



Focus for Business Process Management

Focus is like a 24 by 7 time-and-motion study

You've heard it all before. So many companies claim their software or services will help you understand – and improve – your crucial business processes.

Not one of them provides the detailed insight that the Focus suite from Iontas does.



Business process management (BPM) applications are becoming more prevalent in today's business software infrastructure. They handle everything from workflow management and process modeling to providing metrics on process execution. But BPM tools have limits:

- They don't capture the process information that occurs outside of the defined workflow, nor the granular details that occur between tracked workflow steps.
- Traditional BPM solutions can tell you *when* a specifically-defined part of a process occurred, but not *how*.
- Every time you add – or change – a software application or business process, your IT team (or external consultants) spend hours making sure it's properly integrated.

To make the most of your vital business processes, you need detailed data on events beyond

the sight of most BPM applications. Iontas's Focus suite helps you understand how people use crucial business resources and processes. Focus provides a detailed picture of how *every* application is used, how data flows between applications, the timing of events, and even the actual data entered and returned.

"Focus acts like an invisible and incredibly detailed time-and-motion expert throughout your company, around the clock."

The Iontas Focus Suite

Activity Focus – Captures and logs detailed desktop activity, including application and module usage over time, idle time, log on/off actions, and more.

Event Focus – Captures any visible text and user actions within an application window. A rules engine allows managers to specify specific text or events that trigger alerts or actions in other applications.

Process Focus – Automatically recognizes and captures task details on user-executed transactions and specific processes based on pre-defined business rules.

Focus is powerful enough to let you clearly see the complex interactions between your hardware, your software, your networks, your databases and peripherals... and your people. With insight, you can begin to truly understand, analyze, manage, and optimize the performance of all your company's resources.



No one knows your business better than you. With Focus, you are in control. *You* can rapidly respond to business changes by changing the type of process data to capture... in just a few minutes. Focus offers you the agility to try new processes and quickly see their effects. With Focus, you can measure and manage the performance metrics that matter *right this minute*.

With Focus, you can share data easily with other applications. We publish our database schema so you can easily use Focus data to expand capabilities in your Business Process Management, Customer Relationship Management, Enterprise Resource Management, Workforce Management, Scheduling software, or any other software tools. And, because it captures specific data directly from the user's operating system, Focus actually simplifies data integration between other applications (by capturing data directly from one application and deliver it to another). It also offers powerful built-in reports, but you can export the data easily to the reporting tool of your choice. Focus's flexible, easy-to-use analysis and management tools are web-based.

Focus brings together data from across your enterprise to enhance your business processes and prove compliance, making it ideal for companies

implementing quality initiatives such as Six Sigma. You can compare performance data across multiple departments, geographies, or branches to determine which ones need assistance to boost performance, additional resources, and specialized training or tools.

The Focus product suite helps you optimize your business processes to

- Increase revenue and profit, as you do more business with the resources you have
- Reduce costs, as you improve productivity and operational efficiency
- Improve customer and employee satisfaction, as you streamline processes
- Expand your competitive advantage, as you improve both performance and services

Focus provides the operational business knowledge you need to run your business as efficiently as possible, while promoting the highest levels of quality.

Work smart. Use Focus to get the whole picture, not just the big picture.

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