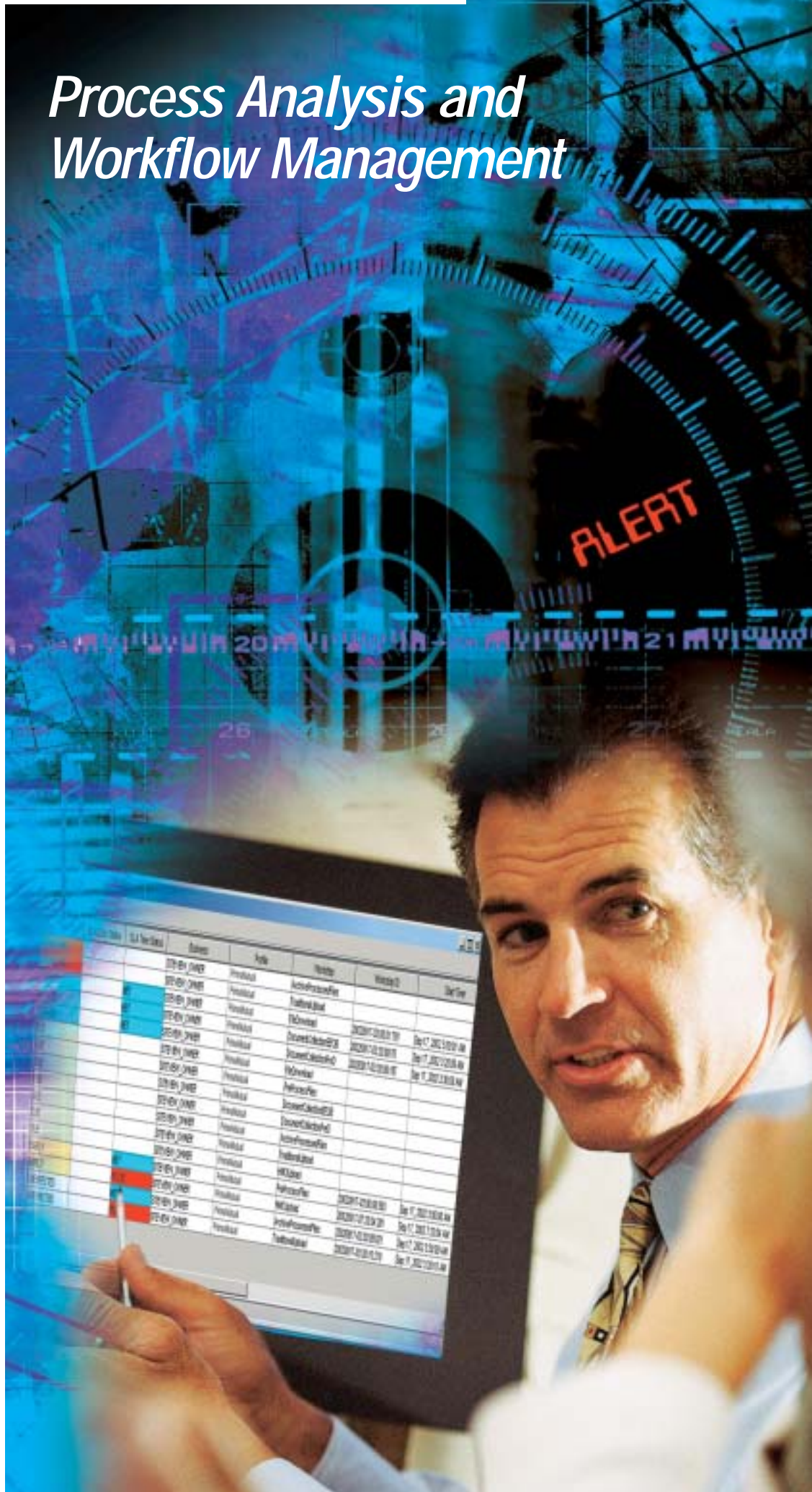


Process Analysis and Workflow Management

 Pitney Bowes

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SiteView™



to *meet* your goals, you need *control*.

Goals. Every organization has them. Whether self imposed or mandated, goals are a fact of corporate life.

If you're a production-oriented business, your goals likely focus on improving productivity and efficiency. Whether your jobs are completed in-house or outsourced, one thing's for sure:

To attain goals and gain better control, you need easy access to vital status information. What's more, you need the ability to share that information with stakeholders to keep your jobs running smoothly.

So why don't organizations devise their own production tracking systems? Simply put, it's a big job. Extensive software coding is often required, along with full-time resources for maintenance. Even when systems are developed, many companies are still unable to capture the complete picture, accurate data, or share information with others.

We have the solution for you. And it's ready to go to work. SiteView.

One Tool for Many Business Challenges

SiteView is a workflow management tool that automates, tracks, monitors and measures production-oriented processes.

Working in nearly any operational environment, you can

- Boost profitability by attaining goals for peak efficiency
- Prevent production problems
- Meet higher production throughput goals by allocating and managing processes and resources more efficiently
- Eliminate costly, time-consuming and error-prone manual processes.

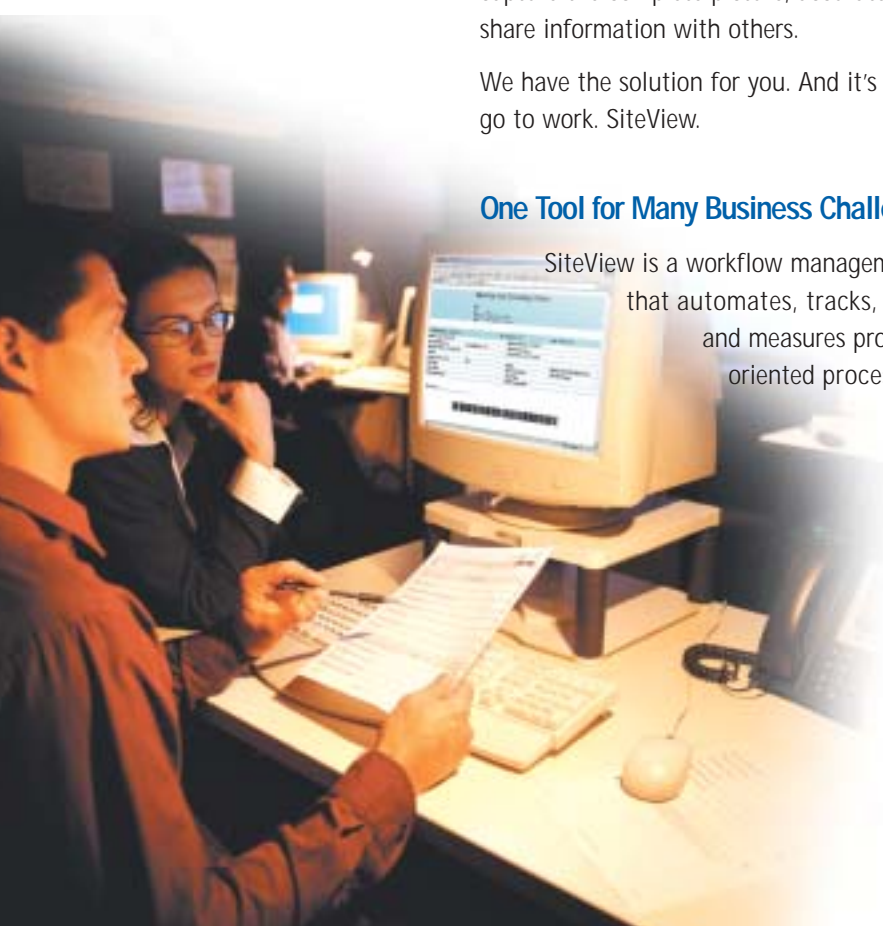
SiteView is designed for any business that produces high profile, repeated work in large volumes like monthly job runs. This includes virtually any enterprise that transfers mission-critical files electronically or performs repeatable processing – even service bureaus and document production facilities.

An Advance Warning System for Staying on Top of Operations

When production deadlines slip or contracts are violated, you may be left holding the bag – and it's filled with unexpected costs and lost business.

The fact is, advance warning prevents many disasters. SiteView's automatic alerts give you a critical "heads-up" at each work step if your job milestones are not completed as planned. SiteView transmits these alerts to you as email or pager messages.

Now let's say the unavoidable happens and deliverables are late. Or perhaps questions about service contract compliance arise. SiteView offers a timeline of events and an audit trail. You can quickly produce reports and graphics to suit your needs, or to help you understand what happened.



Still Doing File Transfers by Hand? Automate.

An effective way to streamline operations – and save money – is to automate as many processes as possible. SiteView can help. It has the unique ability to automate many manual processes.

If you require staffing during off hours or weekends, just to do routine file transfers, use SiteView instead. It can run as a “lights-off” operation, if necessary, to

- Execute programs on a platform
- Perform automated file transfers
- Move files based on a schedule.

SiteView process automation gives your team a break, without sacrificing reliability. All automatic file activities are monitored and responsible parties are warned if things don't go as expected.

Take Quality to the Next Level

There's a good chance your company is focused on quality improvement initiatives such as Six Sigma, Total Quality Management and the like. SiteView can track, monitor and measure practically any process running on a computer.

Use it in quality improvement projects to help understand where processes are and where you want them to be, measuring progress every step of the way.

Fine Tune Workflow. Pinpoint Areas for Improvement.

Is your team pressured to get more done with less? Do you need to increase work capacity to boost profits? SiteView helps you see your way clear. You see more opportunities for greater efficiency, allowing you to clear the way for more business. You can even identify which jobs are more profitable.

An automatic historical reporting feature helps

- Refine your workflow
- Identify areas for improvement
- Allocate and manage processes and resources more efficiently
- Drive production levels to new highs.

Showcase Your Performance and Build Relationships

Things are going great. You're running at peak efficiency and quality. You're meeting every deadline. Why keep it a secret? Tell your colleagues and customers how well you're doing. With SiteView, you can set your organization apart from the competition and grow business relationships.

You do this by sharing real-time views and issuing controlled online reports and charts on the Web with anyone you choose: customers, suppliers and vendors or internally with customer service, IT, finance and others.

How an ASP Automated File Transfers and Improved Service

An application service provider (ASP) needed to consistently meet service level agreements for Web posting of electronic explanation of benefits (eEOB) statements. They also wanted to automate some of the manual file transfers required. Before they installed SiteView, each day they had to manually verify that the proper data files were received from the insurance provider and manually execute the file transfer steps. And there was no warning or advisory when a step didn't occur.

SiteView data collection and automation clients were set up to automate the job processing steps. Now all the transfers necessary to render the eEOBs to the Internet are performed automatically, and production is monitored automatically. Less manual labor. Fewer chances for errors.

When any work steps fall outside established parameters, SiteView issues automated alerts. This key feature helps the ASP respond in time to stay on track to meet, or even exceed SLAs.

```
SiteView Alert: Job is missing:
profile      = PrimaMutual-EOB
workstep    = TraditionalUpload
client type  = DAClient
scheduled start time = 2002-09-17 04:30:00.0
```

```
SiteView Alert: Job time SLA failure:
profile = PrimaMutual-EOB
workstep = TraditionalUpload
workstep ID = 20020917-03:30:10:218
client type = DAClient
SLA end time = 2002-09-17 04:30:00.0
```

```
SiteView Alert: Job started early:
profile = PrimaMutual-EOB
workstep = PreProcessFiles
workstep ID = 20020917-03:00:06:693
client type = DAClient
scheduled start time = 2002-09-17 03:05:00.0
actual start time = 2002-09-17 03:00:06.0
```

Automatic alerts provide a critical “heads-up” when milestones don't occur as planned.

SiteView: the best solution for your unique *production* environment.

SiteView is a workflow management tool that automates, tracks, monitors and measures production-oriented processes. It's scalable, flexible, open and ready for any environment. What makes it unique is its ability to plug into

practically any production environment. No special code crunching is needed. It integrates easily with complex and diverse production processes. You can process any information over standard computer networks, anywhere, any time.

SiteView System Attributes

Architecture	Event driven, server based, client workstations (client/server)
Server Platforms	Windows® NT™/2000, UNIX®, Sun Solaris™ 2.8, Linux
Connectivity	TCP/IP, Web compatible

What are your production goals? Find out what SiteView can do for you.
Please call us today at **1-877-5docSense** for your *free* ROI assessment.



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