

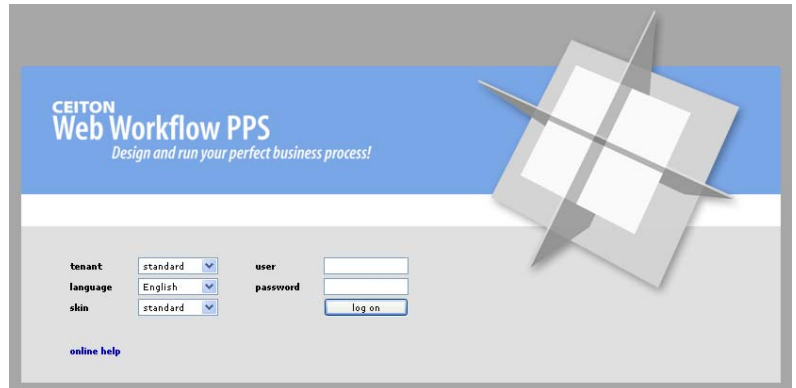
# Offer Request Handling

## Web Workflow PPS

Due to new technologies and new supply chains processes becomes more complex and change even faster. Cost efficient and effective production requires companies to have a flexible approach for modeling their processes and establish interfaces to already existing and well established production processes.

## Easy Access

The Web based Workflow can be accessed from any standard PC and any location having access to the Web server via a Web browser.



## SIS partnering with CEITON

SIS provides its (Media) customers a web based Workflow Management Platform in cooperation with CEITON.

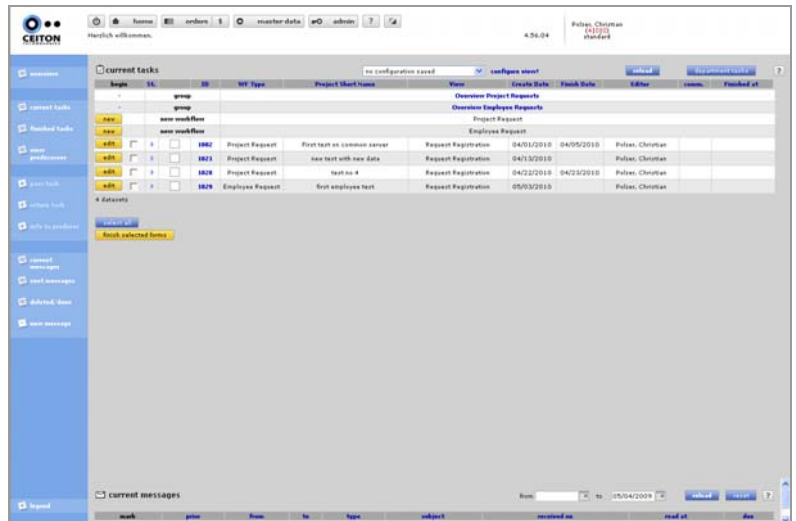
## Well Structured

After login the Home Area provides a complete overview and shows all relevant tasks and messages of the user or for the complete department.

## Existing Workflows

The already realized Offer Request Handling process supports SIS Project Requests as well as Employee Requests.

The workflow is based on so called Work Order Forms (for input and output) and pre-defined dependences.



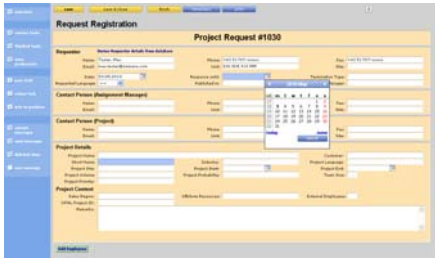
## Offer Request Handling

# Offer Request Handling - Overview

## New Requests

Creating new request opens an input mask where all available information can be documented.

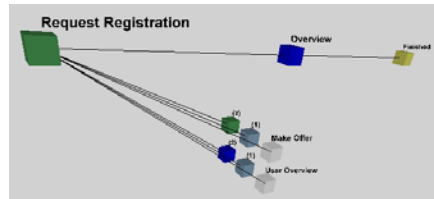
A build in document management system allows easy storage and tracking of all provided documents.



## Single Request Tracking

Opening the Request Overview provides access to all information, documents and statements from all invited participants.

The actual status of each request is also shown as 3D graph. Such the request owner easily can track the request status and can react on delays.



## System wide Requests Overview

Beside detailed information for one specific request it is also possible to get an overview for all requests stored in the system.

ID	Titel	Projekt Short Name	Requester	Created	Updated	Status
1001	Project Request	First test on customer server	Project: Christian	2010-04-01	0	in progress 20 days
1002	Project Request	See test with new data	Project: Christian	2010-04-10	0	in progress 14 days
1003	Project Request	and	Project: Christian	2010-04-22	1	finished
1004	Project Request	and	Project: Christian	2010-04-22	0	in progress 11 days
1005	Project Request	First test on customer server	Project: Christian	2010-04-01	0	in progress 14 days
1006	Project Request	Further test	Project: Christian	2010-04-01	2	in progress 17 days

## Adding Participants

The first set of participants to answer the request can be defined easily by the requester. At any time additional participants can be added by every participant. The selection is done via a simple drop down box.



As soon all data are entered by the requestor the registration mask can be finished and all involved participants get the new request immediate shown in their Home Area.

## Adding Offer Details

Answering Offer Requests and providing information is done in predefined Work Order Forms. Any additional document can be added via the build in document management system.

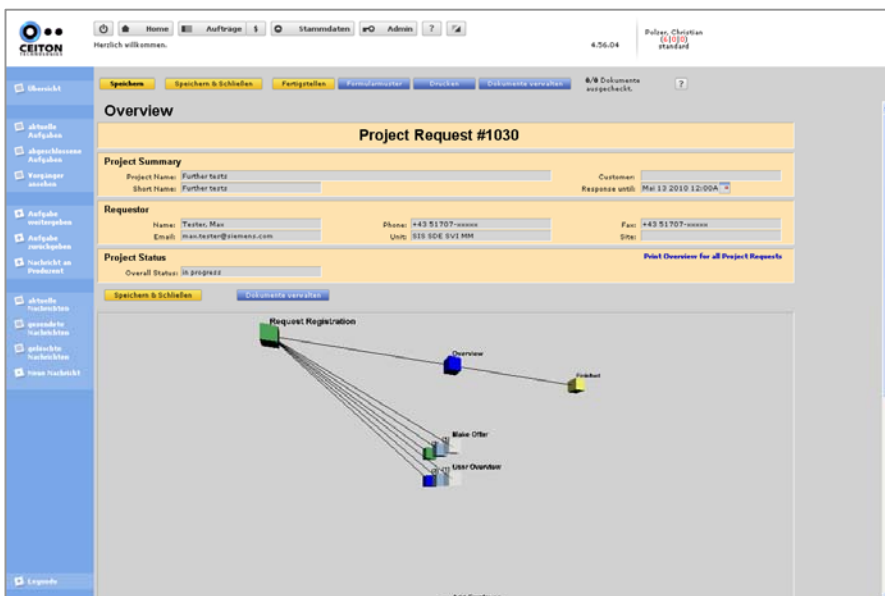


Filtering mechanism allow to select dedicated users when starting the report.

## Benefits

The advantages of such an Offer Request Handling system based on Web Workflow PPS are:

- Easy access (only a Web browser is needed).
- Full transparence.
- Any information related to the request can be stored on a centralized server and is for every involved party at any time accessible.
- Status of each request is easy traceable.
- Providing up-to-date status at any time.



This picture shows a typical Offer Request Overview.

In the top section all important request information is shown.

Below the 3D graph provides an overview about the status. The color of the cubes indicates the workflow state:

- Green: the workflow step is already finished.
- Dark blue: the workflow step is in progress
- Light blue: the workflow step is activated but has not started yet.
- Light gray: a template
- Yellow: the workflow step is not activated now

In the Workflow Order Form a more detailed overview is provided beyond the 3D graph in textual form (not shown in the picture).