



Automate and Stay Informed with KnowledgeSync

KnowledgeSync combines alerts and automation to help companies monitor critical, time-sensitive manufacturing activities. Through alerts and warnings, manufacturers can easily identify conditions that require attention, stock items that require reordering, and invoices that are overdue for payment.

KnowledgeSync operates in a fully-automated, lights-out processing environment and enables organizations to automate manufacturing scenarios to say “when ‘this’ business condition happens in manufacturing, do ‘that’.”

KnowledgeSync enables manufacturing clients to:

- Identify and respond to critical, time-sensitive manufacturing activities faster than their competition.
- Automate manufacturing tasks such as job status alerts and reporting, and free-up staff for higher-value tasks.
- Automate manufacturing exception management and prevent fires rather than fight them.

KnowledgeSync monitors manufacturing conditions and activities to trigger automated responses (alerts & updates) to keep an organization better-informed and better able to make the wisest business decisions.



KnowledgeSync addresses two key needs of every organization:

- 1. Dynamic notifications about critical job-related conditions**
- 2. The automation of everyday job-related tasks that previously were done manually**

The cost of not knowing (or not knowing soon enough) affects a job shop's ability to operate in the most efficient manner possible. Surprises directly impact an organization's profitability and their staff's productivity, making the question of whether to use an advanced monitoring & response technology like KnowledgeSync a no-brainer.

Pay and Get Paid On Time

Managing your A/R and A/P data electronically is essential and monitoring it for issues is even more important. Whether it's emailing overdue invoices to clients, sending text messages to your mobile phone about an expiring discount, or putting a delinquent client on credit hold, KnowledgeSync identifies issues as they occur and automatically takes action to get your business back on track and running smoothly.

Monitor Inventory Activity

Inventory is endless, and even when you have the time to check a dozen different conditions, it's the one thing you didn't check that ends up hurting you. KnowledgeSync auto-monitors everything in the lifetime of an inventory item, from initial purchase to delivery, storage, and sale, and looks for:

- Stock shortages
- Backorders
- Too much or too little on-hand
- Purchase order delivery or approval delays
- Item sales that are hot one month and cold the next

Help Your Reps Sell

Stay on top of sales and the campaigns they came from by monitoring activities and reporting on leads from prospect to customer. KnowledgeSync can warn you about and trigger actions for:

- New orders for clients that haven't paid their last bill
- Customers who have significantly changed their buying habits
- Delayed shipments
- Expiring quotes

Know When Something Didn't Happen

Sometimes the most valuable information you can get out of your system isn't about what did happen but what didn't. By the time someone utters those fateful words, "Whatever happened to . . ." it's almost always too late. KnowledgeSync inactivity monitoring keeps track of missed events such as:

- A customer who has stopped buying from you
- A stock item that hasn't sold in weeks
- A project that has had no activity in the current month

Alert on Errors and Exceptions

We all know that errors happen, and sometimes data is manipulated. You might not be able to stop these things from happening, but you can automate the process to both spot and respond to them. You identify the conditions and responses and stand guard 24/7 looking for issues, including:

- Duplicate item numbers
- Missing email addresses
- Exceptionally high discounts
- Unacceptably low-profit margins

Sample Events

The following manufacturing events come with KnowledgeSync and are just a sample of what KnowledgeSync can do. Add unlimited numbers of additional events to address the critical needs of your organization.

Job-Related Events:

- Job has (or has not) shipped
- Job status has changed
- Job nearing its completion date & incomplete
- Job starts in 'x' days
- Job has incorrect routing

Materials-Related Events:

- Materials below reorder level
- Materials received today
- Receipts due in next 'x' days
- Material record (or revision) change
- New Job (or PO) from material planning

Quotes/Orders/Shipments Events:

- Quotes due for follow-up
- Orders for more than 'x' dollars
- New customer welcome
- Order has shipped
- Invoices; more than 'x' days past due

Budget-Related Events:

- Actual labor nearing (or exceeding) budget
- Actual material or service at 'x' percent of budget
- Estimated total hours has changed
- Time variance alert
- Actual hours is > 'x' percent of estimate

KnowledgeSync Key Features

User Interface	<ul style="list-style-type: none">• 100% browser-based, .NET• Multi-level security with user-definable roles• Easy to use graphic, wizard-driven interface makes it easy to identify business conditions & configure automated responses
Alerts via Any Device	<ul style="list-style-type: none">• Email (including hosted mail, Outlook, & SMTP)• Text messaging to mobile devices• Dynamic web dashboards, FTP & SFTP
Enterprise-Wide Monitoring	<ul style="list-style-type: none">• Detect & respond to activities in CRM, HR, & any other apps• Monitor & auto-process job-related incoming emails• Monitor conditions in cloud-based apps via web services
Automated Form & Document Delivery	<ul style="list-style-type: none">• Auto-deliver work orders, invoices, statements and other documents• Trigger the generation of collections notices, purchase orders, and other documents based on real-time business conditions
BI-Strength Data Analysis	<ul style="list-style-type: none">• Complex calculations, date-sensitivity & integrity checks• “Min”, “Max”, “average”, “sum” & “count”• “Today”, “tomorrow”, “last week”, “next month”, etc.• “In-activity” alerts, such as clients who have stopped buying• Identify data entry errors, duplicates, and job-related trend analysis
Scheduled & Triggered Reporting	<ul style="list-style-type: none">• Automated scheduled manufacturing report generation & delivery• Real-time “triggered” reports based on manufacturing activities• Supports Crystal, SSRS, and other external reporting tools.
Cross-Application Monitoring	<ul style="list-style-type: none">• Identify conditions between manufacturing and other apps, such as a new sale opportunity in CRM for a customer with open jobs in manufacturing
Plain-English, Wizard Designer	<ul style="list-style-type: none">• No programming, no SQL syntax knowledge necessary• Attractive alert message design done in MS Word-like editor
Triggered Workflow	<ul style="list-style-type: none">• Automatically put a job on hold if clients have overdue invoices• Trigger a purchase order for materials nearing their reorder level• Schedule a phone call in a CRM application when a client is put on credit hold in manufacturing• Multiple APIs including REST web service, VB scripting & more
Lights-Out Processing	<ul style="list-style-type: none">• No daily maintenance or management; no end user training; typically up-and-running within a day• 90% of all customers need no support after initial implementation• Flexible work days and hours; multiple alert addresses & holidays
Flexible Alert Recipients	<ul style="list-style-type: none">• Individuals & groups; auto-retrieved from manufacturing• “Intelligent” alert recipients, including “the job’s customer”, “the customer’s salesperson”, etc.

How KnowledgeSync Can Help You

KnowledgeSync is the go-to problem solver for CEOs, CFOs and departmental managers. KnowledgeSync is also indispensable to IT managers, as they are often called upon for ad-hoc information.

Position	Main Business Problem to Address	KnowledgeSync Solution
CEO	<ul style="list-style-type: none">• Slow decision-making negatively impacts revenue• Insufficient staffing to grow their business• Bad debt• Unhappy customers	<ul style="list-style-type: none">• Speed up analysis via automated exception management• Automate tasks currently done manually• Automate collections• Increase client communications
CFO	<ul style="list-style-type: none">• A/R write-offs and a very high “days sales outstanding” (DSO)• Expired inventory lots• Loss of recurring revenue from repeat customers• Lots of late-paying & delinquent clients• Piles of reports that are never reviewed	<ul style="list-style-type: none">• Automated invoice & statement generation & delivery• Auto-monitor lot expirations• Automated monitoring of repeat business & buying trends• Invoices auto-generated & delivered• Analytical reports triggered in real-time by business activities
Sales Manager	<ul style="list-style-type: none">• Reps wasting time looking for needed client details• Prospects not followed-up on• Inability to target add-on product sales opportunities• No access to financial details• Out-of-touch mobile staff	<ul style="list-style-type: none">• Client activities & status changes automatically pushed to reps• “Inactivity” alerts• Automated client contacts based on sales history• Integrated ERP & CRM info• Email, text, & dashboard alerts
Production Manager	<ul style="list-style-type: none">• Job delays• Materials outages• Budget & timeline overruns detected too late• Multi-step project hand-off slowdowns	<ul style="list-style-type: none">• Real-time production alerts• Real-time stock level alerts• Real-time alerts about potential budget & cost overruns• Auto-notifications at each stage of production.
IT Manager	<ul style="list-style-type: none">• Requests for ad-hoc analyses• Management of “bad data”• Duplicate records• Custom programming to identify business exceptions	<ul style="list-style-type: none">• Automated info delivery• Early warning of invalid entries• Automated data integrity checks• One central “rules engine” to catch & alert on exceptions.

Call us today to learn more! 815-893-6618