



Process Focus

Business process intelligence

Process Focus captures metrics on user-executed transactions and complete business processes based on the business rules that you define.



As part of the Iontas Focus software suite, Process Focus offers you unprecedented visibility into – and understanding of – your company’s day-to-day business processes. The application has the unique ability to recognize an entire business process that may span several software applica-

tions and multiple complex steps, and to capture details about how that process is implemented. Process Focus tracks and analyzes specific metrics such as:

- Duration, including time required for each step
- Maximum, minimum, and average values for users and groups
- Number of times a process or step is executed
- Transaction values or account data at a given stage
- Time spent on combined processes, incomplete processes, including where in the transaction the process stopped

How Process Focus Works

Process Focus is simple to deploy and does not require special technical skills to configure. You first use a web-based configuration tool to set up the rules and define the process flow. Each process is composed of steps that you specify using

criteria such as buttons clicked, navigational paths followed, or values entered. Then you put the steps in the order in which the process will occur, and the configuration is finished. Process Focus publishes the rules to a small applet on every PC, which uses a patent-protected method to gather usage data directly from the operating system.

When the software recognizes a defined sequence of steps, it records the data you need to understand how people are actually using software to implement the business processes in your company. For example, when Process Focus detects a set of steps to collect client details, followed by the collection of property details, followed by a loan approval step, it knows the user is filling out a mortgage application and captures critical data specific to that process, such as loan amount, along with the timing of each step.

With this comprehensive information, you can

- Detect and fix process inefficiencies
- Identify and promote best practices
- Forecast resource needs more accurately
- Ensure and prove compliance with internal procedures and regulatory requirements.

And most importantly, you can support your employees with the training, tools, and processes they need to do the best possible job.

Reports and Analysis

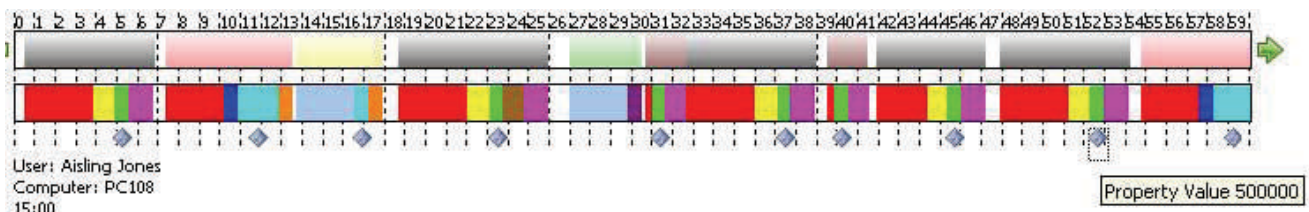
Process Focus provides detailed and easy-to-use reports, including a graphical overview of the processes users follow. Each pair of rows shows color-coded process information on the top line and a detailed step-by-step breakdown on the bottom line for each user, indexed by time. You can click on each graph to see more detailed information. When you mouse over the diamond-shaped event marker, you can see specific process information such as transaction value or customer details. As well, you can easily share Focus data with third-party reporting tools such as Crystal Reports.

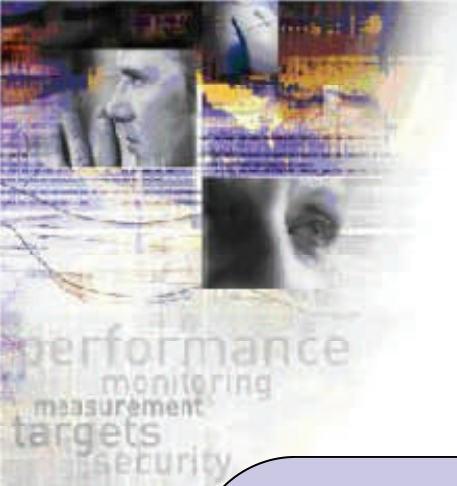


Only Process Focus provides the powerful combination of process recognition, event triggers, desktop capture, and process analysis that can recognize and understand complete processes. The software delivers unparalleled insight into – and control over – your company’s crucial the business processes.

Additional Process Focus Features

- **Recognizes complete processes** – only Process Focus has the intelligence to recognize discrete user events and analyze them as a part of a complete process
- **Captures timing of events and specific values that occur during the process** – such as transaction value or account details, even if it’s within web-based applications.
- **Patent-protected technology** – monitors the Windows operating system for application usage information, without affecting user or system performance
- **Collect business intelligence from multiple applications with no integration** – gathers data without touching critical corporate systems and requires no integration to user applications
- **Immediate deployment** – you can deploy Process Focus on every PC and laptop in an organization without network interruption and without additional programming costs
- **Low bandwidth requirements** – the encrypted messages regularly sent to a central server require the bandwidth of a single email
- **Tamper-proof** – employees cannot disable or hack the Process Focus application on their system
- **Highly scalable** – proven to work with tens of thousands of users in enterprise environments
- **Broad support** – works with almost all desktop applications, including terminal emulators and virtual environments such as Citrix.. Works with web- and server-based applications and supports Windows 98 \ME\NT\2000\XP.





Benefits

Process Focus monitors, recognizes, and tracks complete business processes, so you can fully understand how users conduct your day-to-day business operations. Process Focus helps you:

- Audit key steps within the business process to ensure and prove compliance with internal procedures and regulatory requirements
- Analyze and improve the efficiency of application workflow and other business processes
- Save money and increase profit margins by correctly executing business processes
- Track and act on key performance metrics
- Supply executive dashboards, workforce management systems, scheduling tools, and other third party software with important, real-time information about your business operations
- Analyze and compare user behavior to propagate best practices and to identify users who need assistance
- Provide the training and tools employees need to be most productive

About the Focus Software Suite

The Iontas Focus suite captures and analyzes detailed information about how users throughout an enterprise interact with their business-critical software applications. Focus gives managers insight into – and the unique ability to act on – users' minute-by-minute actions in order optimize processes and improve use of resources. This comprehensive information gives companies the knowledge they need to increase revenue, maximize profit, reduce costs, and improve operational efficiency and productivity.

Contact Iontas today to learn more about how Focus can help your business ***work smart.***



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