



Exact Event Manager

MONITOR BUSINESS ACTIVITIES AND LOWER YOUR RISK

Exact Event Manager keeps track of your business and triggers automatic actions.

Efficient business activity monitoring ensures that you respond optimally to developments in your business environment. Exact Event Manager helps you keep track of business-critical “events” and define automatic responses based on pre-defined criteria. As a result, you become aware of issues before they become larger problems, reduce human error and save time. The benefits include decreased cost, increased customer satisfaction, and greater productivity.

With Exact Event Manager you can:

1. Monitor “events” and “non-events”.
2. Trigger immediate actions.
3. Improve your customer service.
4. Reduce manual tasks and human error.
5. Inform the right people at the right time.
6. Manage your business more efficiently.
7. Avoid risk by detecting problems early.

Exact Event Manager is an automated business activity monitoring system that runs with any Exact back office and Exact Synergy. It allows you to pre-define the business activities you would like to monitor – either by selecting events from a library or creating your own. In response to an event, the system can trigger actions such as:

- Exact Synergy workflow tasks
- Pager messages
- PDA notifications
- Faxes
- E-mails
- Phone messages
- Crystal Reports in the PDF file format
- Error logs

Monitor “events” and “non-events”

Exact Event Manager allows you to easily manage the daily stream of information

in your company that has to be reviewed, acted upon and communicated to stakeholders, customers or suppliers. You can pre-define these “events” or “non-events”, which might, for example, include after-sales calls, contract renewals, order confirmations, missed payment deadlines, overdue deliveries or dips in stock levels.

Trigger immediate actions

Whenever something changes or doesn't change based on rules you set, the system automatically triggers actions, such as notifications, workflows or the automatic distribution of information and documents.

These can involve one person, several people, or even other systems. You can e-mail digital invoices, order acknowledgments or shipping notifications, inform your customers the day before their production order is complete or notify the Inventory Manager when inventory has reached a minimum level. When designated inventory in a specific warehouse location reaches a pre-determined level, an e-mail and workflow request can be sent to designated staff notifying them of the situation. And Crystal Reports can, for example, be e-mailed to management once a week, detailing all inventory items that have not turned within a certain number of days.

**Improve your customer service**

The automatic reminders generated by Exact Event Manager increase the efficiency of your organization by reducing the need for manual data entry and lowering response times. The system also improves your customer service by making it easier to manage customer accounts and initiate dialog. In the field of HR, you can set the system to automate processes, such as benefit renewals, periodic reviews, birthday cards, contract renewals. Or, for example, whenever an order is placed by a customer that is greater or equal to a specified total, an e-mail can be sent thanking them for their order.

Reduce manual tasks and human error

Exact Event Manager reduces manual tasks and human error by automating real-time inventory management, order tracking and billing, among other processes. Whenever a pre-defined, businesscritical event has occurred, the system triggers a set of actions or workflows. With automated processes in your sales force and supply chain, your business becomes more efficient.

Inform the right people at the right time

Exact Event Manager will deliver notifications to multiple destinations around the clock, making sure that the right people are informed at the right point in time. If you have divisions working in different time zones, the system will ensure that important notifications are delivered on time.

Manage your business more efficiently

Automated alerts and triggers can prevent bottlenecks from occurring anywhere in your organization. In production, for example, Exact Event Manager makes it easy to manage budgets, supplier project bids and binding service estimates. You can also track product life cycles by automatically recording critical components at inventory levels. And if inventory has not moved, purchase orders have not been received or customers have not bought within a specified number of days, you can take appropriate action.

Avoid risk by detecting problems early

Exact's business activity monitoring system allows you to generate alerts for risk management by establishing deadline notifications of past due contracts, invoices and deliveries. By setting up triggers to generate alerts across your entire IT infrastructure, you ensure that individual actions are aligned to company priorities and your financial risk decreases.