taskcentre
FOR Sage Solutions

An Introduction to the TaskCentre Business Process Management (BPM) Suite.

Q. What is TaskCentre?

A. TaskCentre is a widely used add-on solution for ERP, CRM and industry specific applications. More specifically, TaskCentre is a Business Process Management (BPM) Suite that enables any organisation to automate the costly, repetitive administrative activities carried out by its employees. TaskCentre enables organisations to automate these costly business processes by significantly extending the capabilities of an organisation's existing business application(s) by adding the following functionality:

- **Workflow**
- **Data Services & Integration**
- **Document Automation**
- **Web Content Publishing**
- **Subscriptions & Requests**
- **Advanced Business Alerts**

Q. What are the business benefits of TaskCentre?

A. The 4000 strong existing customer base cite many different business benefits that can be gained from using TaskCentre but common examples include:

- **The removal of costly administration from employee workloads**
- **A significant reduction in operational costs**
- **An increase in employee productivity**
- **Avoidance of costly bespoke development of existing business applications**
- **Real-time visibility of business information as events occur or are about to occur.**

Q. Can TaskCentre be used to integrate my existing business applications?

A. Yes, TaskCentre has been widely used to integrate business applications and there are several case studies on the Orbis Software web site documenting this.

In addition to straightforward application integration via TaskCentre's drag and drop graphical user interface, organisations are also able to integrate their systems with an array of business web services now available e.g. business and consumer credit scores.

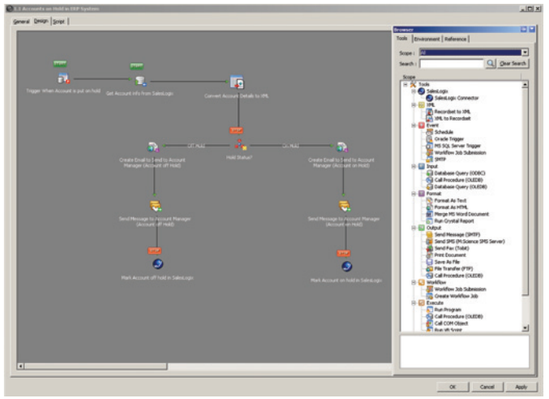
The popularity of TaskCentre's Data Services & Integration capabilities is due to the product's ability to eradicate the need for costly bespoke development.

Q. What are the common business processes automated by TaskCentre users?

A. The answer to this question depends on the TaskCentre functionality deployed. For example, if a client deploys TaskCentre's Advanced Business Alerts capability, common examples would include event triggered html emails or SMS alerts, warning employees of low stock levels or of key customers being placed on hold. Alternatively, customers using TaskCentre's Document Automation capability to automate the creation and distribution of documents would cite examples such as the automated production and delivery of financial statements, sales reports or customer welcome packs. Practically anything can be automated by using TaskCentre.

Q. How easy is it to automate a business process?

A. It is a quick and straight forward activity for an individual to automate any given process. The screenshot below depicts how a product administrator can easily drag and drop TaskCentre Tools into sequence to automate the updating of a Sage CRM customer record and distribute an email notification when that account is placed on credit hold within the Sage ERP application.



Q. How soon will I see a return-on-investment (ROI)?

A. Rapidly. If you automate a business process your skilled employees are freed to concentrate on revenue generating tasks and not repetitive administration. To discover exactly how much you can save by automating your business processes, please use our ROI calculator found here at: **www.orbis-software.com/roi-calculator/**

Q. Where can I see a demonstration of TaskCentre?

A. You can arrange a TaskCentre demonstration through your business solution partner or directly through Orbis Software.

Q. How is TaskCentre priced?

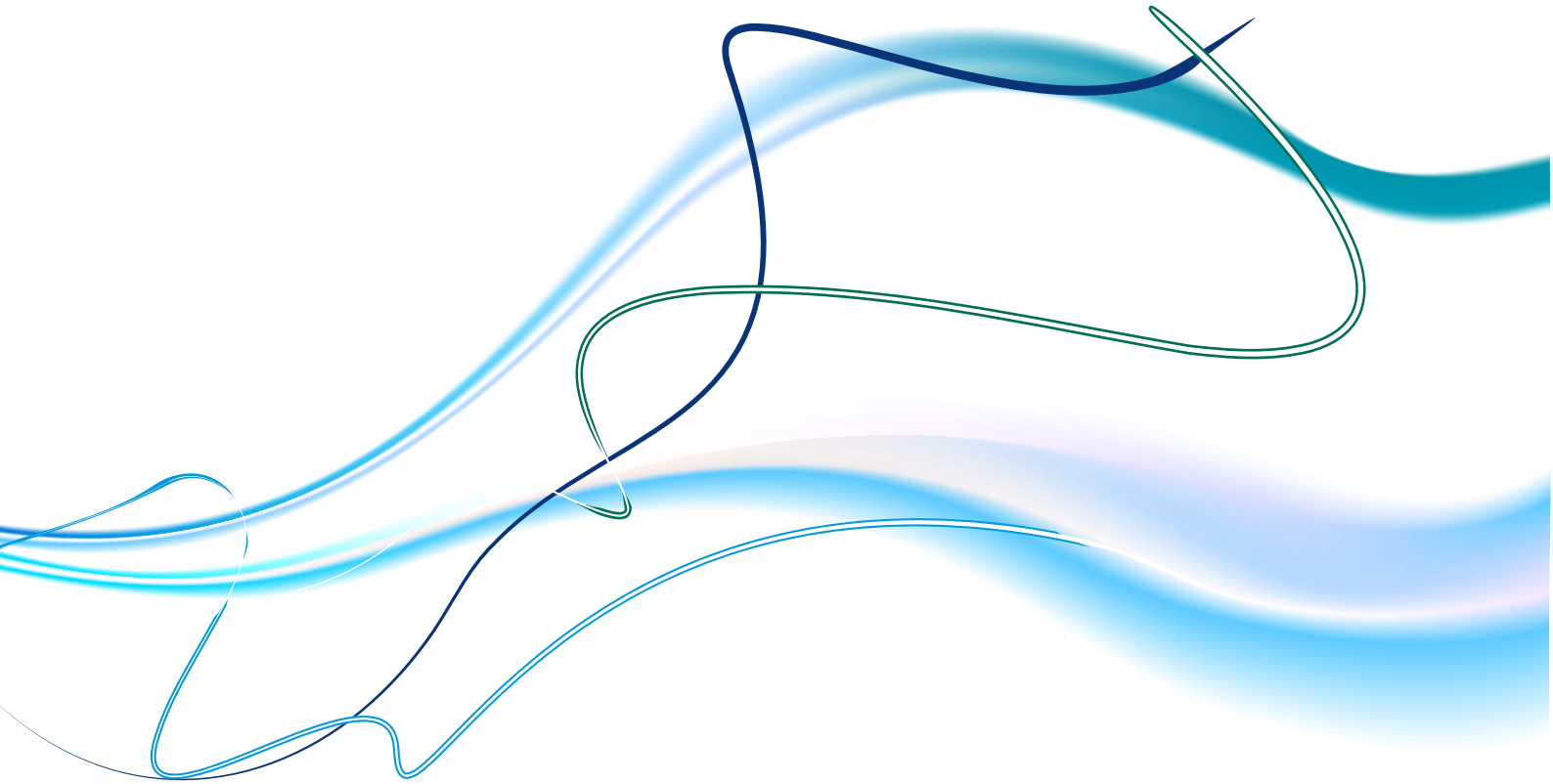
A. There are three pricing models for TaskCentre and they are:

Vendor-Aligned Pricing Model
Standard Product (Tools Model)
Standard Product (Usage Model)

The vendor-aligned products are competitively priced to compliment your primary business application. This product comes with a predetermined number of TaskCentre Tools and it's database connectivity is restricted to that application. Additional Tools can be purchased from the Standard Product (Tools Model).

The Standard Product (Tools Model) facilitates the purchase of individual TaskCentre Tools, can connect to multiple applications and allows for an unlimited amount of automated processes.

The Standard Product (Usage Model) allows organisations to purchase TaskCentre 'packs' of automated processes i.e. 50, 100, 250 etc. This product comes with all the TaskCentre BPM Suite Tools and can connect to multiple databases.



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