

Applied Science, Inc.

Designing a Service Desk The HemoFlow Service Portal

with



Applied Science, Inc.

Who is Applied Science, Inc. ?

- ❖ One of the largest producers of blood donation devices in North America
- ❖ Substantial markets in Europe and Asia.
- ❖ ASI's customers include some of the largest blood providers in North America.



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Who is Applied Science, Inc. ?

ADEPT

Automated Data Entry
Process Technology

Connecting ANY device
to ANY EMR system



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What project drive ASI to choose CMDBuild?

ASI needed a highly customized service desk for repairing its HemoFlow devices.

For administrative users, we needed fine-grained permissions to control access to features.

- Service Providers
- Service Managers
- Quality Control Reviewers
- Administration and Finance

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What project drive ASI to choose CMDBuild?

ASI needed a highly customized service desk for repairing its HemoFlow devices.

For non-administrative users we needed to filter views in a hierarchical manner.

- Primary Distributors
 - Secondary Distributors
 - Corporate Customers
 - Franchise Customers

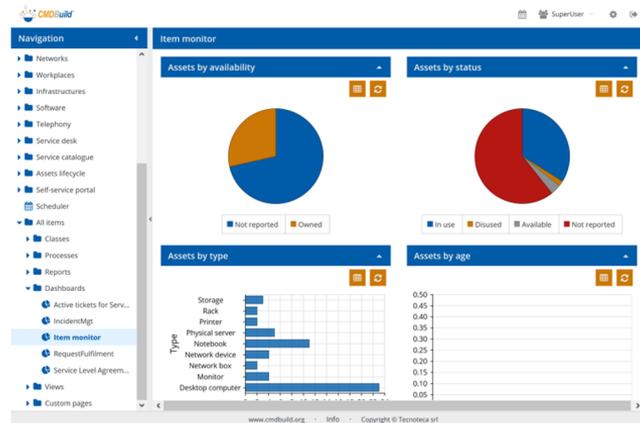
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What project drive ASI to choose CMDBuild?

ASI needed a highly customized service desk for repairing its HemoFlow devices.

Advanced reporting for all users

- Administrative Users
- Non-Administrative Users



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What project drive ASI to choose CMDBuild?

ASI needed a highly customized service desk for repairing its HemoFlow devices.

We needed room to grow as our business model changed as ASI is growing.

The CMDBuild architecture looked like it was built to accommodate the growth of ASI's business.



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Why did we choose CMDBuild over other solutions?

Other Solutions did NOT offer the *flexibility* we required.

Other solutions worked well for the ***SPECIFIC*** industry from which they originated. However, customizations were based on this original model.

If your business didn't match this original model, customizations would be

- Difficult to maintain through software updates, i.e.
- Time Consuming
- Costly

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Why did we choose CMDBuild over other solutions?

Solutions that offered the flexibility we needed, were extremely expensive.

Other Solution's licensing models were based on number of User Accounts

- They did not distinguish Admin Users from Non-Admin users
- ASI has a limited number of Admin Users, but many Non-Admin Users who still require a login to view their information.
- CMDBuild's licensing model was based on *Administrative Users*.

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Why did we choose CMDBuild over other solutions?

CMDBuild had the flexibility to customize our very specific workflows.



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Why did we choose CMDBuild over other solutions?

Out of the box, CMDBuild offered audit trails for *every change to every record*—a key requirement for our quality control process.

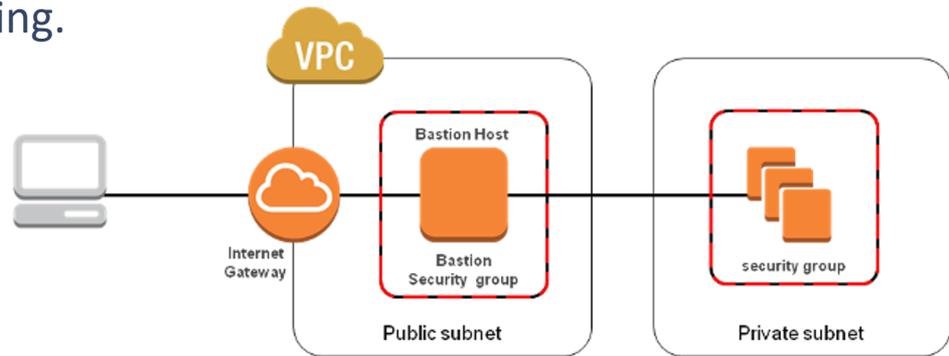


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Why did we choose CMDBuild over other solutions?

Tecnoteca offered a variety of hosting support options. In our case, it was important that

- We owned the Server, but that
- Tecnoteca would provide all support necessary to keep the CMDBuild instance running.



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How has CMDBuild worked for our project?

CMDBuild worked great for the features specified at the beginning of the project.

- The hierarchy of the companies to which we provide service is not simple.
- These companies have many roles and frequently, they have more than one role—resulting in complex relationships.
- CMDBuild has been able to accommodate and express these complex roles and relationships to meet our business needs.

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How has CMDBuild worked for our project?

CMDBuild worked great for the features specified at the beginning of the project.

- Automate PDF Creation.
- CMDBuild was able to accept our very specific PDF forms and dynamically integrate those with the data we entered in the Service Desk.

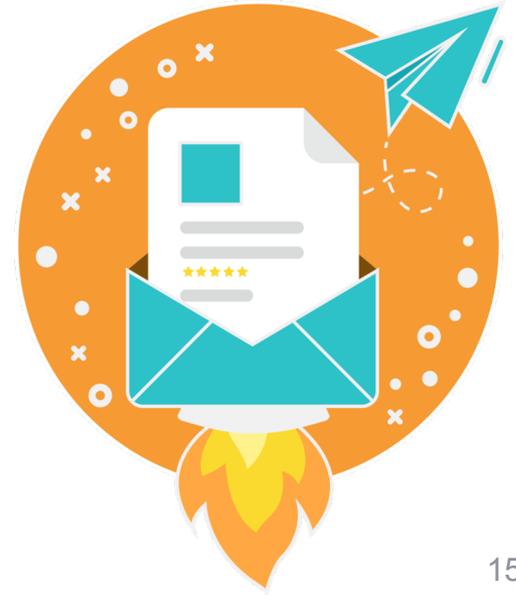


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How has CMDBuild worked for our project?

CMDBuild worked great for the features specified at the beginning of the project.

- With CMDBuild we've been able to automate not only the creation of Customer Quote PDFs
- Automatically sending those Quote PDFs to our customers by email from our Service Desk



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How has CMDBuild worked for our project?

New Business Need: Integrate Service Desk with Fishbowl Inventory System



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How has CMDBuild worked for our project?

New Business Need: Integrate Service Desk with Fishbowl Inventory System

- In the middle of this HemoFlow Service Portal project, ASI decided to implement the Fishbowl Inventory system.
- Fishbowl's established API was not sufficient for this integration.
- So, we established a read-only ODBC connection between the HemoFlow Service Portal and the Fishbowl Inventory system.

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How has CMDBuild worked for our project?

New Business Need: Integrate Service Desk with Fishbowl Inventory System

Through this ODBC connection HSP can read all data from the Fishbowl Inventory system.

As a result, HSP knows about

- ASI's customers, and all their Billing and Shipping addresses.
- Each customer's role(s) and their relationship to other customers.
- How to specify Parts used for repairs, by Lot# and Revision#
- Tracking Inventory's Parts On-Hand for parts required for the Service Desk
- Tracking the Quantity Used for each part used by the Service Desk.
- The current prices for repairs, service, and shipping, so that HSP may automate the generation of Quote PDF's and automatically email those quotes to customers.

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How has CMDBuild worked for our project?

New Business Need: Integrate Service Desk with Fishbowl Inventory System

With Tecnoteca's assistance, we were able to build a Sales Order export feature, which provided the specific Sales Order export files for importation into Fishbowl Inventory where each Sales Order can be automatically

- 1) Issued
- 2) Picked
- 3) Shipped

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How has CMDBuild worked for our project?

New Business Need: Integrate Service Desk with Fishbowl Inventory System

Integration: CMDBuild <-> Fishbowl Inventory <-> QuickBooks Enterprise



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In Summary

- We spent a long time evaluating all possible solutions.
- We feel that we made a good investment with CMDBuild.
- CMDBuild has continued to grow with our changing business needs. Applied Science continues to plan future growth and automation around CMDBuild.
- Tecnoteca has been a valued strategic partner. They are very dependable, and we rely upon their experience and insight.