SAGE KNOWLEDGESYNC

by Vineyardsoft Corporation

Professional and Enterprise Edition Comparison

Sage KnowledgeSync Enterprise Edition is designed for organizations that wish to expand upon the capabilities of the KnowledgeSync Professional Edition. The Enterprise Edition includes all the capabilities of the Professional Edition, plus increased abilities in the areas of alert delivery methods, data condition monitoring, form/document/report delivery, and workflow processing.

The Enterprise Edition also provides the ability to monitor data beyond just a single Sage application.

The following chart shows the most common reasons why some clients choose to upgrade to the Enterprise Edition. The sections after the chart detail these added capabilities.

Sage KnowledgeSync Professional Edition	Sage KnowledgeSync Enterprise Edition
Monitors a collection of pre-configured conditions	Monitors any conditions
Sends email alerts	Sends alerts via email, fax, pager, PDA, cell phone, FTP, & screen pop
Alerts can include some application data	Alerts can include any application data
Limited to 24 active events	Unlimited events
Sends email in plain text & HTML format	Delivers Forms & Documents with advanced formatting and in a variety of formats including PDF, Word, & Excel
Does not include Report Distribution	Includes a Report Distribution module
Cannot add or update records in Sage applications	Includes a Workflow Action module
Monitors information in 1 Sage application	Monitors data within & between multiple/unlimited applications
Cannot monitor the content of incoming email	Monitors & auto-processes incoming mail messages
Delivers alerts & tracks success or failure of delivery	Delivers & tracks alerts and also includes Alert Failover so that undeliverable alerts can be re-routed
Runs each event as a separate entity	Provides event "job streams" for multi-step processes
Cannot import or export events	Can share events with other KnowledgeSync users

Business Condition Trigger Creation (Query Designing)

Along with the pre-configured queries that are included in the Professional Edition, the Enterprise Edition includes the "Query Design Module" in which you can both modify the pre-configured queries that come with Sage KnowledgeSync as well as create an unlimited number of additional queries of your own.

The Query Designer is wizard-driven and requires no technical knowledge other than a familiarity with the database schema of the application you wish to create queries for. Using the Query Designer, you can create "event triggers" based on any conditions of data within any aspect of a Sage application. This gives you the ability to create event triggers on the precise conditions that are important to your organization.

Multiple Alert Delivery Methods

The Professional Edition allows you to create events that send alerts via email. The Enterprise Edition adds the following alert delivery methods to the KnowledgeSync application:

- Fax
- Text Message to Cell Phone, PDA, or Pager
- Screen Pop
- Web Browser
- FTP

Custom Field & Calculations Inclusion in Alert Messages

In the events in the Professional Edition, the data fields that you can use in your alert messages are pre-defined; with the Enterprise Edition, you have the ability to pick and choose which data fields you want your events to have access to. This means that custom or site-specific fields can be included in your alerts, as can "calculated fields" that use sophisticated arithmetic equations to perform more in-depth analysis of the information in your Sage application.

The Enterprise Edition also allows you to enable auditing on any field in your Sage application database and thus create events that are triggered based on changes that are made to any fields within your Sage application.

Unlimited Event Activation

Unlike the Professional Edition which limits you to a maximum of 24 active events, Sage KnowledgeSync Enterprise Edition has no limit to the number of events that you can design and activate within the KnowledgeSync system.

Form & Document Delivery

Depending on your business you may have the need to deliver Forms or Documents to your alert recipients. These forms or documents may include such things as invoices, statements, dunning notices, product quotations, and purchase orders.

The Enterprise Edition provides the ability to automatically generate and deliver Forms and Documents. They made be delivered via email, fax, FTP, or web browser, and they may be generated in a variety of formats, including PDF (Adobe Acrobat), HTML, Microsoft Word, Microsoft Excel, and other formats.

Crystal Reports Distribution

Sage KnowledgeSync Enterprise Edition embeds the Crystal Reports "runtime" engine, giving you the ability to schedule, generate, and distribute an unlimited number of analytical reports to an unlimited number of recipients. These reports can be for such things as:

- Detailing Aged Receivables or Overdue Invoices
- A snapshot of Inventory Stock Status
- Job Progress Updates

The Enterprise Edition can generate and deliver any reports that were created in versions 8.5 through 11 of Crystal Reports. This includes the ability to "trigger" the generation and delivery of reports based upon specific business conditions within a Sage application. (E.g., generate and deliver an Aged Receivables Report for any client who goes over 90 days overdue, or generate a Stock Status Report for any item that falls within 10% of its re-order level.)

Workflow Execution (Application Updates)

Sage KnowledgeSync Enterprise Edition is often referred to as "Alerts on Steroids" because it does much more than just send alerts. With a fully integrated "Workflow" module, the Enterprise Edition can update your business applications at the same time it sends alerts to your staff and clients.

The Workflow module in the Enterprise Edition consists of a suite of API Tools; this includes a Visual Basic (VB) Scripting module, the ability to generate XML, the ability to run programs, SQL statements, stored procedures, and more.

The Workflow module not only enables you to add or update records within your application databases, it allows you to move data between the multiple applications in use by your organization.

Event Job Streams

As your use of Sage KnowledgeSync gets more sophisticated, you may find that in addition to monitoring and responding to individual conditions there is the need to automate multi-step business tasks. One example of such a task would be the processing of a new order – you need to send a confirmation to the client, you need to send an alert to order fulfillment, a copy of the invoice to finance, and you need to create a sale record in a CRM application.

With the Enterprise Edition, multi-step processes like this one can be accommodated via the "Event Job Streams" module. This module lets you create job streams that are composed of multiple individual events; when a specific event in the stream is done processing, the next event in the stream is initiated. Events can easily be inserted or re-ordered within a stream, and if an error occurs anywhere within the stream, the remaining processes are put on hold until the error is resolved.

Multiple Application (& Cross-Application) Monitoring

One of the biggest differences between the Professional and Enterprise Editions is that where the Professional Edition can monitor conditions in a single Sage application, the Enterprise Edition can monitor conditions in multiple – or even unlimited – software applications. (Including those from Sage as well as non-Sage applications)

This has 2 significant benefits:

1. Sage KnowledgeSync becomes your one, enterprise-wide Alerting & Workflow solution. You no longer have to worry about using different monitoring and alerting technologies for your various software applications. Integration is consistent, easy, and reliable.

2. Cross-application awareness. As your business grows, so too grows the inter-dependence and interaction of data between your multiple business systems. Awareness to conditions such as a client who's on credit hold in a financial application but has just placed a new order in a sales system is key to enterprise-wide business intelligence.

Incoming Email Monitoring

The single greatest source in the growth of organizational data is incoming email. Without a way to automatically monitor and respond to critical information within incoming mail messages, an organization risks losing sales, and alienating customers.

Sage KnowledgeSync Enterprise Edition includes an Email Response System (ERS) which ensures that email messages that are sent to generic (i.e., non-personal) email addresses are identified, analyzed, and responded to. With ERS, email messages that are sent to accounts such as "info", "sales", and "support" do not go into a black hole.

ERS automatically matches incoming email messages against client records in a database; non-matching records can trigger the creation of accounts and contacts. The content of the message can then be parsed and analyzed by KnowledgeSync, the appropriate individuals notified, and intelligent follow-actions automatically scheduled.

WatchDog Module & Alert Failover

The Enterprise Edition includes a special module called the "WatchDog" – which is essentially Sage KnowledgeSync's way of monitoring itself for such conditions as:

- If an alert fails to be successfully delivered (WatchDog can re-direct that alert to an alternate recipient)

- If too many alerts are being triggered (WatchDog can notify you when alert thresholds are being surpassed so that you can review & modify event configurations)

- If an event was configured but is missing components required by your organization (WatchDog can identify the events with missing components and bring them to your attention)

- If a related piece of hardware or an email server or network is down (WatchDog can track how long the outage is and notify if the downtime exceeds acceptable limits)

WatchDog comes with over 50 pre-configured self-monitoring events and can be modified to track and respond to any system performance parameters that are of key importance to your organization.

Event Sharing (Import & Export)

As your use of Sage KnowledgeSync increases – and as you begin to connect with some of the other 4,000+ Sage KnowledgeSync organizations around the world – the value of event sharing becomes obvious.

With the Enterprise Edition, you receive the "EventPak Management Module" which enables you to "pack up" and share your KnowledgeSync events with other KnowledgeSync users. You can pick and choose which events (and even event components) are included in your EventPaks (thus protecting your intellectual and corporate property) and you can "brand" your EventPaks with your identity for easy recognition and tracking.

The EventPak module includes one-step event imports and exports, and even provides a way for you to encrypt and license your proprietary events should you wish to do so.

Choice of Email Engines

For those organizations that wish to use Sage KnowledgeSync with email systems other than Internet (SMTP) compliant, the Enterprise Edition also provides native support for both Microsoft Exchange (Outlook) as well as Lotus Notes based email systems.

Enterprise Edition Licensing

Sage KnowledgeSync Enterprise Edition has both a License Fee and an annual Maintenance and Support (M&S) fee. The license fee varies, based upon the number of applications that you wish to have Sage KnowledgeSync monitor. Each application to be monitored counts as one "connection" and the Enterprise Edition may be licensed for One, Two, Three, or Unlimited connections.

Once an Enterprise Edition license is purchased, a perpetual license code is issued; this license code never expires, so a client does not have to renew it annually.

The annual Maintenance and Support for the Enterprise Edition is required at the time of purchase and then becomes optional starting in year #2.