ProcessFlows Channel Partner Programme

Maximising every business opportunity

ProcessFlows

Delivering innovative and business enhancing software solutions

For over 30 years, ProcessFlows has delivered innovative and business enhancing software solutions, creating not just a wealth of experience but also a highly-skilled team of business consultants and analysts, whose total focus is to support our partners and their customers.

Our Channel Partner Programme empowers partners to provide best of breed solutions to their customers, whilst arming you with second to none sales support.

Benefits include competitive margins, access to numerous revenue streams and annuity opportunities. All this is backed up with an infrastructure and client services operation to help support you in maximising every sales opportunity.

ProcessFlows®
Improving Business by Transforming Process

→ Portfolio

Our portfolio of solutions covers a broad spectrum of business needs. Whether your customers require one specific piece of software at the best price, or custom-built solutions to speed up entire business processes, we have the knowledge and capability to give you the opportunity to sell them the answer to their problem.

With all these opportunities and our extensive behind-the-scenes support, we're sure that as a ProcessFlows Partner you'll be in an excellent position to grow your business.

Fax

RightFax Server
- Move onto a server; leave obsolete hardware behind
- Point-to-point delivery & encryption for security
- Fax from MFP, desktop, tablet, phone and other remote devices

RightFax Connect
- A 100% outsourced telephony solution for your RightFax server
- Provides data sovereignty by granting you full control over your on-premise RightFax server and data-even when transmitting via the cloud
- Only pay for faxes you send and receive

RightFax as a Managed Service
- Delegate fax responsibility and enjoy stress-free communication
- End-to-end management of entire infrastructure
- 24/7 dedicated support team

ProcessFlows Fax-to-Mail
- Fax from anywhere at any time with no need for hardware or servers
- Send and receive faxes directly from existing email accounts
- Completely cut capital costs, software fees, telecom charges and ongoing maintenance

Print Management

Autostore
- Capture electronic and paper documents from almost any source
- Enhance images, convert to PDF, apply watermarks, read barcodes and more
- Route via keywords at the click of a button

Cirrato
- Manage all printers and all printer drivers with one corporate server
- Controlled direct IP printing
- Secure follow print

eCopy PDF Pro
- The smarter PDF desktop software companion to multifunction printers
- Advanced optical character recognition capabilities
- Compatible with all PDF viewers

eCopy ShareScan
- Scan from MFP to back-office systems
- Automatically convert hardcopy into editable documents
- Comprehensive workflow integrations

Elatec Card Readers
- Close proximity card readers able to read most standard frequencies
- Ensure only authorised personnel can easily access security points
- Can be directly integrated into displays, machines and handheld devices

Equitrac
- Monitor ongoing print activity
- Deploy rules, automatic rerouting and print quotas
- Secure pull printing
- Charge for print, cost allocation and recovery

Output Manager
- Redirect print jobs to the most cost-effective or secure MFD
- Normalise incompatible document formats from any platform or application
- Easy integration of centralised rules for fleet-wide control
- Track and generate reports for every transaction

PrinterOn
- Mobile printing made easy and secure
- Web printing portal and mobile app
- Choose between on-premise or cloud

SafeCom
- Secure printing and with controlled access
- Central administration of users, services and devices
- Flexible modules and add-ons to build a specialised print solution

Unified Communications

123-txt
- Cloud-based SMS messaging platform
- G-Cloud listed; government approved for public bodies
- Infinitely scalable

CX-E
- Interoperable UC platform ready to integrate with existing infrastructure
- Cloud, on-premise and hybrid options available
- Features include personal assistant function, automated call-routing, Team Q informal call centre and Skype for Business integration

RECITE
- All-in-one call communication recording suite
- Masking of sensitive data and 256-bit encryption to meet compliance
- Integrates with most CRM solutions

TMS
- On-premise SMS messaging solution
- Automatic Failover ensures message delivery when IP connection fails
- Detailed reporting

Business Intelligence and Analytics

BusinessOptix
- Business process mapping and design solution
- Cloud-based, easy integration to core applications
- Publish all outputs in a central store where colleagues, clients and partners can review, edit and comment

ProcessFlows Dashboards
- A structured view of data collated from processes throughout an organisation including finance, sales, operations, management and more
- Solution comes with pre-packaged dashboards and the components to create more
- High functionality, easy-to-understand visuals and interactive

Mitigate
- The perfect way to document and score risk, allowing you to manage the planning and implementation of mitigation strategies
- Prioritise risks using the Risk Calculator, distribute the risks to relevant parties and maintain oversight with post-mitigation scoring
- Monitor your risks and management strategies by utilising the fully customisable dashboards

Mailock
- Mailock makes it easy, convenient and secure for you and your customers to send and receive documents securely via email
- Reduces your costs, improves customer experience and provides a new and improved level of audit
- Helps you to meet regulatory compliance requirements

Outsourced Services

Dedicated Nearshore Staff
- Grow your business in a low risk way through reliable nearshoring
- Dedicated staff members are hired and hosted in our Managed Services Centre
- You remain in full control of your team's time

Dedicated IT & Development
- Extend your IT department by hiring top IT talent in Bulgaria
- Get access to specialist expertise and a strong talent pool
- Minimise hiring, maintenance and overhead employee costs

Sourcing

Software
- Software licences not previously distributed by ProcessFlows can be sourced
- Any piece of software worldwide can be sourced

Hardware
- Either specific hardware to complement our software and solutions or hardware-only purchase
- Industry ties with all of the major vendors enable us to offer the best deals

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→ Client Services and Renewals

Client Services Administration Team

The team responsible for procurement and resource management of all engineers/consultants; they are incredibly dedicated to ensuring our customers' needs are met and monitor the Client Services inbox (clientservices@processflows.co.uk) Monday-Friday 8.30am to 5pm (excluding bank holidays). All requests for any resource time, no matter how large or small, must go through this team.

Technical Service Desk

Our dedicated team of helpdesk engineers who provide technical telephone/email and remote support. Holding more than 70 years' experience between them there isn't much that this team don't know. We offer a range of value-added support services, such as multi-year contracts, moves/adds/changes, 24x7 and on-site support. All of these services can be resold by our partners.

Professional Services

Our highly skilled team of field consultants provide both on-site and remote assistance. Our services include pre-implementation documentation, installations, consultancy, troubleshooting, housekeeping documentation.

Here at ProcessFlows, we offer the very best in technical support for our impressive product range and this includes having a large team of dedicated field engineers primed to ensure that they are always well educated and up to date with their specific product sets.

This means that they are often very much in demand and a 2-3 week lead time should be expected when looking to arrange any consultancy. If you are aware of a specific date requirement please make Client Services aware at the earliest opportunity, whilst we are unable to guarantee that these dates will be available the team will certainly do as much as possible to assist.

Training

A range of structured and tailor-made training courses for end users and administrators is available; ensuring the users and the organisation will gain full benefits and return on investment.

Development

We have undertaken numerous development projects on behalf of clients, providing bespoke, integrated and standalone solutions. These have ranged from one-off applications, through to commercial programmes that are now re-sold around the world and have included simple and complex Windows or Web Services, standalone applications, hosted Web-based solutions, client utilities and more.

Project Management

ProcessFlows have Project Managers, who possess the essential skills to help with planning, organising, securing and managing resources to bring about the successful completion of specific project goals and objectives, with maximum benefits.

Renewals Team

Responsible for managing customer support and maintenance renewals. The early notification system, along with the continuous communication ensure your maintenance contract is renewed before it expires and there is no disruption to service. Support and maintenance can be renewed for one or more years.

Support & Maintenance

Channel Partners have the opportunity to earn ongoing annuities from support renewals for the systems sold. Partners who wish to be involved with the management of helpdesk faults and securing the renewals in a timely manner will receive an agreed amount on the full renewal price. Alternatively, we can manage the renewals directly with the end user. Support contracts are subject to a 90 day renewal period on cancellations.

Partners are encouraged to use our applications and solutions in-house.

In recognition of our development and integration capabilities, ProcessFlows is a Microsoft Gold Collaboration and Content Certified Partner.

Gold
Microsoft Partner

■ Microsoft

ProcessFlows ®
Improving Business by Transforming Process

➔ Partnering with ProcessFlows

Tailored to suit your business models and markets, the ProcessFlows Channel Partner Programme provides a framework to help you expand your portfolio, develop your experience, grow the business, retain customers and increase profits.

Dedicated Channel Team
A team focused on ensuring your success and building a positive relationship between your organisation and ours.

Partner Communication
Newsletters, product announcements and updates, and company communications, in the form of emails as well as partner seminars and webinars.

Partner Sales and Technical Training
Online, on-site and workshop training courses and tools are available, to enable your sales team to identify and create opportunities. Technical training for the products is also available online, on-site and through workshops.

Pre-Sales Support
Experienced account managers provide assistance in customer meetings, demos and information requests.

Quick Quotes
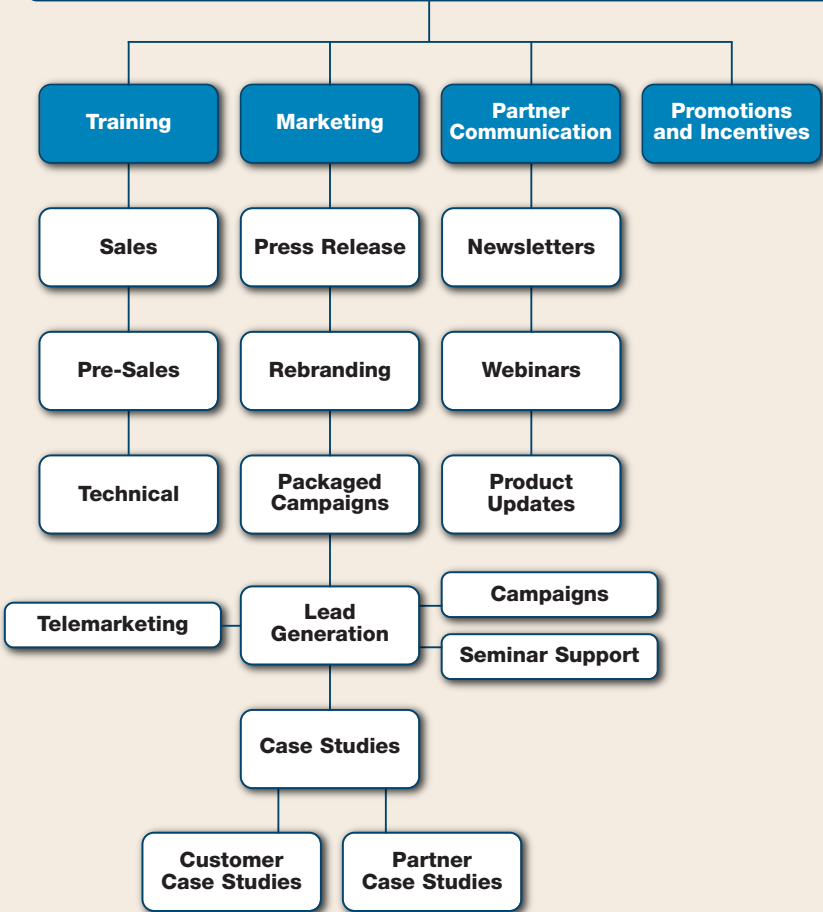Fast and effective quotation system. SLA for quotation within a maximum of 24 hours.

Reward Schemes
We run incentive schemes and campaigns to reward Channel Partners for their commitment and achievements.

Channel Partner Launch Plan
Once the agreement is signed, a framework is followed, making sure that you have received sufficient product training and are happy with how the Programme works. ProcessFlows will then provide you with all the necessary sales tools and support.

Partner Application / Signed Agreement

Training
- Sales
- Pre-Sales
- Technical

Marketing
- Press Release
- Rebranding
- Packaged Campaigns
- Lead Generation
  - Telemarketing
  - Campaigns
  - Seminar Support
- Case Studies
  - Customer Case Studies
  - Partner Case Studies

Partner Communication
- Newsletters
- Webinars
- Product Updates

Promotions and Incentives

➜ Your Channel Team

This is the ProcessFlows Channel Team. Their role is to support you fully in every requirement, whether it be generating a quote, gathering information or updating you on our latest product launch, please don't hesitate to contact them on the details below.
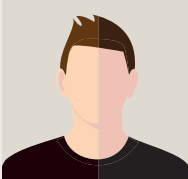
Andy Whiteside Head of Unified Communications
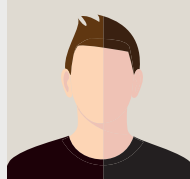
Ben Weerasekera Channel Account Manager

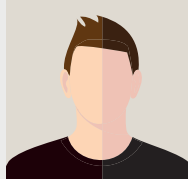**Dima Dimitrova** Channel Sales Support Executive
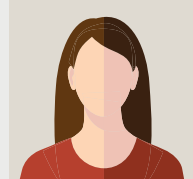
Fiona Cannon Channel Sales Manager
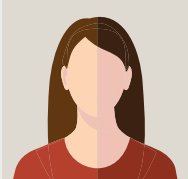
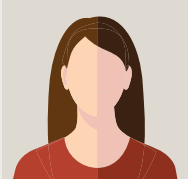**Jeanette Fennell** Account Manager
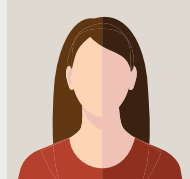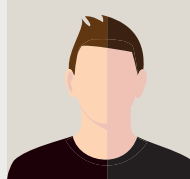
Loira Browning Marketing Manager

Miles Powley Channel Account Manager

Milla Tomova Channel Marketing Executive

Savanna Georgieva Channel Sales Support Executive

Todd Curtis Business Development Manager

Rebecca Boulton Marketing Assistant

Tsveti Dimitrova Marketing Assistant

Contact Details

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ProcessFlows Renewals Team
Email: renewals@processflows.co.uk

For details of our products, solutions and services, please visit www.processflows.co.uk/channel.

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