

## Top 3 FAQs

### 1. **What are critical business processes?**

Activities to; process payments and orders, provide services to customers, avoid fines, be competitive and keep staff motivated.

Some examples of business processes, to name a few, are:

Order to Cash, Invoicing, Transactions, Compliance, Business Intelligence, Payroll, Financial Close, Supply Chain and other business critical activities.

### 2. **How does AmdoSoft "protect" a business process?**

There are four important aspects; availability, performance, security and consistency.

There are a number of possibilities that can be the root cause of business process issues. Some examples are; Human error, malicious internal and external attacks, business applications (such as ERP), cloud service providers, network providers, process bottlenecks, interrupted data transfer, lost data, external suppliers, IT Infrastructure etc.

AmdoSoft deploys sensors that tie in all process-dependencies and regularly check their availability, performance, security and consistency.

By the means of ongoing "Active Error Identification", "Event Driven Automation", "Intelligent Notification" and more, "b4" has the capability to alert, notify, automatically fix and restore the performance of business processes as well as proactively manage process performance.

### 3. **Do we need process protection?**

Business performance issues across individual departments may not always be apparent to everyone. For example, performance related issues such as slow applications, process bottlenecks and occasional errors are issues that organisations often accept as part of day to day operation.

Process availability issues are noticeable and usually dealt with, but with time consuming manual analysis, manual detection and manual intervention automation has clear benefits.

Security and consistency issues of the business processes may be a very rare occurrence and would not prompt for an immediate need to protect. Unfortunately it is exactly these rare events that can lead to significant damages in revenue and brand. Early detection, alerts and event driven automation can protect the process and therefore the organisation.