

BONAIR®

Corporate **Quarterly** Magazine
15 > September 2008

review

implementation

Universal agent

Until recently, the ZSI-AT system implemented at Kredyt Bank in 2002 was used solely for handling Polish investment funds. However, since its expansion in February it now also settles operations related to the distribution of foreign fund participation units.



The system has enabled the bank to include as part of its offer distribution of foreign investment funds. It enables orders to be processed within the same time frame, thus providing Polish clients with the same possibilities as foreign clients - Maciej Cybulski, deputy director of the Custody Services Office at Kredyt Bank. [\[str. 3\]](#)

implementation

Full control



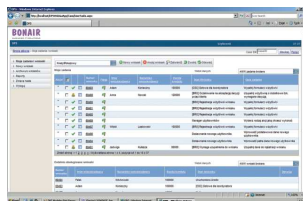
The Home Invest Sp. z o. o. developer company chose to invest in the DeveloperPro system in order to efficiently manage its apartment sale processes and to monitor agreements and client payments.

Notably, the system has been integrated with the company's financial accounting system. [\[str. 6\]](#)

systems

The flexible and user-friendly CasePro system

The CasePro system developed by Bonair SA supports document processing and workflow operations. It is a highly flexible solution in terms of use as well as the possibility of introducing changes and expansions. Modifications of the system do not require assistance from programmers and can be carried out by representatives of client business departments. [\[str. 8\]](#)



Certified forms

Bonair S.A. has become the first Partner of Microsoft in Poland to receive the title of "Certified for Microsoft Dynamics AX" for its add-on module for Microsoft Dynamics AX. The Forms module is employed for the **preparation of reports based on official or user-defined templates**. Polish report templates (PIT, CIT and VAT) come with the module. Data for Forms can be drawn from all system tables and the automated process of document preparation and print-out significantly reduces the time spent on periodical reports.

Ladies and Gentlemen,

And so another hard-working holiday season has come to an end. We spent this time on developing the eFR system that supports investment fund reporting and also on the execution of numerous implementations. Amongst others, we implemented a system for monitoring preferential credits and the Dynamics AX system and we carried out several solutions supporting decision-making. We have also just finished implementing a system for monitoring the labour market as part of the Syriusz project for the Ministry of Labour and Social Policy, plus the first implementation at a bank of our new solution for electronic processing of cases and applications. We will describe these projects in more detail in the coming issues of our quarterly.

Meanwhile, the current issue features a description of the DeveloperPro system's implementation at Home Invest to aid the management of sales. Next, we outline the expansion of our Investment Fund Transfer Agent system through the addition of a foreign fund processing functionality. We also present our new product - the CasePro system for document and case management. We think that this modern and flexible solution that doesn't require the involvement of programmers in implementation will appeal to many of our clients.

Summer is also a time of conferences. Our specialists took part in Microsoft's world partner conference in Houston. We are



Jan Szymanowski
Vice-President
of Bonair SA

constantly keeping an eye on our partners and technological suppliers' product development. This is because we want to create and deliver increasingly more modern solutions and more efficient applications which will support our clients in the attainment of their business objectives.

I hope you enjoy reading this quarter's issue.

Conferences, presentations

8 - 9th September

Centrum Falenty, Al. Hrubaska 4a, Raszyn
Bonair SA will present its products during the Polish Bank Association's conference on Polish Cooperative Banking.

24 - 26th September 2008

Marriott Hotel, Warsaw
A Bonair SA representative will give a presentation on: A competitive bank - the automation of internal and partnership distribution channel during the Banking Top Management Forum 2008.

2nd October 2008

Business Institute, Trakt Lubelski 40a, Warsaw
Bonair SA will talk about its solutions during the conference on Business Intelligence in management of business effectiveness organised by Migut Media.

7th October 2008

Warsaw
Product presentation during the Business Process Management GigaCon 2008 conference organised by Software Konferencje.

27th November 2008

Sofitel Victoria, Warsaw
Bonair SA will give a presentation at the Local Government Days conference organised by the MMT Management agency and the Adam Smith Centre.

Intranet credit processing

At the end of August 2008 Bonair completed implementation of the intranet module for processing preferential credits with ARiMR subsidies - SI-OKP@BK at BPS S.A. bank. The SI-OKP@BK module's capacities include:

- registration of credits granted since 01.05.2007
- registration of borrowers at the registration of credits or changes to credits,
- generation of timetables for capital and interest repayment,
- print-out of timetables for credit agreement and credit change,
- browsing of the crediting bank's reports created at the Bank's headquarters,
- modification of credit agreement request items (debt amount, date of request item),
- addition and removal of credit agreement request items,
- verification and approval of requests for a given credit agreement,
- addition and modification of items for credit agreement in amending documents,
- registration and verification of system dues for return of subsidies for a given credit agreement (in relation to credit agreements concluded before 30.04.2007),
- browsing of ARiMR files with errors from reports and requests of a given crediting bank.

Publisher: Bonair SA

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BONAIR
BUSINESS IT SOLUTIONS

Foreign investment funds at Kredyt Bank

> Universal agent

Until recently, the ZSI-AT system implemented at Kredyt Bank in 2002 was used solely for handling Polish investment funds. However, since its expansion in February it now also settles operations related to the distribution of foreign fund participation units.

Kredyt Bank is a transfer agent for most open funds and special open funds managed by the KBC Investment Fund Association SA. This concerns Polish funds. For KBC funds created in Luxembourg, the tasks of a transfer agent are carried out by a company from Luxembourg, while Kredyt Bank acts as an intermediary between the company and Polish clients. Kredyt Bank fulfils the above functions with the support of Bonair's system - the ZSI-AT Investment Fund Transfer Agent. The system allows for fund registers to be kept, divided according to participants and also for the registration and processing of orders, such as the purchase or buy-back of units. In the case of Polish funds, it also converts money amounts into units or vice versa, and in the case of foreign funds it transfers orders to the transfer agent in Luxembourg in order to receive in return confirmations about the conducted transactions. The system simultaneously streamlines money settlements between transaction parties, supports the settlement of commissions for the Association and the distribution network and generates reports for the Association as well as correspondence for fund participants.

ZSI-AT has been operating at Kredyt Bank since 2002. It is used by employees at the bank's headquarters where all calculations are made, plus employees from over 300 branches and divisions of the bank that collect orders from individual clients or companies. This personnel has access to ready-made



forms onto which they enter the required details of a fund participant and the given transaction.

Adjustments have been made to the system in line with changing legal provisions and new KBC TFI needs on an ongoing basis. Already in 2004, plans existed to launch distribution of foreign fund participation units. *Although we had plans, legal provisions did not exist yet to make foreign investment fund distribution possible. Only recently the right conditions arose that have enabled the realisation of this project* – claims Maciej Cybulski, deputy director of the Custody Services Office at Kredyt Bank responsible for the implementation of the new functionality.

In November 2007, three months after the signing of the implementation agreement, the basic functionalities of the new system were ready for tests. ZSI-AT was expanded by a transfer sub-agent module and additional functions necessary for foreign fund distribution, including the performance of foreign transfers with the use of central bank systems. Importantly, the introduction of a new sub-system did not require training of employees at Kredyt Bank's branches since they can collect foreign fund orders by using the same application as before, relying on already known to them mechanisms and forms.

The EFA.NET application was also created, which is responsible for exchanging files and communication with the transfer agent in Luxembourg. And this is where the implementation team came across an unexpected obstacle.

>> Interface decoding

The main task set before the new sub-system was to ensure exchange of information with the transfer agent system from Luxembourg and conformity of interfaces of both applications. Such communication is based on the exchange of files. Kredyt Bank creates files and fills in part of the fields which they contain, whereas the agent from Luxembourg sends them back after filling in the second part. To make this possible, information is needed about the type of data that should be included in specific fields of an exchange file. We came across some problems here. The transfer agent from Luxembourg provided us with a document that defined certain rules for the creation of a file exchange interface. Still, there were not sufficiently detailed and needed elaboration – admits Maciej Cybulski.

With a fair amount of patience and effort, the problem was overcome in the end. Bonair employees had to decode the type of data included in specific fields by studying sample files and performing various calculations.

Implementation facts

> What:

Expansion of Kredyt Bank's Investment Fund Transfer Agent System ZSI-AT by a new sub-system for processing foreign investment funds, an interface for communication between Kredyt Bank and the foreign transfer agent

> Where:

Custody Services Office at Kredyt Bank

> When:

August 2007 – implementation agreement
September - October 2007 – construction of an interface for the exchange of files between Kredyt Bank and the transfer agent in Luxembourg, creation and testing of communication between the sub-system for processing foreign funds and the bank's Profile and Pegaz systems, tests
November 2007 – implementation of the sub-system of the foreign investment fund transfer agent
February 2008 – production launch of the sub-system



The file structure was very complex and field names were ambiguous and at times even confusing. *Since some things were unclear, we performed pre-tests or so-called "dry runs" with the transfer agent from Luxembourg before we had a functioning system* – tells us Maciej Cybulski. – Bonair created a mini-application that enabled generation of files for the agent and feeding of the files sent from Luxembourg. On this basis, Bonair employees attempted to understand the functioning of the interface. The experiments enabled the definition of the system requirements and most of all, the file exchange requirements. Finally, they also enabled the creation of an application interface for communication between Kredyt Bank's headquarters and the transfer agent from Luxembourg. Naturally, additional tests were performed to check how the application works.

>> Transfer automation

The implementation of the foreign fund transfer sub-agent permitted interaction between ZSI-AT and the Profile bank system in the scope of internal bank transfers and transfers to other domestic banks, plus with the Pegaz system responsible for the exchange of money with foreign banks. *Interaction with Profile concerns the crediting and debiting of client accounts and transfer of funds from these accounts to a fund account at the time of placement of an order. During the purchase of units, a client places an order in the transfer agent's system,*

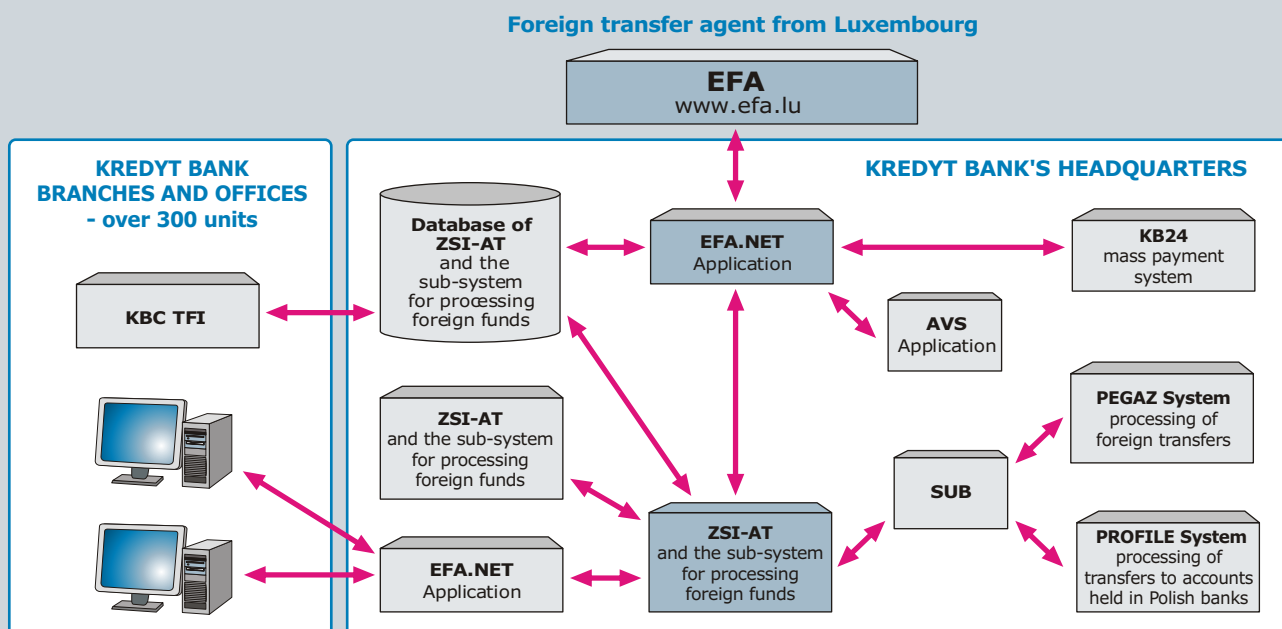
which then communicates with Profile, collects the client's funds from it and transfers them to a different account, a so-called purchase account. The same principle applies to payments. If money is to enter into a client's account for the buy-back of participation units, then funds are separated from the joint account and transferred and entered on the client's individual account in the Profile system – explains Maciej Cybulski. However, communication with Pegaz is aimed at sending abroad funds which are drawn from accounts registered in the Profile system.

Communication with Pegaz was a complete novelty for the ZSI-AT system. The system had already worked with Profile but due to the specificity of foreign funds the interaction need expansion. The handling of foreign funds – unlike Polish funds – requires the transfer agent to dispose of the amount for the participation unit purchase already at the time of acceptance of an order. This means that the amount must be drawn prior to the placement of an order, without waiting for the participant's transfer. Foreign fund processing would simply not have got off the ground without this point being fixed.

>> Trilateral tests

Tests are a key stage of implementation and in this case, they were particularly unusual in that three different entities took part in them: Bonair, the transfer agent from Luxembourg and Kredyt Bank. The tests were to verify the correct functioning

Architecture of the ZSI-AT sub-system for processing foreign investment funds



The central database of the ZSI-AT Investment Fund Transfer Agent system for processing Polish and foreign investment funds is located on a server at the headquarters of Kredyt Bank. The system's applications are made available to users through the Citrix application server, and include amongst others: the "POK" (Customer Service Centre) application and the "Accounting" application. The "POK" application is used at over 300 offices selling fund participation units - users launch the POK application on terminals and register orders of purchase or sale of participation units by investment fund participants. The Accounting application is used at the Custody Services Office, where its employees have access to all of the system's applications and can launch them on the application server or on local stations. The ZSI-AT system also contains a set of applications for KBC TFI employees and which run on the application server. The AT application server communicates with the SUB - an intermediary layer between the AT system and the bank's Profile and Pegaz systems. The former is responsible for the performance of transfers to Polish banks while the latter is responsible for foreign transfers.

Kredyt Bank's headquarters is also where the EFA.NET application is installed, which operates on the same database as AT. The EFA.NET application supports the exchange of files between the bank and the foreign transfer agent in Luxembourg.

The ZSI-AT systems also interact with the mass payment system and the KB24 electronic bank - it processes deposits made in the mass payment system into participation units and carries out orders lodged electronically through Kredyt Bank's internet service.

In addition, the ZSI-AT works with the AVS system used for valuation of assets and participation units. The AVS system reads report files from the ZSI-AT system and in the future, this communication will work in two ways.

> Universal agent

and communication of the ZSI-AT and the Luxembourg transfer agent systems plus the central accounting systems at Kredyt Bank. During testing, files with simulated orders were generated in the ZSI-AT system and then sent to Luxembourg. The transfer agent next generated files with confirmations, which were fed into the system. This enabled verification of the correctness of operations and data and also the operation of the function of determination of the fund balances at Kredyt Bank and Luxembourg – the ZSI-AT system reads files with the register balances of various participants, shows any discrepancies and then facilitates their correction.

Especially important were interaction tests between the Profile and Pegaz accounting systems. This is a critical functionality – an incorrect transfer is difficult to reverse or cancel since the whole operation is performed on an ongoing basis in the central system. Bonair could not, as in the case of other implementations, perform tests at its own offices as Kredyt Bank, which is where the test installation was located, does not make available externally its bank network. This is why part of the tests, including those concerning interaction with the Profile and Pegaz systems, to a large extent had to be done by Kredyt Bank's employees.

Various operations on test databases of Profile and Pegaz systems were carried out as part of the tests. It was possible to monitor the operations performed with the use of the Profile system and their effects while checking at the same time the results of account entries. For transfers made on the basis of the Pegaz system, feedback on whether the operation had been correctly carried out and all the related notifications properly generated was conveyed by members of the team that looked after the Pegaz system.

Tests also had to be performed by the transfer agent from Luxembourg due to the fact that some of the functionalities of its system were developed especially to meet the needs of Kredyt Bank, whereas Bonair initiated the introduction of some of the functionalities, such as determination of balances and processing of dividends through exchange of files.

>> Was it worth it?

The production version of the ZSI-AT sub-system for handling foreign funds was launched in February 2008. *We are very*

Implementation benefits

- > TFI KB became one of the first Associations on the Polish market to introduce the possibility of sale of foreign fund participation units
- > processing of orders in the same time frame, giving Polish clients the same possibilities as foreign clients
- > systematic entrance of orders and modification of client details online, resulting in a substantial decrease of complaints
- > working with current details of fund participants
- > the possibility to immediately block the register, lodge and cancel powers of attorney online
- > performance of automatic transfers – deposits and withdrawals – on the central bank system, which decreases the number of additional operations and doesn't require extra employees to handle a new product



Maciej Cybulski
deputy director
of the Custody
Services Office
at Kredyt Bank



“ *The system has enabled the bank to include as part of its offer distribution of foreign investment funds, exactly in accordance with our premises. Client orders are processed online within the same time frame, thus providing Polish clients with the same possibilities as foreign clients.* ”

happy with the system - apart from minor twitches that came up at the beginning we've had no problems with it. It works smoothly and is significantly more streamlined now than when it handled domestic funds. Looking at it this way, it would be best if we sold only foreign funds – concludes Maciej Cybulski. For example, it turned out that an error can arise during communication with the Profile system that causes double-entry of the same transaction in the Profile system. Fortunately, the error was quickly identified and immediately rectified as customers would not have been pleased to be debited twice. Practice also showed that despite long testing, there are still functions of foreign fund handing on which the Luxembourg transfer agent's system continues to interact with ZSI-AT not according to the interface set by it. As such, more corrects had to be made.

The main implementation benefit is the fact that we are at all able to offer such a product as the sale of foreign fund participation units. Importantly, the system enables orders to be processed within the same time frame, thus providing Polish clients with the same possibilities as foreign clients. Our clients place their orders before 5pm. This is the same deadline for clients in Luxembourg but because our system works online, we can transfer our orders until 7pm and at the same time ensure that funds from a client's account will be transferred onto the fund's purchase account, which was one of the key requirements of the system – sums up Maciej Cybulski. – We can hence realise our plans according to the set premises.

Naturally, the newly implemented system has maintained the attributes of the ZSI-AT system handling Polish funds. The main one is operation on the central database. It is thanks to this that complaints regarding incorrect identification of the register or participant, placement of contradictory orders, late delivery of an order by the distributor to the agent or wrong sequence of orders, are few and far between. Another advantage is the possibility to block units online, cancel or lodge powers of attorney with immediate effect and also online correction of details of fund participants, thanks to which the entire service network always has access to current data.

DeveloperPro at Home Invest Sp. z o. o.

> Full control

The Home Invest Sp. z o.o. developer company chose to invest in the DeveloperPro system in order to efficiently manage its apartment sale processes and to monitor agreements and client payments. Notably, the system has been integrated with the company's financial accounting system.

The DeveloperPro System is a multi-module solution which supports all processes during an investment's lifespan on the real estate market – from the time of purchase of land plot, through to the process of budgeting, planning of investment, signing of contracts with individual contractors for given parts of the investment and finally sale, whereby supporting the sale process is a big, expanded module used for management of price lists, finishing price lists and reservations. Another large module supports customer service processes such as conclusion of agreements and annexes plus other paperwork, while offering the possibility of flexible definition of various document templates.

It is exactly the kind of tool that Home Invest sp. z o.o. needed to manage its investment of 550 apartments. *In order to efficiently manage investment and sale processes, which are very specific for the developer industry, the company's management board made the decision to implement a solution that would improve work on developer agreements, that would be transparent, functional and adjusted to our needs* – says Dorota Kowalczyk, the chief accountant at Home Invest Sp. z o.o.

>> Experience counts

Home Invest took into account many factors in its search for a supplier of a program supporting its developer activities.

Experience counts

> What:

DeveloperPro – a system developed by Bonair, a module supporting sale and customer service processes, a single-investment version with an unlimited number of users; integration

> Where: Home Invest Sp. z o.o. developer company

> When:

July 2007 – conclusion of an implementation agreement

August 2007 – consultations, definition of the details of integration of the DeveloperPro system with a financial accounting system

September 2007 – execution and hand over of the integrated DeveloperPro system

October 2007 – functional adjustment of the system to Home Invest's needs

November 2007 – reading of the sale offer into the system, training



We wanted the company to possess extensive experience in the implementation and maintenance of integrated IT systems. We knew from our earlier experiences that this is a very difficult and long-term process and we were aware of the problems related to the implementation of a new program at a company, especially when it is modified to suit the client's needs and is to interact with the company's financial accounting system – recalls Dorota Kowalczyk.

Bonair is such a company with extensive experience in the implementation and integration of systems. It also appealed to us that Bonair's DeveloperPro system was initially developed for and in close consultation with a large Warsaw developer, which enabled Bonair's developers and programmers to become familiar with the characteristics of our industry.

It was important for us that the new system is integrated with our financial accounting system. Moreover, we wanted for the system to enable transparent and clear monitoring and control of current sales, agreements with buyers and the repayment schedule - lists Dorota Kowalczyk and adds - *Bonair fulfilled all these criteria.*

>> Integration – the key task

The main condition of the implementation was for DeveloperPro to interact with the company's financial accounting system. Dorota Kowalczyk, who is responsible at Home Invest for the integration process, evaluates that coordination of the DeveloperPro program with the financial accounting system was the most painstaking task in the whole project. *It required a great deal of involvement from the employees of our accounting department. Bearing in mind controls of agreement settlements in terms of finances, accounting regulations, tax requirements and expectations of the company's management board, it was necessary to define the scope of the two programs' interaction* – tells us the chief accountant at Home Invest.

The first stage of implementation works included definition of the details of the systems' integration. Determinations were made between Bonair in cooperation with the consultant responsible for the financial accounting system as well as the Accounting Department at Home Invest. Over a series of meetings that lasted 2 weeks, Bonair presented step by step how the two systems would interact with one another. The interaction mainly concerns appropriate transfer of data on client deposits from the financial accounting system to the DeveloperPro system, and the other way – of data related to sale transactions and invoice requests.

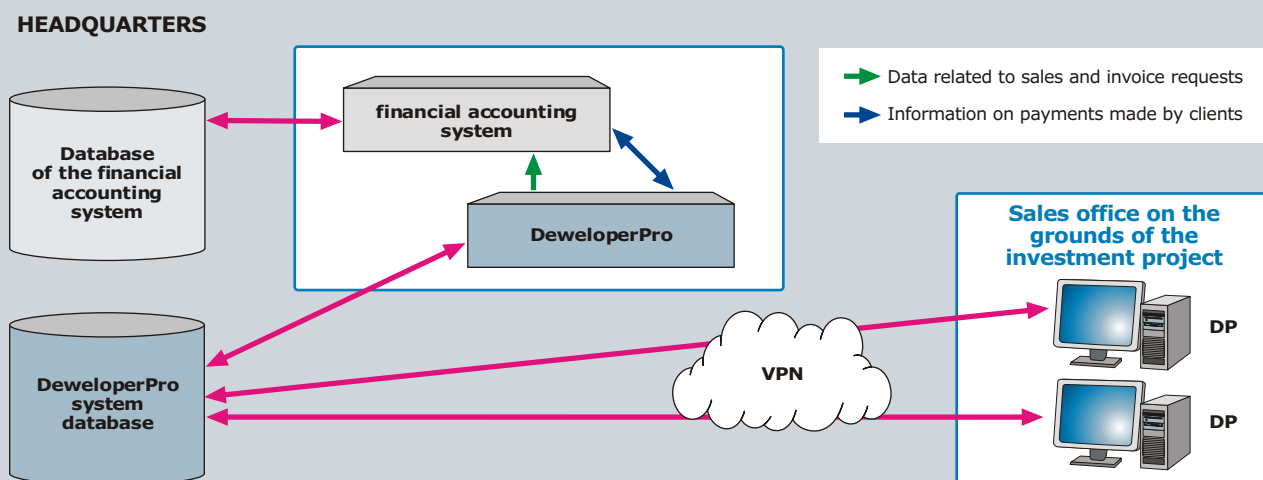
The presentations acted simultaneously as acceptance tests based on cases of the first clients who had already purchased an apartment at Home Invest. They showed how data is transferred between the systems and enabled verification if the data is correct. Thanks to the presentations, Home Invest still had time to make a couple of specific comments which during previous „dry runs” were not taken into consideration. Consequently, in line with Home Invest's requirements, preparation of the integration took a month.

>> Expansion on request

Integration with the financial accounting system enabled the expansion of DeveloperPro by a module of automatic control of client payment settlements. DeveloperPro receives

> Full control

The DeweloperPro System at Home Invest Sp. z o. o.



The central server at the company's headquarters is the location of the database which the DeweloperPro system uses as well as a separate database of the company's financial-accounting system. The two systems are integrated and exchange the following data: information related to sales transactions such as: client details, apartments sold together with the transaction price and invoice issuance requests are sent from the DeweloperPro system, in which apartment sales agreements are registered to the financial-accounting system, whereas information of client payments is transferred the other way.

Employees at certain stations at the headquarters have access to DeweloperPro as well as the financial-accounting system. Sales representatives at the sales office, which is at a different location than the company's headquarters, use only the DeweloperPro system online. As means of ensuring security, such communication is done over VPN (Virtual Private Network).

information from the financial accounting system about the deadline and amount of a given client's payments and compares them with the payment schedule of the client. As a result, it is possible to verify if the client pays their instalments on time and send reminders if this is not the case.

The functional adjustment of the system to Home Invest's needs entailed a considerably wider scope of works – which was not surprising since each developer has slightly different rules for running their business. For example, the model of creating payment schedule templates was changed. The standard model included in the system was not conformant with the rules at Home Invest, where defined execution stages exist for the investment and if they change then so do the clients' payment due dates.

Bonair also prepared eight additional reports generated by the system. As a result, the management board of Home Invest has ongoing access to reports on: sold and unsold premises in relation to prices, payments cleared on the account on a given date, client payment delays and also a list of clients with outstanding payments (together with automatic generation of requests of payment for individual clients). *Bonair's employees were open to our suggests at each stage of the implementation and kept providing us with solutions, which ensured that our cooperation ran smoothly and effectively – emphasises Dorota Kowalczyk.*

>> Parameterisation and creative training sessions

Once adjusted to the client's needs, the DeweloperPro system was installed at the seat of Home Invest and the sales office on the grounds of the investment project, integrated with the financial accounting system and parameterised. The last of the processes meant not only appropriate configuration of the dictionaries in the system but also preparation of Home Invest's investment in import files divided into buildings and apartments (together with their valuation). In this form, the material was fed into the system and has been in force ever since as the apartment sales offer. Home Invest employees are able to introduce prices and their updates into the system independently.

The offer introduced into the system was the subject of a two-day training whose participants were the developer company's sales representatives. The training was organised in the form of workshops. Each participant had a personal computer connected to the central database and could carry out in the DeweloperPro system the full sales process and also learn how to manage price lists, change the investment's structure and add new elements. The participants also raised a couple of issues, which although minor were still taken into consideration since they could even marginally improve the comfort of their work. In line with the agreement, Bonair delivered the additional expansions of the DeweloperPro system's capacities after its production launch in December 2007.

Home Invest has been partially using the DeweloperPro system since October 2007 however, works completing the implementation of the sales management module were finished in July 2008 - sums up Dorota Kowalczyk and concludes when asked about the implementation benefits – An undeniable advantage of the program is the fact that it's possible to maintain full control over financial settlements of developer agreements.

Implementation benefits

- > efficient management of the apartment sale process
- > a clear and transparent means of monitoring and controlling current sales and agreements with buyers
- > automatic tracking if clients make their payments on time
- > full control over financial settlements of developer agreements



The CasePro system – electronic document processing

> The flexible and user-friendly CasePro system

For a company that processes between several hundred and even several thousand different documents per day, electronic document processing enables much more efficient organisation of work plus effective and secure management of dataflow as well as acceleration of many processes.

Let's imagine a private company, a government body or any other institution that processes internally from several dozen to several hundred different types of documents per day, i.e.: invoices, surveys, orders, clearance slips, applications, etc. Let's now add to this other incoming and outgoing documents as well as the whole decision making structure in the process of acceptance and verification of given matters. With such large quantities of paperwork, internal processes must be appropriately planned, coordinated and monitored. Another important factor is the optimisation of the time allotted for the transfer of work documents between users and full control over the made decisions being made and data being modified. In a traditional system under which documents are processed in paper form, it is difficult to effectively manage the flow of information and control user authorisations. This is why in many cases the best solution is the introduction of an electronic document workflow system.

The problem arises during the selection of an appropriate solution from amongst a wide range of offers. At first glance, most systems meet the client's requirements and are able to handle even the most complicated workflow processes. However, it should be kept in mind that business processes are not defined once for all. They undergo changes as the company develops, they are optimised and adjusted to norms and the relevant regulations in force. This means that the IT

Main benefits from CasePro's implementation

- > easy introduction of new or modification of already existent documents together with the accompanying information workflow process,
- > possibility of adjustment to the specificity of a given company's business through the application of modellers defining specific aspects of the solution,
- > user-friendly creation of formulas thanks to the integration of CasePro with Microsoft Office Systems,
- > convenient and intuitive access to the system through a webpage, clear presentation of data in the system through the application of dedicated viewing windows dependant on the type of the processed document.



Technical information

- > Oracle database or SQL Server and versions with free database engines,
- > Three-level architecture ensuring the solutions scalability and security of the data (dedicated servers: database, workflow/application and www),
- > Exchange of data from the CasePro system with the environment on the basis of services made available in the WEB Services and XML standard.

system being implemented must be adjusted to fast and simple introduction of changes in the supported processes. Otherwise, the company will only realise during the exploitation of the solution a few months after its implementation the high costs of introducing modifications or expansions of the solution.

The CasePro system designed by Bonair SA supports document processing and workflow processes. Designed as a highly flexible solution in terms of use as well as the possibility of introducing changes and expansions – it enables fast and easy adjustment of the system to changing user requirements. System modifications do not need involvement on the part of programmers or the IT department of the company or even the supplier of the solution. Any changes in processes and document formats or in the scope of the processed data can be carried out by the client's business department representatives. Consequently, the company can quickly introduce new matters and new offers into the system.

An important attribute of CasePro is the possibility of its integration with the business management system – Microsoft Dynamics AX. Thanks to the interaction of the solutions, such tasks as the workflow of purchase invoice acceptance or the budget can be improved through the introduction of electronic document workflow.

A good example of implementation of the CasePro system is a large project at a financial institution operating on the Polish market. The basis of the solution was the creation of a cohesive system that supports information and document workflow between the institution and a group of agents.

The solution is employed amongst others to process credit applications. The knowledge and documentation gathered in CasePro can be made available and be presented to selected persons, partners or clients, depending on the assigned access rights to the system and data. The solution controls and systematises work, reducing to the bare minimum the time necessary for verification, acceptance or rejection of a given matter.

Apart from the standard features of electronic document workflow, the solution possesses the function of an internal mini-mail and forum, which enables users to make comments or send messages to one another. Additionally, the system offers the possibility of setting the priority of a given matter on the basis of data and rules, such as the amount of an invoice or an order. A feature also exists that allows a given matter in the system to be flagged in order to draw attention to it of i.e. superiors in the process of document acceptance. ■