

BPM@SharePoint – QUAM® 2.0

QUAM 2.0 - Business Process Management in the Age of Web 2.0 - The interactive and collaborative Internet. With QUAM 2.0 users can model online and organize their collaboration. QUAM 2.0 is based on Microsoft® SharePoint® technology, by far the most widely used collaboration platform in business enterprise.

Modeling

The modeling of the organization of the company is the focus of QUAM. Whether you use Business Process Modeling Notation (BPMN), freehand charts, or any configurable meta-models, QUAM is open to each notation. The modeling is done with Microsoft Visio components and is carried out directly within Internet Explorer. Each graphical element becomes a content related object in SharePoint. QUAM 2.0, as a Business Process Management (BPM) solution, provides you with an intuitive and centralized view of processes, organizational structures, and human activities. It lets you model, document, and integrate the various organizational aspects of business value drivers, operational processes and management systems directly in your Intra- or Internet.

Ergonomics

Intuitive usability and ergonomics were a must in the development of QUAM 2.0. The system guides the user through the organization with the use of Process Maps and a visual representation of Organizational Structures. Multilingual content can be published after the modeling has been completed. The presentation is made in accordance to the corporate identity of each company. An integration of graphics and images is foolproof. Convenient search functions and familiar Microsoft menu guidance simplifies the handling of QUAM.

Security

QUAM analyzes content. Descriptions of organizational units, jobs, roles, and IT systems can be automatically generated. IT user manuals and entire software requirement specifications can be easily identified.

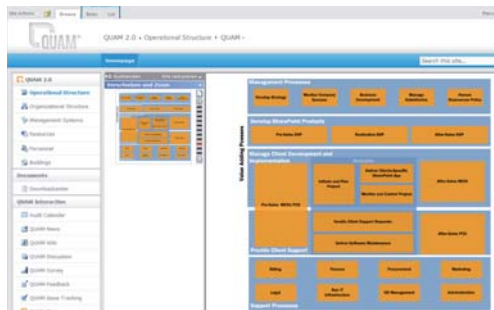
QUAM provides a consistent picture, redundancy free data storage, sophisticated version control, and change tracking, to meet the requirements of auditors. Traceability, audit management, and the ability to create detailed user and authorization concepts are all important security benefits when choosing QUAM.

Surf your Company as you surf the Internet.

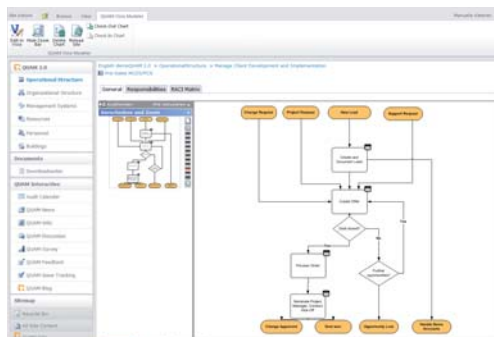




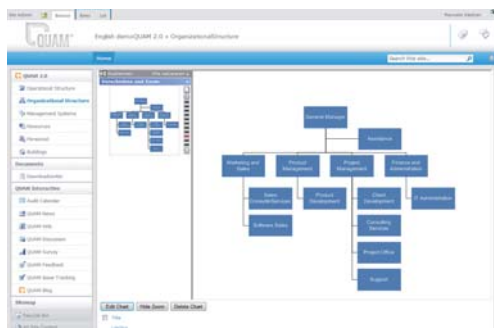
Intranet 2.0



Process Map



Process



Organizational Chart

Navigation

Surf your company as you surf the Internet.

The design of the web front-end is adapted to reflect the corporate image of each customer. It provides all navigation aids and features as known from the internet. It contains freely definable navigation structures, menus, individually highlighted teasers, news sections, download centers, etc.

Operational Structure

Process knowledge – just in time.

Process knowledge is stored and retrieved real-time via an Operational Landscape, BPMN-process charts, or through standard operation procedures. Individual customization allows the implementation of customer-specific attributes and reports (status reports, performance figures etc.). A RACI-Matrix visualizes the assignment of roles and responsibilities in each process.

Organizational Structure

The "Who's Who" of the company.

The entire organizational structure is designed and communicated graphically: From corporate and departmental organization charts, to roles and people. Functional dependencies among all organizational elements are clearly visible.

Job Descriptions

Who does what and how, using which tools and following which rules?

By merging information regarding organizational structure and process responsibilities in combined views, functional descriptions on organizational units as well as job descriptions are generated and updated automatically. In a similar manner, access rights to IT-systems, documents or templates and their usage in processes are available.

Governance Structure

To control vs. being controlled.

Corporate governance affects the way an organization works. Compliance manuals are prepared by professionals responsible for different aspects of organizational design: compliance with quality standards, environmental standards, operational safety, etc. The database underlying the system integrates all documents on one platform avoiding redundancies and inconsistent information.

Collaborative Document Control (PLUS CDC)

Professional multi-content publishing in one.

PLUS CDC enables easy administration of Word documents such as policies, handbooks, and other regulatory texts in QUAM. Documents become readily available as html previews or printable pdfs, and can be linked to the organizational model as well as filed within hierarchy levels.

Audit Management

Prepare and support audits easily.

Audit management in QUAM breaks down the planning, execution and documentation of audits, internal assessments and other compliance measures by functional area, required time and required staff. Audit management supports the preparation and execution of audits by showing which organizational units are being audited, what processes are affected, where the audit is taking place and who is conducting it.

Issue and Service Management

Ticket system for efficient tracking and tracing.

The IT and Service Management system can be used to issue tickets and track process statuses of service related support inquiries. It can be used for risk management and handles complaints of any kind. User friendly information provides a comprehensive overview on any transaction status.

Continuous Improvement Process

Seamless communication.

Every page of the web front-end provides access to a context sensitive contact feature. This feature enables to address suggestions for improvement or to report bugs directly to the person in charge of the content, e.g. the process owner. This seamless communication link supports fast and active participation in organizational change management. All measures can be documented within the system.

Facilities Management

Manage availability of space, infrastructure, and other facilities.

QUAM enables the depiction of ground plans and the administration of individual rooms, providing the user with an overview of all the organization's spaces and their use. In addition, Facilities Management contains a scheduling function for efficient space use with no risk of over-booking.

Knowledge Management

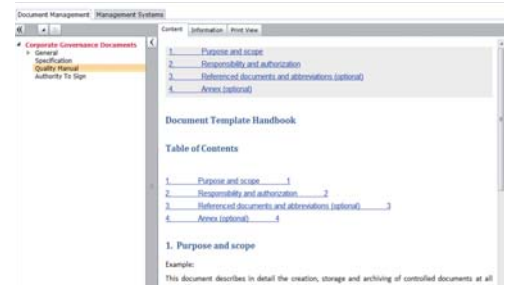
Wikis and blogs as your basis for know-how.

All employees can participate in storing their day-to-day knowledge in Wikis within QUAM to develop an extensive encyclopedia. Blogs can be used to discuss events or day to day operations. Both tools help you store, maintain and communicate know-how within your company and to preserve it for future generations.

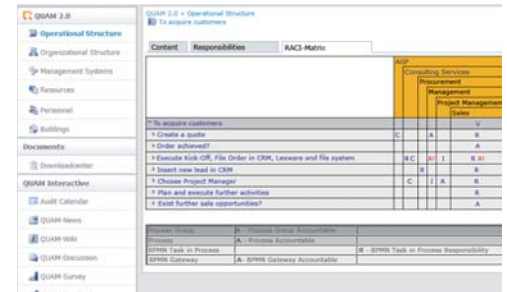
Microsoft Office Integration

Work in your familiar environment

Thanks to the SharePoint technology, all Microsoft Office applications are integrated in QUAM. Employee data, external contacts and calendar entries can be either managed directly in MS Outlook or are available in QUAM. A WordReport add-on allows the export of selective processes to Microsoft Word.



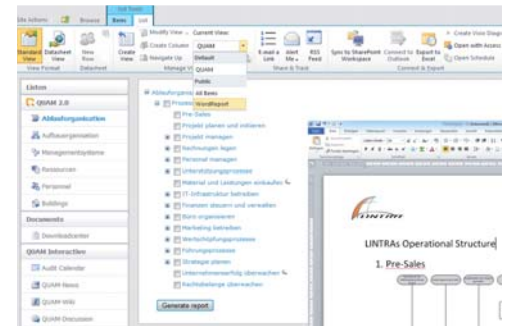
Collaborative Document Control



RACI-Matrix



Space/Facilities and Floor Plan Management



Export of Processes to Microsoft Word

Microsoft® SharePoint® is a collaborative intranet platform that supports numerous areas of application. As a building block system with various options, it can be combined with existing LINTRA applications.



BPM meets Collaboration: With **QUAM 2.0**, you can easily model and depict organizational processes and structures, and publish the complete governance system in multiple languages.



All three editions of **CPM@SharePoint** contain web-based tools to facilitate planning, communication and collaboration of multiple projects.



Whether you need a tool to help manage risks, ideas or an upcoming audit, vacation schedules or a ticket system, LINTRA offers these and many other products for your SharePoint platform.

QUAM and many other SharePoint applications and web parts are now available in your one stop shop for SharePoint products at www.SharePointPlus.com.

“We support you technologically and methodically with the help of cutting edge tools and concepts.”



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* For a detailed description of the functions contained in each edition, please see the QUAM 2.0 Functional Overview.