



| Business Process Protectors |

| Business Service Management | Active Error Identification | Event Driven Automation |

| Error Handling and Escalation | Intelligent Notification | Process Reporting |

| IT Management | Business and IT Automation | Web Dashboards |

| Mobile APP | Master Slave Controller |

OVERVIEW SHEET

www.amdosoft.com

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.



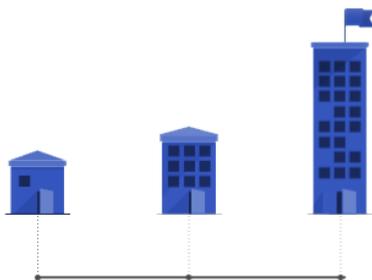
Details

"b4" is AmdoSoft's Enterprise Process Protection and Automation platform delivered as a technology and service. Its core function is to protect the performance and uptime of critical business activities that cross departments and application boundaries.

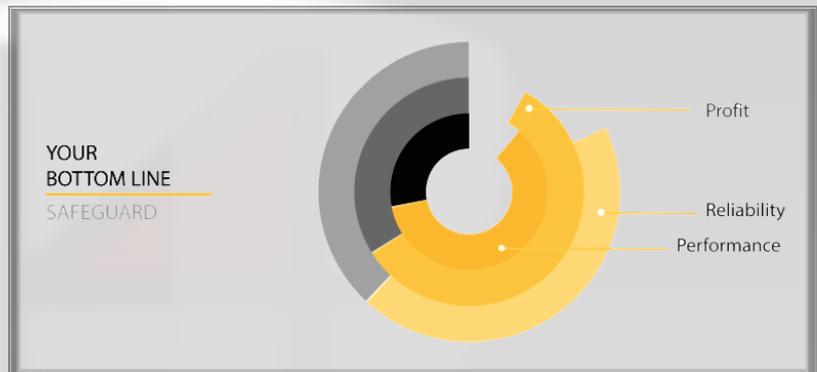
Customers use "b4" to control business process dependencies within business applications such as ERP Systems and connect the underlying IT infrastructure with other process dependencies.

This saves time and money by reducing the cost of process performance issues stemming from; human error, slow applications, transaction errors, process bottlenecks, IT issues to name a few.

Productive "b4" installations gain transparency into critical business processes within operational activities, external services, business applications, IT performance and enables real time event driven alerts, reports active troubleshooting and intelligent automation.

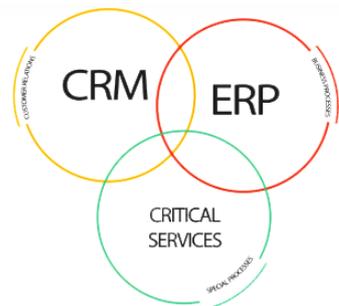


Small and large organisations in all types of Industries run activities that are critical to a successful operation. These activities can be as common as payroll or Order to Cash, but they can also be very specialised and Industry specific. Whatever process is most important, AmdoSoft can protect its performance.



Business Process Protection and Automation safeguards organisations core interests. Reliable and well performing processes enable resources to be utilized at an optimised level, services are consistent and staff remain productive. All of these factors contribute to satisfied customers, motivated staff as well as organisation's competitiveness and profitability.

AmdoSoft delivers complete "b4 Business Process Protectors", including specific business process, business application, IT Infrastructure, sensors and automation rules. Transparency is provided with reports, web dashboards and notifications.



The "b4" automation platform allows customers to make the most out of their technology and staff investments. As an Automation Expert, AmdoSoft stands for making operations more efficient in order to spend less time performing manual tasks.

Key Benefits

Organisation Perspective



Safeguard against cost and damages resulting from critical business performance issues



Better use of resources by efficient collaboration between staff, services providers, vendors and suppliers

IT Services Perspective



Comprehensive visibility into business process availability and reliability



Waste less time and decrease internal conflict by increased cross department transparency, efficiency and productivity with automation



Intelligent notification allowing fast and accurate assessment of IT bottlenecks

Staff Perspective



Better communication between departments when issues arise leading to quicker solutions



Minimising inbound calls from staff reporting application or process issues



Less risk of human error causing operational damages to the organisation

About AmdoSoft:

Established in 1998, AmdoSoft is an IT automation expert with focus on protecting business critical processes organisations value today.

Customers include large service providers as well as end users in the mid to large enterprise

market crossing all types of Industries.

AmdoSoft product "b4" is a mature state of the art technology with wide-ranging business service management (BSM) applications.

AmdoSoft has expert knowledge and extensive know how in

successfully orchestrating, completing and delivering industry and organisation specific solutions.

Partners and customers can expect excellent support and care in all aspects when working with the AmdoSoft team.