



AJS Flow Online Process Manager



AJS FLOW Overview

The AJS Flow system automates repetitive processes and increases throughput by improving control and ensuring that nothing slips through the cracks. Perfect for any process that has a defined set of steps or stages, AJS Flow helps users to manage many more matters or files than would be possible on a manual system. For even more efficiency, users can access the system from anywhere on almost any device via the Cloud.

Some well-known examples of processes that lend themselves to automation in a law firm are conveyancing, debt recovery, RAF, litigation, estates, liquor licensing, and family law. By automating these processes, firms are able to reduce their costs of operation considerably, improving profit margins from 'commodity-type' work.

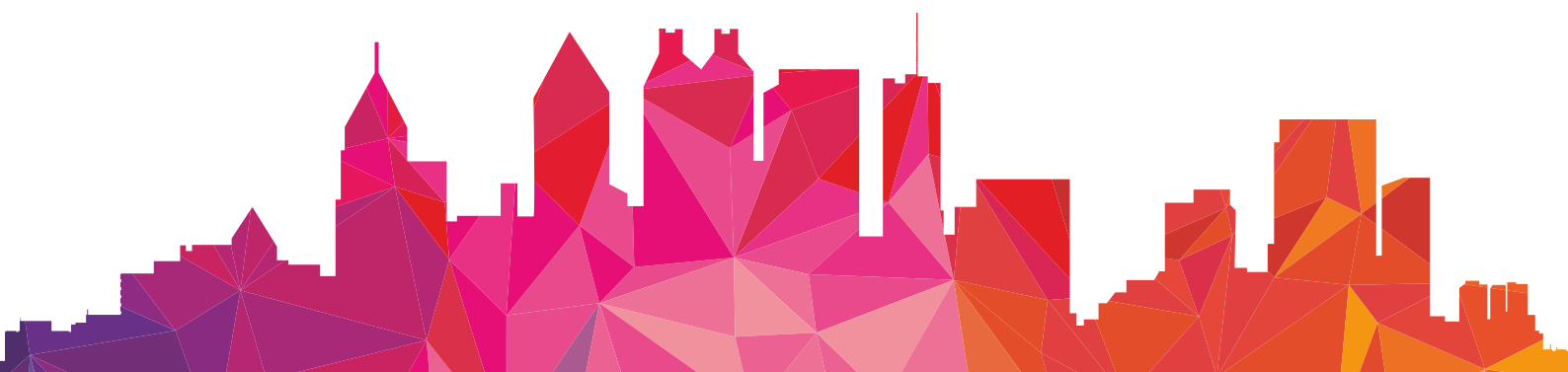
It is not only law firms that benefit from workflow management. AJS Flow is also a powerful tool to manage processes for insurance claims, property development, finance applications, product development, sales, compliance and scheduled maintenance, to name but a few of the areas that benefit from improved control and efficiency.

So just how does AJS Flow increase output? To begin with, information about a matter is captured into an online system for quick and easy recall. Next, the matter, file, or project goes through a series of defined steps highlighting where a matter is overdue on a visual progress dashboard. During the life of the matter, tools are available to automatically (or manually) send emails or SMS messages and to generate documents or reports.

Public or private notes may be attached to a matter or file, and a comprehensive tasks manager ensures that nothing slips through the cracks. For a more paperless office, you can even attach emails, documents and any other file types to the matter for easy retrieval, reducing printing and file-storage costs.

To improve client service, external users may be given access to their own information on the system via a secure login, reducing the number of progress enquiries and empowering your customers to help themselves.

Today, process automation is no longer a luxury. It is absolutely critical for those businesses and firms who wish to increase output and reduce their costs of operation. Put simply, it will allow you to do more with less.



Where can AJS FLOW be used

Insurance Claims

Property Transfers Management

Property Development

Finance Applications

Sales Process Management

Housing Subsidy Applications

Debt Collections

Litigation

Deceased Estates

Compliance Management

Liquor Licensing

Road Accident Fund



Why you will love AJS FLOW



Automatic functions save time

Because actions are triggered automatically according to the rules for each step, your users will be able to manage many more projects or files than they would manually. This reduces salary costs, since staff members are much more productive. In short, the system takes over many of the functions that would normally need to be performed by people.



Nothing slips through the cracks

Thanks to the process steps, you can be sure that nothing will slip through the cracks. You can also be sure that the process is followed since the system may be configured to only allow a step to be selected once a previous step has been completed.



Consistent high quality of correspondence

Since the system makes use of pre-set document templates for all communications, every piece of correspondence conforms to your corporate layout and style. Templates automatically insert the appropriate information into the document, email or SMS. This extends to the firm letterhead, font type, letter layout, and even your client reports. Standard wording for all correspondence saves time and ensures an accurate, professional looking document every time.



Easy to manage visual reports

The visual progress dashboard on the system is unique, and allows management to see exactly how work is progressing in their office. For even more productivity, users can see their own progress, so that they can correct problems before their manager is alerted to the problem. The visual progress report may be filtered and sorted in any way that you choose, and this enables management to look at their operations from a number of different perspectives, and to answer the who, when, and where questions.





Improved accuracy

Workflow automation results in fewer administration errors, since information is captured once. In addition, some of the human element is removed from the business by the workflow system.



Paperless office

Since all documents generated by the system (including emails, SMS messages, letters, etc.) are automatically attached to each file, there is no need to keep paper copies for most correspondence. In addition, incoming emails, letters, and faxes are also saved onto the system. While one of the benefits of this is that you will require less filing space, the main benefit is the fact that users of the system can find the document they are looking for quickly and easily from a single location, which eliminates "paper chasing".



Collaboration

Any number of staff members - or even teams - can work on the same file or project, and rules can route a file or project to any person or team automatically, regardless of which location they are working from.



Notes facilitate collaboration

The system allows users to capture public and private notes. Public notes may be viewed by all parties, whereas private notes are only viewable by authorised internal users.



Exception reporting

The report generator allows you to create any report imaginable, and these reports may be saved and re-run at a later stage. There is no limit to the number of reports that may be set up on the system. Reports may be printed, emailed, or even exported to Microsoft® Excel.



Detailed audit trail

One of the biggest problems in process driven offices is that if something goes wrong it is invariably difficult to identify who caused the problem. With AJS Flow, each user action is recorded, ensuring that you can always establish who did what, and when.



Client access improves service

The system allows for authorised clients or external users to view the progress of their own files online using the Internet. This provides excellent customer service and differentiates your firm from competitors. In addition, links for external login may be placed onto your website, making it easier for your clients to access their information on your system.



Anyone can answer client queries

Because all associated documents and all progress steps are recorded on the AJS Flow system, management can answer client queries themselves without the need to refer the call to their secretary. This improves client service, and reduces frustration in the office. It also means that Managers can find their own information when they need it, saving time.



Work from anywhere

Since AJS Flow is Cloud-based, authorised users can access the system from anywhere. So whether users are at the office, home, on the road, at a branch office, or even a client's office, they will still be able to access the system securely via the Internet. This not only saves time, but it shows that your firm is progressive and hi-tech.



Bring your own device (BYOD)

Cloud-based access also means that you can access the system using any device, for example a desktop computer, notebook, tablet computer, or even a Smartphone.



Backups automated

Backups are performed daily on the system ensuring that you don't have to worry about the safety of your information.





No server

Because AJS Flow is Cloud-based you won't need an expensive server in order to run the system. This saves money in terms of IT staff too, since you won't need an expensive staff member to manage your file server. (AJS Flow can also be installed on-premise on your own server if required.)



Adapt process as you go

AJS Flow is extremely flexible, which means that as your business evolves, you will be able to adapt the system to meet your changing needs.



Single screen for all functions increases user productivity

All user actions are performed from the master screen which saves time and reduces the amount of training that users need in order to get full value from the system.



Barcode access

For the busy office, barcode stickers may be affixed to products or file-covers, and bar code scanners may be used to open the appropriate file on the AJS Flow system. This minimises the chance of users making mistakes, and speeds up data capture significantly.



Diary and Tasks Manager

Although most processes in AJS Flow diarise tasks automatically, it is also possible for users to manually diarise tasks for themselves or for other users. Delegated tasks are listed in a separate diary section so that users can instantly see which delegated tasks have not been completed on time.



Easy to learn and use

The fact that AJS Flow is so easy to learn and use is one of the main benefits of the product. This means that users will require very little training in order to get full use from the system. It also means fewer mistakes are made, and it means that your solution can be implemented in a much shorter timeframe than other more expensive workflow products.





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