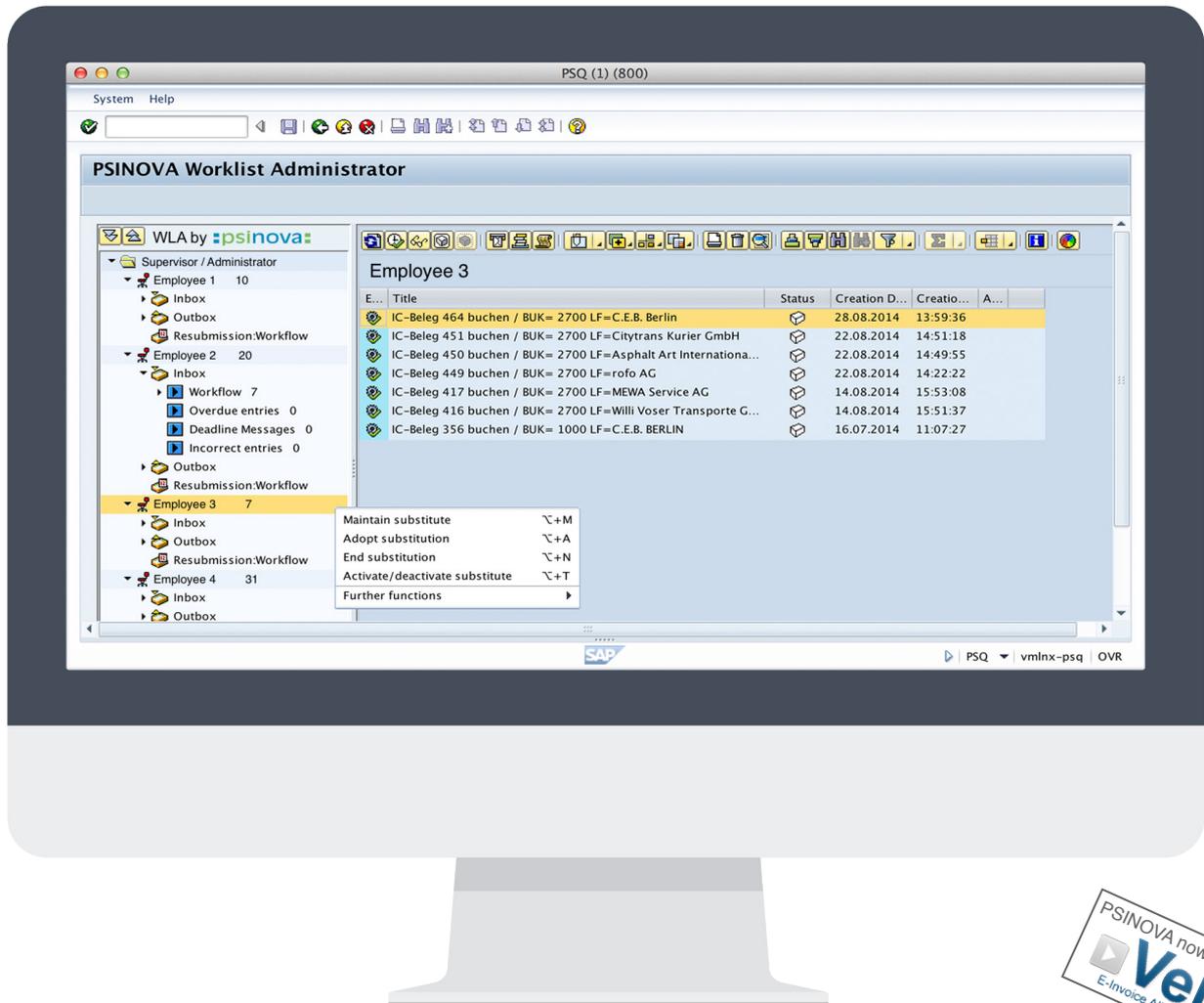


PSINOVA WorkList Administrator

SAP® Business Workplace add-on for efficient team management



Streamlined workflow management and workload distribution in SAP®

- Full access to SAP® Business Workplaces of team members
- Overview of current worklists, choke points and priorities
- Drag & drop workload distribution and management in the team / Shared Service Center
- (Remote) processing, forwarding, redistribution or termination of user tasks
- Configuration of substitution rules and workflow inbox redirection for team members

PSINOVA WorkList Administrator

SAP® Workflow processes controlled easily and efficiently

SAP® Workflow processes simple and intuitive under control

In order to establish a trouble-free workflow and to see productivity gains throughout the entire workflow, assigning tasks to individual employees and process overview of the entire workflow must be clear and efficient. Administrators and supervisors must be able to quickly identify where are task backlogs or if there are tasks that were not completed. This can happen for example when a team member has an unplanned absence. To adjust the workflow in these cases PSINOVA has developed the WorkList Administrator.

Efficient and Flexible Workload Distribution and Team Management

The Worklist Administrator delivers team leaders and workflow administrators a complete overview of the workflow inboxes, worklists and the number of open tasks of all team members. If necessary administrators or supervisors can adjust the process from his or her own workplace. Using drag & drop workitems from employee worklists can be executed, processed, redistributed or possibly even canceled, if authorized. With only few clicks directly from the extended supervisor's workplace substitute rules for all team members can be set. Open tasks can be forwarded to other employees in the case that a team member is unavailable or has an unplanned absence.

Universal and ready to use, intuitive and reliable

The WorkList Administrator (WLA) is ready to be used immediately and universally for all types of SAP® workflows (for example HR, FI, SD,...). It can be used independently as a stand-alone SAP® Workflow-Tool or as an extension for PSINOVA solutions. As an extension to the SAP® Business Workplace, the WorkList Administrator is operable with practically no training. Of course, the extended features are protected by the SAP® authorization concept against unauthorized execution. The WLA is already being used very successfully in shared service centers under high loads.

*"With the PSINOVA Worklist Administrator we can quickly, efficiently and centrally ...
 ... manage the SAP® Business Workplace of our employees: process, rearrange or delete tasks
 ... assume the incomplete tasks of an employee in SAP® Business Workplace or if needed redistribute the tasks to other employees
 ... actively adjust the substitute rules in the case of employee vacation or illness."*



Markus Klug, Project Manager, Deka Immobilien GmbH

Total Process Control

- Access to SAP® Business Workplaces for all team members
- Processing, forwarding, re-distribution or termination of user tasks
- Remote set up of substitute rolls per mouse click

Increased Process Efficiency

- Optimal overview of currently relevant tasks
- Efficient workload distribution between employees
- Rapid response options in case of load peaks or unplanned employee absence

Highlights

- Independently functional
- Installation "Plug & Play"
- Complete Integration in the SAP® Business Workplace
- Intuitive handling
- Shared-Service-Center compatible

Some of our reference customers, which are using the WorkList Administrator.



Any further questions? We will be pleased to advise you personally!

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