

# Smart Agents - for Infor ERP FACTS

## INDUSTRY EXPERTISE

We have been in business in Information Technology since 1983 with tremendous experience in many vertical markets.

## CUSTOMER SUCCESS

*"Without ProServe, we would not be doing the level of business we are today..we witnessed a 400% increase in revenue with a 33% reduction in labor costs."*

ProServe Customer

*"We experienced a 20% reduction in our inventory expense in the first year. ProServe did an excellent job of understanding our business and providing the right solution and services to be successful."*

Mike Rejewski, Controller  
Davis Electrical Supply

*"ProServe has always been there to help craft the solution. The best solutions have come out of the synergy of the relationship. That is value."*

Mike Mumau, President  
Kee Safety



## E-mail alerts !

Would it be helpful if you were notified when business critical events occur? ProServe Solutions has developed a solution to create pre-canned alerts that can trigger and send notifications based on business critical events for Infor ERP - FACTS.

You can now put "Smart Agents" to work for you. They will continually monitor your business. When a significant event occurs, they will automatically notify your customer, your vendor, your management staff, or just about anyone else who has an email address. That way you can proactively respond to your business and customer needs. In addition it will help avoid issues that could lead duplicate efforts or expenses.

### Events for Email Notification:

The Smart Agent solution comes with three prebuilt notifications out of the box. The solution can be configured to generate additional alerts with the assistance of consulting services. When a business critical event occurs Smart Agents will notify an appropriate person or people by sending an email notification. Typical examples include the following:

### Customer Notification:

- Email a customer to acknowledge your receipt of his order.
- Send a quote to your customer as an attachment to an email.
- Notify a customer that his order has shipped to include a tracking number etc.
- Send a PO as an attachment to an email.
- Request Ship Dates on overdue Pos.

### Internal Management Notifications:

- When an order goes on credit hold.
- When a sales person grants a price override on an order.
- When an item is deleted from an order.
- When an order or invoice goes out with a low GP%.
- When a critical item goes out of stock.

For more information please contact sales at ProServe Solutions at 716.635.5080. The package pricing for the solution includes the software licensing, annual maintenance, installation, and set up of three alerts.

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