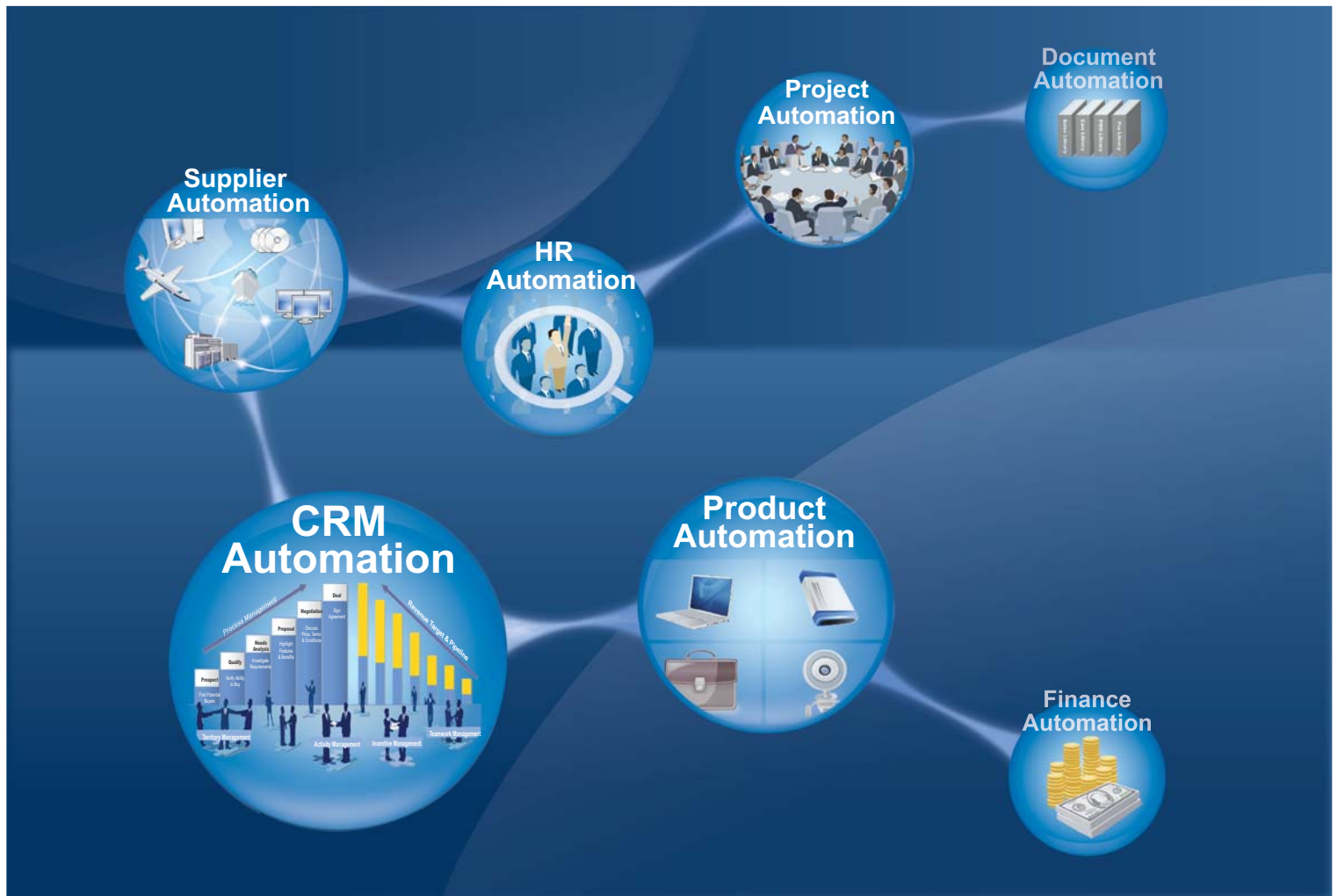


# Full Automation Suite

Full Enterprise **Automation** in One System  
View Enterprise **Performance** on One Screen

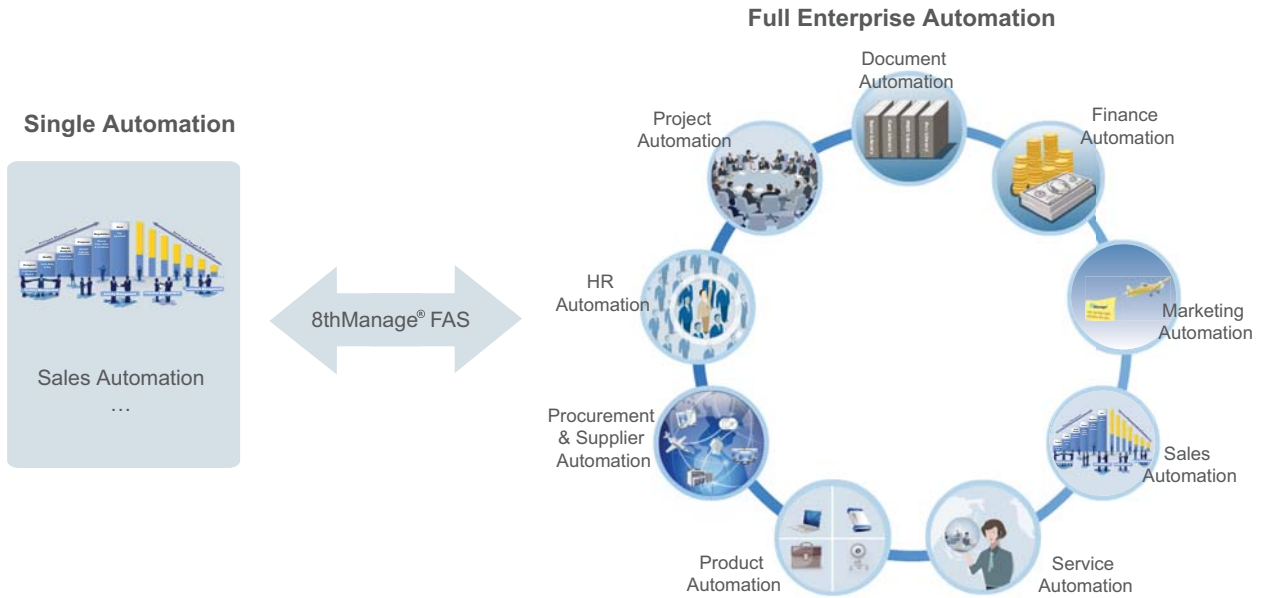


Based on the brand-new concept of One Design One System, 8thManage® FAS is a new generation management tool that provides a suite of modular applications working seamlessly together on the same platform. It not only automates information data capture and sharing of business processes but, more importantly, it provides the foundation for good decision making and for formulating sound business strategies.

Using 8thManage® FAS, organizations will see the “whole picture” and the cause-and-effect relationships in business. Business performance will increase to new levels of excellence with the 8thManage® FAS tools, which promote the highest levels of project management discipline.

# Full Enterprise Automation

Do you suffer from data inconsistency, employee ineffectiveness and lack of performance management capability because you use legacy systems of disconnected parts? Would you like to innovate your enterprise operation and make a giant leap forward? 8thManage® FAS, built on the One Design One System architecture, allows you to automate nine application areas all at once, or one area at a time; all at your own pace and discretion.



## Marketing Automation

Leveraging the 8thManage® Embedded BI technology, 8thManage® FAS is an ideal tool to drive a full range of campaigns, from simple email marketing through multi-stage events that require lengthy schedules, large budgets and multiple distribution channels.

8thManage® FAS supports marketing cost budgeting, reporting, and tracking of expenditures for each individual campaign and across the organization.

- Embedded BI for prospects analysis
- Content creation & execution with two levels of personalization
- Campaign result tracking & ROI tracking
- Marketing department budgeting & cost tracking
- Individual campaign budgeting & cost tracking



# Full Enterprise Automation

## Sales Automation

8thManage® FAS supports automation of the entire sales cycle. It provides sales professionals tools to help them understand their clients' requirements and to proactively respond with precision. Embedded best practice sales processes guide them to conduct business correctly and on-time.

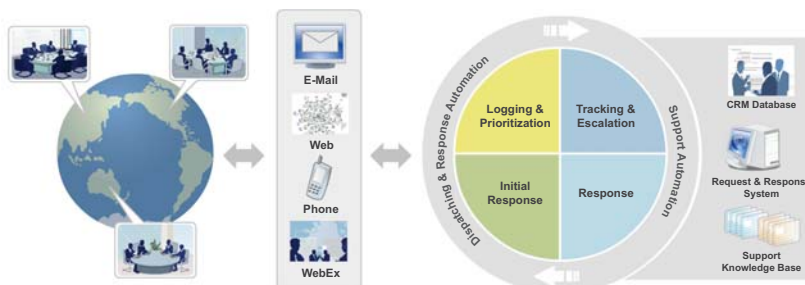
- Clients and leads management
- Opportunity management
- Quotation & deal management
- Sales process management
- Sales performance management
- Assignment map by group
- Global action list by client
- No-action alert & escalation



## Services Automation

8thManage® FAS provides a web-based service platform to help organizations make the most of every client interaction, and maximize business opportunities and client satisfaction. It provides the information management tools and best practice methodology for you to deliver the world class customer service your customers deserve.

- Standardized & personalized services
- Real-time information & knowledge
- Service quality & client satisfaction management
- Service cost & return management



## Product Management Automation

8thManage® FAS provides companies with a framework to manage products and services.

- Product planning & organization
- Product inventory & control
- Product marketing campaign
- Product pricing & selling
- Order, shipping & satisfaction
- Product performance management



## Procurement and Supplier Automation

8thManage® FAS provides tools for organizations to evaluate and select suppliers; and to quickly integrate them into your extended team. It fosters visibility, trust and understanding.

- Supplier information
- Qualification process
- Pre-selection process
- RFI/RFP/RFQ process
- Relationship management
- Supplier-as-a-team-member
- Delivery and satisfaction checks
- Escalation and blacklist



## HR Automation

8thManage® FAS provides the tools for organizations to utilize its people most effectively, and to achieve organization and individual goals. This is conducive to keeping the organization competitive as well as the individual competitive.

- Getting the best people
- Employment management
- Attendance and utilization
- Performance management
- Employee self-service
- Enterprise HR management



## Project Automation

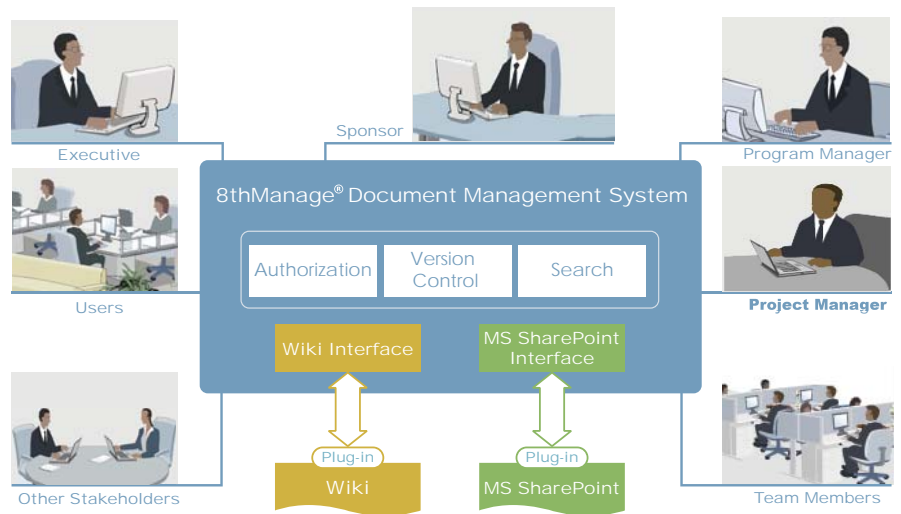
Project Management is an optional add-on to 8thManage® FAS. It is seamlessly integrated with business management in 8thManage® FAS. This offers reliable and timely dispatch of up-to-the-minute project data to support business decisions and actions. It's an advanced tool for managing the collaboration between projects and businesses.



## Document Automation

The 8thManage® FAS embedded document management system serves as a comprehensive and flexible repository for documents of different projects, business items and groups.

- Library tree structure
- Flexible access privileges
- Access logs recording
- Version control & collaborative authoring
- Integrated knowledge management
- Global document search
- Library template



## Finance Automation

8thManage® FAS provides comprehensive, reliable and timely financial management information for authorized groups and people in the organization.

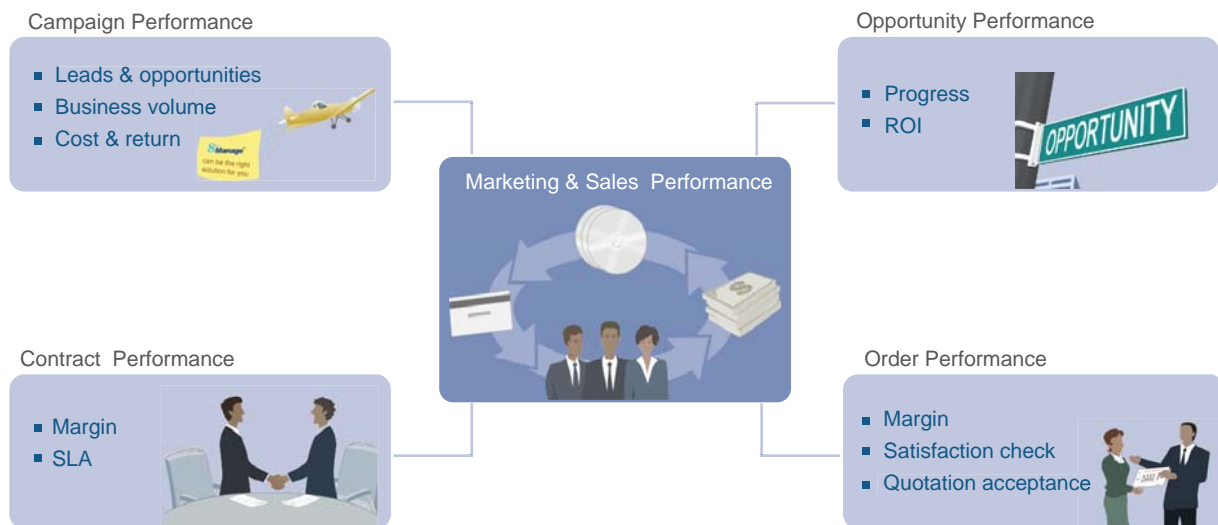


# Performance Management

8thManage® FAS Supports integrated performance management across the organization to enhance effectiveness and to overcome uncertainty. Using performance data generated in real time and by business context. FAS provides an effective framework to help you manage sales performance, product performance, people performance and operation performance.

## Marketing & Sales Performance Management

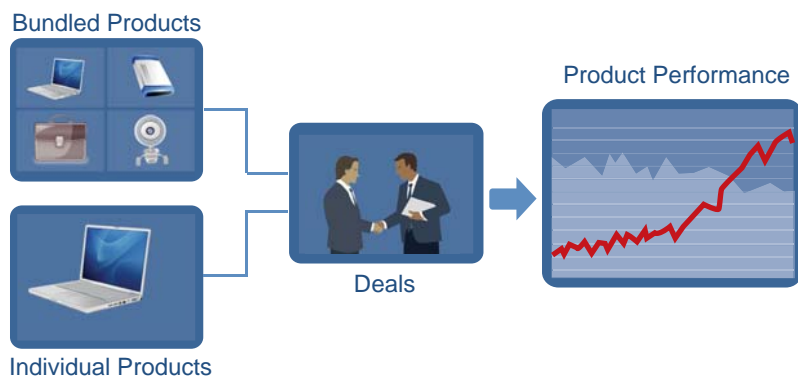
In 8thManage® FAS performance data generated in real-time across the value-chain are available immediately for use in performance measurements and reporting across the organization.



## Product Performance Management

8thManage® FAS provides a comprehensive framework for organizations to manage different families and types of products, and to help them to identify cross & up-selling opportunities and to analyze product performance by:

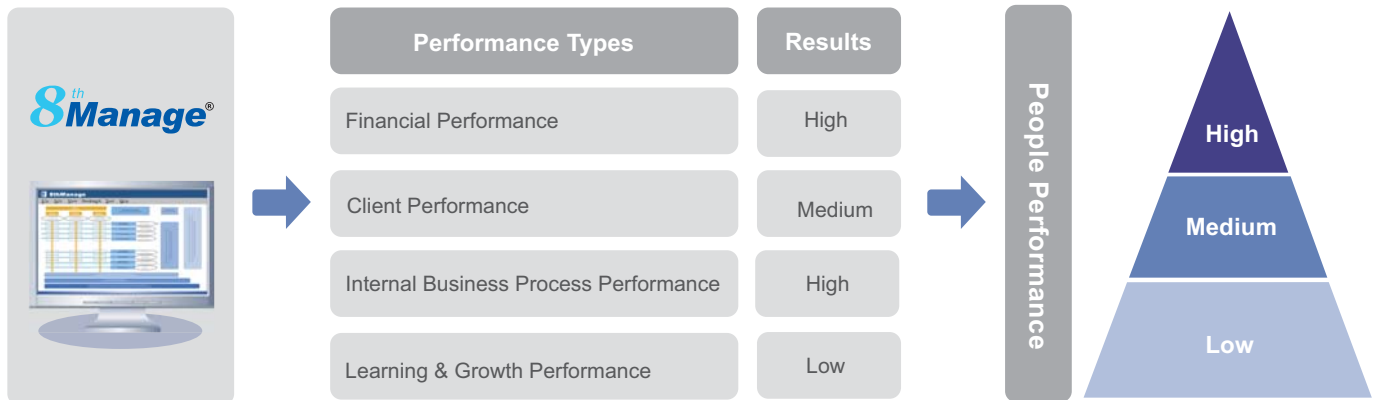
- Region & industry
- Relevant clients status
- Revenue, expense & profitability
- Related deal summary
- Individual & bundled product Sales
- Product inventory & order backlog



## People Performance Management

8thManage® FAS provides tools that enable organizations to achieve people performance management with context-oriented measurement and Balanced Scorecard methodology.

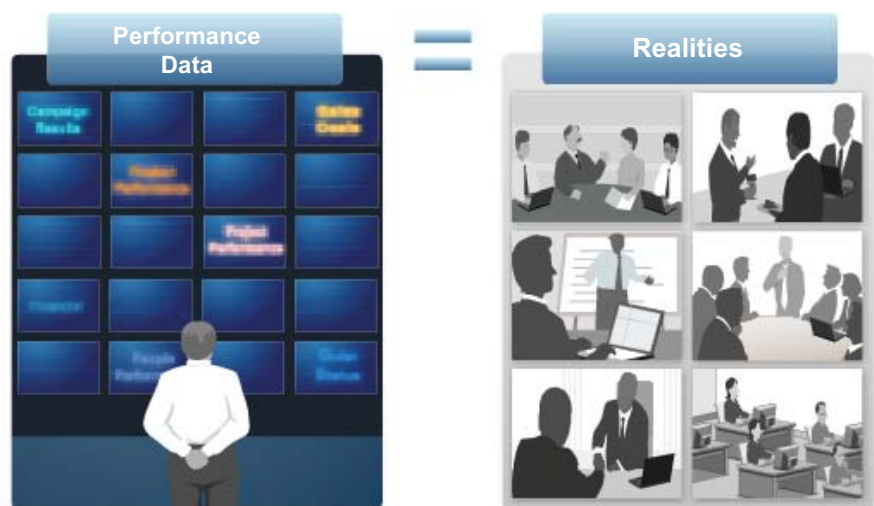
- Define objectives & measurements
- Sort objectives into different category areas
- Get real-time result/score
- Perform appraisal based on the result



## Project & Operation Performance Management

8thManage® FAS delivers Front, Middle and Back Office end-to-end process integration, driven by project management techniques. It provides the following tools to assist in project & operation performance evaluation in real-time:

- Structured project activities & flexible assignment activities
- Client interactions & conversion rate management
- Strategic selling
- Win-loss analysis
- Delivery & return
- Milestone payments
- Service level agreement
- Risks & issues



8thManage® FAS is web-based and can be accessed anywhere and at anytime. All transactions are executed in real-time and immediately available for management reports and dashboards. People can communicate through instant messaging protocols with colleagues and associate their messages with all relevant business activities, work products or business events.

## Reality Check

8thManage® FAS provides a versatile web-based eSurvey mechanism for companies to solicit feedback from individuals and groups beyond time and space limitations.

- Personalize survey questions
- Get real-time results
- Collect client behavioral data
- Assess client satisfaction level
- Understand project reality



### Reality Check

**General**

1. Based on what you have observed so far, please rate whether stakeholders of the project have realistic expectations:

O1 O2 O3 O4 O5 O6 O7 O8 O9 O10 O/N/A

most unrealistic most realistic

2. Based on what you have seen so far, what is your overall confidence level that the project will be finished on time, within budget, and with acceptable quality?

O1 O2 O3 O4 O5 O6 O7 O8 O9 O10 O/N/A

No Confidence Full Confidence



## Commitment Management

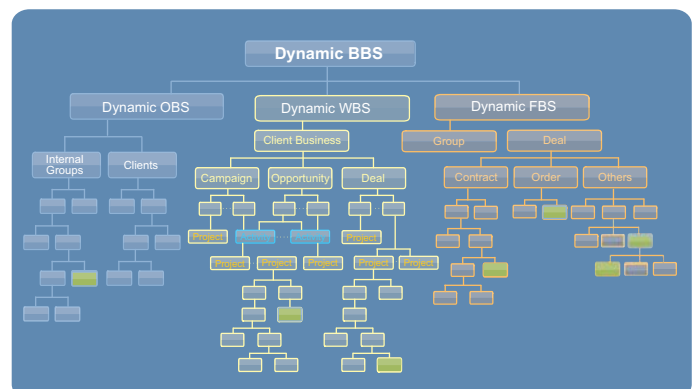
8thManage® FAS provides a systematic protocol for managing commitments and for reinforcing accountability.



- Commitment proposal for project, activity, deliverable, resource and dependency
- Commitment record for schedule, cost and quality
- Protocols for proposing, approving and accepting commitments
- Commitment cancellation, fulfillment and breakage
- Commitment record tracking

## Dynamic Business Breakdown Structure

People, organizational structure, work and finance are the backbone of a business. 8thManage® FAS Dynamic BBS provides the information architecture for this backbone. These structures are linked together internally so that change events are recorded and available immediately through these linked channels to reflect the new reality throughout the organization in real-time.





# See The Entire Enterprise On One Screen

Supported by reliable data capture and business context, 8thManage® FAS provides you with a single, accurate and true picture of the business. Details of business items can be viewed and tracked by simply drilling down step by step.

8thManage® FAS provides the following structured roadmaps to help managers to see the entire enterprise on one screen.



## Business Map

### Financial Map

Revenue Map | Cost Map

Line of Business | Line of Business

Legal Entity | Legal Entity

Account | Account | Account | Account | Account | Account | Account | Account | Account | Account

### Assignment Map

- eHR Office
  - [Action] 2009 budget allocation report, amineah, Mail Do, Acknowledged (X)
  - [Action] Organize a patient satisfaction check, elanetsch, High priority, Ackno
  - Action
    - Evaluate the current status, elanetsch, Finished (2d late)
    - Send out questionnaire and collect feedback, markthomas
    - Design reality check questionnaire, philipgreen, **Overdue**
  - [Action] Hold a tax hygiene lecture for HK universities, elanetsch, Should Do
  - [Action] Situation Analysis and Countermeasure on Medical Dispute, allison
  - [Action] Recruit part-timers to send the hospital leaflets, allison, Must Do ASAP
  - [Action] Visit an important medical expert, allison, Must Do ASAP, Ackno

### Document Map

- eHR Office
  - HR Related Document
    - HR Offer Letter for President Secretary, 2009-03-09 M, johngoodman, Not Yet
    - HR Offer Letter for brain doctors, 2009-07-25 SA, johngoodman, No
  - Legal Document
    - Setting Services Agreement, 2009-03-18 Th, johngoodman, Not Yet
    - Medical Route, 2009-04-28 Su, johngoodman, Submitted
  - Meeting Minutes
    - Meeting on Human Resource Allocation, 2009-04-16 Th, wordalib
  - Memorandum
  - Notice & Announcement (Outside & Within eHR Program)
  - Notice & Announcement (Within eHR Program)

### Issue Map

- EMS Re-engineering
  - [Issue] Unreasonable resource allocation, Should Do, Acknowledged
  - [Issue] Found some mistakes in the testing system, Must Do ASAP
  - [Issue] Inappropriate cost management, Must Do ASAP, Acknowledged
  - [Issue] Bugs occur frequently, **Must Do Immediately**, Acknowledged
  - Action
    - Engineer make a double check of all the deliverables, Not Yet Due
    - QA check all features everytime changes are made, Not Yet Due
  - [Issue] Lack of timely communication, Should Do, Raised
  - [Issue] Not enough hands for the workload, Must Do ASAP, Acknowledged
  - [Issue] Performance - Suddenly very slow, Should Do, Acknowledged
  - [Issue] Time insufficient, Should Do, Acknowledged

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**Wisage Technology** is an international software product company with clients in many countries and regions, including the U.S., Canada, China, Hong Kong, Taiwan and Singapore. It offers the following solutions to increase the efficiency and effectiveness of your enterprise:

- 8thManage® CRM** : State of the art Customer Relationship Management Solution
- 8thManage® FAS** : End-to-end Business Automation and Integration Solution
- 8thManage® Simple PM** : Easy to Use, Cost Effective Project Management Solution
- 8thManage® PM** : Advanced Tool for Project Planning & Execution
- 8thManage® PMO** : High Performance PMO for Enterprises
- 8thManage® TOM** : Total Outsourcing Management for Enterprises
- 8thManage® PSA** : Full Automation for Professional Service Businesses
- 8thManage® BIS** : Comprehensive Customized Business Solution

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