

Workflow and Messages

➔ Speed information across the enterprise using workflow messaging for improved performance and efficiency. Proactively respond to conditional alerts and triggers based on predefined thresholds.



Be enterprising.

Keeping employees working together proactively to manage and speed transactions across departmental boundaries is increasingly important. Whether it is to share and communicate information or to move transactions progressively through approval stages or process steps, Infor™ ERP VISUAL can make all employees more productive. Using the solution's Workflow and Messages capabilities, managers can ensure crucial steps in company procedures are adhered to—whether it is to check orders before they are approved and released or to conform to company business procedures and standards.

Leverage experience.

Workflow allows companies to automate their business processes, integrating policies and procedures with information flow according to predefined conditions or rules. Infor ERP VISUAL's Workflow is a business process management tool that allows information to pass from one person or department to another through a process cycle. Predefined rules and information flows dictate courses of action. Infor ERP VISUAL's Workflow offers master, pre-defined, and user-defined workflow templates to help users create and ensure a logical, repeatable flow of data. After defining a workflow, companies can release this design into the Infor ERP VISUAL system for general use where it operates behind the scenes. Various mechanisms notify users of tasks and activities that require action. The system can route information, such as customer orders, purchase orders, or engineering changes, to internal and external participants in the business process, incorporating approval functions along the way.

Users can also:

- Conveniently track the progress and monitor the status of documents using Workflow.
- Automate business processes.
- Route documents throughout the organization.
- Ensure information stays up to date.
- Shorten the lifecycle of more lengthy manual processes.
- Create workflow tasks for users.
- Initiate approvals for workflow steps.
- Track individual workflow documents throughout the process.
- Assign e-mail notification for workflow steps.

Get business specific.

Infor ERP VISUAL's Messages is a powerful workflow communication tool for your manufacturing business. It transmits important information to the appropriate person, either within or outside of your company, using the familiar features of e-mail. For example, you can automatically send an e-mail message to your customer when you ship their order. In addition to e-mail, Infor ERP VISUAL's Messaging also delivers alerts to user workstations, pagers, cellular phones, printers, and fax machines. You define the important events within the manufacturing process that trigger Infor ERP VISUAL to create and transmit messages to key personnel. This allows your employees to focus on other business without the necessity of constantly "checking in," while ensuring that they will be informed of, and can act on, critical information.

- Generate and route automatic messages to one or more recipients based on events that occur within Infor ERP VISUAL.
- Specify standard messages, or define your own variable content message.
- Include binary data, pictures, bitmaps, and text documents.
- Direct messages to company e-mail, Internet e-mail, user workstations, pagers, cellular phones, printers, and fax machines.
- Choose between multiple event types, including user-defined queries.
- Set up automatic database queries.
- Request status information on messages.

See results now.

Infor ERP VISUAL's Workflow and Messages capabilities enable you to proactively move transactions through the organization, making it possible to improve performance and increase efficiency for better customer service and lower operational costs. By automating transactions that have a predictable flow and setting triggers for commonly encountered events, your staff can be assured of maintaining consistent performance and quality within their business function. This will help to drive down costs and enable your resources to spend more time on value-added functions, while not missing a beat with critical business procedures and associated transactions.

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