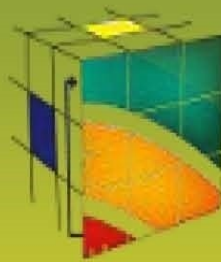


VERSION

2.6

WORLD
CLASS
CUSTOMER
SUPPORT



XOKA E-OFFICE (BPMS)

Solutions

e-Office(BPMS) solution to a company's needs begins with the alignment of business goals with an eye toward creating value through process change initiatives. This alignment leads to a thorough understanding and design of representative processes typically following an industry standard framework (eg. COSO, COBIT, ITIL, etc).

A BPM based foundation provides for complete lifecycle management of business processes, integration across technologies, and imbeds efficiency among people, processes, and technologies.

Many of the point solutions on the market today simply cannot future proof your solution. Unlike specific point solutions, ERP, document management, or framework-only based solutions, business process management solutions are designed and built to handle your future requirements with a flexible and efficient solution that:



Provide Quality Service for your citizen with XOKA-Citizen Service platform

E-Office (BPMS) is a process automation tool. It helps you map out your everyday processes to identify and eliminate bottlenecks, control your company's costs, make your day-to-day processes as efficient as possible, and ensure the effectiveness of the people involved in your processes... **Non e-Office (BPM) environment challenged by various Problems:-**

- Repetitive and Paper-Intensiveness process
- Manual Document and archive practices
- Manual or no Knowledge Management
- Large Records/Registrar Office
- No or little transparency
- No or little accessibility
- Difficult to get timely report

Example of Industry's that need the **e-Office (BPM)**

- Government Offices
- Insurance and bank
- Hospital
- Embassy
- University or collage
- Utility service providers etc.

Key Features

- Collaboration and messaging
- Business Process Management
- Appointment Manager
- Document Manager
- Records Management System
- Form Process
- Process Builder
- Electronic Post-It Note
- Performance Manager
- Knowledge management system
- Web content management system
- Report Management
- Dashboard

CSP Benefits

- Creates an effective office management system
- Enhance productivity of work
- Enable prioritization of work
- Use of IT tool as an enabler to help in daily work
- Ensure efficient and effective administration
- Data storage and retrieval
- Properly managing organizational knowledge and memory
- Facilitate information sharing and report generation
- Data Security

What Is XOKA e-office?

XOKA-office(BPM) is a solution that enable paperless environment with the capabilities of two-way interaction between employees. E-office(BPM) is designed based on Service Oriented Architecture (SOA). It uses XML schemes for data modeling and transferring, and SOAP for data exchanges.

The core components of e-office(BPM) are:

- Content Management System (CMS)
- Business Process Management (BPM)
- Multi-channel Delivery interfaces
- Gateway to legacy applications
- Knowledge management
- Document management
- Dashboard
- Report managements
- Mobility, collaboration and productivity

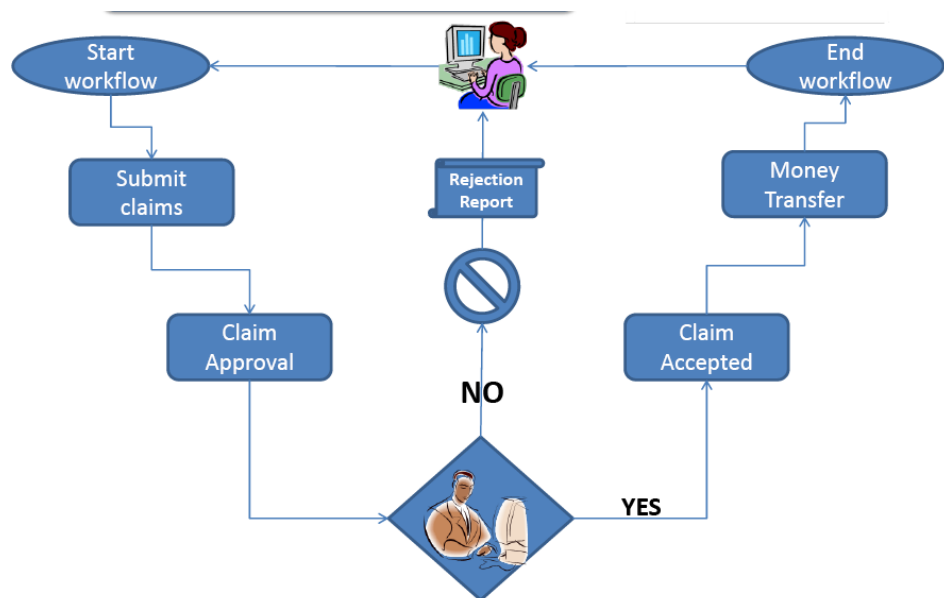


Figure 1: The XOKA eOffice (BPMS) example of insurance Process model.

Application Capabilities

Our solution offerings may correspond to only one or a number of different application capabilities. The **XOKA eOffice(BPMS)** application capabilities are described below:

- **Employee interaction** – Providing integrated portals and contact centers with an open source Donnet-nuke CMS.
- **Intelligent forms and workflow** – Form builder and business process manager provide a solution that combines rich electronic forms with workflow and integrated records management capability
- **Case and records management** –Integrated with the Microsoft® Office System provides intelligent contact center and case management solutions
- **Mobility, collaboration and productivity** – Unified Communication and Notification including SMS, Email and Enterprise Content Management solutions
- **Performance management** – Microsoft Business Intelligence solutions provide data warehousing, reporting and analysis, and performance management toolsets to foster productivity and enhance decision making
- **Knowledge management** – integration with Wiki to keep the organization knowledge, that helps to understand and interpret data in the context of its period and location
- **Integration with backend systems**- Capabilities for financial management, project accounting, human resource management, business analytics, and customer relationship management.
- **Identity Management** – Identity management solutions, including Windows CardSpace, allow government organizations to protect citizens' and businesses' online identities and be sure that people are who they say they are
- **Infrastructure optimization** – Application platform, business productivity infrastructure and core infrastructure optimization

Essay Integration

- LADP services.
- Microsoft Dynamics
- Microsoft AX
- SAP
- Outlook integration
- Any kind of open systems

Ease of Use

Single sign on

SMS Notification

One click away Report

Essay User interface

How is e-office (BPMS) Software different from ERP?

While ERP systems offer great benefits in being able to integrate disparate systems and applications, insight and visibility into the ERP processes is limited. Moreover, in today's market and economy, it is vital to be able to move quickly when deciding to automate new systems for various reasons (cost, resources, competitive advantage, etc.). A Business Process Management Software Suite provides strengths in four main areas regarding business processes:

- Process Modeling
- Automation
- Management
- Process Optimization

One could argue that an advantage that ERP systems offer is that they effectively handle Process Automation and Management, but do not require the intense coding resources and long project plans that many BPMS software systems do.

A BPMS like the dynamic NAV not only provides workflow automation capabilities, but offers the ability to automate and manage business processes with little to no coding needed. Moreover, BPM software has the ability to provide process analytics BEFORE AND AFTER the business process goes live, a true differentiator from ERP. Having the ability to "take a step back" from the day to day of your business and analyze your business processes for bottlenecks, inefficiencies, and cost control will enable you to ensure your process automation efforts provide you the return on investment (ROI) your company executives are demanding

Reduce Your Cost

- 80 % low cost for full implementation of the system compare to other.
- You need only one license for all the future.

Ease of Use

Get started immediately with the aid of the help documentation provided in the system and our technical staff. It come with comprehensive inbuilt Help Documentation.

One call away for Demo, we will come to your office and show you the magic.

FEATURES

Employ Portal

- Account Management
- Case or request management
- Message , chat , group and collaboration
- Appointment Management
- Request status Tracker
- Facebook like wall and friend network
- Full Contents management Futures
- Case Manager
- Appointment Manager
- Post-it Note
- Supervisor Case manager
- Document managements
- Dashboard

Administration

- ✓ Business process Management
 - Services management
 - Workflows management
- ✓ User Account Manage
- ✓ Notification management
- ✓ Form builder

Communication and Notification Chanel

- Email
- Portal
- WAP Web
- SMS

SUPPORTED PLATFORMS

SERVER OS

- Windows 2003 Server
- Windows 2008 Server

APPLICATION SERVER

- Microsoft IIS 7.0 and above

RDBMS

- SQL Server 2005
- SQL Server 2008
- SQL Server 2012

CLIENT OS

- Windows XP SP2
- Windows Vista
- Windows 7

OFFICE SUITE

- Microsoft Office 2003 to 2010

WEB BROWSER

- Mozilla Firefox
- Internet Explorer
- Google Chrome

Integration with Backend systems

- Microsoft dynamics
- SAP
- Or any kind of open systems

Our Support

Our head office located at Addis Ababa, Ethiopia in Dembel city center building, our address make us available to our customer 24 /7 high speed internet with 99% No power break in case of any power interruption there is automatic power generated in place, this location also 2 kilometer away from Bole International Airport and 1 kilometer away from central train station for walking clients.



Figure 2: XOKA office Addis Ababa, Ethiopia in Dembel city center.

Last but not least, Support division makes sure of the customer get the maximum support for the soled product.

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