

## Alerts and Triggers

Pro-active response to customer-critical or production-line critical actions could be hugely valuable to your business. Relying on regular reports or screen enquiries is frequently not enough in today's fast moving environments.

The Alerts module scans the Infor ERP Swan data-set at pre-scheduled intervals, detecting changed data conditions and sending a pre-programmed combination of pop-up alerts, e-mails and to-do list files to the appropriate staff.

In combination with specific order values or sign-off requirements, the Alerts system can act as a basic workflow. By directing e-mail messages outside of the company to suppliers or customers, supply-chain communications can be automated.

Extensive flexibility has been designed in to the Alerts module. Data conditions are set up using standard ODBC/SQL Queries in much the same way as with Crystal Reports or MS-Query (in fact these programs can be used to generate the required SQL statements). An alert can be a member of any group messaging any set of users. Schedules can be set up to include any groups and can be programmed to run at specific times in the day, every day, weekly or whatever makes sense for that particular

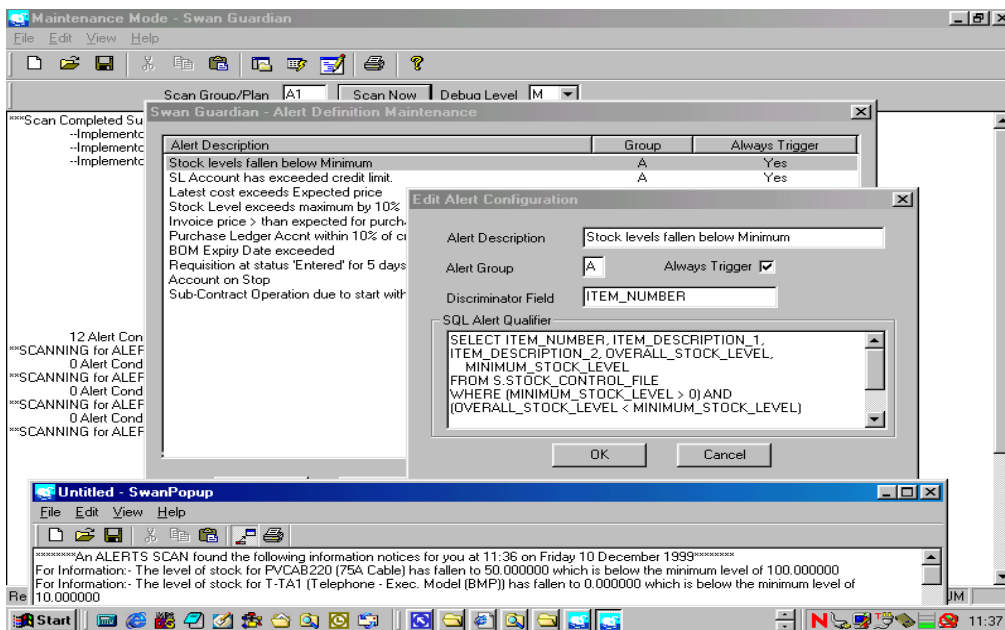
### Key Features

Scans the Infor ERP Swan dataset at prescheduled intervals, detecting changed data conditions.

Will send a pre-programmed combination of pop-up alerts, e-mails and to-do list files to appropriate staff

Supplier or customers can be emailed to make the supply chain automated.

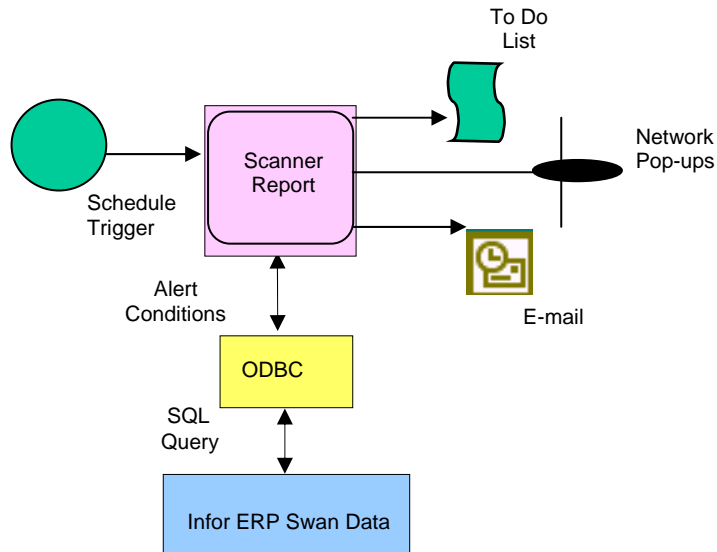
Run a program option allows reports or maintenance routines to be run out of hours.



condition or combination of conditions.

As an alternative to messages, or in addition, the run-a-program option allows reports or maintenance routines to be run out-of-hours when the system is lightly loaded, perhaps to be ready first-thing for start of work.

The Alerts module enables you to decide which areas of your databases you wish to be monitored, define the conditions you wish to check for, specify the nature of the alert to be actioned for each condition found, detail the exact format of the alert message and to whom it is to be sent, and set the frequency of the scans.



- **Data Scanner:** Works against any Infor ERP Swan data set (via ODBC). Can also be used against auxiliary databases.
- **Alert Methods:** Network pop-up via TCP/IP, e-mail via MS-Outlook, to do list (text) and/or run a program. Alert may be on every scan, or only on the first incidence of a condition. It will reset when that condition is corrected, ready to trigger again.
- **E-Mail:** Specific users against selected alerts. E-mail text can be constructed to include actual data from the host database e.g., stock item numbers, quantities, dates, etc.
- **SQL Condition Statements:** Multi-table ODBC queries into Infor ERP Swan data. SQL statements may be copied from Crystal Reports or MS-Query. Test mode produces error log for de-bugging.
- **To Do Lists:** User definable text files of actions required on an append-to basis. Can be used as an audit trail.
- **Alert Grouping:** Matrix of alert groups allowing hierarchical time and recipient set up.
- **Scheduling:** Uses Windows scheduling on any forward pattern of any alerts group.
- **Example Alerts:** Stock below minimum, account on stop, latest cost exceeds expected, stock level exceeds max by x%, sub-contract operation due in 5 days, delivery note issued, order received over x value, etc.
- **Minimum System Requirements:** The scanner is hosted on a single client PC with Windows 2000, NT 4.n or XP, MS-Outlook for E-mail. For all recipient PCs, TCP/IP for network alerts, any E-mail client.

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