



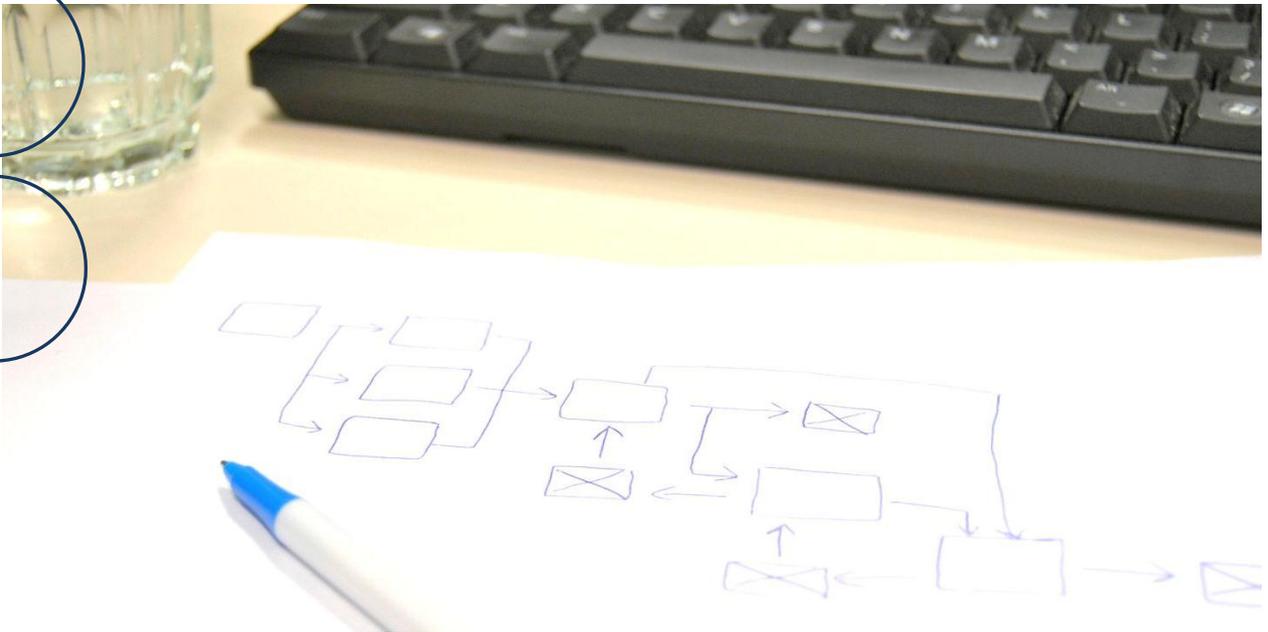
**SOLVING YOUR PROCESS PROBLEMS**

**webandflo** 

# Solving Your Process Problems

## Web and Flo Understands that Businesses are Tired of Suffering From:

- Invisible bottlenecks
- Unnecessary red-tape
- Lengthy approval times
- High levels of re-work
- Lost paperwork
- Double entry into multiple systems
- Generic software that doesn't suit your business



Web and Flo offers a complete business process management solution, which helps you solve your process problems. We understand that each business is unique. Every solution we create is specific to your business requirements, exclusively tailored with software and pricing options to suit you.

## Fast Tactical Solution

Web and Flo is able to quickly identify critical issues in your business processes and provide you with a tailored, cost effective workflow solution that will give you the competitive advantage you need.

A Web and Flo workflow solution is unlike traditional system implementations. The speed in which you can be operational and enjoying the benefits of your new process is likely to be months not years (sometimes even weeks!).

# How Can Web and Flo Solutions Solve Your Process Problems?

## ➔ Increase productivity

Allow for more effective prioritising of business processes and tasks for all staff throughout the entire organisation;

## ➔ Increase visibility

Assist in the overall visibility and transparency of business processes, allowing for improved identification of bottlenecks and areas of importance;

## ➔ Reduce costs and time

Standardising your process provides more efficient handling of tasks. Typically, this relies on staff passing paper forms around for further processing, resulting in a large number of errors, re-work and delays;

## ➔ Reporting, measuring, analysing

Identify inefficiencies in processes, such as who is missing deadlines, who has a low throughput and where the bottlenecks are;

## ➔ Improved staff accountability

Visibility of 'who's doing what' is now available to everyone, so that people can easily identify who is holding up the process. Staff learn quickly that they need to be more accountable for their tasks;

## ➔ Better process control

Centralise business processes under the one platform;

## ➔ Integration with existing systems:

Eliminate double entry into multiple systems, saving you time and substantially reducing the risk of errors;

## ➔ Simplification of process

Implementing a workflow solution will highlight the inefficiencies within your process and allow you to simplify it where appropriate;

## ➔ SaaS / Hosted solution available

A fully hosted and managed web-based solution removes the need to spend on Hardware and Software Licensing;

## ➔ 100% Web-based user portal

Allows you to involve geographically dispersed staff clients and suppliers;

## ➔ 100% Web-based design studio

Kontinuum's Design Studio provides you with a tool to easily adapt your processes as your business changes.



## Why Use Us?

As the only pure workflow software provider in Australia, Web and Flo's focus is only on 'continuous process improvement'.

Our flagship software Kontinuum provides a complete business process management solution with an intuitive interface. Designed with the end user in mind, Kontinuum provides businesses with the ability to deploy and integrate workflow applications with speed and efficiency across all areas of your business.

With Kontinuum, you have the ability to automate and manage your workflow, improve productivity, enforce company best practices, gain greater visibility and above all reduce costs.

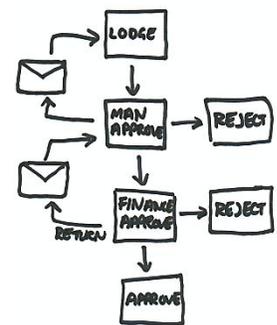
## Experience and Support

Established in 2000, Web and Flo successfully provides workflow software solutions to some of the top 100 companies within Australia, the United Kingdom, Asia and the United States.

Some of the industries we service include Insurance, Financial Services, Manufacturing, Education and Government. Our solutions are custom-designed to benefit any industry.

Web and Flo will guide you through your process improvement journey every step of the way. We offer a complete workflow solution, backed by our innovative technology and proven experience.

Our comprehensive support during implementation ensures that your process management solution is operational and producing results quickly and efficiently.



## Do It Yourself

Whilst Web and Flo can create your complete workflow solution, we can also provide you with Training and Support so you can do it yourself. Become proficient in workflow application design and deployment in just 4 days.



# More About Kontinuum

Kontinuum, Web and Flo's Workflow Management Suite, offers you a fully scalable solution that can be customised to meet the needs of your business.

The drag and drop design studio allows you to create complex business processes quickly and easily. Using 'Active Eye', you are able to see a visual representation of your workflow progressing from anywhere in the world.

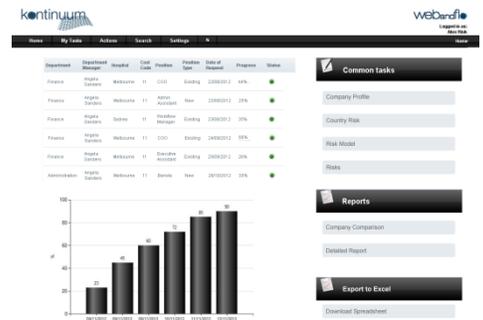
Never before has the tracking of business processes been so transparent. With the easy to read 'dashboard' display, you can now view and monitor the time taken for each employee to complete specific tasks, identify where the bottlenecks are forming and remain abreast of each employee's current and future workload. Not only will this help you improve the efficiency of your employees, it will make forecasting and planning more accurate.

## Features

- Drag and Drop Workflow Design
- Interactive Web Forms
- Task Management
- Task Delegation, Redirection and Escalation
- Flexible Business Rule Management
- Parallel, Sequential and Conditional Routing
- User Friendly Portal Environment
- Reporting & Analysis
- Dashboard Reports showing real time status of processes
- Email Notification and Escalations
- 3rd Party Systems Integration (Import, Export, Lookup, Real Time)
- External User Verification (Active Directory and others)
- Single Sign On
- Auditing of all steps in the workflow

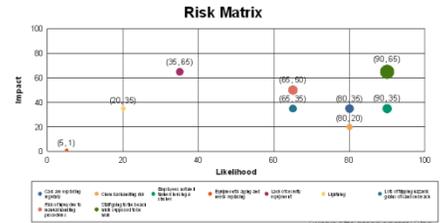
## Technical Specifications

- Windows Server 2000 / 2003
- SQL Server 2000 / 2005
- Developed in Visual Basic.NET
- 100% Web Interface
- Compatible Web Browsers
  - Internet Explorer
  - Firefox
  - Chrome
  - Safari

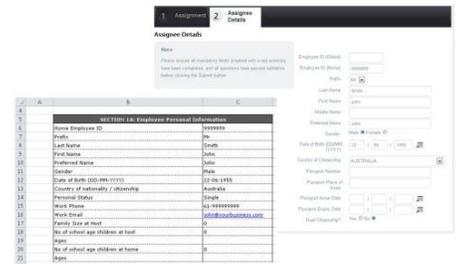


Dashboard provides prioritized task lists, real time graphs and reporting tools.

Risk Register Report



Integration with reporting and analysis tools such as Crystal Reports and Excel Spreadsheets.



Bulk Data Upload from Excel Spreadsheets into Kontinuum forms.



Automated Email and SMS Notifications.



Intelligent task allocation using defined logic in the business rules.



## What our clients say

When you consider how much time is wasted by operating under a manual process, the benefits of automating business processes are staggering. Here are a few comments from some of our clients:

*"The Web and Flo staff have been able to assist us in developing tailored solutions to solve our process automation issues. This has led not only to significant efficiency savings, but also increased the visibility of requests right through the process flow".*

- **BOC Australia**

*"From a management perspective, Kontinuum has allowed me to track my business processes and identify where the bottlenecks are forming. It has also allowed closer examination of individual workloads, which has meant that my team has dramatically improved its efficiency".*

- **Willis Group**

*"Web and Flo are very professional and their customer-centric approach is displayed in their ability to listen to businesses, and to provide a personalised service which continues to go above and beyond our expectations".*

- **PrixCar Services**



Level 6, 356 Collins Street,  
Melbourne Victoria 3000

Australia: 1300 859 894

International: 61 3 84568999

[info@webandflo.com](mailto:info@webandflo.com)

[www.webandflo.com](http://www.webandflo.com)