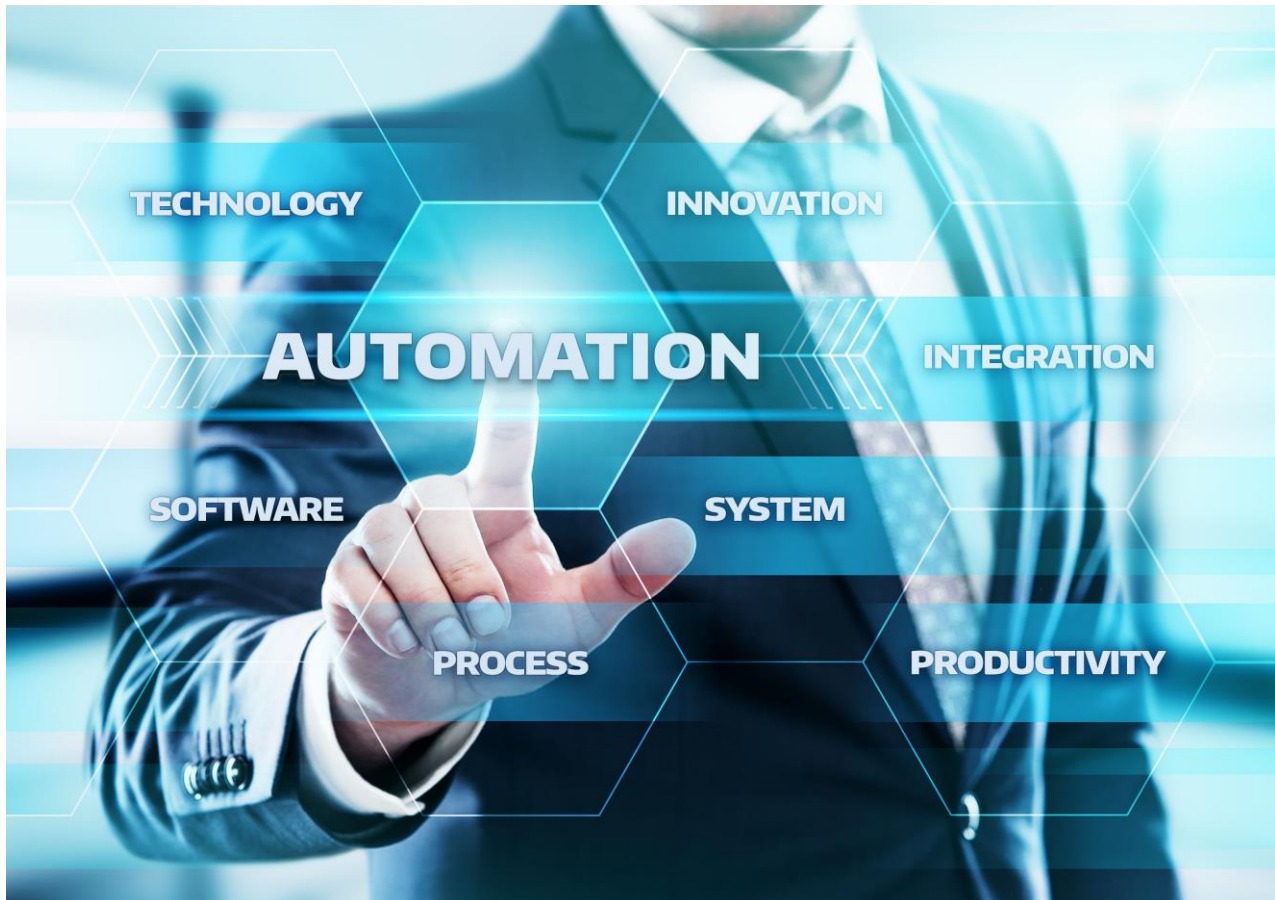


**Singlepoint BPM Platform** has the power to transform tired, manual processes that seem to limp along in spreadsheets and home grown databases into dynamic, automated workflow based applications. Save time, increase efficiency, and take back control of wayward, underperforming processes.



The **Singlepoint Business Process Management (BPM) Platform** is a hugely powerful, class-leading application design environment. Drag and drop operation combined with a host of pre-configured workflow controls allows for the creation of simple or complex process-based applications.

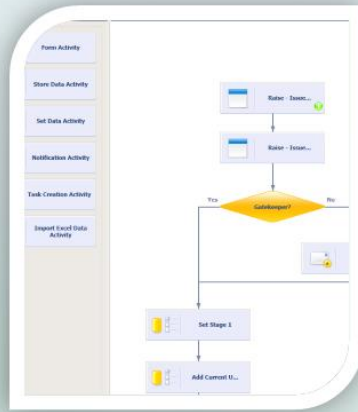
All of the **Singlepoint modules** are built on this powerful Business Process Management platform, however we can also use the same platform to design custom modules in a fraction of the time it would normally take to develop software modules in code.

Call **01628 421829** now to arrange your free product demonstration or email [enquiries@synchronology.co.uk](mailto:enquiries@synchronology.co.uk)

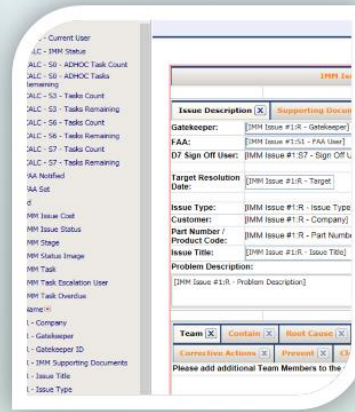
**Singlepoint** represents a new way to manage your key business processes. Our customers all have similar requirements in areas such as Quality Management, yet they are all different in their own way and they need an application with the built-in ability to adapt to their own unique way of working. When we designed Singlepoint we decided to build a powerful set of tools that all of the individual modules would sit on. These tools are collectively known as the BPM Platform.



Data



Workflow



Forms



Reporting

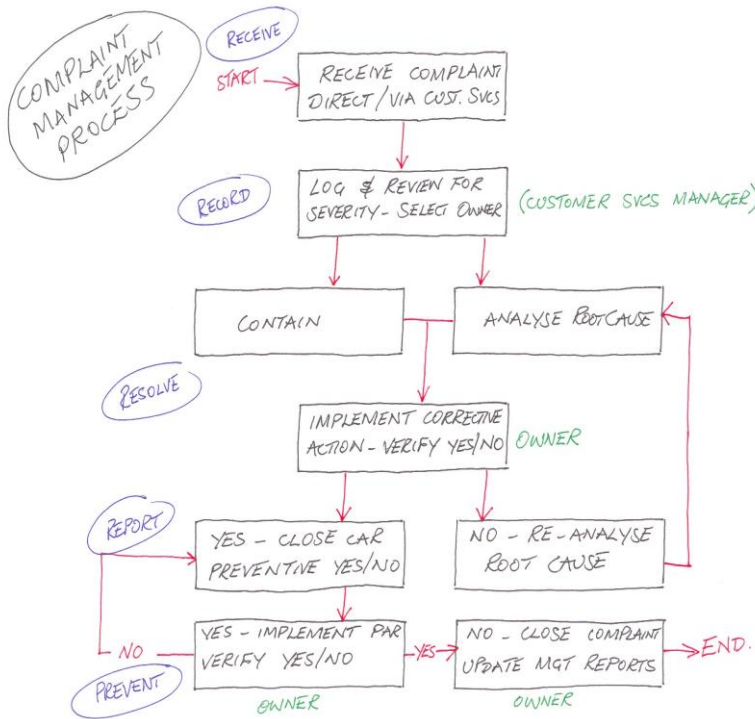


## #1 Data Handling

Singlepoint runs on a SQL back-end and we have engineered a unique data handling architecture that treats the data that you create as re-usable objects in other workflows and reports.

Singlepoint comes with its own API's and a full plug-in framework that allows it to be integrated to automatically send or receive data from other legacy IT systems that can be consumed as part of the process being managed by Singlepoint.

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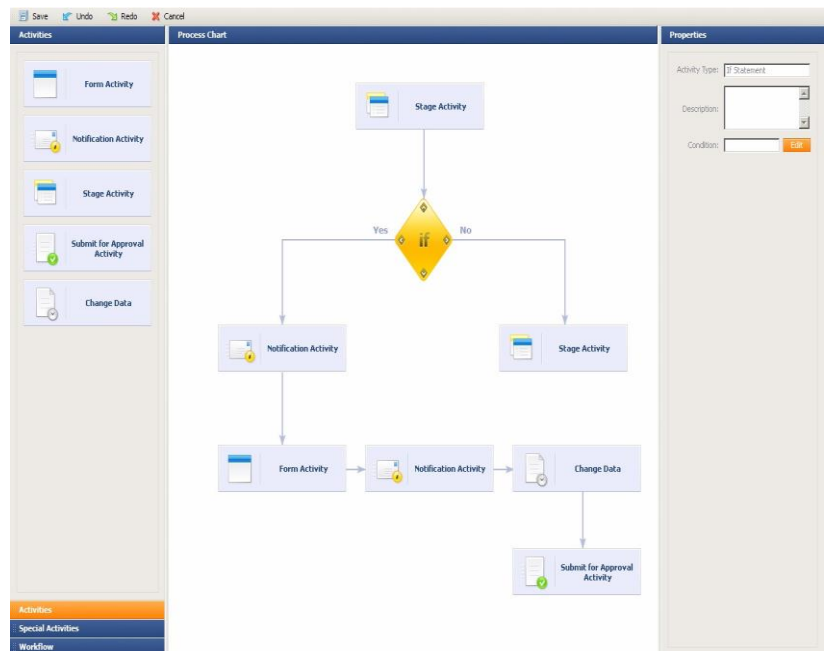


## #2 Workflow Designer

This tool is used to configure the workflow that your processes will follow. The emphasis is on ease of use - not that the tool lacks any power in terms of functionality. Whether your process is simple or complex, Workflow Designer can adapt and capture it in full. We are very proud of the fact that even the most sophisticated features do NOT require any programming – all of the functionality is drag and drop and designed to be performed by non-technical users with the appropriate training.

Any number of sub-processes can lie beneath the top level process. Tasks can be performed in parallel or in serial or combinations of the two. We fully support the concept of roles based security which enables you to configure user access and security into the process at source.

An impressive array of control activities lie at your fingertips making this among the most powerful workflow tools in its class on the market today, and we can also call on a variety of module template designs to suit the process in question.



### #3 Form Designer

In the context of our application a 'form' is a web form that your users will enter data onto. We want the end user's experience of using Singlepoint to be very intuitive and very simple.

Once again the emphasis is on ease of use but not at the expense of sacrificing any of the powerful features that will deliver the solutions to even the most complex of processes. You can create libraries of forms that you can use over and over again in different workflows and Singlepoint forms have a built in language editor to enable translation into other languages.

You can construct fields on your forms that calculate and aggregate with other fields giving you the opportunity to build mini 'applets' within Singlepoint. Forms can be large or small, simple or complex. Whatever your situation, Form Designer can adapt to your exact needs.

The image displays three overlapping screenshots of a web form wizard titled "Propose Issue -- Web Page Dialog".

- Step 1 of 5:** "Issue Manager - What type of issue are you raising?". It features three radio button options: "Customer" (selected), "Supplier", and "Internal".
- Step 2 of 5:** "Issue Manager - Select Customer". This step is mostly blank, suggesting a list of customers is displayed below the form area.
- Step 3 of 5:** "Issue Manager - Issue Details". This step contains several input fields:
  - Customer: A dropdown menu with "Any Company Ltd" selected.
  - Customer address: A dropdown menu with "2, Park Lane Av." selected.
  - Customer contact: A dropdown menu with "John Smith" selected.
  - Part Number: A dropdown menu with "X25 - Front Plate" selected.
  - Process: Three radio button options: "Delivery" (selected), "Quality", and "Other".
  - Description: A text area containing the text "Parts arrived on 2nd December not 1st as requested."

At the bottom of the third screenshot, there are three buttons: "Prev", "Next", and "Cancel". The browser's address bar shows "http://87.249.45.138/syncproto/NewIssueWizard.a" and the Internet Explorer logo.

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## #4 Report Designer

The final component of the BPM Platform is the Report Designer. This tool is used to create the output report(s) that each particular process generates.

For example, in the case of a Corrective Action, you would format Report Designer to produce a document that captures all the various stages of the process along with each person's input and other data and calculations. The report is automatically generated behind the scenes as the users fill in their respective part of the process.

Report Designer can generate multiple reports per issue/change/event – very useful for returns labels for defective products or acknowledgment letters etc. Reports can be emailed and also exported to Word, Excel and PDF formats.

**View Report**

1 of 1 100% Send by Email

**Date Raised:**  
**Target Resolution Date:**  
**Date Closed:**

**D1 - Issue Description**

<b>Issue Type:</b>	Audit	<b>Customer:</b>	
<b>Priority:</b>	High	<b>Part Number:</b>	
<b>Issue Title:</b>	NCR #1098 from Audit #1453		

**Problem Description:**

7.5.3.1 Q2 - Can you show how the documented information is made available and is suitable for use and how it is protected?

**D1 - Supporting Documents:**

File	Description

**D2 - Team**

Full Name	Department	Job Title
Julie Stevenson	Technical	Trainer

Close

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