

ON THE PATH TO A

DIGITAL MANAGEMENT SYSTEM

Integrated
Management
Portal

E-learning
Qualification matrix
Briefings

Management of
Measures and
Tasks

Control and
Management of
Processes and
Documents



SYCAT IMS – HOLISTIC SOFTWARE SOLUTIONS

sycat IMS Portal

Quality management, document management, integrated management systems, compliance management, document control, automatic versioning and archiving, workflow-based release process, full-text search for documents and processes

sycat Process Designer

Process modelling, process optimization, risk assessment, definition of information (documents, work steps, weaknesses, IT systems), assignment of standard chapter

sycat eLU

Electronic learning and briefing, compliance management, mandatory briefings, further training, qualification matrix, skills management, all important standard briefings

sycat MAM

Management of measures and tasks, CIP, change management, performance check, series tasks

sycat Portal Start Page, sycat for SharePoint

Personalized home page with intranet functions, integration into SharePoint

sycat Importer

Import of organizational units and employee master data, automatic adjustment of organizational structure and changes (for example in the case of departmental changes or employees leaving the company)

sycat SAP

Direct navigation from processes to the SAP transaction, depiction of SAP-compliant processes, evaluation of assigned transactions, SAP transaction import, change requests

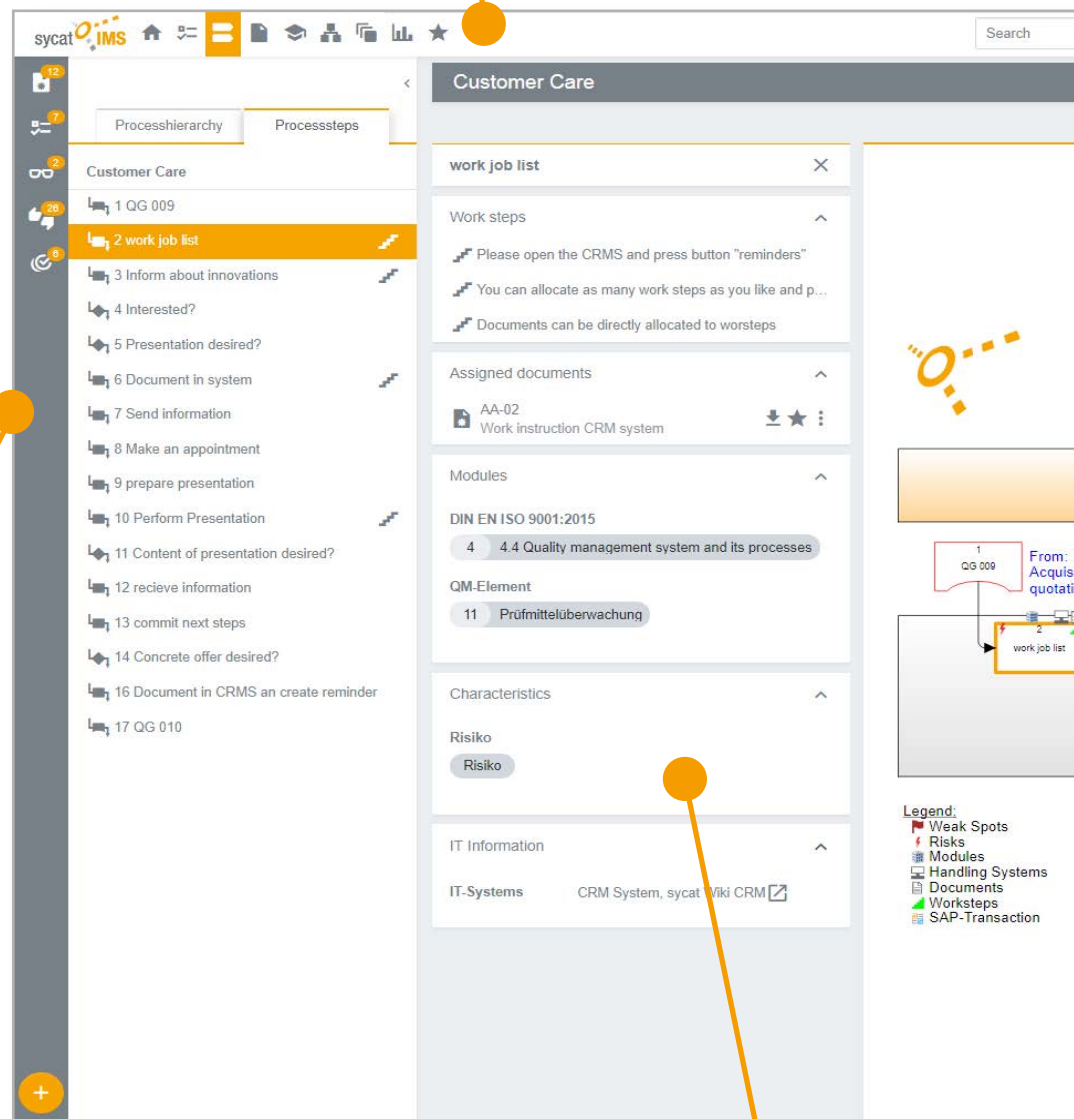
sycat Reports

Creation of custom reports, display of dynamic reports in IMS portal

sycat Audit by Babtec

Process-oriented audit management, interface with Babtec audit management system

The **top menu bar** provides fast access to your **tasks, processes, documents, organization, assignments, training courses and briefings** as well as your **favourites**.



The **info bar** on the left-hand edge of the screen offers an overview of **important information** and **fast access** to unread documents, open control flows, pending reviews, and briefings and training courses to be attended.

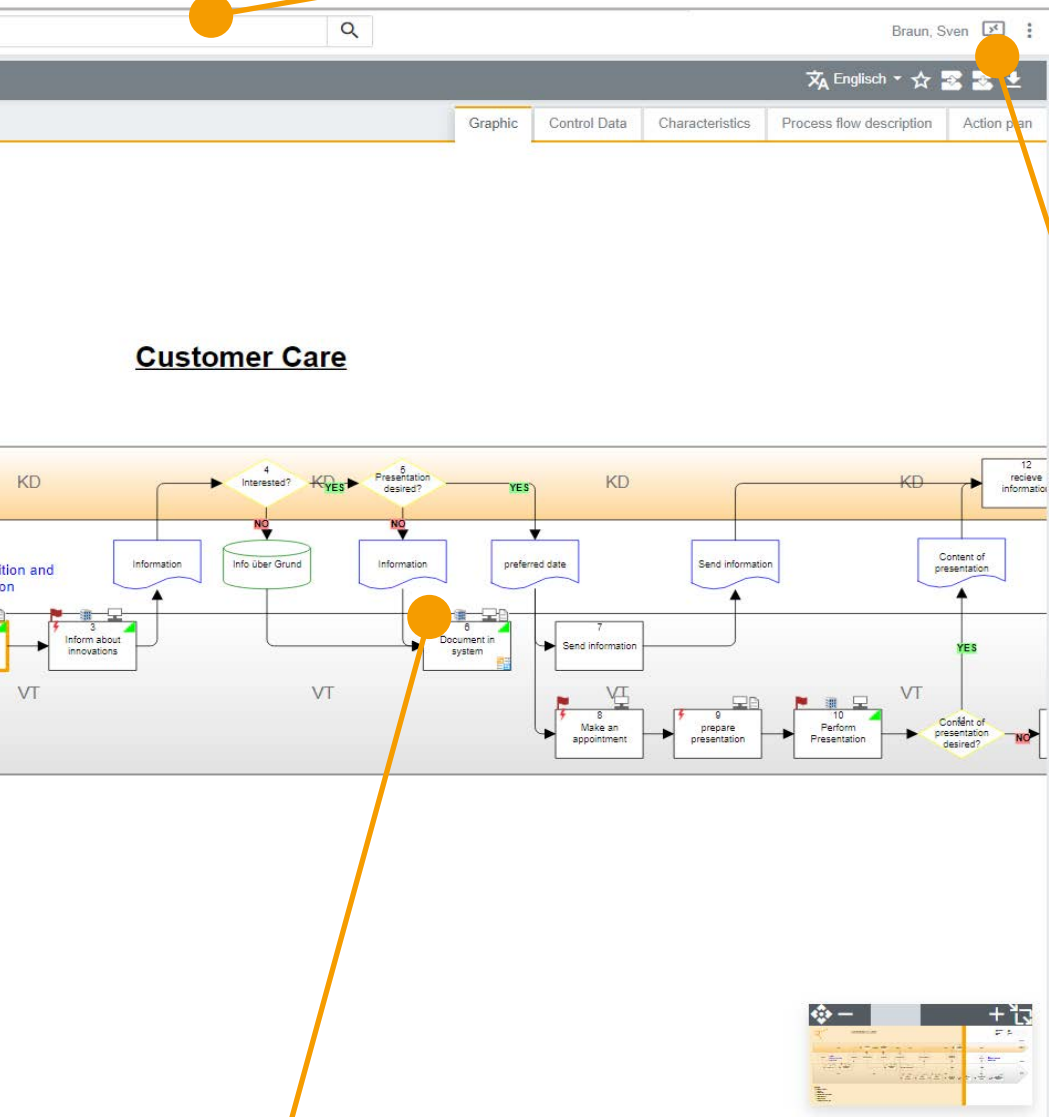
Thanks to an **expandable sidebar**, you can see all relevant information at a glance. In just a **few seconds**, you can navigate to the desired processes, process steps, other applicable documents, work steps, standard assignments, and other defined information.



sycat IMS Portal

All documents and processes in a central system - addressed and controlled

The customizable **full-text search function** helps you to find any document or process in just seconds.



Each employee can see only the information relevant for them thanks to the use of **flexible user roles**.

As well as being clearly sorted by **document type**, the documents can be called directly from the processes or via a **full-text search**. Documents that are used particularly frequently can be marked as **favourites**.

All of the documents and processes in your company are always available in the latest version in the IMS portal. The fully automatic versioning and archiving functions and the integrated release and control process are, naturally, audit-proof.

Sophisticated user roles, personal dashboards, and automatic notifications ensure the targeted and addressed control of information throughout the company.

With optional enhancements such as sycat eLU, sycat Portal Start Page and sycat MAM you can develop the portal into the central corporate platform of your integrated management system.

Fully automatic versioning and archiving

All processes and documents are always available in the latest version. All changes are traceable and transparent at all times.

User-specific login

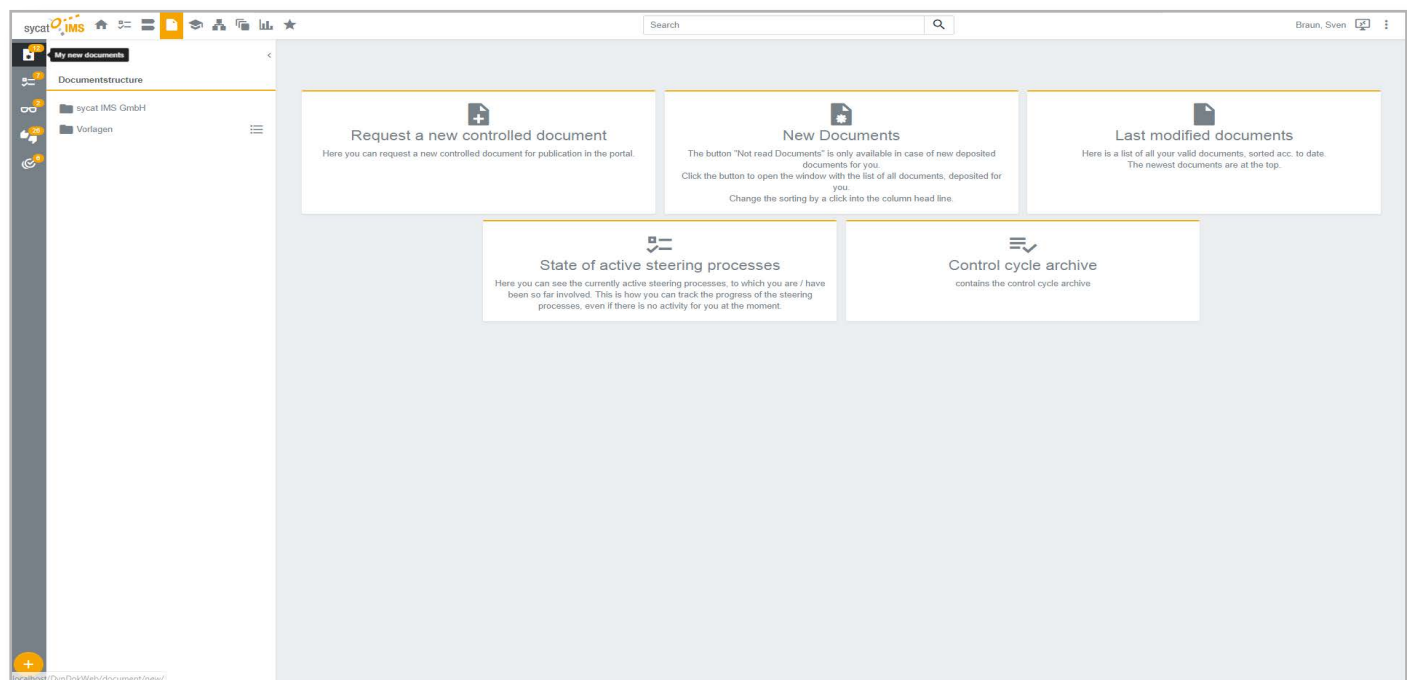
Each user is provided with Single Sign-On credentials for the sycat IMS Portal. This allows you to make processes and documents available to all employees with the corresponding authorizations. This results in extremely high acceptance, since each user sees only the information important for them.

Active read confirmation

For new or changed documents, you can request an active read confirmation from each employee. This means that each employee has to confirm that they have read and understood the document.

Flexible full-text search

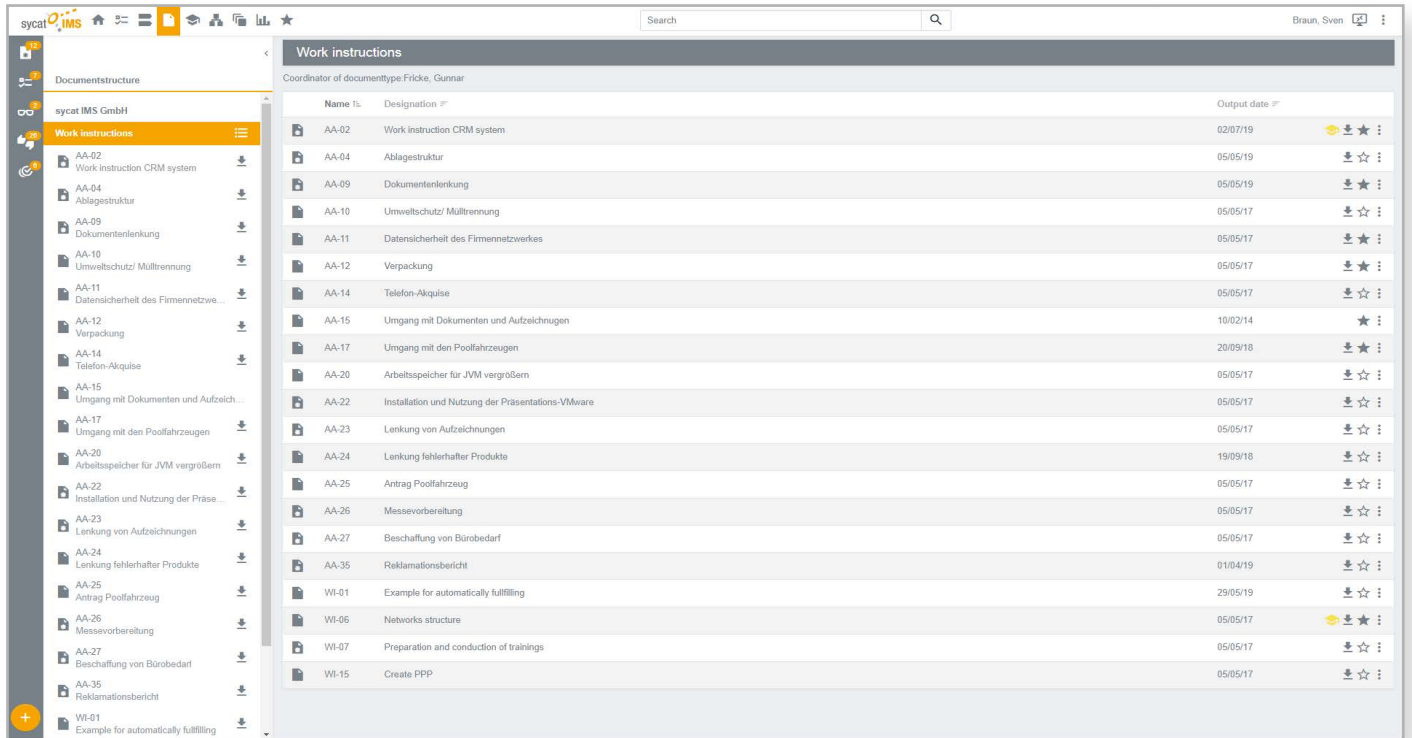
Users can use the configurable quick search function to quickly find the document or process they require. Proposals are offered to the user whilst they are typing in the search term.



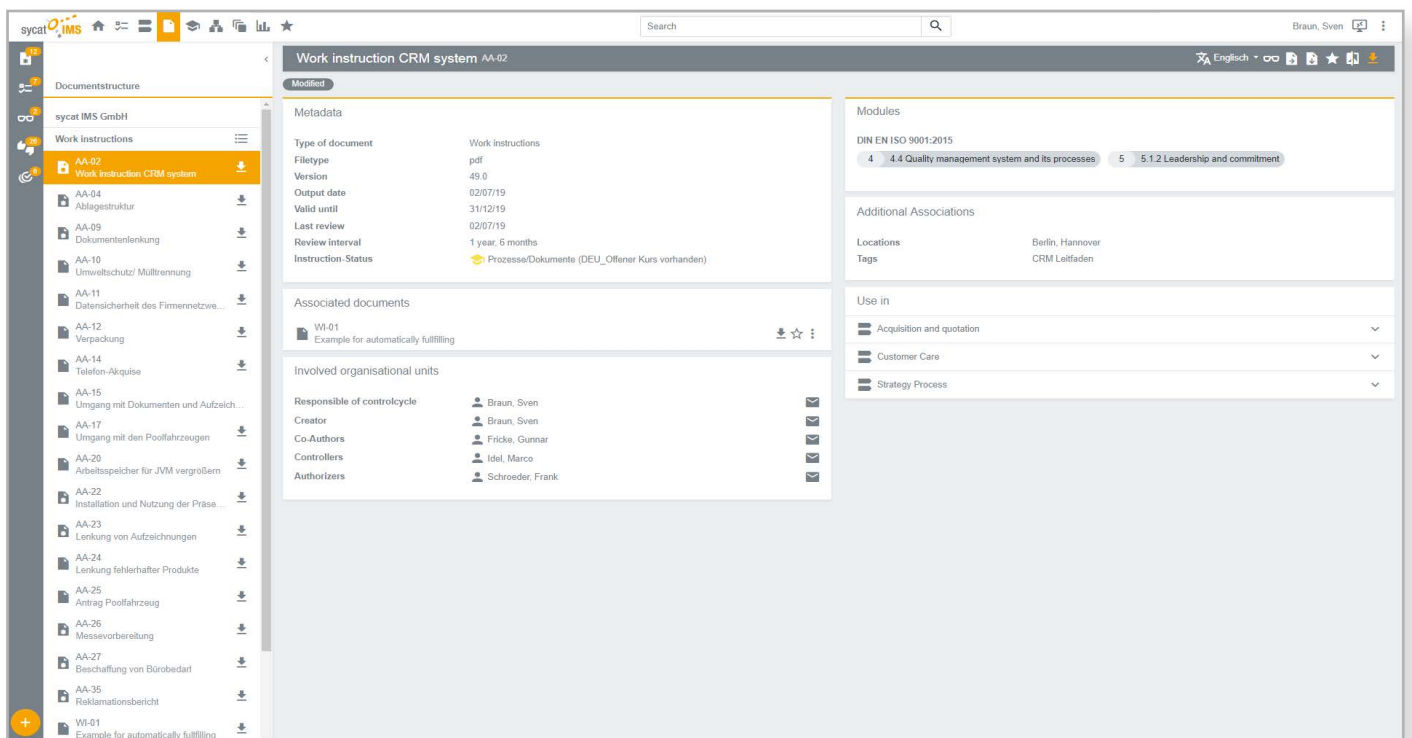
The document view of the IMS Portal. Thanks to the linking of all processes with the corresponding documents, all of the information can be called directly from the processes.

- Intuitive and easy to operate
- Personal dashboards and favourites
- Quick full-text search function
- Practical structuring of processes and documents
- Processes and documents are automatically versioned and archived in accordance with standards
- All processes and documents are interactively connected
- Automatic notification for new or changed documents
- Web-based, responsive design (ideal for tablets)
- Easy input images for fast, simple processing
- Assignment of standard requirements and chapters

The sycat IMS Portal is a central tool that provides all current processes and documents across departments and across standards and ensures coherence within your company.



Documents are structured into document types to improve clarity. Documents for each document type appear in a clear list from which the most important information and actions are available at a glance.



If you click a document, a detailed view appears. This contains all of the information for the document in question, such as the document type and category, comments, involved organizational units, other applicable documents, assignments, and further usages.

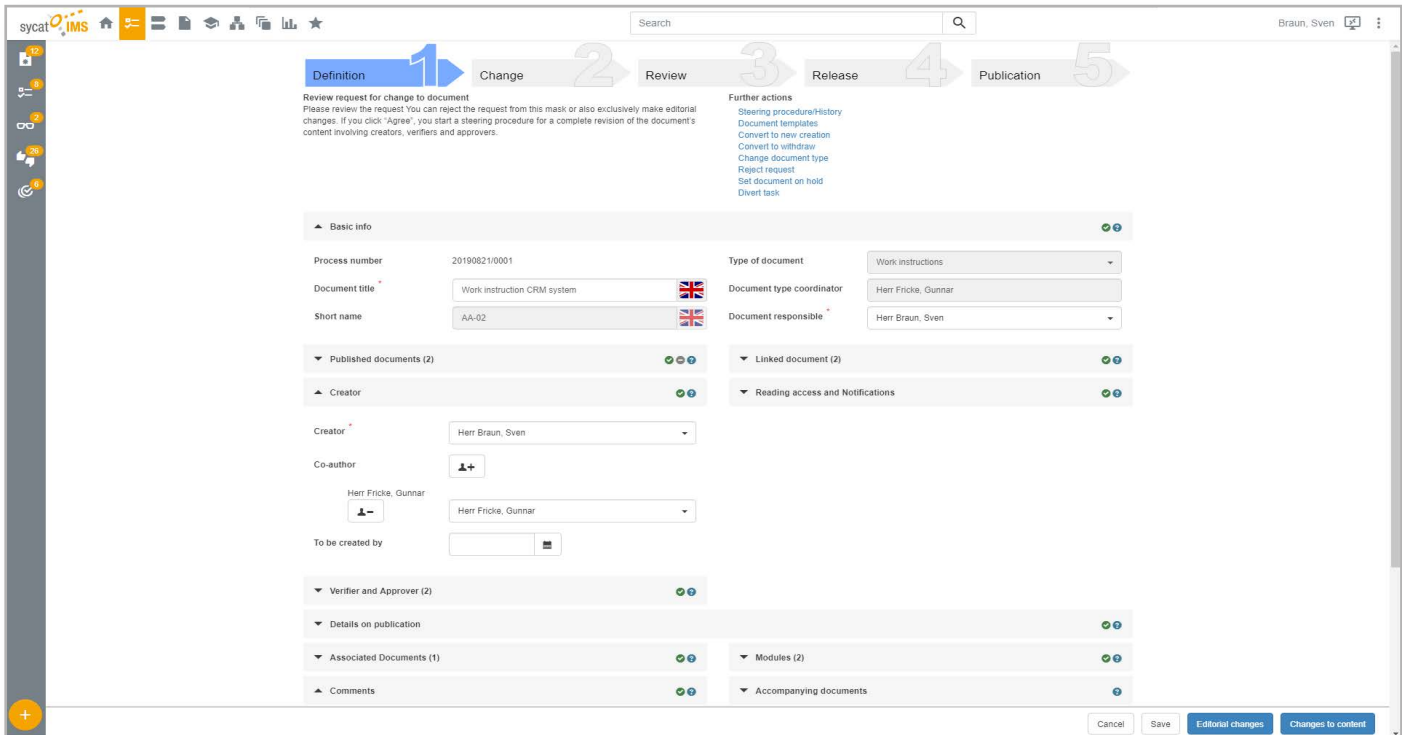
Integrated release and control process

The sycat IMS Portal contains a workflow-based release process for the creation, changing, and withdrawal of documents and processes.

Adjustable and flexible

You can use document types to flexibly shape responsibilities for the release process and to take special organizational circumstances into account for the creation, checking, release, and revision of documents.

Created document types are automatically filled using bookmarks during creation, checking, and changing.



The screenshot shows the sycat IMS Portal interface. At the top, there is a search bar and a navigation menu. The main content area displays a document release workflow with five steps: Definition, Change, Review, Release, and Publication. The 'Review' step is currently active. Below the workflow, there are several sections for document information and actions. The 'Basic info' section includes fields for Process number (20190821/0001), Document title (Work instruction CRM system), Short name (AA-02), Type of document (Work instructions), Document type coordinator (Herr Fricke, Gunnar), and Document responsible (Herr Braun, Sven). There are also sections for Published documents (2), Creator (Herr Braun, Sven), Co-author (Herr Fricke, Gunnar), Verifier and Approver (2), Details on publication, Associated Documents (1), and Comments. The interface is clean and professional, with a search bar at the top and a navigation menu on the left.

The document and process release workflow can be configured in line with diverse requirements and company sizes. If there is a need for action, all persons involved in a control process are informed by means of automatic e-mails.

- Innovative role concept for custom workflow scope
- Documented checks and releases are also possible outside the workflow application.
- Even uncontrolled documents can be published in the portal with adjusted workflow functions.
- Direct publication/release of processes
- Provision of document templates
- Direct opening, editing and saving of Word and Excel documents in the application
- Automatic filling of bookmarks
- Automatic creation of comparison documents for various document versions
- Automatic revision monitoring, automatic withdrawal of documents when „Valid To“ date is reached

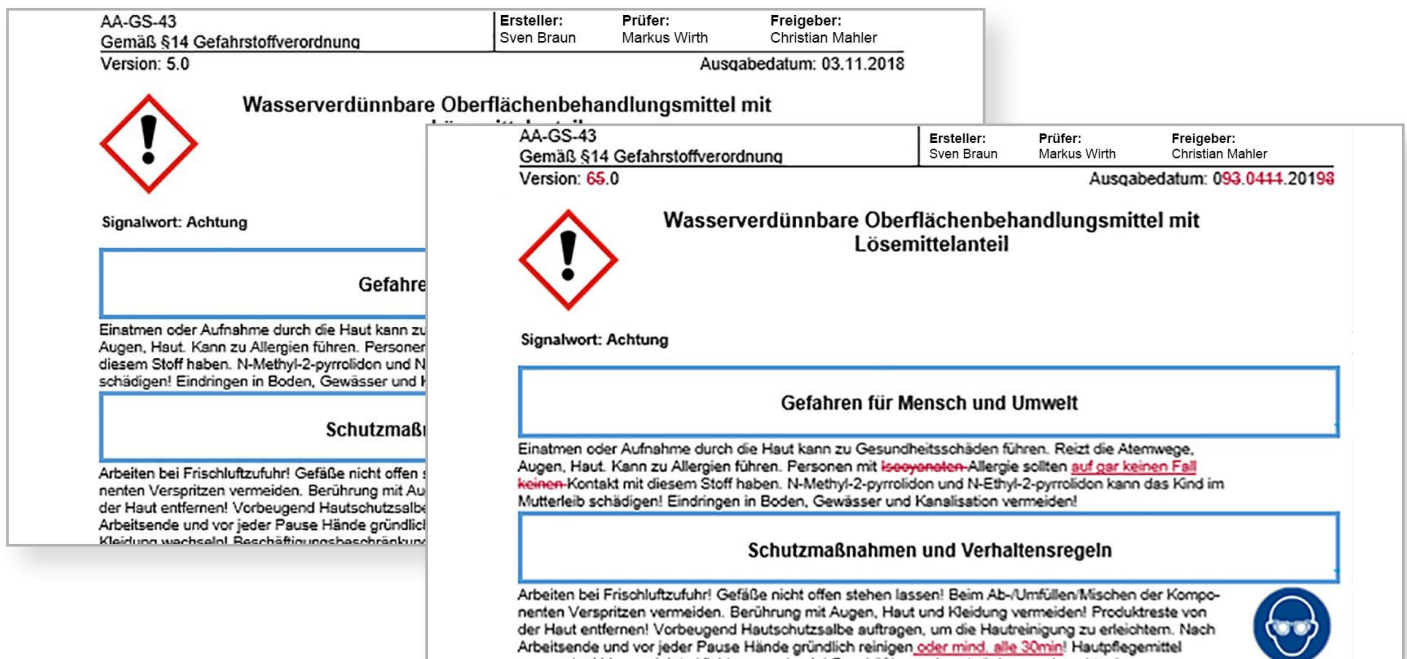
You can use the freely customizable release and control process to adjust your workflow in line with the exact requirements of your organization with flexible role models. From creation to distribution and, finally, archiving, your control flows remain traceable and audit-proof.

Automatically created comparison documents

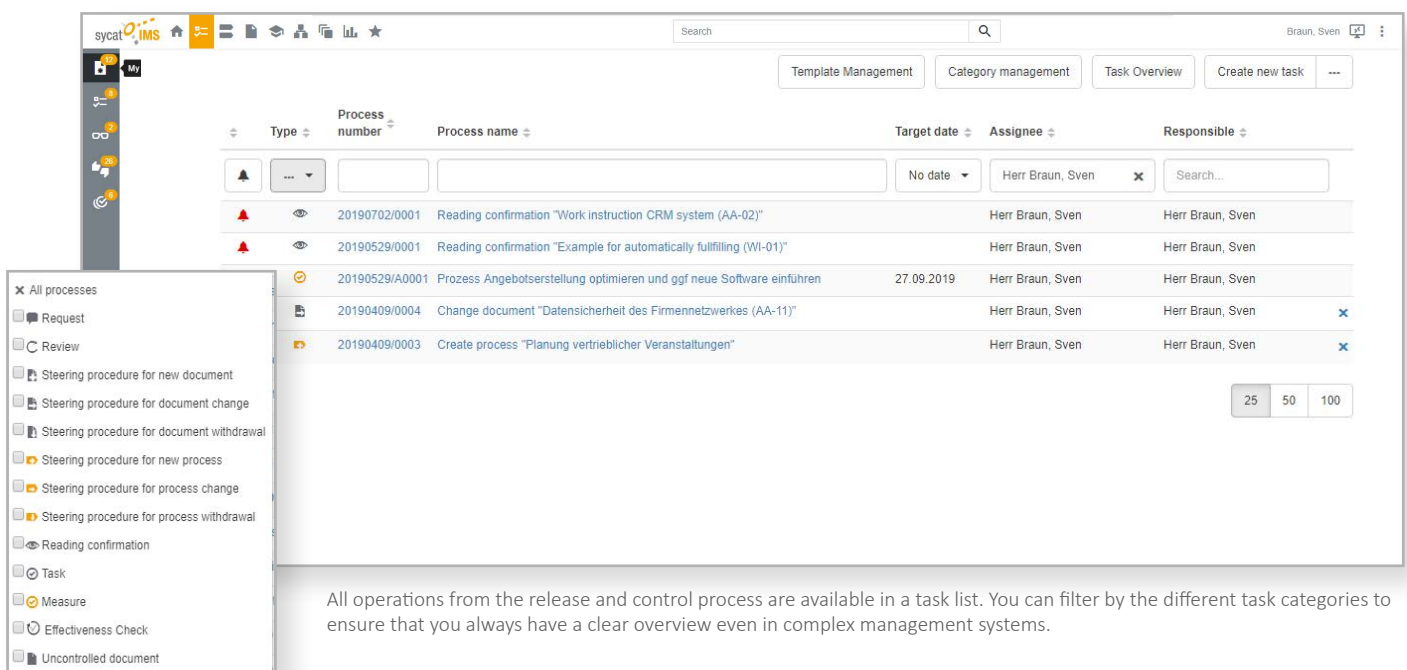
Each time documents are changed, a comparison version is created automatically. Every employee can immediately see the changes without having to read the entire document.

All operations in view at all times

Thanks to a clear task list, you are able to keep a check on your operations at all times. You can filter and sort the task list using numerous criteria.

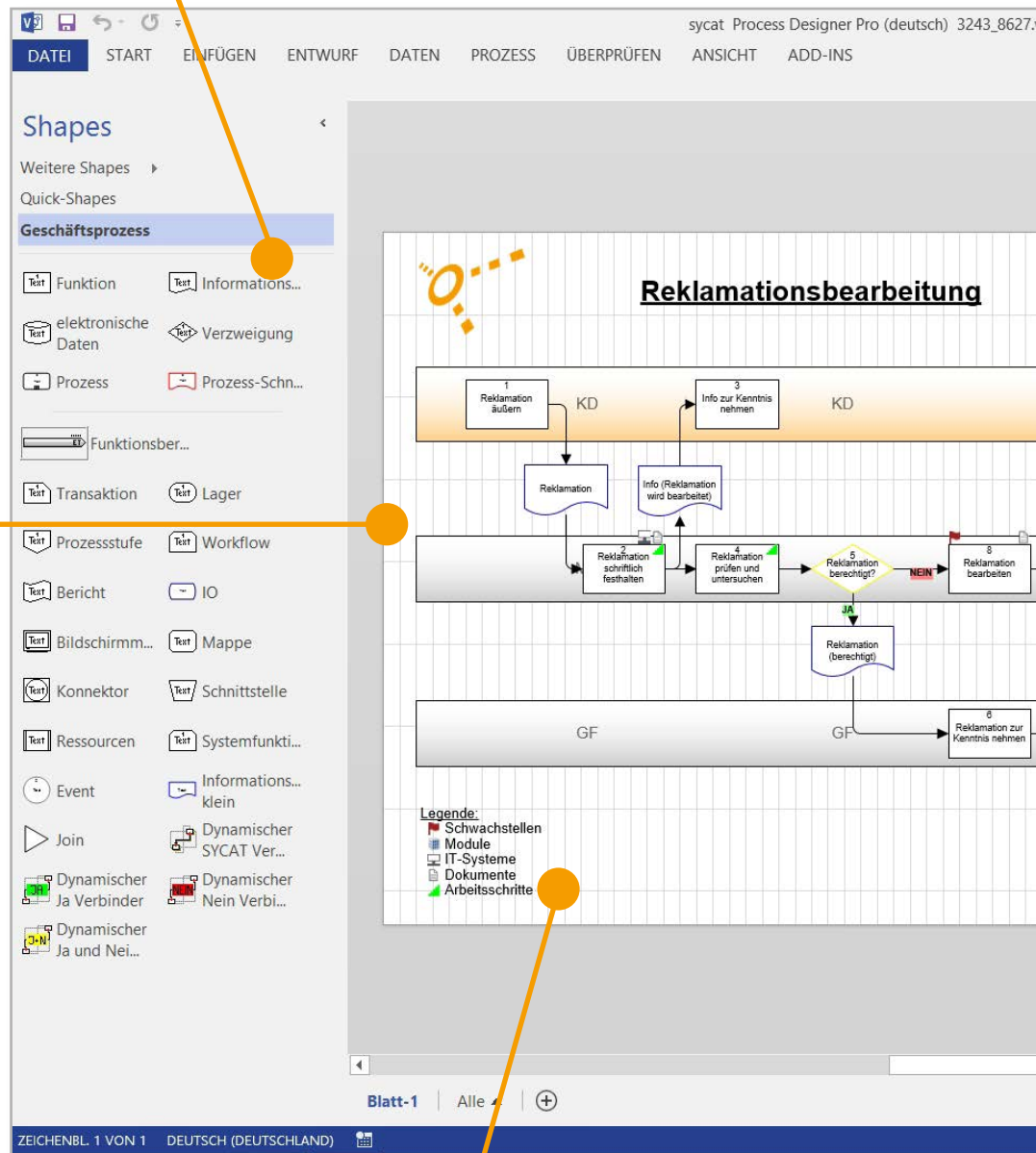


All changes are highlighted in colour in the automatically created comparison documents.



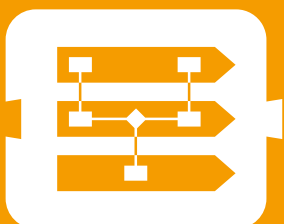
All operations from the release and control process are available in a task list. You can filter by the different task categories to ensure that you always have a clear overview even in complex management systems.

Choose from a range of predefined **modelling conventions** and use **Drag&Drop** to move them into the swimlanes.



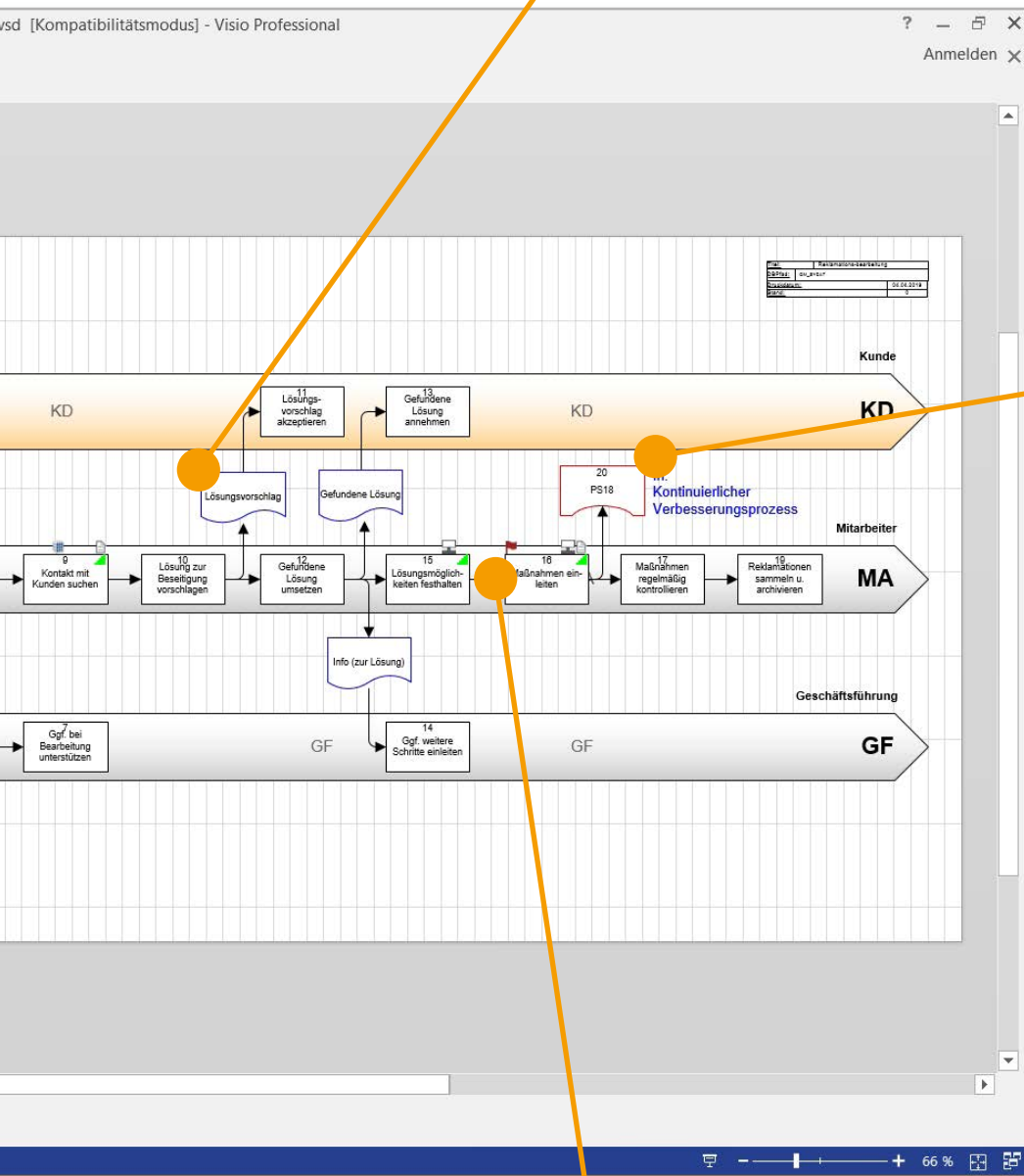
In conjunction with the *sycat IMS Portal* and **numerous enhancements**, the sycat Process Designer can become an indispensable part of your integrated process-oriented management system.

Link all associated information such as other applicable documents, work steps, procedural and work instructions, standard modules and IT systems.



sycat Process Designer
Modelling, optimization, and documentation of business processes

The **swimlane depiction** ensures the **best possible overview** of the processes and transparently reveals the interfaces within each process.



Link the different processes to each other using **interactive process interfaces**.

Directly define **weaknesses, risks, and measures** for CIP and use *sycat MAM* to directly assign them to processors as tasks.

You can use the *sycat Process Designer* to quickly and easily create clear graphics for your business processes. You can use Drag&Drop to depict all of your activities step-by-step using predefined modelling elements and to add all corresponding documents, IT systems, standard chapters, risks and improvement approaches to the individual sections.

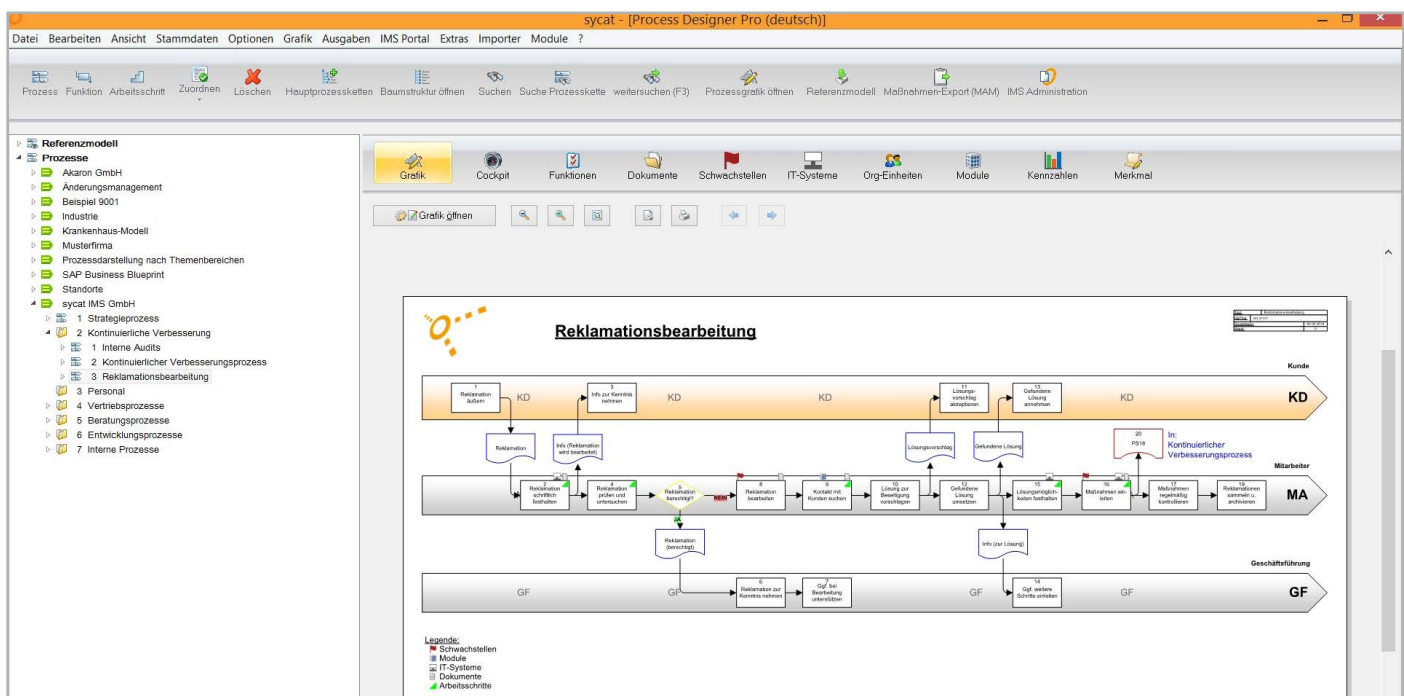
Regardless of the chosen level of detail, this modelling convention enables unbelievable transparency and clarity for the depicted processes. Like on a map, you benefit from the best possible overview and can recognize interconnections and potential optimizations at a glance.

Quick and easy process modelling

Thanks to the intuitive user interface and predefined modelling conventions, you can use the sycat Process Designer to model business processes to vastly differing levels of detail without major training effort.

All information in the right place

You can define all kinds of information such as documents, IT systems, standard chapters, risks and improvement approaches for the individual process steps. All of the information is then stored centrally in an SQL database.



You can model to any desired level of detail, ranging from an interactive process map to core processes and even the smallest auxiliary process. Individual processes can be interactively linked to each other using process interfaces.

- Really simple modelling using Drag&Drop
- All processes are stored centrally in a database with the relevant data
- Low training effort
- Quick, clean modelling using predefined modelling conventions
- Depiction of organizational structure and process organization in one display
- Linking of processes using process interfaces
- Compilation of a process hierarchy
- Fully automated output of process content as a process flow description (prose text description)
- Fully automated output of process characteristics (process fact sheet)
- Depiction of information flow within the process
- Linking of template documents with individual processes and steps - no further need for laborious document searches

You can use sycat Process Designer to quickly and easily model business processes and to assign all applicable information to them. The clear swimlane depiction allows you to recognize optimization potential at a glance.

Obtain an overview of your processes

The transparency achieved in this way forms the basis for numerous analyses that can be documented directly in the software. In this way, you uncover all of the potential ways to optimize your business flows.

Prozessketten-Charakteristika
Reklamationsbearbeitung

1 Ziel
Ziel ist es, die Ursache von Reklamationen zu beseitigen und ein erneutes Auftreten der Reklamation zu verhindern.

1.1 Kennzahlen

2 Prozessverantwortlicher

3 Prozessbeteiligte

verantwortlich (V)
Idel, Marco

wirkt mit (M)
Geschäftsführung
Kunde

4 Gelenkte dokumentierte Informationen

Arbeitsanweisungen
Reklamationsbericht (AA-35)

Aufzeichnungen
Wartungsverträge (A-02)

Betriebsprozesse
3.2 Erdgeschoss Version 2 (3.2 Erdgeschoss Version 2)

Formular
Interner Auftrag (F-03)

Dokument-Nr.: FP-04 Freigabedatum: 09.04.2019 Version: 5
erstellt: Pohl, Christian geprüft: Frejstat, Dmitrij freigegeben: Schroeder, Frank

sycat - 1 - 10. April 2019

Flexible and extensible

You can use the various additional modules such as the sycat IMS Portal and sycat MAM to extend the application as required and adapt it in line with your needs.

Prozessablaufbeschreibung
Reklamationsbearbeitung

Nr	Funktion	Verantwortung	
I			wird informiert
V			verantwortlich
Z			zusammend
D			durchführend
M			wirkt mit

Prozess: Reklamationsbearbeitung
Status: freigegeben

1 **Reklamation äußern** FB: Kunde
weiter zu 2

2 **Reklamation schriftlich festhalten** FB: Mitarbeiter
Anm.: Reklamation muss zur weiteren Bearbeitung und Nachverfolgung dokumentiert werden. Hierfür stehen das CRM-System und das Ticket-System zur Verfügung.

weiter zu 3
weiter zu 4

V = Mahler, Christian
D = Frejstat, Dmitrij
M = Bochmann, Mareike
M = Keil, Manuel

Reklamation
 Info (Reklamation wird bearbeitet)

Module:
10.3 Fortlaufende Verbesserung
7.3 Bewusstsein
7.4 Kommunikation

IT-Systeme:
Zendesk (Software)

Verwendete Informationen:
 (AA-35) Reklamationsbericht

2.2 **Reklamation im CRM-System eintragen**
Anm.: Alle vom Vertrieb oder der Beratung aufgenommenen Reklamationen werden im CRM-System aufgenommen.

2.3 **Reklamationen in Zendesk eintragen**
Anm.: Alle von der Hotline aufgenommenen Reklamationen werden in Zendesk eingetragen und bei schweren Reklamationen zusätzlich im CRM-System.

3 **Info zur Kenntnis nehmen** FB: Kunde
 Info (Reklamation wird bearbeitet)

Dokument-Nr.: FP-04 Freigabedatum: 09.04.2019 Version: 5
erstellt: Pohl, Christian geprüft: Frejstat, Dmitrij freigegeben: Schroeder, Frank

sycat - 1 - 10. April 2019

All applicable documents and other information carriers can be clearly assigned to the individual process steps.

- Assignment of key figures to processes, functions, and work steps
- Definition of IT systems
- Definition of standard requirements and chapters
- Definition of weaknesses with measures and responsibilities
- Automatic creation of process maps with process interface overview for depiction of process interaction

- Direct export to sycat MAM
- Risk assessment
- Creation of responsibility matrixes for measures and processes
- Export to Microsoft Excel for further analyses
- User import using Active Directory
- Authorization concept: Based on groups, persons, and organizational units with read and/or write access

sycat eLU is an independent piece of software. However, in **conjunction with the sycat IMS Portal**, sycat eLU fits seamlessly into your existing user structure. In this way, each employee also sees their open briefings on the sidebar of the IMS Portal. In addition, documents and processes flagged as subject to a briefing requirement are automatically sent to the distribution list as briefings.

In the sidebar of the sycat IMS Portal, you can see **all open courses and briefings** that need to be completed **in a single place**.

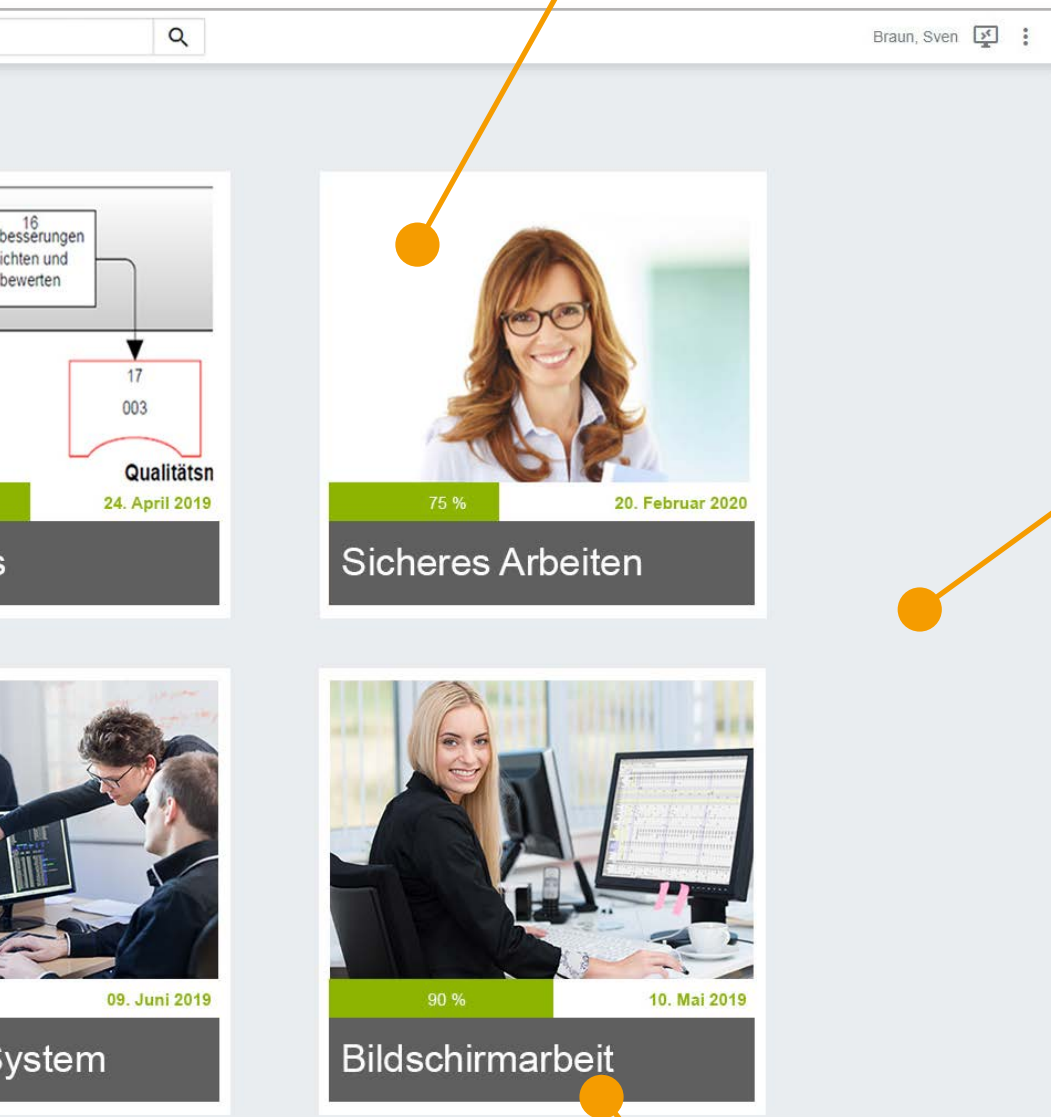
The screenshot shows the sycat IMS Portal interface. At the top, there is a navigation bar with the sycat IMS logo, home, search, and other icons, and a search box labeled 'Suchen'. The main content area is titled 'Meine Unterweisungen' and displays a grid of course cards. Each card shows a progress bar, a completion date, and a title. The sidebar on the left contains several icons with notification counts: 5, 21, 7, 2, 13, and 12. The course cards shown are: 'Einarbeitung' (25% progress, unbefristet), 'KV-Prozess' (100% progress), 'Datenschutz I' (50% progress, 05. Mai 2019), and 'AA - ERP S' (80% progress). A callout box points to the 'Datenschutz I' card, highlighting its progress bar and completion date.

The **current courses** are arranged in a clear way. The **status bar** displays the current learning progress along with the planned completion date of each course that has started.



sycat eLU
Electronic learning and instruction

The **learning content** can be **created quickly and easily with sycat eLU itself**. A range of file types and learning types are supported. It's just as easy to integrate **purchased training content (SCORM)**.



The user interface has a **responsive design**. This allows mobile learning on tablets and smart phones as well as display on fixed terminals in the production or reception areas.

All **important standard briefings** can be booked at any time via a **catalogue**.

With sycat eLU, you can organize mandatory briefings (online and presence briefings) and further training and educational programmes for your employees as well as briefings for suppliers and visitors. You get a constant overview of the ongoing courses, completed briefings, and learning outcomes of your employees and have no further need for exhausting searches for suitable dates and facilities.

Automatic comprehension tests and certifications along with audit-proof documentation make sycat eLU an indispensable part of your compliance and learning management.

With sycat eLU, you can plan, distribute and perform all mandatory briefings and training courses regardless of the time and place. The comprehension check takes the form of tests and automatically created certificates, and is audit-proof. You control your skills management through the creation of a qualification matrix.

The screenshot shows the sycat eLU interface with a search bar at the top. The main content area is titled "GRUNDREGELN FÜR SICHERHEIT UND GESUNDHEIT BEI DER ARBEIT" and "HERZLICH WILLKOMMEN!". A woman in a blue shirt is on the left. On the right, under "LERNINHALTE", there is a list of 9 bullet points:

- Gesetzliche Unfallversicherung
- Organisation des betrieblichen Arbeitsschutzes
- Beschäftigungsbeschränkungen
- Verhaltensregeln für sicheres und gesundes Arbeiten
- Persönliche Schutzausrüstungen (PSA)
- Gefahrstoffe
- Sicherheitskennzeichnung
- Brandschutz
- Verhalten in Notfällen
- Erste Hilfe im Betrieb

 Below the list, it says "Lerndauer: ca. 20 Minuten" and "Test: 5 Fragen". At the bottom, there are navigation icons and a "Zurück zum Test" button.

To enable the optimum communication of learning content, sycat eLU supports numerous learning methods such as game-based learning and edutainment as well as a whole host of data formats. In addition, standard modules such as modules on the topic of occupational safety can be ordered directly from a large catalogue. (Example of an integrated learning module from Universum Verlag GmbH)

The screenshot shows a learning module titled "Stolpern, Rutschen, Stürzen". It includes a diagram of a multi-story office building with red boxes indicating hazard areas. To the right, under "Häufigste Ursachen:", there is a list of 5 bullet points:

- Defekte Fußböden / Treppenstufen
- Wellen in Bodenbelägen
- Umgeschlagene Teppichkanten
- Glatte Oberflächen
- Wasser, Staub oder Öl

 At the bottom, there are navigation icons and a "Zurück zum Test" button.

The screenshot shows a test question: "Welche der folgenden Aussagen ist richtig?". Below the question, it says "Bitte kreuzen Sie die passende Aussage an." and lists three options with radio buttons:

- Persönliche Schutzausrüstungen müssen die Beschäftigten selbst mitbringen und bezahlen.
- Persönliche Schutzausrüstungen wählen die Beschäftigten nach ihren eigenen Vorstellungen aus.
- Das Tragen der geeigneten Schutzausrüstungen kann viele arbeitsbedingte Gefahren verringern oder sogar ausschließen.

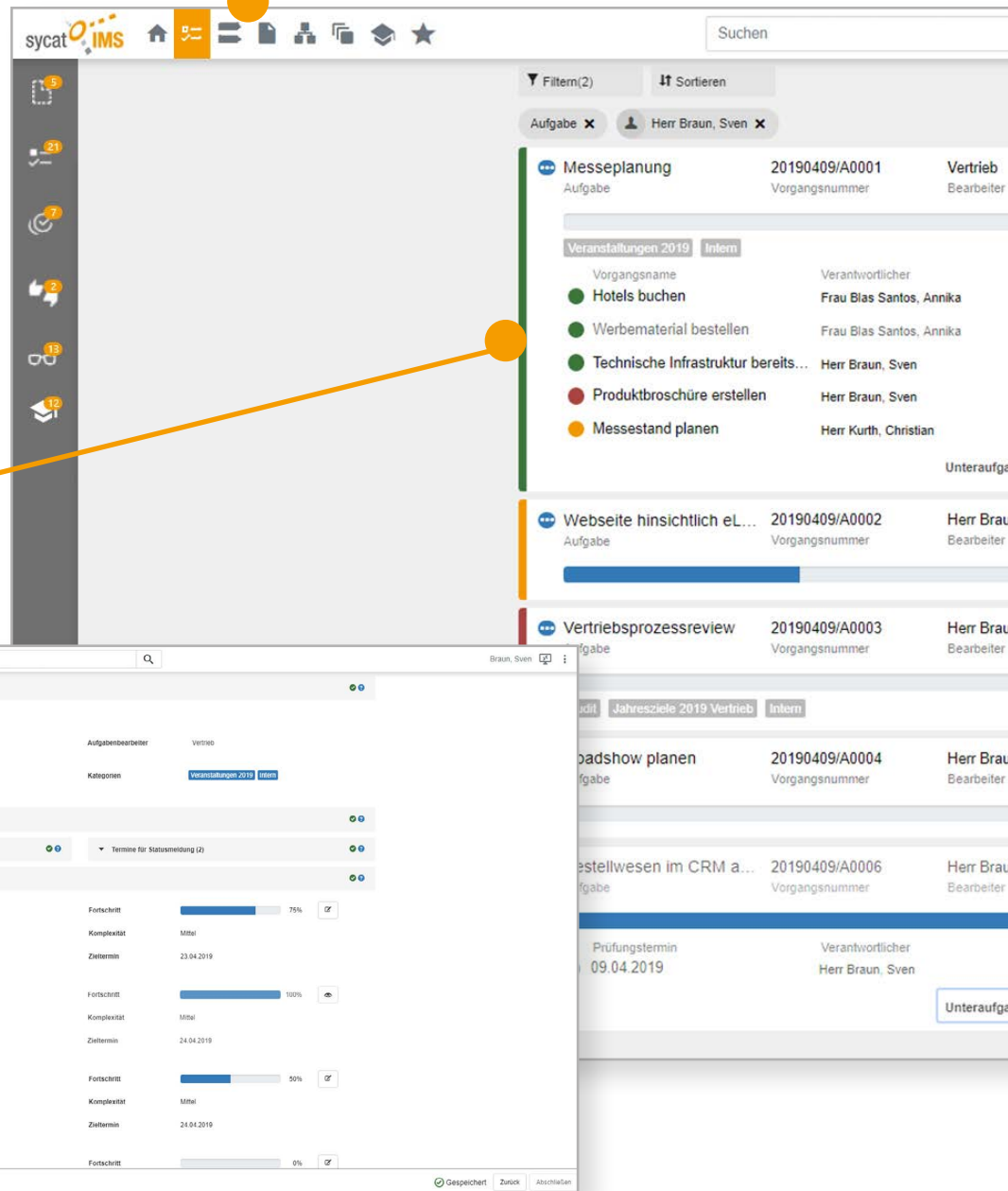
 At the bottom, it says "Frage 2 von 5" and has navigation icons.

Tests form part of audit-proof comprehension checking. To ensure that questions cannot be solved through a trial and error procedure by repeatedly performing the test, the questions are selected at random from a large question set. In addition, the correct response (A, B, or C) varies.

- Carry out training courses regardless of the time and place
- Audit-proof documentation of completed training courses
- Central storage of all data
- Minimal administration and orientation efforts
- Support for numerous formats
- Train employees on the go with mobile learning
- Team management
- Support for purchased training courses, multiple choice tests, Drag&Drop tests, learning videos, and more
- Large catalogue of standard learning content
- Optional comprehension checking/certificate creation
- Depiction of corporate structure with flexible hierarchies
- Personal dashboard with all important information at a glance
- Encouragement of employee independence and identification with the company
- Skills management with a qualification matrix

Measures resulting from weaknesses from the *sycat Process Designer* can be processed as tasks.

Tasks can be grouped clearly in categories. You can specify the priority, complexity and time and cost budget for tasks and you can attach accompanying documents. A traffic lights system provides information on progress.



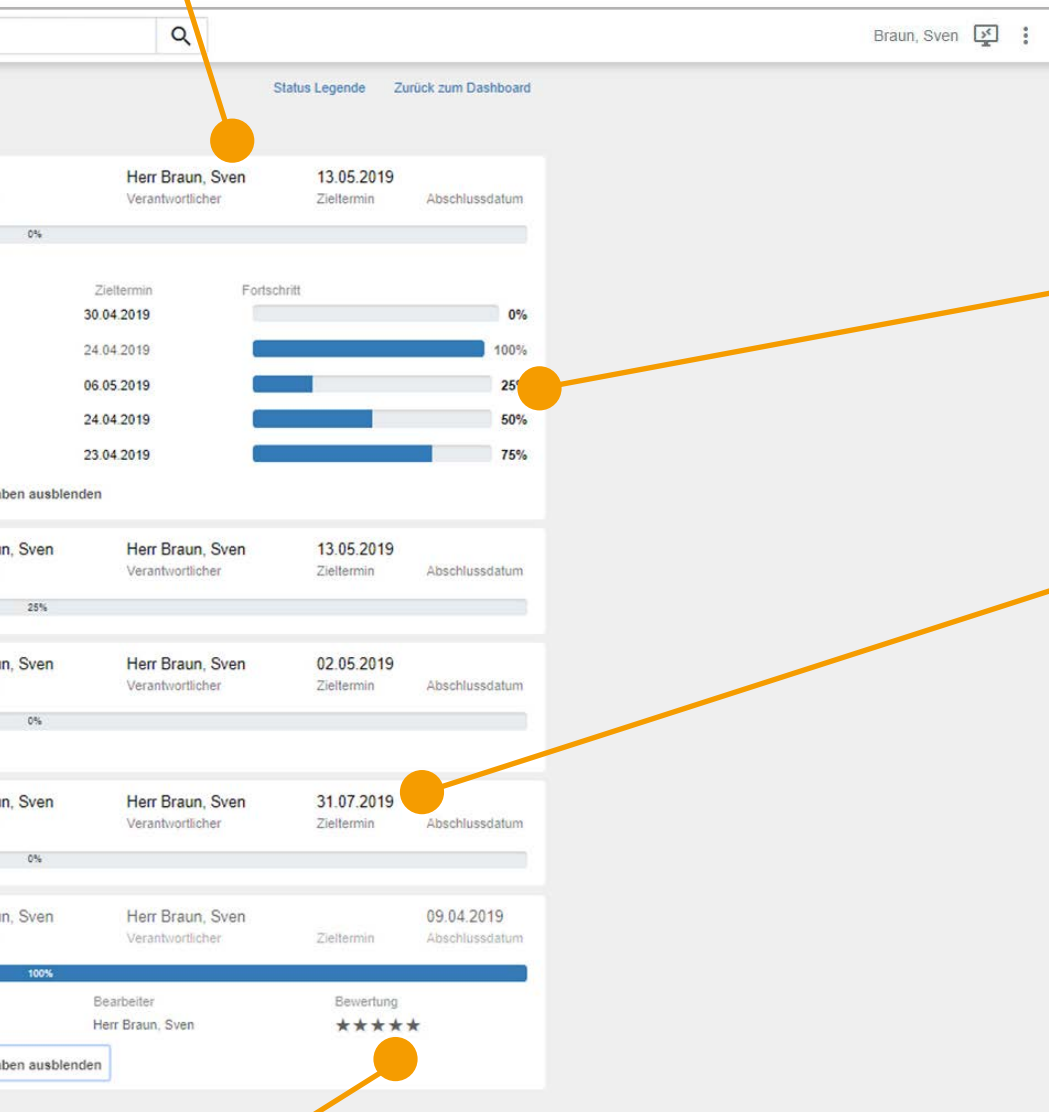
When you create a new task, you have various possibilities of dealing with their complexity. You can define and delegate subtasks, request status messages and deadlines, attach accompanying documents, determine the priority, complexity and cost and time budget, and assign the task to specific categories.



sycat MAM

Creation, delegation and management of measures and tasks

All of the tasks are displayed clearly in the **dashboard**. You can see the title, processor and owner of each task at a glance. A **progress bar** indicates the current processing progress.



Tasks can be distributed to **multiple processors**. You can also create more complex projects by creating **subtasks** with their own owners and processors.

All involved parties are **automatically notified by e-mail** when a deadline or certain status is reached. Series tasks or templates can be created for repeated or similar tasks.

A completed task can be subjected to a **performance check** by means of a star-based rating system.

Manage your everyday measures and tasks and delegate and document them with sycat MAM. All authorized users of the sycat IMS Portal can create tasks. The user decides who is allowed to display and edit a task on the basis of the assignment of the task to a category and the assignment of a processor.

Any number of subtasks can be created for each task. This allows even more complex projects to be controlled. The sycat MAM sends e-mails to task owners and processors as well as displaying open tasks in a personalized manner on the „My Tasks“ („Meine Vorgänge“) dashboard in the sycat IMS Portal.



STEP BY STEP TO A DIGITAL IMS



sycat **O** IMS



sycat
Portal Start Page



sycat
for SharePoint



sycat
Importer



sycat
SAP



sycat
Audit by Babtec



sycat
Reports

MODULAR ENHANCEMENTS



sycat Portal Start Page

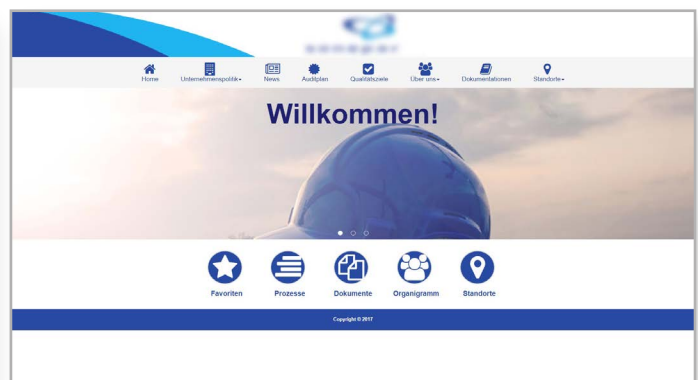
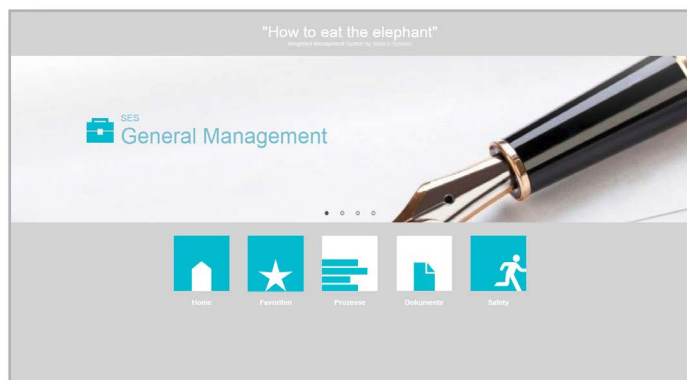
Custom intranet page in your corporate design

Increased identification and functionality for your employees

Create a completely custom home page or make your sycat IMS Portal into a company intranet.

Your company-specific content is immediately linked with the processes and documents, which significantly further increases the attractiveness of your integrated management system.

- Linking of different specialist areas via an intranet
- Direct linking of content with processes and documents
- Publication of news, dates and glossaries directly in the portal
- Integration of external content, technical articles and web links
- Integration of videos and training courses
- Implementation of your company's corporate design
- Display of contact partners with responsibilities
- Publication of e.g. canteen plans, employee events, and so on



sycat for SharePoint

MS SharePoint® Integration for IMS Portal

Everything in a single app

Do you use MS SharePoint® as standard software within your company? If so, it's really easy to integrate the IMS Portal.

MS SharePoint® then remains the central system in your company whilst being enhanced with all of the functions of the sycat IMS Portal.

- Full integration of IMS Portal into MS SharePoint®
- No separate QM landscape - MS SharePoint® remains the central portal

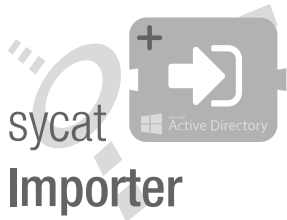
With the sycat Portal HomePage, you can create a completely custom home page in your corporate design to provide your employees with a whole range of intranet functions.



Your home page does not only impart your company's corporate identity. You can use it as a starting point for all of the information that your employees need.

With sycat for SharePoint, you incorporate the IMS Portal fully into your MS SharePoint.





sycat Importer

Import of employees and organizational units

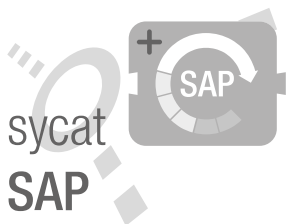
Make sure that your employee data is always up-to-date

The sycat Importer allows you to make sure that your employee master data and the organizational structure of your digital management system is always up-to-date.

You can import employees and organizational data from Active Directory into sycat at the touch of a button. The organizational chart is created and adjusted automatically.

You can use a CSV interface to import and adjust data from third-party systems, too.

- Access to organizational units and employees from AD
- Selection from tree structure
- Automatic import of selected structures from AD
- Export of data from AD to CSV possible
- Automatic compilation and adjustment of organizational chart
- Import from various sources (SAP, ERP systems, HR systems etc.) thanks to CSV interface
- Automatic adjustment in case of department changes or when employees leave the company



sycat SAP

Process-oriented SAP® implementation and documentation

Interface between two systems

sycat for SAP forms the connection between the technically system-oriented perspective of IT specialists and the process-oriented perspective of the specialist areas. Save time and money by making the implementation and configuration of SAP® process-oriented and turn crossed wires into targeted, transparent, simplified communication.

With sycat SAP, you model your SAP®-compliant business processes using reference models and you analyze and document these business processes. From the ERP business requirements incorporated in this way, further tasks can be supported in projects with the development of test scenarios, training information, and authorization concepts in addition to the actual target concept of the SAP® blueprint.

Linking of processes with SAP® transactions

Make sure that your processes are described in a SAP®-compliant manner and increase the user value and acceptance of your process document maps. You can import your SAP® transactions into the sycat Process Designer in an automated way and define them in the processes. In the sycat IMS Portal, your employees can go directly to the correct transaction in SAP® from the process description. In addition, you can evaluate the use of transactions in the processes.

- Interface between process-oriented and system-oriented perspective
- No special IT knowledge required for access to SAP Solution Manager
- Standardization of communication
- SAP-compliant business processes
- Seamless integration with SAP Solution Manager
- SAP blueprint synchronization

sycat Reports

Delivery of dynamic reports in sycat IMS Portal



Reportings for the IMS

With sycat Reports, you gain new insights into the data world of your integrated management system. For example, let's see which users have read access to which document or which documents are pending review.

On request you receive individual reports according to your wishes.

- Display of dynamic reports in the IMS Portal
- Delivery of standard reports
- Create individual reports

sycat Audit by Babtec

The link between BPM and QM



Discover the potential for improvement

sycat Audit by Babtec provides professional support for the planning, preparation and execution of audits up to and including the evaluation and publication of the results. It can be used flexibly and for all current requirements of quality management standards and guidelines.

Competent and error-free audit management

As a specialist for all tasks in quality planning, quality assurance and quality management, our strategic cooperation partner Babtec - with many years of experience - will be at your side. The audit management system of Babtec Informationssysteme GmbH is perfectly tailored to the sycat Process Designer. Thanks to intelligent integration, you can transport any process trees and structures directly from sycat to your Babtec audit management system at the push of a button.

All dependencies between the processes as well as descriptions and process graphics can be transferred easily and safely - with no additional input effort.

- Easy configuration of interface and data to be exchanged
- Intelligent 1:1 copying of process structures at the push of a button
- Easy transfer of dependencies, descriptions, and visualizations (for example, process illustrations)
- Direct and unambiguous assignment of responsibilities
- Guaranteed data integrity thanks to automatic data transfer
- Resource planning
- Audit execution



BABTEC



For over 30 years, sycat IMS GmbH has been successfully helping companies and organizations to move towards a digital management system. Our software solutions cover the entire scope of process modelling and optimization as well as document management and training courses/briefings.

Almost 700,000 sycat users around the world work successfully with sycat in companies of different sizes and in diverse sectors.

Our own consulting company, proWert Consulting GmbH, offers our customers **expert consulting services** to complement our software. Among other things, the consulting services cover the areas of process optimization, the development of management systems, and software selection.

Our aim is to offer a future-oriented, user-friendly holistic solution that continues to grow in accordance with the requirements of our customers.



30 Jahre Erfahrung



1.950 Kunden weltweit



17.500 vergebene Lizenzen



über 700.000 Anwender

The sycat User Day event

The sycat User Day event, which was carried out for the first time in 2012 (when it was called „BPM Praxis“), is an annual forum where we and the users of our software can enjoy the opportunity to share our personal experiences.

The two-day event combines practical workshops with an informative conference. Our software is demonstrated in real usage conditions, current topics are discussed and expert lectures are given.

DER ANWENDERTAG



The sycat User Group

The sycat User Group is a large network that interconnects all of the users of our software. Members of the group can talk about their experiences with sycat and exchange problem-solving strategies for daily work with QM and IMS systems.

In addition, regular events take place where the members of a group can meet in person. Group members take turns to host these groups.

UserGroup



SOFTWARE AND CONSULTING - A STRONG DUO



US AND OUR CUSTOMERS

Software and consulting from a single source: sycat IMS and proWert Consulting

To help our customers on their way with sycat and to support them as well as possible along their journey, ensuring the best possible results, sycat IMS works together with partner proWert Consulting GmbH for consulting and training.

From the very first day after the acquisition of your sycat licenses, proWert Consulting will take on the role of your technical contact partner, and will support you with normal training and - if required - subsequently in the form of projects, coaching, or with individual issues. During this technical support process, the success of the customer is at the centre of the consulting tasks of proWert Consulting. We use our expert skills, great dedication and esprit in the interests of our customers.

The approach of proWert Consulting

Our activities focus not only on ensuring that standards and specifications are observed, but also on economic process optimization and ensuring a continuous improvement process. Our aim is to contribute to securing the future of corporate sites and to enhance the corporate stability of our customers whilst achieving sustainable results through stable, optimized processes. When we work together with you on projects, we intensively involve employees in change projects and work with them to develop practical, pragmatic optimizations.

This is our motto:

„It’s better to implement 80% of optimizations than to carefully plan them all but not pursue any of them.“

Customers from completed projects tell us that the external project costs and internal project efforts pay off within one or two years thanks to tangible optimizations.

A further important effect of our projects is the improved collaboration between employees as well as increased employee satisfaction.



Passionate, experienced, **authentic, focussed, competent** - proWert epitomizes personal consulting services and long-term results.

Company development

The performance spectrum of proWert Consulting



The common denominator of all consulting services is the shaping of the organization and processes, different as these may be. sycat as a software tool can play a central role here, but also - in extremely specific technical projects - a subordinate role, too. The consulting spectrum of proWert Consulting is therefore extremely diversified, both in relation to topics and to sectors. At the same time, there is a need to step into the technical details within the individual projects.

These are our three focal topics at present:

Reorganization

proWert Consulting really understands reorganization, and can support it from the analysis of the current situation right through to the full implementation. Reorganization does not mean just a list of changes; instead, these changes are the consequence of a completely new orientation of the company or of a division after a full consideration of the current circumstances. The changes are planned in detail in a target concept and are described in the form of target processes, meaning that they can be implemented realistically and with maximum benefits alongside minimum risks.

ERP selection

The selection of an IT system is not solely the responsibility of the IT department; instead, it is also a high-responsibility management-level task. Here, business process management and organizational management are important pillars in the description of the requirement scenario which - ultimately - sees the introduction of the new system and new

processes, thus giving the company a new „face“. The tendering process recommended by proWert Consulting does not only ensure that the best software is selected. At the same time, we prepare companies for the implementation project and for the time afterwards.

Integrated management systems

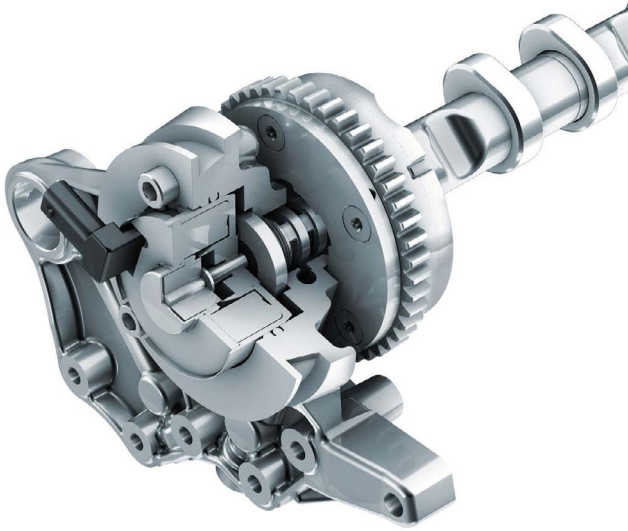
Standard requirements such as those of DIN EN ISO 9001, IATF 16949, DIN EN 15224, IFS, and HACCP have been around for many years, and new technical standards or updates are adopted continuously. The art of successfully setting up a management system and maintaining its success over many years lies in building up the system in a process-oriented manner that covers all topics whilst remaining as independent as possible of individual trends. The various stipulations of standard and legislative requirements are then planned into the processes in the relevant place and become corporate reality.

Further focal points: QMS introduction, process optimization, value-creating BPM, restructuring, SAP® and IT system implementation

EXPERIENCE AND PASSION CREATE SUCCESS

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ENGINEERING

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und Geschäftsprozesse
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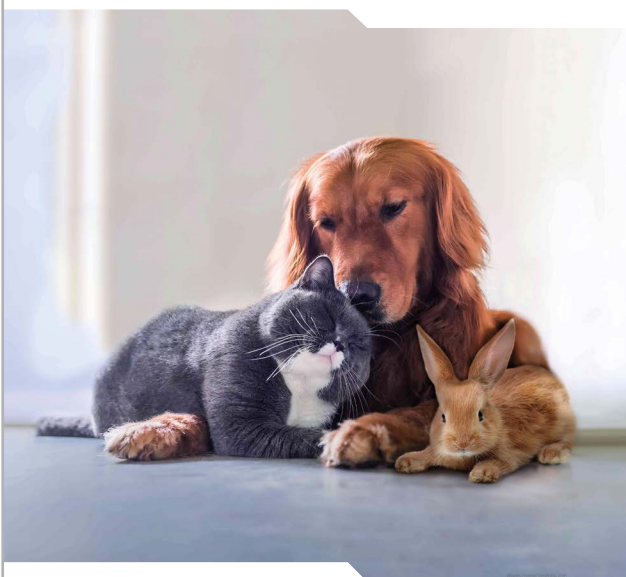
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SOFTWARE AND CONSULTING



FROM A SINGLE SOURCE



Document management
E-learning/Briefings/
Qualification management
Process modelling
Measures and task management



Development of integrated
management systems
Process management
Organizational development
ERP system selection
Project management

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