

1. Sectors where apply the application
2. Departments



Applying to sectors

IN WHICH SECTORS COULD YOU OBTAIN THE MOST PROFIT FROM ATTEND?

Specialization, services or products

Any organization providing services to third parties and requiring track of their requests (queries, incidents, proceedings or claims)





Applying to sectors

EXAMPLES

. REAL STATE AGENCIES – Real state deliveries

Requests or incidents appeared after the delivery of a building:

- . Faults
- . Modifications
- . Additional requests
- . Breakdowns
- . Warranties
- . Maintenance



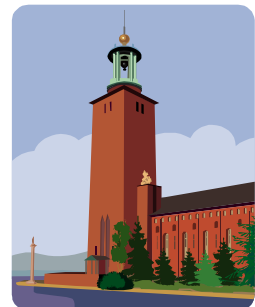
Applying to sectors

EXAMPLES

. TOWN HALL – Process management

Bureaucratic steps that need a workflow and event notifications events:

- . Building licenses
- . Material order management
- . Resource and public spaces management
- . Schools management
- . Cultural activities management
- . Etc...



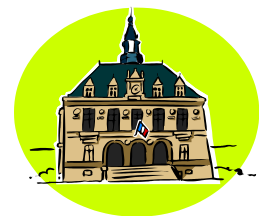
Applying to sectors

EXAMPLES

. TOWN HALL – Citizen Web

Any procedure or request from the citizen can be reached by attend® and through the web:

- . Urban defects or faults
- . Incidents in taxes (direct debits, inaccurate census, etc..)
- . Incidents from maintenance
- . Service management - bus lines, bicycle rental, cleaning, etc ...



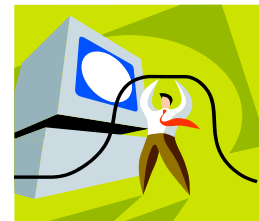
Applying to sectors

EXAMPLES

. IT SERVICES & CONSULTING – Support centers

Daily use of Information Technology requires care in monitoring incidents, requests and inquiries:

- . Systems, communications and infrastructure incidents
- . End user support
- . Change management support: ERP's, upgrades, etc.
- . Project management
- . Help Desk
- . Maintenance
- . Warranties
- . Inventory and configuration management (ITIL)



Applying to sectors

EXAMPLES

. MANUFACTURING AND PRODUCTION – Manufacturing chain

Many activities are held daily in plant such inputs and outputs, and they can not stop :

- . Input & output incidents
- . Production line
- . Preventive Maintenance Tasks
- . Faults



Applying to sectors

EXAMPLES

. DELIVERY – Warehousing

A lot of incidents appear daily in stock and out of it, but we must continue to serve:

- . Input & output incidents
- . Preparing shipments
- . Material delivery
- . Maintenance
- . Complaints
- . Misplacing



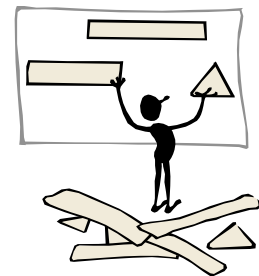
Applying to sectors

EXAMPLES

. PROJECT MANAGEMENT – Task monitoring, milestones...

Many organizations base their business model on project management. It requires effective tasks and commitments monitoring:

- . Task assignments
- . Multiple user task input
- . Task input error monitoring
- . Milestones & critical tasks notifications
- . Tracking reports
- . Costs
- . MS-Project integration





Applying to departments

IN WHICH DEPARTMENTS COULD YOU OBTAIN THE MOST BENEFIT FROM ATTEND?

Specializations, services to employee or internal services

Any department that provides services to the employee, inter-department services or inter-company services and requires keep track of your requests (queries, incidents, proceedings, claims, user's mailbox, ...)





Applying to departments

IN WHICH DEPARTMENTS COULD YOU OBTAIN THE MOST BENEFIT FROM ATTEND?

.HR – Employee care

HR receives many requests and queries during a day and requires a quick and effective response, and a knowledgebase to make the procedures easier:

- . Holiday request and special permissions
- . Workday modification
- . Labor issues and consultations
- . Recruitment processes monitoring



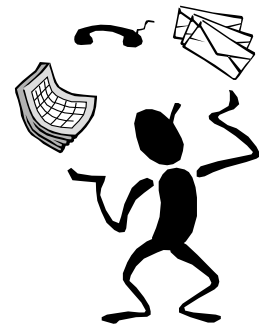
Applying to departments

IN WHICH DEPARTMENTS COULD YOU OBTAIN THE MOST BENEFIT FROM ATTEND?

. ORGANIZATION – Employee care

Requests of different types that occur every day in organizations :

- . Resources reservation (projectors, conference rooms, documentation, archiving, multimedia ...)
- . Workflow approvals (eg. Purchasing)
- . Creation and distribution of newsletters or other internal documents





Applying to departments

IN WHICH DEPARTMENTS COULD YOU OBTAIN THE MOST BENEFIT FROM ATTEND?

. MAINTENANCE – Infrastructure

Different requests (internal or external) of different types that occur every day in organizations:

- . Wiring (electrical or data)
- . Air conditioning
- . Services
- . IT (user support, systems maintenance, communications)
- . Support based on different inventory levels





Applying to departments

IN WHICH DEPARTMENTS COULD YOU OBTAIN THE MOST BENEFIT FROM ATTEND?

. SALES / TECH – Client activity track

External requests are received constantly in Sales departments:

- . Sales tracking
- . Post sales service (addressed to every sector)
- . Client requests and proposal tracking
- . Technical support center, maintenance...
- . Help Desk & Customer Service





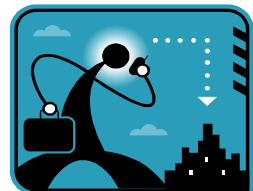
Applying to departments

IN WHICH DEPARTMENTS COULD YOU OBTAIN THE MOST BENEFIT FROM ATTEND?

. COMPLAINTS – Customer care

External requests from Customer service:

- . Invoices
- . Quality control
- . Deliveries
- . Returns
- . Etc...





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