

Get better results by getting the big picture



Drive change with aIICLEAR's smarter process improvement solution

Improve the agility and profitability

What if you had the power to immediately know if process improvements actually improve processes and your bottom line? What if you could collaborate with stakeholders throughout your enterprise to model the best processes? You can.

“We took advantage of allCLEAR, a superb process modeling technology, and now have the visibility to understand how things work and how processes interrelate.”

— Bob Daniell,
Director, Corporate Procurement
& Logistics Process Consulting,
Siemens

Process improvement isn't new to most organizations, it's a crucial component of growth strategies. The pace of change in today's marketplace accelerates every day. Processes that worked last year – maybe even last month – are likely to be obsolete. With factors such as globalization and the Internet driving the speed of change and compressing business cycle times, processes must change just as fast – improving at “Internet speed.”

Discover the best processes to drive growth throughout your organization

Imagine having the power to make smarter process change decisions by testing their impact first. Testing process changes in the real world is a risky proposition. Why invest valuable resources in an unproven process when you can prove changes with a virtual model first?

allCLEAR enables you to try different what-if scenarios and simulations without actually experimenting with the real thing. And by incorporating data into your analysis, you get a true bottom-line view of what's happening or would happen. Then, deploy your results to your staff, the executive team and stakeholders throughout your enterprise to win buy-in for the new process.

allCLEAR empowers you to:

- Align processes with customer needs in your CRM program
- Test and optimize call center flows for improved customer service
- Document processes and apply continuous quality improvement
- Streamline your materials handling process to facilitate a just-in-time (JIT) inventory system
- Redesign emergency room procedures to reduce patient wait times
- Improve government contractor bidding processes for increased efficiencies and lower costs
- Optimize your credit approval process to quickly qualify the most profitable customers
- Improve customer satisfaction by streamlining claims processing for faster service
- And more!



Create the most profitable processes by collaborating with stakeholders throughout your organization.

Efficiency of your enterprise with smart

allCLEAR in action

Let's say that you are

The VP of Operations for a national office supply store's catalog division

Your business-critical issue

It takes you twice as long and costs you roughly twice as much to fulfill orders as your competitors. The average order processing time for all three channels is 6 hours at a cost of \$25.00 USD per order. Each of your three sales channels – phone, mail and e-commerce – is riddled with costly bottlenecks. Customer loyalty and churn have become critical issues as dissatisfied customers begin to take their business elsewhere.

Your allCLEAR solution:

- Assign a team to develop streamlined, profitable processes for all three channels
- Deploy the model they created to every stakeholder to win buy-in and drive implementation

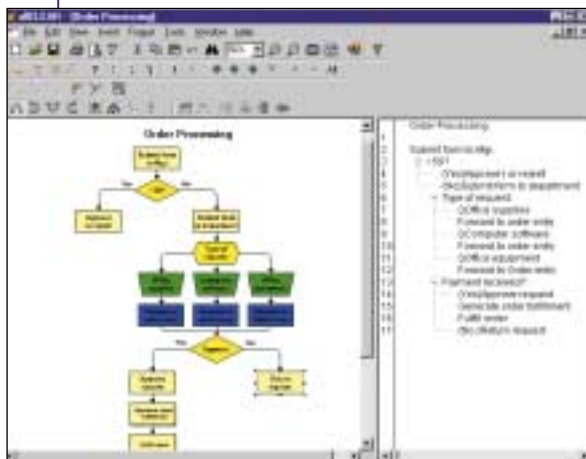
→ **Interactively model your "as is" process**
allCLEAR's easy-to-use, intuitive modeling capability enables your team to keep their focus where it needs to be – improving processes. Your team interactively models your current, "as is" process for each of the three channels using allCLEAR's easy text-to-diagram functionality. allCLEAR automatically models each process as steps are entered as text. For example, if your team enters "Payment received?" the step will automatically be enclosed within a diamond-shaped box with "yes" and "no" boxes drawn

below it. And unlike simple flowcharters, modifying the process model is as easy as cutting, copying and pasting text – allCLEAR automatically redraws and calculates the model.

Process modeling is only a powerful improvement tool if it accurately reflects the real world. The key to transformative process modeling lies in one of your organization's most valuable assets – your employees. They are the ones who know how things really work and how processes could be improved. Your team collaborates with these process stakeholders, leveraging their firsthand knowledge and incorporating it into the model. The stakeholders record the amount of time that is associated with each step. Then, your team gathers the cost metrics for each step from your accounting department. By adding these real-world cost and time metrics to the model, your team improves the analysis by identifying bottlenecks and costly cycles.

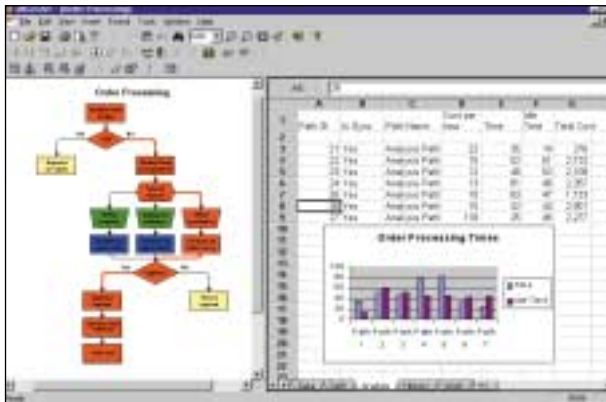
Your "as is" process models are large and complex. Each of your three processes can flow from order placement to fulfillment through numerous paths, depending on the choices made along the way. Manually analyzing each of these paths would take far too much time to do economically – so allCLEAR does it for you automatically.

Simply type a list of key steps in your process and allCLEAR instantly generates the diagram – then add your metrics.



Order process management

Test various process flows and immediately see the effect they have on your bottom line.



→ Create the most profitable “should be” process model

Processes for each of your three channels can flow through numerous paths as they move from point A to point B. What is the optimal process flow? Where are the bottlenecks? allCLEAR automatically generates every possible path for your team to point the way to the best “should be” process model. Not only that, but all of the metrics they’ve associated with each path are also calculated. allCLEAR’s analytical functionality helps your team streamline processes and reduce order fulfillment costs by quickly pinpointing areas for improvement.

Your team can start playing with what-if scenarios. “What if we took out this step or rearranged this flow – what would that do to the results?” Your team can simulate a week’s worth of work – which is vastly cheaper than testing the process in the real world – by incorporating probabilities into your process flow. For example, they can include firsthand knowledge such as: “80 percent of the time the form is complete, and 20 percent of the time it is not.”

The result? Now you and your team can see – from 50,000 feet high or point-blank range – which paths are costing you more money than they should and how you can create the most profitable, streamlined process model for each channel. Your three process models cut the average order processing time for all three channels to 3.6 hours at a cost of \$10 USD per order – a savings to your bottom line of 60 percent. And a savings that enables you to not only catch up with, but overtake the competition!

→ Gain buy-in and drive change by sharing results

Now you need to convince the executive team and process participants that this new process can work. It’s tough to overcome the “this is how we’ve always done it” mentality. Fully leverage your streamlined process model to persuade peers and win buy-in by publishing it to the Web or your corporate intranet. Or, distribute the CLEAR Viewer throughout your enterprise enabling everyone to view, understand and support the changes you propose.



Gain buy-in from stakeholders throughout your enterprise by deploying models via the Web.

Drive change by implementing streamlined processes that focus on the customer. Breakdown functional silos and implement cross-functional work flows that add value at every step, leading to the ultimate goal of a satisfied and returning customer. As you effectively communicate change, you encourage feedback for continuous process improvement.

Process analysis features are only available in allCLEAR Analyzer.

Maximize your process improvement with the power of firsthand knowledge



Discover the best process model

Imagine having a way to objectively improve processes throughout your enterprise based directly on process data and firsthand knowledge. Imagine having the power to try different processes and instantly see the result.

allCLEAR provides your organization with an end-to-end process improvement solution that leverages firsthand knowledge of current processes to model the most profitable "should be" process and use it to drive change.

Process improvement power for a variety of applications

Use allCLEAR's collaborative process improvement power in a wide range of applications, including:

- Business Process Reengineering (BPR) – Redesign business processes for increased efficiencies
- E-business planning – Plan e-commerce systems from the user experience on the Web to order fulfillment
- Total Quality Management (TQM) – Document processes and apply continuous improvement
- ERP/MRP – Determine optimal process flows before implementing costly systems
- And more!

Technical Features

Diagramming

- Create process maps, deployment/relationship chart, decision trees and more
- Create diagrams by typing steps in the "outliner" while allCLEAR automatically generates the chart
- Use punctuation as you list the steps to specify the flow, e.g. a line ending with "?" becomes a decision box
- Use automatic layout options for box alignment, box connections, multiple-page layouts and more
- Drag and drop boxes for easy revisions
- Add notes, data and attachments to boxes
- Launch other applications, charts or Web addresses from each box

Analysis

- Automatically calculate all possible paths
- Automatically highlight optimal and critical paths
- Identify the most likely path your process will take given the probabilities you enter
- Combine different paths and analyze them together
- Analyze paths using multiple start and end boxes
- Automatically keep a history of all your analyses for easy reference
- Use the "Work" spreadsheet for scratch computations without having to leave allCLEAR to use a separate spreadsheet program
- Use data structure templates to quickly setup the analysis of your processes
- Use the ODBC wizard to access existing process data
- Keep track of your analysis, simulation and manual paths separately
- Record multiple scenarios for comparison
- Use deterministic simulation
- Use probabilistic simulation using the Monte Carlo method
- Plot Bar, line, area, step, combination, horizontal bar, pie, XY (scatter), radar, polar, bubble, hi lo, 2 or 3 dimensional graphs of your analysis results
- Use animation and play back paths

Communication

- Export your analysis to HTML and publish it on your intranet or the Web
- Print any calculated path, graph, worksheet, or process diagram
- Distribute allCLEAR files through the free CLEAR Viewer

File management

- Import
 - MS Excel (*.XLS)
 - Lotus 1-2-3 (*.WK)
 - dBASE (*.DBF)
 - ASCII text (*.TXT)
 - Windows Metafiles (*.WMF)
 - Enhanced Metafiles (*.EMF)
- Export
 - HTML – Web compatible
 - MS Excel 4.0 or earlier (*.XLS)
 - ASCII text (*.TXT)
 - Windows Metafiles (*.WMF)
 - Enhanced Metafiles (*.EMF)
 - PNG file (*.PNG) – Web compatible
 - JPEG file (*.JPG) – Web compatible
 - Windows Bitmap (*.BMP)
 - CGM Metafiles (*.CGM)
 - PostScript Files (*.EPS)
 - Tagged Image Files (*.TIF)
 - Macintosh PICT Files (*.PCT)

Integration

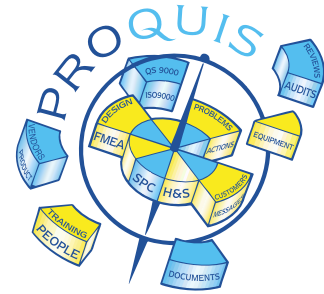
- OLE server/client 2.0
- OLE automation methods
- Lotus Note FX support

Help

- Online quick start help
- Online context-sensitive help

System Requirements

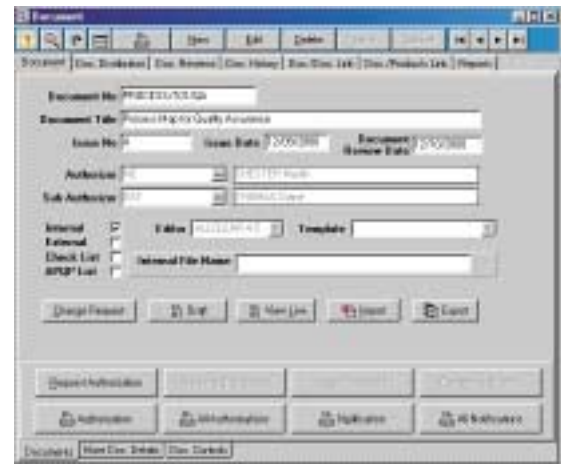
- Pentium-90 PC or better
- Windows 95/98 or NT 4.0
- 16MB RAM
- 50MB hard disk space
- SVGA monitor
- Internet Explorer 3.0 or Netscape Navigator 3.0 and above for HTML export



Our other product **PROQUIS**, assists your enterprise even further through the integration of quality and business management to meet ISO/QS/AS9000 compliance.

PROQUIS provides you with a host of modules suitable for all departments, most notably is the Document Management Module that has full integration with the allCLEAR Smarter Flowcharter and other desktop applications.

PROQUIS' easy to use interface allows you to integrate your processes within a 'controlled' document management environment, allowing you to set-up and maintain document distribution lists, online viewing in a 'read-only' capacity and maintain a full change history with archive viewing.



PROQUIS can also provide you with additional solutions covering: Customer Care, Vendor Control, Audits/Reviews, Fault Control, Gauge/Equipment Management, Personnel & Training, Health & Safety, Design Control, FMEA, APQP, QS9000 and online analysis reporting.

Take a few minutes to run the **PROQUIS** tour on the enclosed Demo CD-ROM and try the Business / QA Audit Module for Free.

Orders can be placed through the contacts listed below and the very latest information can be viewed @ WWW.PROQUIS.COM

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Authorized Regional Dealer

