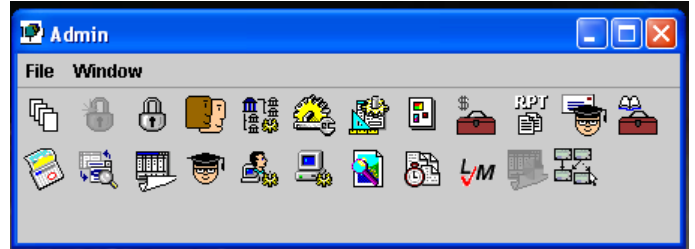


Multiplicity



Our Business Process Management (BPM) suite can assist your company. Over the last 10 years we have been

working with different companies to create a software system that manages the business process without changing the established operational practices. The system is called **Multiplicity** and it is currently being used by variety of different businesses with great success.



Multiplicity Features

Ease of use and non-intrusiveness

In creating a system designed to help companies manage business processes, we considered the importance of the solution being non-intrusive and extremely user-friendly. Once installed, Multiplicity will seamlessly integrate with the existing business practices specific to your company, without forcing any unnecessary changes.

Tolerance to the existing environment

You can use the full set of Multiplicity features, but what if you already have applications you are running and would like to keep them? No problem. Multiplicity is developed to facilitate integration with other systems. This could be easily accomplished internally, using Agency Software Development Kit, or with the assistance of Imagine IT Software Consulting Services department.

Coverage of the business processes designed by business itself

As you start exploring Multiplicity, you might decide to introduce new steps into your existing business processes or discover areas in need of improvement. The design of our product allows performing all the changes via intuitive configuration or a very limited programming effort.

Ability to handle the load

Multiplicity could be used by a small company with several computers or scaled up easily to serve as an enterprise-wide solution for a big corporation. Multiplicity uses built-in features like fail-over and load balancing, which makes the application very stable, with capabilities of handling heavy loads and production environment non-stop 24 hours a day, 7 days a week.

Customization by Configuration

Multiplicity is a very flexible system. Think of it as a toolset allowing you to describe in simple terms your own business environment with sets of departments, work centers, operations, schedules, task types, task description, with more. You can start modeling process from scratch or you can use existing templates. As you work with the system, you will find that it is truly able to adapt to your specific needs, unlike other systems on the market that require you to make unwanted, intrusive changes in the way you do business or require extensive customization.

Expandability

The size and capabilities of IT departments vary from company to company. We have designed Multiplicity in such a way that even a junior-level programmer can easily extend it! Other than basic knowledge of programming for Windows or Java, depending on your computer system, no special skills are required. Our Agency SDK module, which comes with the system, provides access to all Agency services for easy customization.



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Multiplicity

What is "Multiplicity"?

Multiplicity is a business process management solution. The product supplies you with a comprehensive tool set of modules with capabilities for rapid deployment, including functionality using Plug-ins listed below.

Base Modules: Work Center Management, Screen Designer, Schedule Templates, Data Collection, Time Tracking, Task Scheduling, Management Billing/Costing, Process Automation, Notification and Alerts

Multiplicity Plug-ins:



Work Center Management Configure your business to the level of details you desire. Each working area can be a "real" Work Center as it is structured in your company or a Step in your process or selected group of people performing similar tasks or even one person. Set up all and any operations / tasks relevant to your processes, link them to pre-configured hourly or fixed charge rates appropriate to your business or to a specific customer and then track time and all your costs or billing at a click of a button.



Screen Designer Plug-in module designed to build user interface custom screens. Provides WYSIWYG like environment, which could be used by experienced users to customize the system. Create as many form screens and many different interface types that are needed, capturing information relevant to each type. You are no longer at the mercy of programmers' design presentations of your data.



Schedule Templates Easy drag-and-drop graphical interface allows modeling your business workflow in minutes regardless how complex it is. Associate unlimited number of templates with every job type. Specify turnaround time on every step, split routing depending on different conditions, create sub-routings, etc.



Task Tracking An operator can view or capture information about work done on every step of the process with this unified interface. Every Operator sees all available tasks in a queue at a glance. Multiplicity could be configured to notify an operator when a new task appears on their queue via e-mail or popup message. Simple clock on - clock off feature will capture time spent on every operation up to a second. All information about a task is available here including detailed history. When user completes his task the process is routed to the next step automatically - no gaps in time, no phone calls, and no emails - a user responsible for the next step will see the task with all notes attached in his/her queue immediately!

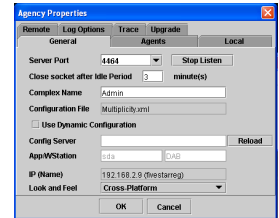


Task Finder It is a manager console, which monitors the status of every process, identify late and "hot" processes, view detailed history, change priorities, task schedules, can re-route processes. Control your business processes remotely sitting at your desk. Filter all processes by projects, clients, as a matter of fact by ANY job property, configure your console to show processes only of your interest, generate reports from this console and configure the module to track any custom work or data needed.



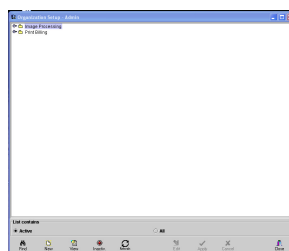
Schedule Board An Ad-Hoc query tool, used to display in a grid or calendar format schedules for selected tasks or processes in selected areas. Detect and resolve your scheduling conflicts, bottlenecks, etc. right away. Create unlimited number of schedule configurations for different departments or groups of people according to their business roles.

Optional Plug-ins Include: Project maintenance, Client maintenance, User maintenance, Calendar maintenance, custom Reports. If you need a specify feature using our pre-built workflow in Multiplicity we can do it in a matter of days not weeks using Imagine IT Software Consulting Services department.



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System Requirements

Multiplicity Server Specifications

- Windows® Server 2003
- Windows® Server 2008
- SQL 2008 Express
- Internet Access (Windows needs .NET Installed)