

BizTech Solutions, Inc. Case Study:

Integrated Workflow Solution for Jaco, Inc.



ISV/Software Solutions

This case study represents several business processes used at Jaco, Inc., representing all aspects of the sales and manufacturing cycles. The pre-quote, quote, order, change order and repeat order processes were moved to a paperless environment, while maintaining the integrity of each process in order to stay compliant with ISO 9000 regulations.

The Business Challenge

Integrating the ERP application by Epicor (Vantage) into a workflow environment was the primary challenge. The workflow needed to operate outside the Vantage environment, yet possess the ability to capture data and create workflow that reviewed the data. Similarly, hypothetical data not yet in Vantage needed review before committing to the Vantage system. This process was done strictly on paper with no data tracking or storage mechanism in place for monitoring and reporting.

The Solution, Results and Benefits

Today, the company using this workflow system has achieved an automated process management and reporting system. The product in use— Workflow Software- has been configured and deployed to manage each of the five processes: Pre-Quote, Quote, Order, Change Order and Repeat Order.

Microsoft SQL Server provides temporary storage for all data about the process. Workflow provides the discipline to define work tasks and business rules within the process to programmatically manage the timely completion of work.

The Workflow Software captures and reports the necessary data allowing participants to perform their roles of contributing, reviewing, and approving the product(s) related to that process. Additionally, ASP.NET forms utilize each workflow step to incorporate data both inside the Workflow Software and Vantage.

The response time for the customer service department has increased dramatically. They no longer “walk around” the company looking for a single sheet of paper containing the information related to a particular process. Additionally, reporting and tracking of each process is now handled on the company intranet and posted for the entire company. The increase in the measure of accountability alone has forced a tightening of each process, thus creating a positive impact on the company’s bottom line.

Technologies Used

- [Internet Information Server 5.0 \(Microsoft\)](#)
- [Workflow Software](#)
- [SQL Server 2000 \(Microsoft\)](#)

About BizTech Solutions

BizTech Solutions, Inc. (www.forbiztech.com) is a Gold Certified Microsoft Partner and a “best of breed” systems integrator for Work Process Automation and Web Business Applications. BizTech is a single source supplier of enterprise products for automation, workflow, document management, digital signing, and e-commerce applications. Our certified engineers and developers provide design, development and “first call” support services from offices throughout the United States. With 20-years process engineering and related LAN/WAN and Internet experience, BizTech creates and supports solutions in numerous industries.



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