



White Paper Series

Building Applications Using Ingenuus

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Introduction

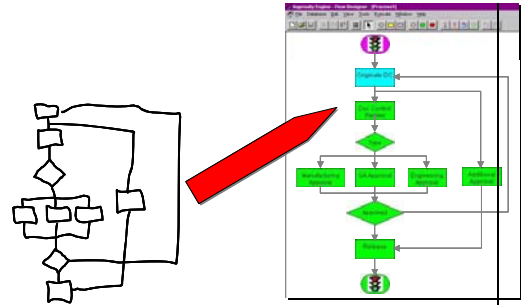
Today, many of our customers are using Ingenuus to manage their engineering change requests. They have configured our software from scratch, or have modified our engineering change process template to manage product data change requests in a manner that usually matches how they managed changes manually. Now, their users login to Ingenuus to create and manage change requests.

There has been a great emphasis on managing engineering change control because it is usually the most expensive process that exists within a manufacturing company. However, after seeing how easy it was to create this 'change control' process, they started looking at other processes and tasks seeking to create new applications by automating new processes. The result was a blurring of the line between process and application.

So then, what exactly is an application? According to one dictionary, an application is 'A software program designed to perform a specific task'. Microsoft Word is an application; you go there to create a document. Quicken is an application; you go there to manage your finances. Outlook is an application; you go there to do Email. But these applications do not require a process to work, nor do they generate processes.

Transforming Processes Into Applications

Our unique approach to process automation transforms processes into applications bypassing the need for multiple software applications. By looking at the process or task to be done, we provide the information needed to accomplish the task in the context of the process. We merge information, people, and processes.



Change Control

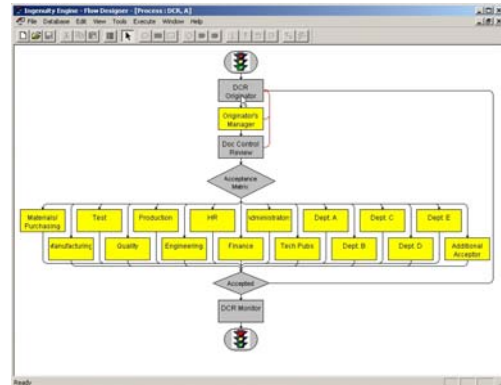
Managing the change control process in Ingenuus is actually an application; customers go there to manage changes. They use it to create product change requests, orders/notices/etc. The change control process for a specific company is easily mapped into the existing Ingenuus ECO process template. The Ingenuus ECO process application creates a process packet and will follow the rules of the process to: manage tasks, route the request with attachments, generate new tasks, launch Emails, automatically update ERP, etc.

Unlike other software specifically designed to perform only the task of managing changes, the Ingenuus software is configurable. Instead of customizing the code of the software program to meet specific company requirements, Ingenuus customers configure each process. This means: no coding; quick implementations; easy to change; easy to use; etc.

Using the Ingenuus software, our customers have been able to create some very impressive processes that have become applications core to the running of their business. As an Ingenuus customer, you have access to these processes via our template technology.

Product Information Management

Not only do changes to products or bills of materials require changes to documents, other corporate documents over the course of time require changes and updates. Ingenuus has processes specifically designed to manage documents and also address the need for instantly locating documents relevant in regulatory and legal-discovery proceedings. Because the documents are linked to processes, complete audit trails are also provided.

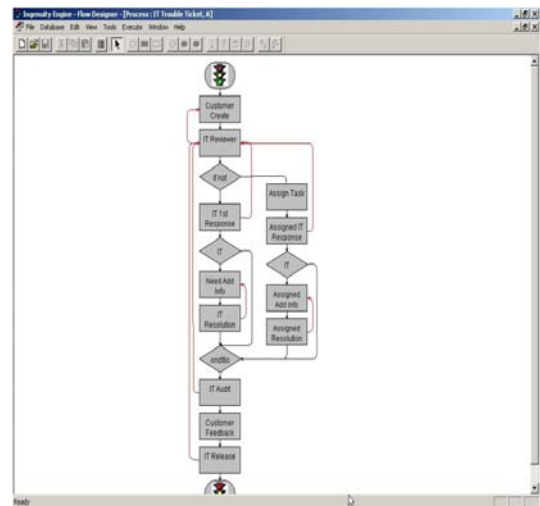


Corporate documents such as expense reports, capital purchase requests, etc. require management for approvals. Specifications, ISO documents, training, procedures, employee handbooks, and other corporate documents require changes and updates over time. If all of the employees in a company use Ingenuus to manage documents, you will never again have to wonder if you are looking at the latest released document. If you are changing a document and another person wants to change that same document, they will see that you are currently making a change to the document. You cannot inadvertently make a change to rev 3 when rev 4 exists.

Ingenuus makes sure that your company's document creation and revision processes are followed and that the new version of the document does not get released without proper approvals. Once released, that is the document that becomes available within your company.

IT Trouble Tickets

One customer automated the IT Trouble Ticket process. Having already deployed a corporate CRM system, they needed to provide a more flexible, configurable application tailored to their specific process. Now, any company employee can log into Ingenuus and select 'trouble ticket'. They are presented with the relevant form to complete; then they click 'send'. This will automatically log and route the trouble ticket. Anyone in the company may view the progress of the ticket. Tasks are automatically assigned as a part of their 'trouble ticket' process. Ingenuus manages the trouble ticket process until it is closed. Integration to the existing CRM can be done easily utilizing the Ingenuus Gateway when required.



Revision History

Date	Version	Author	Comment
Jan 25 th 2005	0.5	Scott Cleveland	Draft for initial review