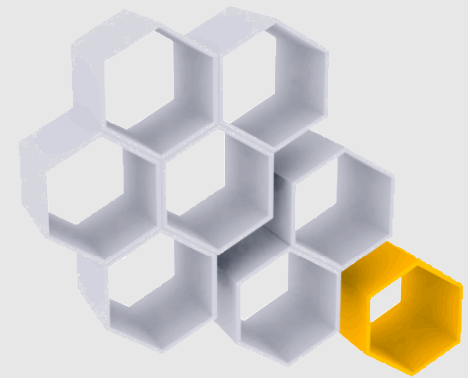


***"Leverage your improvement opportunities"***



Every healthy organization is continuously improving. Improvement opportunities are not limited to following up complaints, on the contrary, they extend to every improvement opportunity within and outside of an organization. Growing levels of competition and higher customer expectations will put increasing demands on the effectiveness of complaints or call management.

**Metaware offers the solution for adequate and efficient call management: Biware.**



## Core issues in Call Management

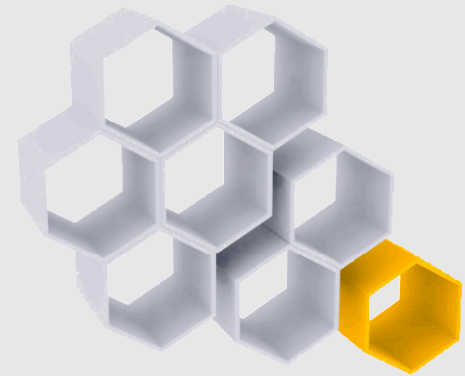
Many opportunities for improvement are not followed up the way they should be, such as:

- An account manager who isn't informed about problems that are known to customer services
- A facility management department, that without knowing, has similar installation problems on two different locations
- A service desk that has insufficient insight in the nature, extent and time span of calls
- A service mechanic that has access to valuable client information, but is hard to reach

The first step is proper registration of the call, so that information isn't lost for the organization. The next step is providing call information to the right person, who can then take care of proper follow-up.

The result is a satisfied customer. Registrations and follow-up actions can be monitored periodically, which can lead to structural improvement of the organization and further customer satisfaction.

In short: *Call management will lead to customer satisfaction.*



A call is the name for all forms of contact with customers, both within and outside of the organization that requires a follow-up from your organization. Examples of a call are: complaints, ideas, improvement requests, inquiries, and problem reports.

## Characteristics of effective Call Management

- Accessible, decentralised registration of calls, offline or online, possible from any location or workstation related to the company
- More effective management through central overview of progress
- Efficient call-completion through assignment of calls to appropriate employees
- An up-to-date and full overview of registrations made available to all workstations
- Up-to-date reports, extensive options for analysis
- Application according to general standards in quality management

## Right time, place and people

How many complaints arrive at the source of the problem, or the source of a possible solution?

Biware offers every user the opportunity to register a call. The call will be immediately assigned to a call coordinator, responsible for authorization and timely closure of the call. This will ensure proper communication with your customers!

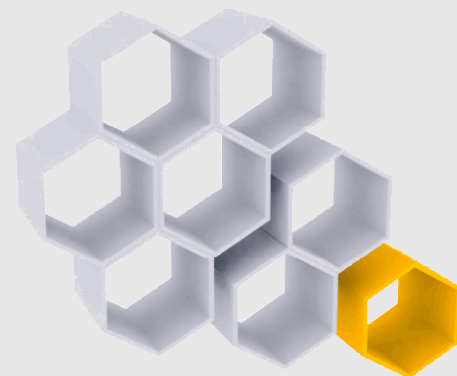
## Decentralised registration, central follow-up

The combination of decentralised registration and the ability to retain a centralised overview of and insight in calls, cannot be achieved without digital tools. Biware will assist you in taking care of registration and handling of calls in a structured, uniform manner.

Users will be notified through e-mail, all according to clear-cut process steps. All calls and actions can be viewed from within the entire organization, regardless of the number of locations, or the number of employees that require mobile access. Management will retain a good overview of calls present.

## Flexibility

Many organizations have outlined their processes in order to manage calls, formal and informal processes, in a digital form or on paper. Depending on the nature of the call, for example a complaint or an improvement request, the responsible department, processes or people involved may vary. The tools to use should be flexible and compatible with existing company processes.



Demo Call

Registration ID: MB100  
Status: Assign action  
Author: Ad Voets  
Department: Bedrijfskantoor  
Call Type: Complaint customer  
Received by: Web  
Call Code: F111  
Severity: Low Medium High  
Creation Date: 23-04-2004  
Status Date: 23-04-2004  
Total Cycle Time: 0 days  
Counter: Yes No  
Customer / Logistics / Delivery - Quantity  
Call Title: Wrong quantity  
Call Description: Received order 2044 contains less products as specified.

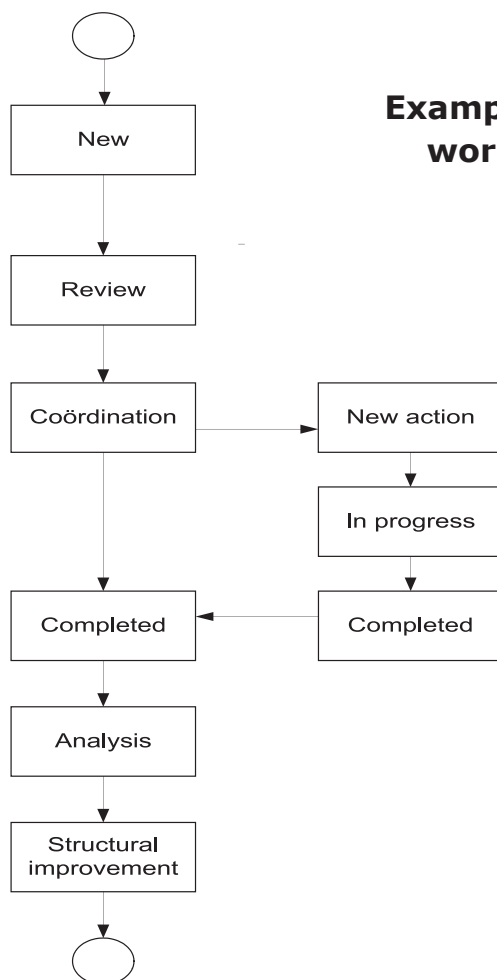
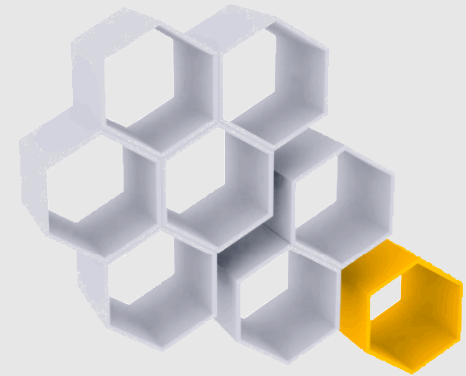
Responses & Feedback

All fields marked with ✓ are required

## The power of Biware

The power of Biware is the integral approach to call registration and the subsequent procedure to handle the call. The call is registered in the organization, at the location where it finds its entry, thus information will not get lost. Now the call has been registered it is traceable within the organization. After analysis of the call, there is the coordination, in which one or more appropriate actions are assigned in order to handle the call effectively. Each action will have its own handling procedure. After completion of all actions, the call itself can be completed and closed.

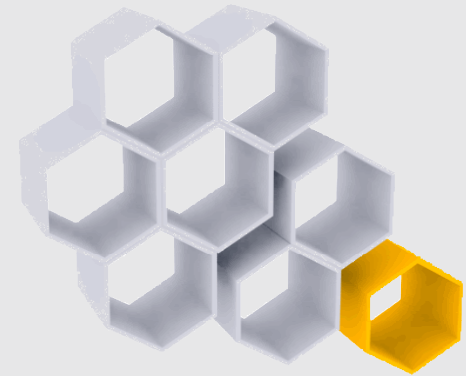
Biware offers insight to call statistics; the areas within the organization that receive the majority of calls and the status appropriate to each of these. Based on up-to-date information, periodical analysis can provide you with an overview of problematic areas, or better yet, an overview of opportunities for structural improvement of the organizational processes.



**Example of a possible workflow in Biware**

## Analysis and reports

Apart from short-term actions, in order to solve problems or to take up on opportunities, there is a longterm-approach. It starts with an overall analysis of the information available. Biware offers the opportunity to present the characteristics of calls in a comprehensible manner, also graphically. The data can be exported to, for example, MS Excel for further detail-analysis or calculations. Management will stay informed on-line and real-time with Biware. This is definitely a major improvement once customer information enters the organization from various directions.



Demo Call

Calls Actions Cockpit Customers Product

By Date  
All  
Open  
Claim  
Other

By Call Type Status  
By Customer  
By Product  
By Co-ordinator  
By Call Code  
By Current Editor

Administration  
Exit

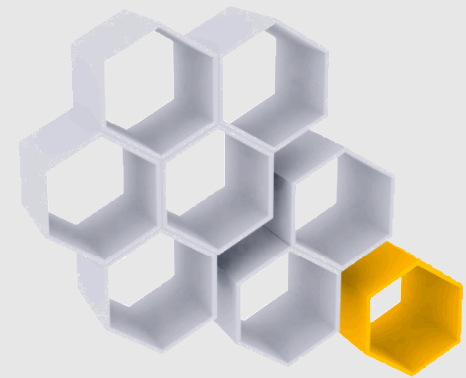
Registration ID	Date	Customer	Call Title	Product	Call Code
Accidents	3				
Business opportunity	10				
Complaint business unit	5				
Assign action	3				
AV2003-36	18-12-2003	Uskar de Maarsevener BV		Dreamy Yoghurt Vanilla 'n Lemon	F221
AV2003-15	03-05-2003	Uskar de Maarsevener BV		Lookie crumb'n chocolate	F130
AV2002-7	13-05-2003	Snackbar Gadella		Lemon & Lime	F140
Action complete	2				
AV2002-2	25-10-2002	Megamarket		Vanilla & Lemon yoghurtcream	F140
MRB3	03-10-2002	Hansen's 24/7 Utrecht		Banana & Chocolate	F100
Complaint customer	21				
New	1				
Assign action	15				
Call is closed	5				
Incidents	3				
New	1				
Call is closed	2				
Suggestion	5				
New	4				
Assign action	1				
AV2003-32	26-11-2003	Ussalon Roma		XXL Hazelnut	S-S-1
	47				

## Biware: part of the 'ware'-concept

The success of any organization is largely determined by the availability of current company information and experiences of employees. This supports organizations in their road to success and in the drive to compete. Biware, as one of the Metaware applications fits within this concept. Apart from Biware, Metaware offers various other solutions with products such as Isoware (document management) or Infoware (information management). The various modules fit within an integrated quality and document management system, the so-called Quality Suite.

## Key features Biware:

- Authorized registration of calls in a central database, accessible from any workstation
- Calls can be entered on mobile workstations, by employees who temporarily have no connection to the central server
- Intuitive user interface and simple in use
- A large number of overviews for direct information on the status of the various calls
- Automatic monitoring of progress by means of self definable e-mails
- Flexible workflows, that can be implemented for each different call type
- Integration with MS Office in combination with the use of default letters and templates
- Integration with existing customer and product files
- Extensive graphical options with standard and self definable reports, through the use of MS Excel
- Starter pages for graphical user interfaces



## More than software: the organization is the key

Our years of experience in realising solutions for quality management systems, supports our idea that the organization itself is the key to successful implementation of our products, both our standard applications and our custom-made applications. For maximum results in the interaction between software and organization, Metaware has developed a convenient pilot method. Over a short period of time, an organization can get acquainted with the available solution. Its use is then limited to a select group of users, who can implement the company's methods within the application. After the application has proven its worth, the application can then be implemented further in the organization.

## Lotus Notes / Domino

Biware exploits the power of Lotus Notes / Domino, the world's standard for all your intranet solutions.

### System requirements

#### *Server*

Operating system (among others): Microsoft Windows 2000 / 2003, Linux

Software: Lotus Domino 6.5+

Mailsysteem: Lotus Notes 6.5+ / Outlook 2000+

Hardware: recommended 512 Mb+ internal memory, 3 Gb+ disk space (depending on o.s.)

#### *Client*

Operating system (among others): Microsoft Windows 2000, XP, Vista

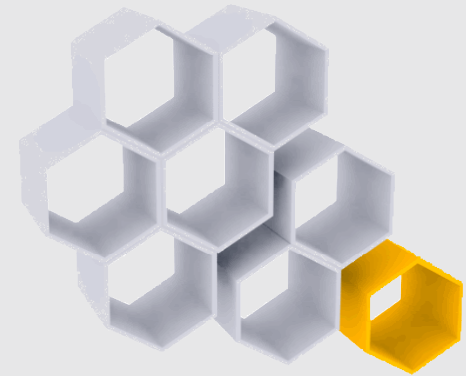
Software: Lotus Notes 6.5+, Microsoft Internet Explorer 6.0+, MS Office 2000+

Hardware: recommended 512 Mb+ internal memory, 512 Mb+ disk space (depending on o.s.), display resolution 1024 x 768

### How to proceed?

For further information you can go to the Internet site [www.metaware.nl](http://www.metaware.nl). Here you can download demonstration software or start with an on-line demo.

For further information or a live demonstration, please contact us at ph. +31 (0)50 537 00 80.



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**biware**