

FrontWorks APS

Asset Protection System

Overview

FrontWorks was originally formed in 2001 to capitalise on the founder's knowledge of Business Critical Contact Management systems, Integration of IVR, Telco and Business Applications and to provide solutions to the emerging Critical Information Distribution Market (CID).

The CID market is defined as the distribution of critical information to multiple users over multiple channels. The information is defined as having a value that diminishes over time.

FrontWorks' first product, Asset Protection System (APS) is designed specifically to compliment Disaster Recovery and Business Continuity strategies.

APS is a software solution that enables organisations or communities to deliver dynamic or predefined messages to predefined or dynamic distribution lists of people via voice and text communications devices. Today these devices include telephone, mobile phone, email, pager and fax. Future solutions will include support for digital TV and "always on" handheld devices and PDA's.

APS provides a Secure, Scalable, Robust solution, to meet the Service Level Agreements of the Disaster Recovery market. APS is available on a combination and range of Platform and Technology, Hosted or as an in-house solution, to provide the flexibility to meet customer budget constraints.

APS will allow all industry sectors to get closer to their customers and users with interactive key information messaging with an interactive capacity providing improved customer relations and services whilst for the business utilising the system they will receive a return on investment (ROI) through providing information in a timely fashion

Locations:

FrontWorks currently have the following offices:

Coatbridge, Glasgow, UK

Edinburgh, UK

Wokingham, UK

Newport, R.I. USA

San Jose, C.A. USA

Typical APS Solutions:

Mobilisation of Incident Response Teams to any sort of significant incident Warning and Informing the Public about incidents in their area, which could affect their health, life or property.

Rapid communication to an organisations staff for Business Continuity and Disaster Recovery.

Accurate and timely delivery of key information from business process applications, such as Enterprise Resource Planning systems, Customer Relationship Management systems and Supply Chain systems.

True "Permission Marketing" of time critical products and information to people who "subscribe" for such services.

Alerting technical support people to computer and network problems.

Common Factors:

The time-critical nature of the information to be delivered and the value degrades over time.

The dynamic and sometimes personal nature of the information.

The significant value to both sender and recipient of the information.

The information is essential or welcomed by the recipient.

Infrastructure Requirements:

The solution is offered either in a secure Hosted environment or as part of a customer's own infra-structure, as a Web based solution that requires limited Web skills to implement, administer and to use operationally

It is offered on a number of platforms and operating systems; Intel, Linux (Q2 2003) RS6000 (Q1 2003).

The range of environments provides the Security, Scalability and Resilience essential for a system, which is potentially the solution of last resort.

Costs:

Because of the range of solutions described in Infrastructure, we can offer a solution that is tailored to a customer's requirements and budget.

Product Description:

The Asset Protection System (APS) provides for the distribution of time critical information, to dynamic distribution lists of key personnel and external organisations. This information would be distributed should an unplanned event take place that could impact or disrupt a clients business operation or the general environment. The information is distributed through a number of defined channels, currently, telephone, cell phone, SMS, e-mail, pager, fax or e-mail. Additional channels will be added during 2003. APS is a web application specifically orientated to help businesses improve recovery times in the event of any particular given incident or disaster that will directly effect and impact businesses profits, revenue and employee safety in a harmful manner.

Functionality:

The functionality is based on the comprehensive requirements of Critical Information Distribution (CID) systems requirements.

The solution is designed for ease of use and to be used and administered by employees in a stressful and potentially life threatening situation who may have no IT skills.

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Customisation:

Customer Controlled Parameters:

- Flexible creation of individual groupings
- Real time acknowledgement and interactive communication
- Find me follow me ability (diary means for communication, best methods for particular time of day)
- Call Builder ability (e.g. roster up 6 engineers in London)
- Set up 'pre-defined' messages
- Create real time 'on the fly' messaging
- Interface with other applications
- Primary / secondary messaging (If primary contact cannot be contacted it will target a deputy for the message)
- Priority message distribution (ability to contact critical individuals first)
- Conference call facilities
- Message bulletin board facilities
- Message archiving
- Geo messaging (send specific messages in relation to individuals location)
- Scenario scheduling

- Data import / export facility
- Link into enterprise / legacy databases
- Patch through to operator / agents
- ability to pay over the phone (touch tone payment capability)

Confirmation & Reports:

- Real time progress reports
- Message invocation summary
- Customisable
- Confirmation reporting
- Completion reporting

Security

APS provides for a number of levels of security:

- Logon access
- Secure web connections
- Data encryption
- PIN codes
- ID Numbers
- Access authority various admin levels / initiation levels
- Individual data updates
- Password audit trails

Support

FrontWorks provides a first-class technical support structure to its existing customers. Our team of technical consultants offer a range of support services including application specification, system installation, application design, development and training. They also handle technical queries and ensure that any problems are brought to a speedy and satisfactory resolution.

You can contact our technical team by:

Phoning: **+44 (0)131 476 4117**

Emailing: r-d@frontworks.co.uk

Standard Support

Customers should contact FrontWorks from Monday-Friday between 8am and 8pm UK local time. FrontWorks are committed to return support calls within 2 hours of receipt.

Extended Support

24-hour support is available as an option. Specific contact points and procedures will be provided to those customers requiring extended support.

Training

Training is an option available to customers. Different levels of training are available at our training facilities in Edinburgh or training can be held at a customer location.

Administrator Training:

Adding users either through the Administration functions or by a CSV upload.
Creation of predefined messages.
Managing the use of APS in for different scenarios and events.
Managing contact files.

Invocation Training:

User interfaces, creating dynamic messages and their operational use.
Invocation of scenarios.

General Training:

Customising voice, emails, SMS messages and fax messages, introduction to scripting, testing and maintenance.
Operational management of Invocation.

Our instructors have extensive experience in installing, configuring and providing general advice and guidance to Business Continuity issues.

Partnerships:

Technology Partners:

We currently have a number of partnerships with:
IBM, Aspect, Genesys, Siebel, Peoplesoft, Chordiant

Business Partners:

IBM, Scolocate, BT, Telewest

Associations:

Scottish Enterprise Board

Customers

FrontWorks currently support 44 clients including major financial organizations in the US, SEAP, Europe and the UK.

We currently provide technical support, technical consultancy and business consultancy to their Call Centre applications, Voice Systems and Contact Management business applications and APS solutions.

This support is provided using existing infrastructure and technical skills to provide 24X7 support to these mission critical applications.

FrontWorks UK Ltd.

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