



KONICA MINOLTA

*ProcessFlows®*



# **PROCESSFLOWS CHANNEL PARTNER PROGRAMME**

**MAXIMISING EVERY BUSINESS OPPORTUNITY**

Giving Shape to Ideas



# TOP 3

## BENEFITS OF JOINING OUR PARTNER PROGRAMME

### THROUGHOUT THE PAST 33 YEARS, WE HAVE WORKED HARD TO BUILD, MANAGE AND MAINTAIN OUR NETWORK OF OVER 275 CHANNEL PARTNERS

Our Channel Partner Programme empowers partners to provide best of breed digital workplace and IT solutions to their customers.

### 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.

### PRE-SALES SUPPORT

Experienced account managers provide assistance in customer meetings, demos and information requests.

### 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.

### QUICK QUOTES

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

### 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.

### GROW WITHOUT RISK AND ENJOY THE BENEFITS

The ProcessFlows Channel Partner Programme allows our partners to grow their portfolio to include a range of platform-independent, best of breed products, with minimal risk and investment.

The ProcessFlows Channel Partner Programme allows our partners to grow their portfolio to include a range of platform-independent, best of breed solutions and services, with minimal risk and investment.

- Benefit from competitive margins
- Have access to numerous revenue streams
- Have access to annuity opportunities

All this is backed up with an infrastructure and client services operation to help support you in maximising every sales opportunity.

### OUR COMMITMENT TO YOU

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.

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.

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.





# 33 YEARS

OF DELIVERING  
INNOVATIVE AND  
BUSINESS ENHANCING  
SOFTWARE SOLUTIONS

## HARD WORK REALLY HAS ITS REWARDS

Earn Amazon Vouchers for creating qualified opportunities and winning business for ProcessFlows products.

Why take part?

- Get financially rewarded for registering opportunities, meetings and won business
- Rely on our full support and commitment every step of the way
- There is no limit to how many opportunities and won orders you can register

You must register your opportunity with your ProcessFlows account manager to earn your vouchers.

## INCENTIVE RULES, TERMS AND CONDITIONS

- The above incentive scheme is only applicable to registered members and to deals registered within the incentive period 1st April 2021 – 31st March 2022 inclusive.
- ProcessFlows reserve the right to make any necessary changes and/or to discontinue this incentive program at any time and without prior warning.
- The Amazon vouchers rewarded are a taxable benefit to the winners. ProcessFlows will cover any basic rate tax liability and NI contributions arising from their prize. The recipient of the voucher is responsible for declaring any higher rate tax liability to HMRC.

Business won	Amazon Vouchers
£5,000 - £9,999	£50
£10,000 - £14,999	£100
£15,000 - £19,999	£150
£20,000 - £24,999	£200
£25,000 - £29,999	£250
£30,000 - £39,999	£350
£40,000 - £49,999	£450
£50,000 - £59,999	£550
£60,000 - £69,999	£650
£70,000 - £79,999	£750
£80,000 - £89,999	£850
£90,000 - £99,999	£950
£100,000 +	£1,050

## OTHER REWARDS & AMAZON VOUCHERS

Other Rewards	Amazon Vouchers
For each qualified opportunity you register	£20
For each qualified meeting with ProcessFlows and customer	£50

- For orders below £1000, an incentive voucher is discretionary and the final decision rests with ProcessFlows
- Please contact us for full Terms and Conditions.

WE RUN INCENTIVE  
SCHEMES AND  
CAMPAIGNS TO REWARD  
CHANNEL PARTNERS FOR  
THEIR COMMITMENT AND  
ACHIEVEMENTS.

# 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 provide technical telephone/email and remote support. Holding more than 70 years experience between them, they have a wealth of knowledge and resources to call upon to find an appropriate solution to almost any problem. We offer a range of value-added support services, such as multiyear contracts, moves/adds/changes, 24x7 and on-site support. All of these services can be resold by our partners.

## 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.

## PROFESSIONAL SERVICES

Our highly skilled team of field consultants provide both on-site and remote assistance. Our services include preimplementation 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.

## 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.

## 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.

## 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.

## 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







**33 YEARS**  
OF DELIVERING  
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## **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

### **ControlSuite**

- Manages, secures and governs documents through unified printing, scanning and workflow processes
- Designed to improve productivity and increase security
- The most intelligent and innovative print and capture feature set

### **eCopy ShareScan**

- Capture information trapped in paper with the World's Most Accurate OCR Engine
- Process documents with near perfect precision
- Connect directly to business applications
- Automate paper-intensive document workflows

### **Elatec Card Readers**

- Close proximity card readers able to read most standard frequencies
- Can be directly integrated into displays, machines and handheld devices

### **ePRINTit**

- Flexible, secure and convenient cloud printing
- Users can print on the go via the ePRINTit mobile app, utilising the built-in geo-location feature to direct the user to the nearest ePRINTit public printer

### **Equitrac**

- Monitor ongoing print activity
- Secure pull printing
- Charge for print, cost allocation and recovery

### **EveryonePrint Hybrid Cloud Platform**

- Cloud Hosted Print Infrastructure
- Eliminates the need for complex, on-premise print management
- Provides organisations with all the features and benefits of SaaS

### **EveryonePrint Mobile**

- Seamlessly print from almost any device using web, driver, email, Google Cloud or mobile App
- Integrates with almost any print management solution on the market

### **Intuitive Print Dashboards**

- Gain a better understanding of your print fleet and customer usage
- Gives a holistic view in a single dynamic report

### **UniPrint Infinity Cloud**

- Secure cloud printer management platform which adds value through simplified user printing and print driver management
- Remove the need for costly print servers
- Enable convenient printing on desktops and laptops from anywhere

### **Output Manager**

- Direct jobs to the most cost-effective or secure MFD
- Normalise incompatible document formats
- Easy integration of centralised rules for fleet-wide control
- Track and generate reports for every transaction

### **Power PDF**

- The perfect PDF software for business users
- PDF creation, editing, document conversions, forms, output management and automated workflows

### **SafeCom**

- Secure printing and with controlled access
- Flexible modules and add-ons to build a specialised print solution

### **UniPrint Infinity**

- PDF driven, cloud based, print management solution that optimises printer output
- Provides organisations with one cloud native solution for all of their printing requirements



## **AUTOMATION, DATA CAPTURE & CONTENT MANAGEMENT**

### **Ancora Data Capture**

- Intelligent Data capture and extraction solution for invoices and sales ordering process
- Cloud or on-premise
- Ancora can be used for a multitude of applications such as AP invoices, legal documents, HR, etc.

### **ABBYY Flexicapture**

- Intelligent Data capture and extraction for business process
- The responsive web UI is accessible from most browsers
- Native security features for infrastructure and platform

### **Hyland Anydoc**

- Automatically identifies and captures data from documents
- Integrates with any document or content management platform to streamline business processes

### **Hyland Brainware**

- Dedicated intelligent capture for all forms for data capture
- integrates with your existing internal and external systems
- Access the information you need anywhere, anytime

### **Hyland OnBase**

- A powerful single platform for the management of all information and end to end processes, including capture
- Integration with any system, i.e. ERPs etc. and applications, i.e. Microsoft 365

### **Kofax Readsoft**

- Powerful on-premise data capture of invoices
- Fast integration with any ERP system

### **Kofax Readsoft Online**

- Cloud-based data capture of invoices
- No implementation, hardware or software to purchase

### **Kofax RPA**

- Acquire, enhance and deliver repetitive information tasks automatically from virtually any application or data source
- Monitor trends, ensure compliance, detect potential problems in real time
- Reduce all manual activity that involves data entry or acting on information

### **M-Files**

- One platform to manage all your content & digital workflows as well as to collaborate and automate
- Cloud, hybrid or on-premise options
- Search, capture, convert, workflow, store, share, publish

### **Opentext Alchemy**

- On-premise document management with capture
- Capture, automate processes and store all document types for better control and visibility

### **ProcessFlows AP Automation as Service**

- A unique combination of advanced cloud-based AP automation backed by artificial and human intelligence and delivered as a service
- Pay per invoice model – no upfront capital investment
- Integrates with existing accounting/ERP systems



## **OUTSOURCED SERVICES**

- Outsource any of your tasks, skills or business processes
- Delivered 'As a Service' and pay as you go for all the major labour-intensive customer & business operations
- Maximum operational flexibility – consume as little or as much as you like – Cut back, add capacity or deliver new services or business models faster

**A DISTINGUISHING FEATURE OF PROCESSFLOWS IS OUR DESIRE TO GO BEYOND THE NORMAL SUPPLIER/PARTNER RELATIONSHIP BY ENGAGING PROACTIVELY THROUGH OUR ACCOUNT MANAGEMENT RELATIONSHIPS.**





**OVER 275**  
CHANNEL PARTNERS  
ALREADY



## MANAGED IT SERVICES & DIGITAL WORKPLACES

### Expert Advice & Services

- Expert advice along with high quality professional services to support every step of your IT Journey & infrastructure

### IT Health and Data Compliance Check

- A comprehensive 360 degree assessment of your entire IT infrastructure across all connected devices, systems as well as the network itself.

### Managed Cloud Hosting Services

- Fully managed cloud hosting environments tailored to keep your business and applications running and secure 24/7

### IT Hardware as a Service

- Manages the procurement, installation, maintenance and support of your hardware, removing the burden from your IT resources

### 24/7/365 Monitoring and Alerts

- Monitor all aspects of your IT infrastructure including servers, workstations and network devices for performance, security, Hard disk health and more

### Patch Management

- Keep your software up-to-date - We have the ability to deploy patches for Microsoft and a range of 3rd party applications such as Adobe Reader, Firefox and many more

### Managed Web Protection

- Protect your employees from a broad range of malware, phishing, adware, data breaches, botnets and spam

### Managed Backup and Recovery

- Tailored to your needs, leverage hybrid cloud technology to back up business critical documents, servers, virtual machines or Microsoft Office 365
- Ultra secure, backup and recovery provides peace of mind for your business

### Service desk as a service

- Our Service Desk provides the core infrastructure, processes and people to run and manage IT operations from events or requests through to incident, supplier and problem management

### End Point Detection Response

- Keep your protection up-to-date and you informed with bespoke reporting

### HelpDesk as a Service

- We provide multi-channel, level 1, 2 and 3 helpdesk services from simple log and escalate through to including fix or third party management
- Options for 24/7 support & even multi-lingual capability

### Microsoft 365 Services

- Microsoft 365 represents the worlds no 1 cloud platform and digital workspace for businesses and organisations of all sizes. It helps individuals, teams and entire business to work smarter, share, collaborate and communicate from anywhere. Its the perfect platform for the future of work and to power your business forward with engaged and effective workforces.
- ProcessFlows has been a Microsoft Gold Partner for over 10 years. We specialise in the planning implementation and transition of Microsoft 365 based digital workplaces. We also provide Microsoft 365 end user and admin support and enablement services to help customers maximise their Microsoft investment.



## FAX

### 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 Cloud Fax

- 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

### 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
- Completely cut capital costs, software fees, telecom

### 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



## UNIFIED COMMUNICATIONS

### 123-txt

- Cloud-based SMS messaging platform with a powerful and diverse feature set
- G-Cloud listed; government approved for public bodies
- Meet your SMS needs, wherever and whenever you need it
- Dynamic integration with almost any system

### Text Message Server

- On-premise SMS messaging solution
- Allows sending to multiple recipients
- Automatic Failover ensures message delivery when IP connection fails
- Detailed reporting

### OpenText CX-E Voice

- Speech or DTMF driven Automated Attendant and Directory
- Handles complex Call Processing Flows across multiple PBX's and Time Zones
- Interactive Voice Response (IVR)
- Seamless integration with all major PBX's including MS Teams
- Can be deployed either on-premise or in the Cloud

## YOUR CHANNEL TEAM

The Channel Team aims 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.

### **Francis Thornhill**

Head of ProcessFlows Marketing

### **Rebecca Boulton**

Marketing Executive

### **Lee Bradley**

Head of Unified Communications and Fax

### **Loira Browning**

Marketing Manager

### **Todd Curtis**

Business Development Manager

### **Jeanette Fennell**

Account Manager

### **Savanna Georgieva**

Channel Sales Support Executive

### **Tony Michael**

EMEA Account Manager

### **Tim Muckart**

Sales Director

### **Miles Powley**

Head of Print Sales

### **Kalin Mladenov**

Marketing Executive



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## SPEAK TO OUR EXPERTS

REQUEST A NO OBLIGATION FREE OF CHARGE CONSULTATION

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Web: [www.processflows.co.uk](http://www.processflows.co.uk)

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