

# Process and Document Management for the Supply Chain

## Leverage Global 360 BPM Solutions and Microsoft's technology to increase your operational efficiency

**Microsoft**  
**GOLD CERTIFIED**  
Partner

ISV/Software Solutions

Companies face increasing complexity and risk in the supply chain. With mounting margin pressures and uncertainty in consumer spending patterns, every decision becomes a critical opportunity to improve productivity and better compete for customers. That means your business requires strategies to increase visibility and performance throughout the supply chain and achieve balance in the cash-to-cash cycle. Because in today's tough markets, you need to have the same control and visibility over the financial supply chain, those processes that drive your company's cash, accounts, net performance and working capital, as you do over the physical movement of goods.

With successful implementations worldwide, Global 360 understands the challenges you face and how Business Process Management (BPM) can provide a sustainable advantage. Whether your primary business is manufacturing, distribution, or retail, Global 360 solutions help your company focus on improving such key process areas as:

- » Order-to-cash, including customer claims and dispute resolution
- » Procure-to-pay, including accounts payable visibility and exception handling
- » Client services, including customer correspondence management, and
- » Employee lifecycle management, including on-boarding and off-boarding

### **Global 360: Shifting from the 'way work moves' to 'how work gets done' to capture value for your Customers, Employees and Operations.**

Whether your goals are to comply with complex business rules for customer disputes or to gain faster access to supplier information for accounts payable, you already know that people are your organization's most important asset to meet those goals. That's why at Global 360, we believe your process needs to work for the people, not the other way around. Most BPM software vendors build their solutions around a model-driven implementation, letting that model dictate how work gets done. This "standard" approach ultimately treats users as an afterthought. Improving process with speed alone can only help you make the same mistakes faster; and forcing an unfamiliar, non-intuitive user interface on staff can hurt productivity more than it helps. This, in a nutshell, is where Global 360 differs from most other BPM providers.

"Revlon sees great ROI on our Global 360 BPM implementation — we broke even at 18 months and saw payback within 24 months."

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## **360° viewPoint Experience: Productivity depends on your point of view.**

Our role-based interface, called viewPoint, delivers a unique view of the information that is most valuable to each type of user, and helps them to do their jobs better.

So your employees can be more productive in their jobs. Improving accounts payable, for example, when errors cause delays and unnecessary adjustments, such as goods being received for which no invoice has been generated, or vice versa. Thus causing the processor to track down the information, delaying the process and possibly missing timesensitive vendor discount terms.

Your managers and executives can gain transparency into the business, enabling them to make smarter and more profitable decisions. For example, set your key performance indicators as part of the process. As thresholds are exceeded (e.g., service levels not being met), work can be dynamically re-allocated until service levels are brought back into balance. Whether your dealing with seasonal staffing, product recall activities, or new service introductions, you can benefit from modeling, simulation and real-time analytics to better understand and improve both your efficiency and effectiveness. By automatically reallocating the resources to respond to changing business conditions, the system delivers better control, lower operational costs, and efficiency for processes that span roles, responsibilities, organizational boundaries and systems.

And, your builders can automate the process more effectively, resulting in improved process management. User application development accounts for over 40% of deployment costs. We think that there's a smarter way to spend nearly half your deployment dollars. Our solution provides drag-and-drop process building, application design tools, and pre-built activities, so systems can be quickly implemented, and easily maintained and improved. By creating an intuitive, configurable, and personable user experience, our simple solutions accelerate time-to-deployment while reducing the costs associated with complex BPM user applications.

## **Global 360: The most complete view of all assets and all participants who are vital to success.**

To optimize their business processes, organizations must rely not only on process automation software, but also need to draw on document management and a new class of process technology that provides process intelligence. Some vendors allow you to add documents as attachments, but we go much further by making all documents an integral part of the process. For example, process rules based on specifications around customer claim types could determine automatic workflow prioritization and claims routing: retrieved documents would be placed in an electronic folder and routed to the appropriate processor, with the highest dollar folders filtered to the top of the worklist for fastest processing. And, visibility across the entire claims management operation means workload

*"Global 360 is absolutely strategic in giving adidas the competitive edge." Ultimately, adidas is now better able to meet its corporate goals of "achieving excellence in execution" and providing world-class customer service."*

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can be distributed more effectively. Staff time can be spent making informed dispute resolution decisions, not collecting documents or manually facilitating workflow.

Further, we establish audit trails and can assign tasks associated with a document, for example, verifying that proper signatures are in place for employee on-boarding or off-boarding. From receipts and e-mails to voicemail messages, every document is treated as a full participant in your process. And, we give you the ability to digitize, edit, certify, and manage those documents – which makes attachments seem almost archaic.

**Bottom-line, every user gets the single view of the specific information they need to get their work done. And, that translates to better business results for your company.**

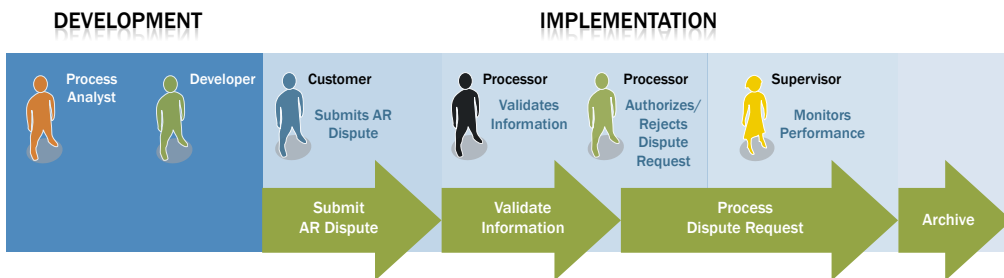
### Microsoft People Ready Process to Support a People Ready Business

Every Global 360 solution serves a single goal – to increase process performance by empowering the individuals participating in it. To accomplish that, we address the unique requirements of all key roles that are critical to improving a process. And, all users

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## Microsoft Technology Provides a Foundation for the Global 360 AR Dispute Process Improvement Solution

### Customer-to-Cash Cycle: Accounts Receivable Dispute Management



#### Microsoft Technology

- » Microsoft Windows Server™ 2008
- » Microsoft Office™ 2007
- » Microsoft Office SharePoint Server™ 2007
- » Microsoft Office SharePoint Server™ Enterprise CAL
- » Microsoft Office Forms Server™ 2007
- » Microsoft Office InfoPath™ 2007
- » Microsoft BizTalk Server™ 2006
- » Microsoft SQL Server™ 2008
- » SQL Server Analysis Services™ 2008
- » SQL Server Reporting Services™ 2008

can leverage the intuitive and commonly used interfaces of Microsoft such as Office, SharePoint and InfoPath.

### Global 360 and Microsoft Technology

Microsoft's technology has transformed the industry, empowering people to reach their potential. The integration of Microsoft's people ready technology along with Global 360's industry leading process and document management software drives operational efficiency and better business results.

The Accounts Receivable process improvement solution demonstrates how Microsoft technology combined with Global 360 process and document management software empowers customers, employees and operations.

Global 360 is committed to supply chain solutions that deliver:

- » Customer, Employee and Operational excellence
- » Performance management
- » Compliance and risk management
- » Innovation

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#### Leading Supply Chain Companies Use Global 360 BPM Solutions

- » 3M
- » adidas
- » Carrefour
- » Ciba Vision
- » FedEx
- » Lowe's
- » Nike
- » Owens & Minor
- » Publix
- » Revlon
- » Target



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