Other information available for each process is also document type, notes, actions.

TICKET MANAGEMENT

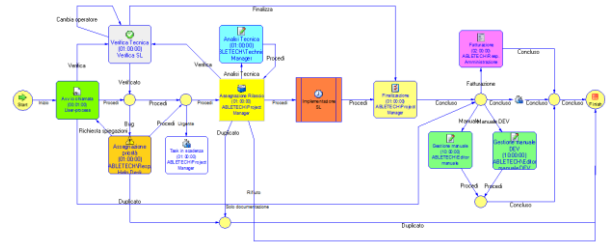
With ARXivar Web Portal (AWP) the customer can send assistance requests through a special mask and also attach the image of the error. This information (ticket) will be managed with a workflow that assigns the first task to an operator.

Depending on request type, the ticket will be managed by a Help Desk operator, in remote support or directly by the customer. If a bug is reported a worksheet is opened. The worksheet will generate an additional workflow process that will involve the software development department. The workflow allows an exchange of tasks between Help Desk and customer until ticket is closed. The workflow requires ticket evaluation activities to calculate the cost.



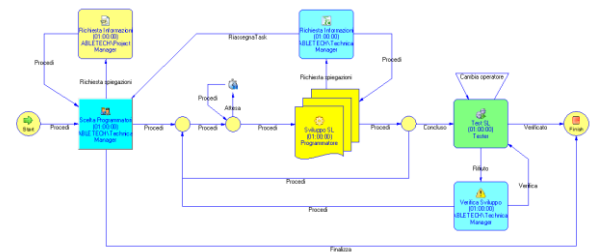
SW DEVELOPMENT MANAGEMENT

The project requires a worksheet filled in with a template, with a set of information and specifications relating to software development. This worksheet is managed through a workflow that involves specific analysis and prioritization. Then the implementation phase, which is a sub-process, starts. At the end of this phase, the workflow ends with a task for manuals and technical documentation management and invoicing.



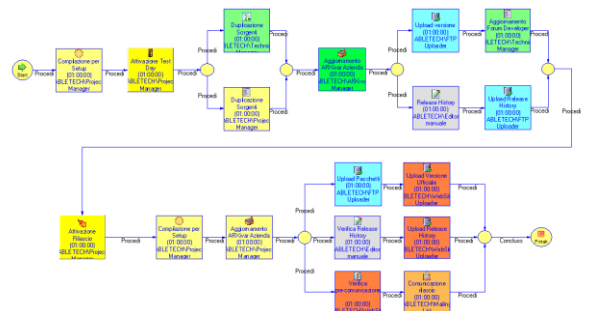
SOFTWARE IMPLEMENTATION

The management of software implementations assigns development activities to one or more programmers. At the end there is a testing and verification phase.



RELEASE/UPDATE MANAGEMENT

The release procedure requires some activities to be carried out meticulously without any procedural error: setup program, setup verification, creation of the Branch (version), portal update, forum and release history update, and final communication to customers.



REPORT MANAGEMENT

A "work report" form is compiled at the end of work performance.

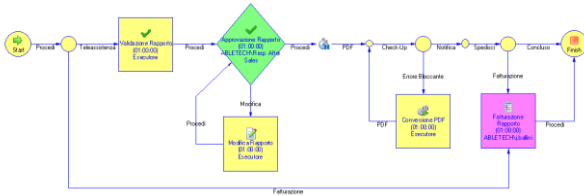
ARXivar DOCUMENT & PROCESS MANAGEMENT		RAPPORTO DI INTERVENTO	
		Numero: MM/0805	Data: 05/08/2012
Cliente:	████████ SPA	Codice ARX:	025001
Località:	MILANO	Provincia:	MI
Rivenditore:	████████		
Consulente:	████████		
Periodo:	dal 05/08/2012 al 05/08/2012	Durata:	6 [ore]
Sede:	DA REMOTO		
Fatturazione:	DA FATTURARE		
Tipo Interv.	Standard		
Oggetto:	Descrizione delle attività		

SOFTWARE HOUSE



The form is copied to a shared folder on Dropbox and, as soon as internet connectivity is available, this document is synchronized to the server, where the Spool Recognition module will archive it and remove it from the support folder.

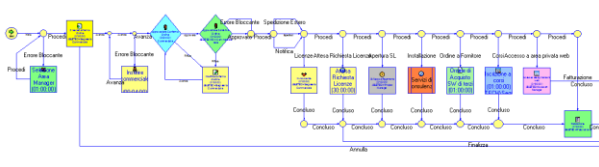
The report is subjected to a workflow process that requires approval by the responsible and invoicing.



CUSTOMER ORDERS

A customer order is handled with a workflow process that includes control of prices and conditions, and assignment of the order to the salesman. The order is entered into the ERP and the order confirmation is generated. This order confirmation is first approved by the salesman.

Once the order is approved it is automatically sent via email to the customer. The workflow, based on specific conditions, assigns tasks to the people involved in the management of the order which may include licensing, installation or software development activities.



SOFTWARE LICENSES

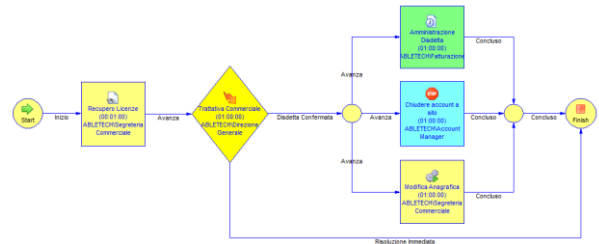
Whenever a software license is released, it is stored with a variety of information, such as time and type of license, recipient.

A (*)	
Oggetto (*)	Licenze definitive con scadenza
Scadenza (*)	___/___/___
Rivenditore:	[Dropdown]
Manutenzione:	[Dropdown]
Chiave attivazione (*)	
Tipo licenza (*)	[Dropdown]

ASSISTANCE CONTRACTS

Sale of software is combined with a maintenance and service contract.

This contract provides service terms and duration. A workflow handles deadlines for the management of renewals.



REPORT

There is a series of reports to analyze current activities, orders, workloads, timetables etc...

ARXivar DOCUMENT & PROCESS MANAGEMENT		Report SL per argomento - Rilascio 5.0	Report del 07/09/2012 16:39:01
AGGIUNTIVI			
SL/4859	Etichette (label) e anteprima documenti		
System ID: 26003	Task attivo: Task da iniziare		IN ESECUZIONE
Da: ABLETECH Srl	Esecutore: [Redacted]		
Data: 07/07/2011	Data inizio: 04/11/2011 12:57:05		
<hr/>			
SL/5105	Filtro tabellari		
System ID: 26209	Task attivo: Test SL		TEST
Da: ABLE TECH SRL (Claudio Vigasio)	Esecutore: [Redacted]		
Data: 12/09/2011	Data inizio: 05/04/2012 16:01:50		