



embedded online  
communication



Hi-Way™

# Pridis Hi-Way

*Enterprise Dataflow Management*

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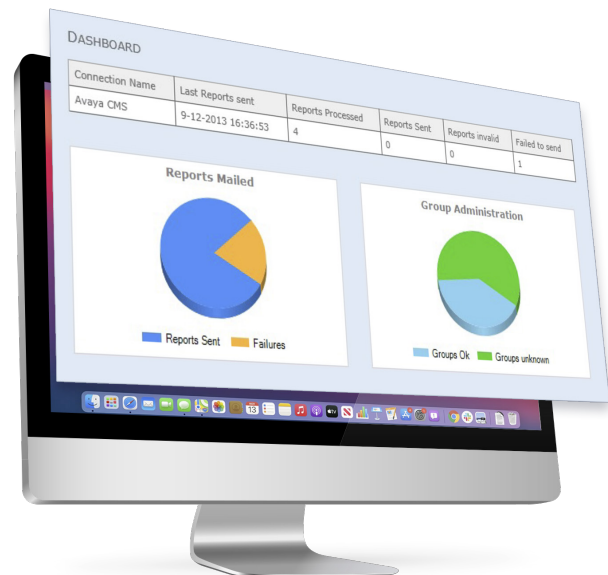
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## Enterprise Dataflow Management

No organization can exist without administratively supported systems such as ERP, HR and CRM systems. In these systems, many updates often have to be entered at different locations. The same problem with updates exists in the day-to-day administration of the telecom environment.

Facilitating a new employee means creating an access badge and login codes for various systems and giving employees a mobile phone and laptop. Just a simple relocation of an employee to another department requires a large number of administrative activities. Many manual activities regularly result in errors and higher costs. The use of Hi-Way takes the work out of your hands and significantly reduces processing costs and error percentages.



### PRACTICLE EXAMPLE

A new extension number is added in the telephone exchange. Hi-Way identifies this change and the new user's data is automatically added to the phonebook on the intranet, the receptionist's overview and the telephone costing system. Data can even be entered directly in the personnel records.

### SELF-SERVICE PORTAL: AUTOMATIC IS THE STANDARD

More than 80% of the most common change requests can be implemented by the users themselves. This includes retrieving forgotten passwords, managing login data, implementing call forwarding and entering name changes.

Hi-Way is equipped with an end user self-service portal and an administrator service portal that serve as access ports to the underlying databases.



### 24/7 UP TO DATE

Hi-Way automates the change process in such a way that data is entered in one application and then automatically processed in the relevant systems on the basis of intelligent programmes and processes.

Hi-Way also identifies active data changes and retrieves new information. The data is then refined, combined and routed to the other applications. This way, Hi-Way creates a virtual network for data exchange and prevents the pollution of files.

### AN EXAMPLE

An employee temporarily has a different mobile number. He can log onto a website himself and manage his own data there, such as his telephone number, password administration and software configuration.

The temporary new mobile number is then included in the up-to-date phonebooks, telephone exchange and personnel administration. If required, any notifications for management are sent directly. Where necessary, activities are handled systematically with interim feedback by email to a manager to request permission, for example. This may also include an email to the end user on completion of an order.



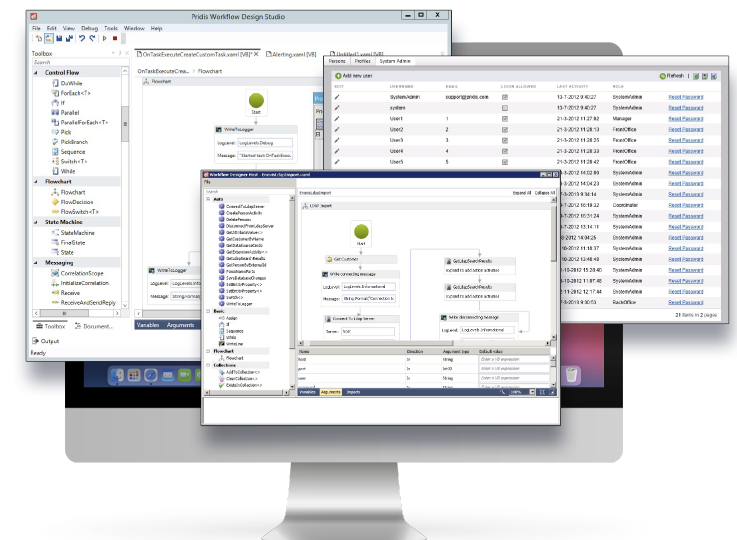
### MANAGED SERVICES

Telecom environments in managed services are becoming increasingly complex, and specific knowledge is required to manage them. At one fell swoop, Hi-Way streamlines data from various telecom processes and change processes, that can be adapted by means of graphical workflow editing. With our proactive approach, your productivity and that of your customers increases and your operating costs are reduced.

### PRACTICAL SITUATION

In a shared office building, various companies use multiple telephones, call forwarding, external lines, gateways, etc. All these companies regularly request changes for the purchased services. Using the Hi-Way dashboard, the applicants can log onto a website and manage their own data there, such as telephone numbers, password administration, software configuration and other purchased services.

Hi-Way implements the requested changes and, where necessary, processes the activities systematically with interim feedback by email to stakeholders, depending on the user profiles assigned to them. At the same time, the costs related to the change requests are automatically attributed to the applicant. Hi-Way collects all the information so that it can generate an overview or invoice on user or management level at any time.



"At one fell swoop, Hi-Way™ streamlines data from various communication processes and change processes that can be adapted by means of graphical workflow editing."





## WHAT IS THE RESULT?

- Less to no time lost when changes are made
- No database pollution
- Correct, real time management information
- Central point for change requests
- Less human intervention, which means lower costs and fewer errors
- Real-time cost reports for telephony and operational changes
- Access based on user profiles
- Self-service portal
- Task status alerts
- Automatic service updates for customers
- Graphical workflow editing



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