

"It's What You Don't Know That Can Hurt You"

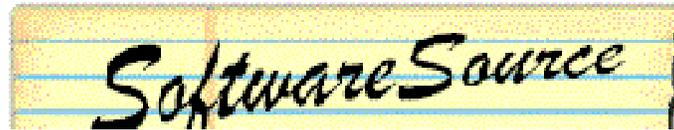


[www.vineyardsoft.com](http://www.vineyardsoft.com)

# Business Activity Monitoring



## Client Review



By Richard L. Whaley  
CEO, SoftwareSource

The most recent flood of new features for business software has been in the area of business alerts. Specifically, this centers around the ability for an organization to automatically monitor and respond to critical conditions of data within their business applications.

Through a system of intelligent business alerts, an organization can detect critical information about their business, notify the appropriate people, and take the appropriate response actions.

Examples of this functionality include monitoring accounts receivable for overdue payments, monitoring order processing for late deliveries, and watching inventory for low stocking levels.

While a number of software products embed a basic level of alerting functionality within their offerings, KnowledgeSync 2000 is a separate application that provides an unequaled degree of intelligent alerts and responses to an organization.

Unlike embedded alert technologies, KnowledgeSync can monitor the data files of any ODBC compliant applications; this covers virtually every database on the market.

**"Just imagine a system that updates a client's record in your CRM application when someone goes into your accounting application and places that same customer on credit hold!"**

*Richard Whaley,  
CEO, SoftwareSource*

KnowledgeSync can also monitor conditions across multiple applications and can update one or more databases where needed.

Just imagine a system that updates a client's record in your CRM application when someone goes into your accounting application and places that same customer on credit hold!

Additionally, KnowledgeSync can monitor and react to events outside of your business application software.

This includes the ability to watch your operating system and to send alerts about low disk space, security breaches, or other such emergencies.

### About SoftwareSource:

**SoftwareSource** is a premier provider of information for people shopping for business management and accounting software.

**SoftwareSource** is composed of senior software consultants who know that differences between various packages are often subtle.

**SoftwareSource** comparison pages allow clients to review many different packages without the pressures of a sales rep.

**SoftwareSource** does not sell software, they provide information. They have a network of partners that are actively involved in the sale and implementation of a wide variety of software packages.

### About Richard Whaley:

Richard L. Whaley has been involved in high tech for over 30 years.

He is the author of 7 books, has owned a consulting practice, and is CEO of SoftwareSource.

This also includes the ability to watch your incoming email for messages that meet specific criteria.

The E-Mail Response System (or ERS, as it is called) can watch for certain incoming messages, it can send replies back to the sender, notify the appropriate salesrep, and update application databases with the details of the incoming message.

KnowledgeSync can also scan incoming email messages for key phrases and respond to those messages appropriately. Requests for information on a new product can be automatically responded to or forwarded to the appropriate individuals.

Using the KnowledgeSync "Event Manager," users can easily define which events they wish to monitor, and the kind of response actions that need to be taken.

Each event's "triggers" are defined using a wizard-like interface that allows a client to easily identify what conditions they wish to watch for. Similarly, a client can also define the type and content of the corresponding alerts and other response actions.

These response actions can include: 1) the sending of alerts via e-mail, fax, pager, PDA, cellular phone, screen pop, and web browser, 2) the generation and delivery of Crystal reports, 3) the export of triggered data to an external file or HTML page, and, 4) the creation or updating of database records via VB scripts, SQL statements, or other methods.

There are literally thousands of potential uses for this tool. And each new user seems to discover additional applications.

Most importantly, KnowledgeSync can release managers from the tedium of reviewing daily reports searching for anomalies. Without any user intervention of any kind, KnowledgeSync can detect these anomalies on its own, and can provide not only the details of them, but also the required responses to them.

KnowledgeSync itself includes a number of tools to aid in event creation, maintenance, and monitoring.

First there is the Administrator module. This is where the initial setup and configuration of the application takes place.

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This includes the definition of email accounts, fax and pager details, holiday schedules, and the setup of KnowledgeSync's unique "webcast" notification method.

Second, the KnowledgeSync Monitor module tracks both the current status and the history of all triggered event and alert activity in the application.

This ensures that every event, alert, and response action can be easily tracked.

Additionally, any errors that might occur (such as an invalid pager pin number) are tracked and reported, allowing an implementer to make the necessary corrections.

In the area of event creation, Vineyardsoft has configured over a dozen "EventPaks" which are collections of pre-configured events for leading software applications.

These EventPaks address some of the most common alert scenarios needed by clients, and these are made available to both business partners and users at no additional charge.

KnowledgeSync resellers can also create their own EventPaks. These are invaluable for VARs and other organizations that wish to "bundle" their own expertise along with the KnowledgeSync solution.

Among the applications that Vineyardsoft has published EventPaks for are: Great Plains Dynamics, MS CRM, Macola, MAS90, Solomon, SalesLogix, GoldMine, Navision Axapta, Maximizer, HEAT, and QuoteWerks.

Other event packs are also available, and any of them may be downloaded from the Vineyardsoft website.

At SoftwareSource we have found this product to be a very solid value for the price (\$2,400 to \$5,995 depending on the number of applications to be monitored). Additionally, the product is backed up by excellent documentation and a superb technical support team.

We recommend it highly.