AMDO SOFT

PROTECTS BUSINESS PROCESSES

| 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 |

Customer Case Study

Payroll

www.amdosoft.com

The Bavarian Red Cross

THE CHALLENGE

A very critical business process for the Bavarian Red Cross is the large internal payroll. It requires 45 users to execute all the various stages of the payroll process based on the Sage ERP application.

The Bavarian Red Cross is an innovative organisation that places a high priority on smooth internal processes. The payroll for some 28,000 employees is intricate and runs on a distributed and complex infrastructure.

Operational disturbances inevitably occur, which can result in major impact on many other internal processes of the Red Cross. Since the payroll process itself is highly complicated, a simple login issue for a user can have many different root causes.

Although the IT department of the Red Cross maintains a complex infrastructure, it delivers extremely high availability. Therefore, it is often difficult to identify and correct the root cause.

OVERVIEW

The Bavarian Red Cross is part of the internationally recognized German Red Cross. It is a public corporation employing around 28,000 staff in Bavaria with headquarters in Munich.

AmdoSoft is a trusted technology partner of the Red Cross and protects key business processes to provide greater efficiency, performance and reliability.

"We are very satisfied with the solution AmdoSoft implemented. The b4-Sage-Protector not only secures and connects our processes but also saves us a lot of time…"

Henric Töpper

AmdoSoft, a specialist in "Protecting business processes", was asked to provide a solution in cooperation with the Red Cross.

Bayerisches Rotes Kreuz

THE PROCESS

The first step taken by AmdoSoft was to provide a detailed and comprehensive Business Process Dependency Analysis (BPDA). This analysis described each sub-process, including the known common issues and their manually executed solutions. AmdoSoft then listed all dependencies for each sub-process mapping out the IT footprint.

AmdoSoft prepared a solution design based around the dependencies that the payroll process ultimately relies on. Once presented, the Red Cross quickly sanctioned project implementation.

> "… during the analysis AmdoSoft did not only demonstrate an exceptional understanding of process dependencies, but also identified critical weak points."
>
> Henric Töpper

THE SOLUTION

In the deployment phase of the "b4-Sage-Protector", AmdoSoft seamlessly connected the business process steps and the corresponding IT dependencies with graphical modelled rules. These include special sensors, IT Automation and intelligent notification, offering a comprehensive process protection.

Now, before a user is about to experience a process disturbance, the "b4-Sage-Protector" detects it instantly and performs an automatic solution to fix the problem in a timely manner. If the root cause cannot be resolved automatically, the "b4-Sage-Protector" sends a notification to the appropriate person with in-depth information about the root cause.

The Red Cross is extremely satisfied with the solution that AmdoSoft implemented via the "b4-Sage Protector" and has already identified more processes they want to protect with the help of AmdoSoft and b4.

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.

For more information on AmdoSoft products and services, please visit www.amdosoft.com