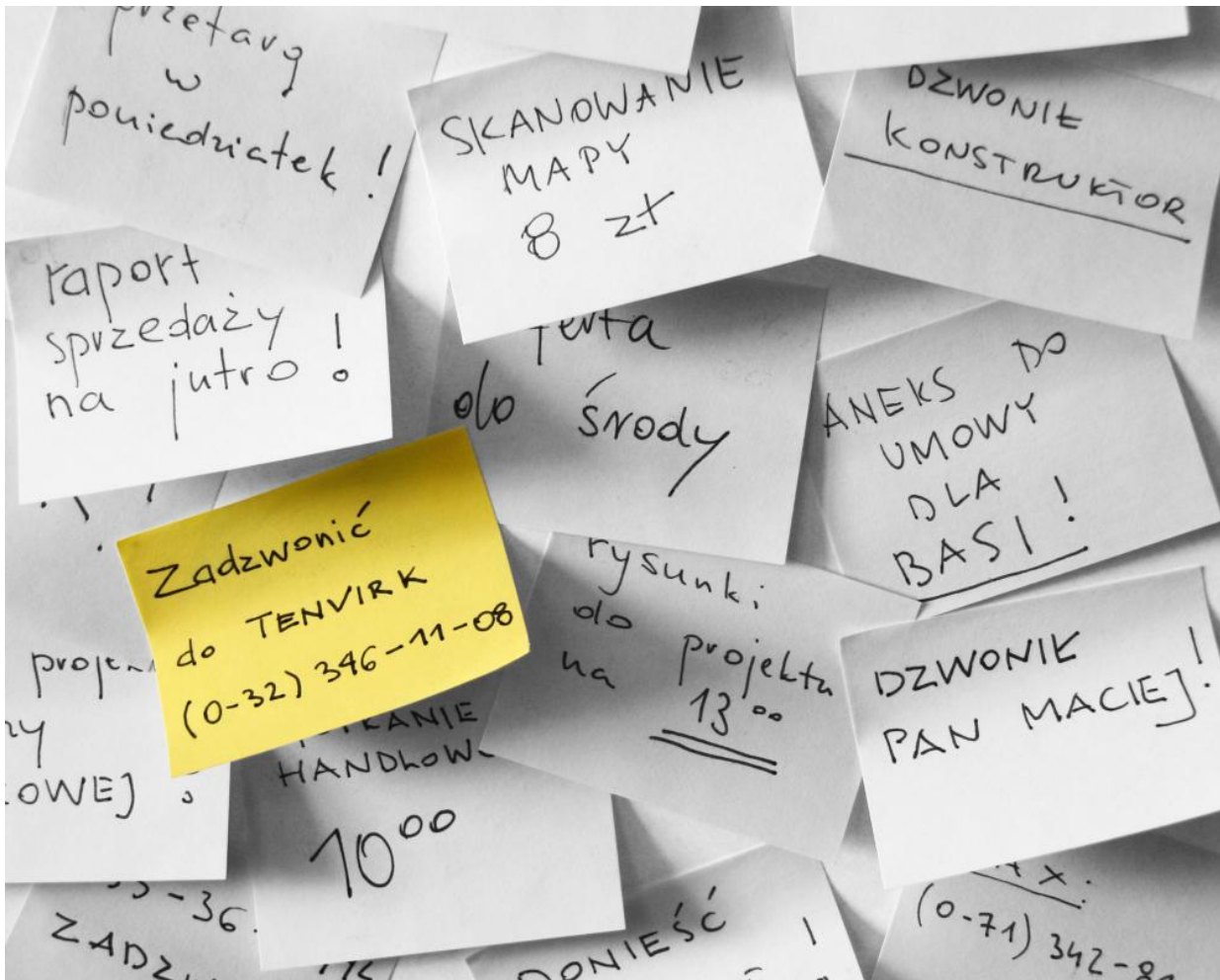




The English translation of the Polish brochure



Is your company well-organized?

**TenvirkMK – IT system for communication and
organization management in a company**





Situation

Many companies struggle with organizational and communication problems. Regardless of a branch there are often problems with internal communication between employees and external communication with clients, contractors, producers or subcontractors. There is bigger and bigger need for storing documentation in an electronic form and organizing work on contracts or projects conducted by a company.

Companies attempt to put their commercial or project works in order by introducing CRM or documentation management systems. Unfortunately a typical CRM solution requires entering much data by employees and forces them to sacrifice much time for work with a new system. As a result implementation are not successful. There is a big human resistance and systems remain unused.

To make the things worse, on the market there are not many solutions connecting communication with organization. Solutions basing on systems from the biggest suppliers are expensive and difficult to implement in Polish realities. Additionally they require purchasing a license and advanced servers.

The situation is complicated by the fact, that during an attempt to introduce a system for communication, documentation and work organization management, the technical problems occur. In case, that several dozen of people work at the same time, the system often does not withstand overloading. Huge servers and expenses for a license are needed. Additionally the users complain on an inconvenient interface, often built in a web browser, improper for an intensive office work.

Facing all these problems TENVIRK company has worked out TenvirkMK system, which solves mentioned issues. We invite You to study the information related to this topic, contained in the brochure and the website of the product...

typical problems...

Do the following problems seem to be familiar?

Internal communication between employees:

- Orders sent by e-mails between employees get stuck in mail programs. Nobody knows whether they have been completed.
- E-mails are often sent many times as "for your information", what results in inbox overloading and showering correspondence on employees.
- It is difficult to supervise a list of tasks to do and current time limits if everyone has his own hand-made notes. How to check who works and what he does? Is the work load even?

Communication with clients and contractors:

- Watching time limits of case realization is troublesome.
- The company is showered with paper documents and there are no easy ways to scan and store them in electronic form.
- Important correspondence is stored on employee's computers. The data is not completely safe and it is difficult to find anything. What happens in case of computer breakdown?
- There is lack of possibilities to quickly restore the course of the correspondence.
- If someone goes on vacation or leaves, overtaking his tasks and correspondence is very difficult.
- Commercial conditions and price lists or other materials from partners flow in the company. There is no way to easily publish them inside the company and to put them in order.

Complicated procedure, agreement or project management:

- Clearly defined, consistently obeyed procedures of documents circulation have not been created.
- Even if there are the procedures (for example ISO), they remain only on a paper and there are not used on a current basis.
- Complex structure of agreements, contracts, tenders, projects etc. is difficult to work out and supervise.
- Estimating a state of progress of work on particular topics requires a big deal of time.
- Settlement of agreements, their budgets control, invoicing and checking subcontractors are the tasks, which are too difficult for an usual spreadsheet.

Problems with documentation management and file version control:

- How to organize and keep the order in a structure of files with client's documentation, contracts or projects?
- File overwriting often happens. Nobody knows, which version of a project or for example an offer is up to date and what changes have been done. People store files on their computers.
- There is no possibility to review successive versions of files and to easily work in group for example on an offer.
- Management of authorizations to particular files, projects and documents is complicated.



Event module is the central communication system storing on the server e-mails, faxes, SMS-es, scanned letters, telephones, time limits and official orders. It enables completing and passing correspondence. The module gives the employees an access to correspondence replacing usual mail program. It enables correspondence circulation and supervising time limits of realizations. Correspondence centralization makes archiving easy and increases safety level. The module contains also the common schedule, which enables many users to work at the same time and plan time limits for employees, clients, projects, cases/projects or resources.



Cases/projects and procedures module enables creating a structure of cases. Cases are broadly understood projects, agreements, contracts, tenders, complaints, procedures (for example ISO) and other matters. They group a list of tasks to do with their time limits. They group also correspondence, contractors, persons and resources taking part in the case and documentation in the form of any files, folders and scanned documents. It becomes possible to supervise time limits and work advancement level and to monitor a budget.

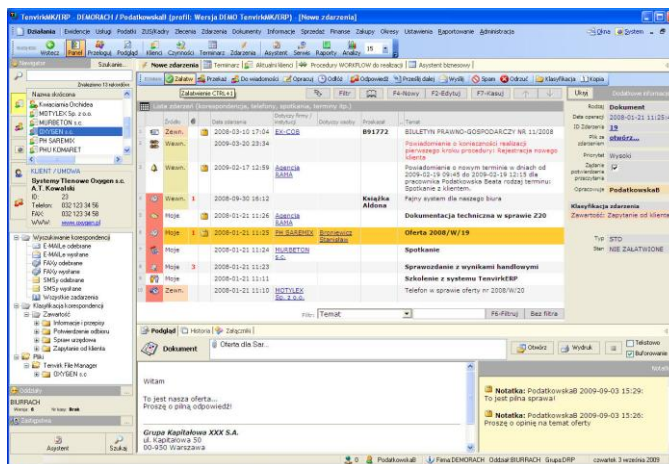


File module is the first such solution integrating a system for a company organization with files management and versioning. Files and folders are located on the central server with possibility of getting access to them by Internet. The system manages the versions and controls authorizations. It is possible to scan and collecting archives of documents.

...can be solved easily

The solution of the problems is TenvirkMK

The program for companies, in which an office work takes place. It contains all the elements needed for office management from organizational and communication side. The system enables graphic building documents circulation.



The screen from TenvirkMK presenting new events in communication module

How does it work?

- 1 In the program we create a common address database of contractors and contact persons. We scan chosen clients' documents putting their documentation in order.
- 2 The system automatically sends and receives e-mails, faxes and SMS-es storing them on the central server. The correspondence is associated with contractors or cases. It is accessible for particular persons in accordance with authorizations and secrecy levels. It is possible to scan letters and register telephone calls. The employees can classify the correspondence according to its content. Secretariat creates a correspondence register.
- 3 The correspondence does not get stuck as in an usual mail program, because every employee can complete it, reject, postpone or pass to other person with specifying a time limit. In this way the system "knows" whether the matters are completed.
- 4 The employees can lead schedules for themselves and others. The time limits specify time, company, person, location and resources. There are reminders and approvals. Sales representatives can note visits. It is possible to plan management board's work or for example vacations and to arrange meetings.
- 5 In case of vacation or leaving the other employee, depending on his authorizations, can replace absent person and overtake his matters and correspondence.
- 6 In the program we define a structure of cases. Depending on a branch they are agreements, projects, contracts or other procedures or matters. The structure can have multi-level character. We specify beginning, realization time limit and persons inside and outside the company, taking part in realization. We create manually or from a template a list of tasks to do within the case.
- 7 Using suitable tool for managers, they can check who works, what he does and what is the progress of work. Risks of not meeting deadlines are signaled on current basis. Just prepared and completed cases can be sent to accept by a superior.
- 8 We associate folders in the file system with particular clients, contractors, projects, contracts or other cases. From this moment by just one click we can get access to this documentation even if we are not present in the company's office and we work by Internet.
- 9 In Windows Explorer every employee has access to virtual disk with TENVIRK FILE MANAGER file system. The employee can download to his computer for edition a file with a document or a whole folder containing for example a project. Downloaded files are "reserved" on the server. Other persons see who and from when edits the file. They can view the file but they cannot modify it until it is returned. During returning the file on the server its previous version is deposited in change history.
- 10 Now it is easy to archive all files. They are stored on safe central server. The employees, apart from work in an office, work with files remotely. The files are compressed, encrypted and safely sent by Internet.
- 11 Thanks to collected data it is possible to conduct versatile analyses and reports needed for company's management board. The analyses are related to for example a quantity of communication from point of view of employees, clients or range of performed tasks.

System for organization and communication

Name of module	General description of functionality	Accessibility
CONTRACTORS module	Clients, contracts, contact persons and institutions central database. Specifying locations and company's branches.	●
EMPLOYEES module	Users definition, authorizations granting, secrecy levels and substitution definition. Auxiliary information about the employees such as internal telephone, cell phone.	●
EVENT – COMMUNICATION and SCHEDULE module	Internal and external correspondence central database. Service of automatic receipt and ending e-mails, faxes and SMS-es. Registry of various types of "events" such as official orders, time limits or telephone calls. Scanning letters and leading a correspondence register. Supervising time limits of realizations. Possibility of completing passing, postponing or rejecting correspondence. Creating new events of any kind, also from prepared templates. Mailing to single addressees or groups of addressees. Company schedule with possibility of defining time limits for employees, contractors and resources. Cyclical time limits and creating patterns of time limits according to template. Managing repairs and resources service or personnel matters for employees. Managing vacations and meetings arrangement with approval mechanism.	●
CASES/PROJECTS and PROCEDURES module	Creating from templates: WORKFLOW procedures or cases/projects with lists of tasks. Controlling status of execution of procedures and time limits. Possibility of including ISO procedures. Handy task manager for each employee.	○
WORKING HOURS REGISTRY module	Task registry of working hours. Collations enabling settling accounts with employees and clients according to time of tasks execution.	○
TENVIRK FILE MANAGER – file module	Files and documents central database with possibility of scanning. Documents and files versions registry. Templates of documents. Possibility of putting in order and quick finding scanned and other files containing documentation of clients, projects, etc. Project management – downloading and returning files with overwrite block. Informing about changes in files, made by other persons. The module works with files of all kinds. Work in usual Windows Explorer. Work by Internet.	○
INFORMATION and MAILING module	Automated clients notification (e-mails, faxes, SMS-es) according to defined templates. Conducting mailing campaigns.	○
KNOWLEDGE and ANNOUNCEMENTS DATABASE module	Multi-level knowledge database – board of announcements, regulations, price lists and commercial conditions, curiosities etc. published on internal company portal.	○
REPORTS and ANALYSES module	Data analyses and reports about clients, contractors, employees, projects, agreements etc. in the form of graphs and tables. Possibility of defining own analyses and reports patterns.	○

General tools

Business assistant for dynamic assigning tasks to employees and making access to correspondence easy.	●
Employee substitution mechanism enabling smooth overtaking cases and correspondence.	●
Advanced navigator with quick searching for clients, correspondence, procedures, and files with documents.	●
Authorization manager – authorizations defined for groups of users and single persons.	○

Documentation

Program user's handbook in the form of PDF file. Context help, accessible under F1 key.	●
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System architecture

Multi-workstation work in a local network. Service of big number of parallel users.	●
Multi-branch or multi-company work for company networks.	○
Remote access to the system from Internet (without need to use a terminal or VPN).	○
Offline work in replication architecture with possibility of synchronization data and files with the central server.	○

Technology and requirements

TenvirkMK works on the base of technologies: .NET, COM+, XML, WebServices, XTEN.
Database: MS SQL Server 2000/2005/2008. On server: WIN 2003/2008 SRV (STD, SBS, WEB). On workstations: WIN 2000/XP/VISTA/7.

Safety

Data transmission encryption (AES) in a local network and Internet. Encryption of correspondence and files. Strong passwords. Advanced authorization and confidentiality system. Registry of activity history and documents operation and reading history. Additional protection during the work in the Internet: SSL, server and client X.509 certificates.	●
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● - fundamental modules for every company ○ - optional modules

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