

EVENT MANAGEMENT FRAMEWORK

KEEPING YOUR BUSINESS
IN SYNCH AND PRODUCT
FLOWING SMOOTHLY

STOP SMALL RIPPLES IN YOUR BUSINESS PROCESSES FROM GROWING INTO MAJOR DISRUPTIONS ACROSS YOUR ORGANIZATION

Today the pressures of global competition, 24/7 manufacturing cycles and the need for greater partner collaboration are forcing many companies to streamline their operations and make them agile, flexible, and responsive.

Organizations are becoming more dependent upon the accuracy of shared information and execution of certain activities across the enterprise. Disruptions in these processes have immediate costs associated with them but a greater concern is the possible impact on a company's brand reputation, stakeholder confidence, and the end consumer.

It is nearly impossible for an individual to be watchful of all events within an enterprise and across a supply chain. Filtering through large numbers of data points from various sources, determining if the timing of certain events exceed an acceptable limit and drawing conclusions from a set of unrelated data points from various sources can be nearly impossible without the aid of software.

In response to the pressures of growing competition and the need for proactive processes, organizations are supplementing the alerting functions within their current business applications with event management framework technology.

Event Management Framework (EMF) is an advanced solution that is designed to provide actionable insight into events across your enterprise. It can be easily integrated into your business system infrastructure and applications in order to gain access to critical data points from disparate systems. It can be configured to deliver alert notifications to specific individuals, teams, or business applications over a variety of communication channels, based upon the logic you program.

Our EMF solution is an innovative toolkit that allows companies to build their own proactive, early warning systems. It empowers individuals with a set of personalized alert functions. It allows companies to build a faster, more agile organization.



ESTABLISH AN INFORMATIONAL BACKBONE ACROSS YOUR BUSINESS APPLICATIONS

You need the time and relevant information to quickly intervene and resolve a situation before it escalates and adversely impact your operations. From an event occurrence to a response, EMF is proactive in your organization by performing these key activities:

MONITORING

Data points that exceed or don't meet target values or are set to a specific value may need to be monitored. These events can be task related (e.g. end or start of a task), a result of a task (e.g. out of stock or tolerance) or an external notification (e.g. new order, late carrier arrival). In addition, non-events are of similar importance, for example when something doesn't happen as planned (e.g. invoice not generated, production job not closed) or something is not on schedule (e.g. carrier not arrived, purchase order approval not received). Unplanned and unpredictable events, such as electrical, water and telecommunication outages, and weather and traffic conditions, are other types of events that can have an effect on manufacturing, distribution and transportation. Through built-in services, EMF collects data across disparate networks and places them into a central repository for aggregating, trending and analysis.

AGGREGATING

Composite events are derived from the relationship amongst a group of simple events, and when considered together, can reveal potential problems that one would not normally see. Just like events, composite events can be monitored, tracked, delivered and acted upon by users and business applications.

TRENDING

As an early warning system, EMF gives warning well in advance of the event that action is required. For example, if a product is out of stock or a carrier is late once a month, it may be normal so an alert should not be generated, but if this trend continues and it happens a few times week, then it may reflect some underlying problems and should be recognized, analyzed and resolved.

ANALYZING

Based upon user configured logic programmed into EMF, events can quickly be analyzed and certain paths followed. Suppose a carrier informs you that there will be a late inbound shipment. Will this late delivery impact a cross dock shipment or a planned manufacturing job? Suppose a customer order is delayed for shipment. Is the delay within an acceptable range? EMF can make many upfront decisions, and then determines who to notify. And in some cases, one event can set off a chain of events. Unacceptable delays may in turn cancel orders, adjust manufacturing jobs, remove inventory allocations, refund payments, etc. These dependent events can be programmed into EMF.

NOTIFYING

Timing is everything. By actively notifying responsible individuals and/or business applications and making them aware of critical situations or exceptions, you can increase response times. Once it is determined who to notify, EMF determines what information needs to be communicated and how it should be communicated - whether it by email or text to an individual, or web services or database updates to a business application.

RESPONDING

Whether through smart phones, tablets, or dashboards, users are delivered the right information at the right time to make smarter and better decisions. But EMF tracks responses as well. If proper actions are not taken, or instructions not acted upon in a timely fashion, EMF will escalate the situation and follow alternate paths to get the situation resolved.

EMF KEEPS YOUR DEPARTMENTS FOCUSED ON MANAGING BUSINESS PROCESSES

EMF allows departments to focus on the “What” not the “How” when dealing with events within their enterprise and supply chain. Operations can focus on which events to monitor and what types of responses are needed to be taken. And IT doesn’t have to worry about how to extract data or how to send an alert message to a smart phone.

STOP THE CONSTANT MONITORING OF INFORMATION

You don’t have to spend your valuable time constantly checking inquiries or generating reports. With time-sensitive event monitoring of significant events, the right information will be delivered to you at the right time, through the right communication channels, in order for you to respond and correct the situation.

EXPEDITE AND ESCALATE NOTIFICATIONS

Automated logic and workflows deliver messages to designated users and business systems, and tracks their responses.

MAKE FASTER, SMARTER DECISIONS

With role-based messaging and dashboards, relevant information is delivered to you in order for you to make faster and smarter decisions.

INCREASE COLLABORATION

On the road or in the office, mobile communications makes it easier for your users to interact and collaborate with their customers and suppliers.

MANAGE GOVERNANCE, RISK AND COMPLIANCE

Monitor authorizations and controls in order to stay in compliance with legislation and regulations. Risk is managed, fines can be avoided, and potential fraud can be exposed.

ENHANCE SYSTEM CONNECTIVITY WITHOUT CUSTOM CODING

With EMF’s non-invasive technology, there is no enhancement or maintenance programming to your existing systems. EMF can deliver benefits quickly and efficiently by providing an integrated solution that sits across your existing systems and passively monitors them, without requiring the deep integration and synchronization of alternative technologies. And built-in services for communications make programming for email and text messaging, quick and easy.

CREATING NEW MONITORING PROCESSES

The easy-to-use drag and drop graphical process modeler allows you to define the event logic, using visual objects at a high level, as opposed to writing low-level middleware code. You can create your own personalized set of alerts with minimum IT involvement and customizable dashboards make user interface development unnecessary.

OUR CUSTOMERS SAY IT BETTER THAN WE EVER COULD



Business Intelligence and System Integration

Berner Food & Beverage, a leading private-label cheese products and milk-based beverage producer, wanted to expand their business intelligence reporting, and more tightly integrate their business applications.

Installed in just 2 days, Berner’s power users immediately became more productive, focusing on making smarter business decisions, based upon key performance data consolidated from their multiple applications. EMF was then configured to support their integration requirements without the need for custom coding within the applications.



Governance & Compliance

MAN Diesel & Turbo, the world market leader for large diesel engines and turbo equipment, needed a monitoring solution to monitor and audit their order to cash, purchase to pay and financial processes.

The continuous compliance capabilities in EMF allow MAN to search for suspicious activities in order to minimize the potential of corporate fraud, and comply with SOX and other federal agencies regulations.



Intermodal Transportation Monitoring

The goal of DB Schenker, a leading global logistics company, is that customer products are flowing smoothly across their global supply chains.

With EMF, DB Schenker can proactively monitor all transport operations, allowing a customer shipment to be quickly and easily tracked from origin to destination. From spotting potential delays in the supply chain to reporting operational performance, DB Schenker can ensure that their customer service level contracts are met.



Inventory Monitoring

Aviall, a global leader in aviation spare parts, employs EMF to track non-conformant events within their supply chain. One example is the monitoring of inventory levels, specifically expiration dates, across corporate and 3rd party warehouses worldwide.

In terms of inventory control alone, EMF has helped Aviall eliminate costly inventory write offs due to expiration date issues, and prevent the shipments of non-conforming parts to customers, thus avoiding possible fines for not meeting service level contracts.

EMF GIVES YOU THE TOOLS TO MONITOR AND IMPROVE ANY BUSINESS PROCESS

It has found that the many of the disruptions experienced by companies are primarily the result of minor problems that lead to major issues within their business and supply chain operations. These issues can sometimes wipe out the cost savings achieved through a company's continuous improvement programs, lean manufacturing initiatives, etc.

When looking to apply EMF within you organization, you should consider all business processes that could experience hiccups that could lead to poorer performance, lower standards of excellence and customer service levels. In addition, consider those areas in which opportunities have been missed or should be improved upon.

<p>SALES & OPERATIONS PLANNING</p> <ul style="list-style-type: none"> • Reporting • KPI Monitoring • Performance Management 	<p>GRC</p> <ul style="list-style-type: none"> • Continuous Auditing • Risk Prevention • Compliance Issue Detection 	<p>SUPPLIER MANAGEMENT</p> <ul style="list-style-type: none"> • EDI Interchange • Supplier Rating • Order Management
<p>SUPPLY CHAIN VISIBILITY</p> <ul style="list-style-type: none"> • Visual Order Status • Deviation Alerts • Event Tracking/Notification 	<p>DEMAND MANAGEMENT</p> <ul style="list-style-type: none"> • Change Handling • Order Redistribution • Supplier Management 	<p>MANUFACTURING</p> <ul style="list-style-type: none"> • Exception Handling • KPI Monitoring • Performance Management
<p>WAREHOUSE MANAGEMENT</p> <ul style="list-style-type: none"> • Load Monitoring • Bay Allocation • Supplier Collaboration 	<p>INVENTORY MANAGEMENT</p> <ul style="list-style-type: none"> • Stock Reduction • Reduced Wastage • Faster Replenishment 	<p>TRANSPORTATION & LOGISTICS</p> <ul style="list-style-type: none"> • Container Tracking • Delay Management • Route Planning



EMF IS IMPROVING BUSINESS COLLABORATION AND PERFORMANCE ACROSS ALL CHANNELS

At Aptean, we serve companies that are driven by customer needs, so we know you expect the same high quality standards from your technology partners. We are committed to delivering exceptional service and support to match our outstanding products.

EMF is affordable, easy to use, and configurable to meet the needs of any organization in any industry. With built-in alert service objects, templates and dashboards, the solution requires minimum implementation, configuration and training services from Aptean as well as your own IT department. Typically, customers are up and running the EMF solution in as little as one week.

Whether if you're a small manufacturer, large retailer or a global distributor, EMF can help you remove the inefficiencies and risks within your business processes. Let us help you keep your business in synch with your business partners, and ensure your products move smoothly through your enterprise. Become that faster, more agile organization.

To learn more about our EMF solution, visit:

<http://www.aptean.com/products/event-management-framework>



Aptean is a leading global provider of mission critical enterprise software solutions. We build, acquire, and integrate industry-focused solutions to support the evolving operational needs of our customers, enabling them to increase operational efficiencies and improve customer satisfaction and loyalty.

For more information, visit: www.aptean.com