ABOUT FLOW

AboutFlow Platform - *Modelling a line of business Application - Life Cycle Description V2*

Ongoing Support and Relationship Management

04

Onboarding and Orientation

03

Contract and Agreement

02

Initial Contact and Discovery

01
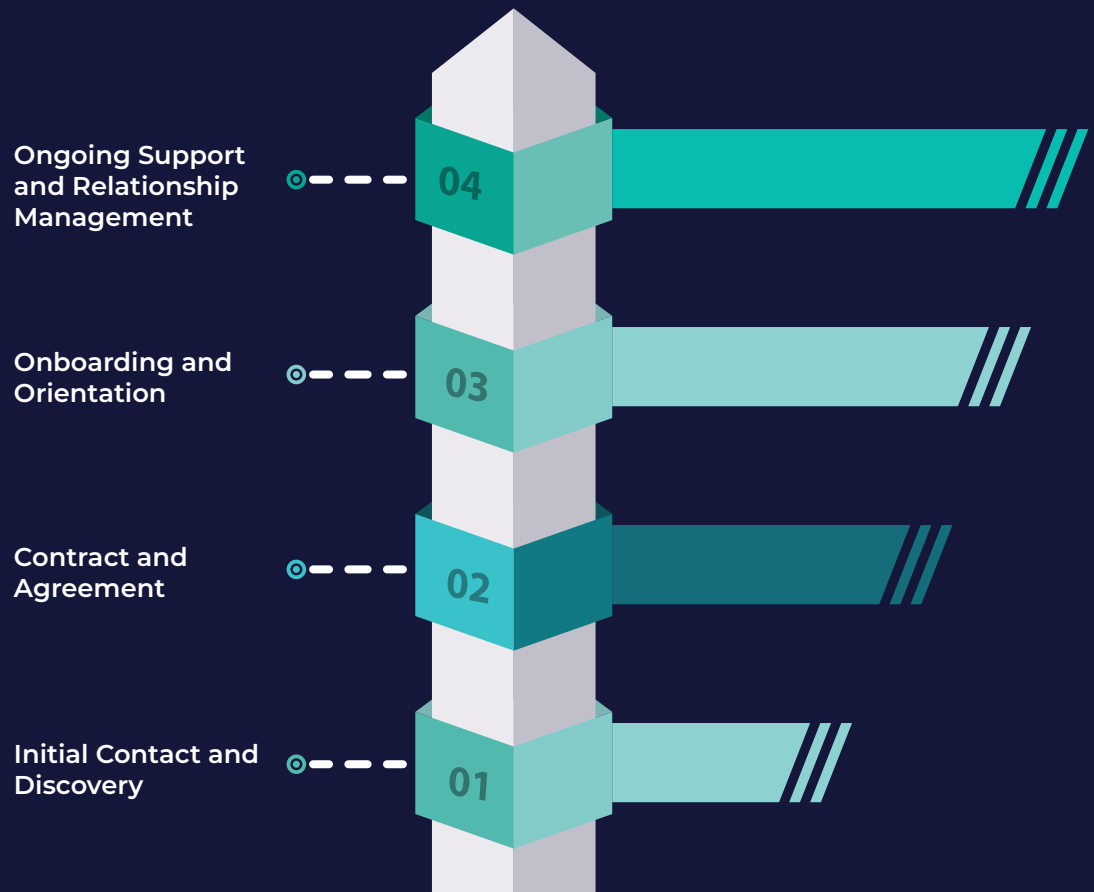
Automate Business Processes

LIFE-CYCLE

Requirement Analysis

Design

Test

Document

Implement

Low-Code, No Code

Process Efficiency

Customer Experience

Increasing Agility

Automating Manual Processes

Compliance

Enhancing Collaboration

Improve Productivity

Scalability

Governance and Control

Training and Support

Workflow Management

Citizen Developer

Citizen developers are empowered to build applications using The Platform, even with little to no coding experience.

Services Available

Consulting

Development

Training

Support

Why choose AboutFlow?

1. Tailored Solutions for Measurable Results

We offer customized BPM systems that exceed standard software solutions to enhance your specific processes, boost productivity, and maximize profits. Choose the deployment option that best fits your IT strategy, whether it be on-premises, in the cloud, or a hybrid model.

2. Trusted Partner with Extensive Industry Experience

AboutFlow has developed enduring partnerships over the years, showcasing a consistent track record of delivering tangible results. Clients in various sectors rely on our ability to adapt to their changing requirements, acknowledging our dedication to excellence.

3. Proficiency in Integration for Streamlined Operations

Our team ensures a smooth integration with your current systems, ranging from ERP to line of business (LOB) software, merging and enhancing operations right from the start.

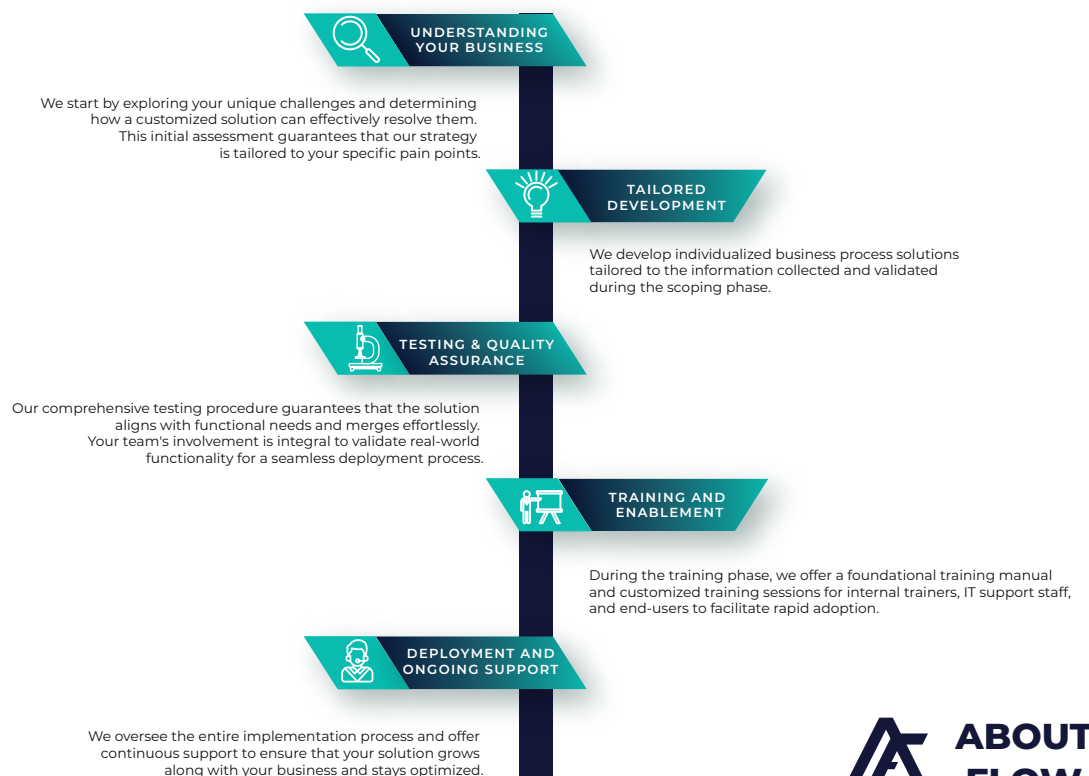### 4. Adaptable Architecture for Sustainable Benefits

The AboutFlow solution is crafted to accommodate growth, adapting alongside your business to address fresh challenges and capitalize on emerging technologies.

5. Building Confidence through Support

We provide continuous assistance and instill confidence in your team through comprehensive training, allowing them to effectively utilize your BPM solution.

Guiding Your Vision Towards Achieving Success

UNDERSTANDING YOUR BUSINESS

We start by exploring your unique challenges and determining how a customized solution can effectively resolve them. This initial assessment guarantees that our strategy is tailored to your specific pain points.

TAILORED DEVELOPMENT

We develop individualized business process solutions tailored to the information collected and validated during the scoping phase.

TESTING & QUALITY ASSURANCE

Our comprehensive testing procedure guarantees that the solution aligns with functional needs and merges effortlessly. Your team's involvement is integral to validate real-world functionality for a seamless deployment process.

TRAINING AND ENABLEMENT

During the training phase, we offer a foundational training manual and customized training sessions for internal trainers, IT support staff, and end-users to facilitate rapid adoption.

DEPLOYMENT AND ONGOING SUPPORT

We oversee the entire implementation process and offer continuous support to ensure that your solution grows along with your business and stays optimized.

ABOUT FLOW

Unlock the power of effeciency

- Enhance Operational Efficiency
- Simplify Complex Work processes
- Strengthen control and security measures
- Make educated Choices
- Facilitate Seamless Connectivity
- Maintain Workflow Continuity
- Enhance Accuracy and Uphold Responsibility
- Implement Standardized and Centralized Process Management

- Upkeep Comprehensive Documentation
- Optimize Search Analysis
- Foster Interdepartmental Collaboration
- Effectively Handle Change
- Ensure Compliance and Retain Oversight
- Expand According to Expansion
- Embed Efficiency
- Automate Process Commencement

AboutFlow Product Features and Processes

Our business process management software provides a variety of features, including:

Process Suite
The main platform for developers and administrators to create and implement processes, as well as oversee corporate users and their interactions within these processes.

Security Framework
A Security Framework ensures that users have appropriate access and authorization to perform tasks within their designated authority level.

Navigation Framework
The Navigation Framework empowers developers to efficiently craft and launch visually engaging, uniform web applications that provide end-users with a seamless and user-friendly experience.

Versioning Framework
The Versioning Framework enhances process application deployment, ensuring faster updates with minimal downtime and no disruptions to productivity or data.

Web Nagivator Interface
End-users use the Web Navigator Interface in FlowCentric Processware for efficient navigation and task completion.

Integration Framework
A company can boost efficiency and productivity by using an Integration Framework to connect systems through a unified interface, eliminating the need for switching between multiple systems.

Integrated Search Engine
The Integrated Search Engine efficiently locates both current and archived data, eliminating the need to search through various storage methods.

Managed Code
Managed Code can run on any machine with the .NET framework, regardless of hardware or operating system, enabling compatibility with various platforms.

Notification, Routing and Escalation Engine
The Notification, Routing, and Escalation Engine enables end-users to receive task notifications via SMS or email, pass tasks to colleagues, and automatically escalate unresolved tasks within a set timeframe to keep workflows active until completion.

Reporting and Analytics Framework
A comprehensive Reporting and Analytics Framework that captures data from completed tasks, enabling reports to be generated at any point in time, including months after the tasks have occurred.

ABOUT FLOW

Automate Business Processes

Asset Management Processes

Insurance
Identification & Tracking
Warranties & Guarantees
Asset Register
Disposal
Survey
Unbundling
Donations
Transfers

Project Management Processes

Project Charter
Correspondence
Invoicing
Progress Reports
Meeting Agenda & Minutes
Risks
Change Proposals
Work Elements
Milestones
Tasks
Timesheets
Budgets
Contract Management

Governance, Risks & Compliance

Risks
Mitigation Plan
Controls
Assurance Provider
Policies
Procedures
Work Instructions

Companies use AboutFlow to:

Develop tailored process-driven business applications to greatly improve efficiencies.

Reduce their dependence on emails, paper forms, and messaging applications for greater control and efficiencies.

Integrate to and extend the life and functionality of their core systems, such as their ERP.

Add meaningful action to the data generated by people, systems, and IoT sensors.

Ensure that processes run seamlessly between departments, regions, and suppliers.

Digitise and automate complex business processes while reducing or eliminating repetitive, manual, or paper-based tasks..

Industries Served

Government	Healthcare	Telecommunications
Advertising	Hospitality	Textiles
Aerospace	Household Goods	Think Tanks
Agriculture	Human Resources	Tourism
Animal Health and Veterinary	Import and Export	Tourism
Animation & Graphic Design	Information Technology	Transportation
Architecture & Design	Insurance	Utilities
Automotive	Legal Services	Waste Management
Biotechnology	Luxury Goods and Jewelry	Wine & Spirits
Chemical	Luxury Goods	Paper and Forest Products
Construction	Manufacturing	Pharmaceutical
Cosmetics	Maritime	Professional Services
E-commerce	Market Research	Public Relations
Education	Media and Publishing	Real Estate
Electronics	Mining and Metals	Retail
Energy	Music	Security Services
Entertainment	Non-Profit Sector	Shipping & Logistics
Environmental Services	Oil & Gas	Sports
Fashion and Apparel	Paper and Forest Products	Telecommunications
Finance	Pharmaceutical	Textiles
Fintech	Professional Services	Think Tanks
Fisheries	Public Relations	Tourism
Food and Beverage	Real Estate	Transportation
Forestry	Retail	Utilities
Furniture	Security Services	Waste Management
Gaming	Shipping & Logistics	Wine & Spirits
Government	Sports	

ABOUT FLOW

Build Applications without limits

Microsoft 365 Integration

SharePoint Online

Teams

Outlook

Power Automate

Excel

Financial System Integration

PhoenixERP

EMS

Solar

Munsoft

Samras

Promun

BuildSmart

Acumatica Cloud ERP

Sage 200 Evolution

Sage Intacct

Xero

System To System Integration

More About Our Software Solutions

Accounting and Finance
We streamline financial processes and boost fiscal control with solutions tailored to your business.

Facilities Management
We elevate your facility operations with tailored solutions for efficient maintenance and resource optimisation.

Fixed Asset Management
We enhance asset tracking and management with custom-built business solutions.

Human Resources
We revolutionise your operations for maximum efficiency and employee satisfaction with tailored HR solutions.

Information Technology
We achieve IT excellence through streamlined workflows and rapid issue resolution with custom-built business solutions.

ABOUT FLOW

Build Applications without limits

Authentication Methods

Azure Authentication

Claims Based Authentication
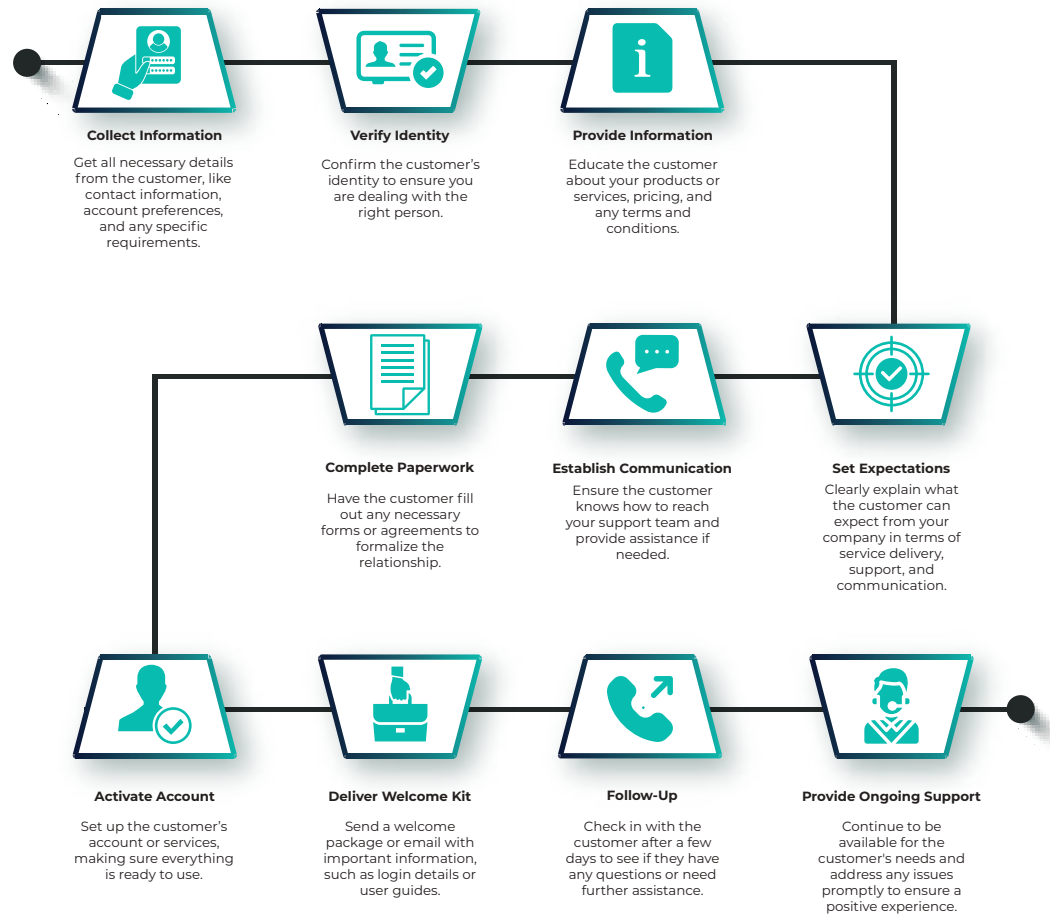
Forms Authentication

Windows Authentication

Own Infrastructure

Windows Server
- Application Server
- Database Server

SQL Server
- SSRS
- SSIS

Microsoft 365
- SharePoint (Optional)
- Teams (Optional)
- Power Automate (Optional)
- Outlook
- Excel

Hosted

Shared Solution
- Application Server
- Database Server

Dedicated Solution
- Own Database Server
- Own Application Server

REVOLUTIONISE THE BUSINESS

Collect Information
Get all necessary details from the customer, like contact information, account preferences, and any specific requirements.

Verify Identity
Confirm the customer's identity to ensure you are dealing with the right person.

Provide Information
Educate the customer about your products or services, pricing, and any terms and conditions.

Complete Paperwork
Have the customer fill out any necessary forms or agreements to formalize the relationship.

Establish Communication
Ensure the customer knows how to reach your support team and provide assistance if needed.

Set Expectations
Clearly explain what the customer can expect from your company in terms of service delivery, support, and communication.

Activate Account
Set up the customer's account or services, making sure everything is ready to use.

Deliver Welcome Kit
Send a welcome package or email with important information, such as login details or user guides.

Follow-Up
Check in with the customer after a few days to see if they have any questions or need further assistance.

Provide Ongoing Support
Continue to be available for the customer's needs and address any issues promptly to ensure a positive experience.

📞 *0861 460 100*

🌐 *www.aboutitgroup.co.za*

✉ *support@aboutitgroup.co.za / customercare@aboutitgroup.co.za*

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