

infinity^{ECM}

ENTERPRISE CONTENT MANAGEMENT

Infinity ECM versions:

STANDARD ENTERPRISE CORPORATE

Infinity ECM is a modern multifunctional platform which includes several integrated sub-systems, solutions and tools for collaboration, communication and complete organization management.

INFINITY CORE

MARKETING MANAGEMENT

SALES MANAGEMENT

CONTRACT MANAGEMENT

PROJECT MANAGEMENT

INVOICE MANAGEMENT

SERVICE DESK SUPPORT

VoIP CALL CENTER

360° VIEW

RECORDS MANAGEMENT

PORTAL FILE MANAGEMENT

ASSET MANAGEMENT

WAREHOUSE MANAGEMENT

eSESSIONS MANAGEMENT



Google for Work

Office

3CX

Alfresco DMS

Active Directory

Info Novitas ERP

PANTHEON[™]
dalalab Business operating system

SAP ERP

Microsoft Dynamics NAV

infoBIP
SMART MESSAGING SYSTEM

mailjet[™]
The All-In-One Email Delivery Engine

eFax[®]

PAKEL[®]
ERP



Important functionalities

- user personalisation
- interactive collaboration
- data secrecy management
- activity management
- multi org & multi DMS support
- multi org workflow versions
- document & record templates
- documents verification & approval
- multilingual global support
- web service integrations & plugins

IN CLOUD

AVAILABLE EVERYWHERE!

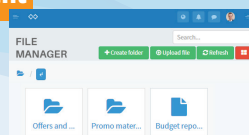
Simple usage enables you to concentrate on business and don't waste time on software.

System is modular and it adapts to business process and can be easily customized!

Easy file management

Simple communication

Responsive design



INFINITY ECM - MULTIFUNCTIONAL PLATFORM

Infinity ECM subsystems

INFINITY CORE

This subsystem is a necessary prerequisite for Infinity ECM platform and its subsystems functioning; includes adjustable graphic management dashboard with flexible graphic widgets for monitoring business activity's and KPIs; private and public calendar; company chat; notifications (app, sms, e-mail); advanced search; creating and tracking of tasks and events; managing personal notes; monitoring activities in the system (activity stream); manual input and overview of direct user calls; contacts management (legal and physical entities); entering SLA priority levels for each client; catalog of products and services; multilingual interface; personalization of interface per user; management of a user's profile; privacy management (limited rights review of data and documents).

MARKETING MANAGEMENT

Includes management of marketing campaigns with budgeting; monitoring all of the costs per marketing campaign; recording and processing leads and contacts; mass messaging (e-mail, fax, sms); templates for sending and integration with external systems (InfoBip sms, MailJet, eFax); telemarketing and follow-up functionality; integration with 3CX digital VoIP telefon system; management of distribution lists and flexible marketing reports.

SALES MANAGEMENT

Includes the management of the pre-sales activities; retrieval and management with proposed qualified sales and marketing opportunities; creating and tracking sales opportunities through the sales process; sales pipelines; sales tasks; sales events; creating offers from templates linked to catalog of goods and services; records of sales activities; collaboration; kanban sales view (drag-and-drop) etc.

CONTRACT MANAGEMENT

Includes creating, managing and connecting frame contracts, contracts, single and related purchase orders; hierarchical contracts view with direct links; contracts and purchase orders allocation tracking along with spent financial resources warning chart; contract expiration reminders; contract approval and verification from several participants; creating contracts from templates along with automatically adding marks and signatures; contract reports.

PROJECT MANAGEMENT

Includes creating and managing projects and project programs (that contain several related projects); defining project teams and project phases; creating work orders related to project phases; creating tasks and task work-logs per employee; project time sheets; defining and managing project risks; display of all the activity on the graphic Gantt diagram; defining and monitoring of project deliveries; project planning, project budgeting; costs monitoring; project reports.

eSESSIONS MANAGEMENT

Includes preparation and management of sessions/meetings digitally; it is possible to define cover page, of each session with the details of the same; preparation and electronic transmission of documents for the upcoming session; inviting participants through e-mail; defining and overview of agenda items; keeping personal notes; conducting public notes by the recording secretary; review conclusions; controlling and monitoring the execution of tasks from previous meetings; discussions, mutual collaboration; reports.

INVOICE MANAGEMENT

Includes integration, withdrawal and amendment of data from the financial-accounting (ERP) system; ability to record, verify and approve incoming invoices (accounts payable) per item or group approval; graphical dashboard financial indicators with KPIs. For other smaller organizations with external accounting, it is possible to issue advances and outgoing invoices (accounts receivable) with the possibility of tax fiscalization; automatic creation of recurring monthly bills with direct e-mail delivery; reminder for delay in payment through e-mail; cancellation and partial cancellation of invoice; issuing bills from invoice templates; creating an invoices directly from contracts; orders, offers; reports.

SERVICE DESK SUPPORT

Includes records of user issues, initiatives and complaints (supported by ITIL standards with extensions for specific user needs); prioritization of issues according to the SLA (Service Level Agreement) levels and priorities; records of vendors for goods and services; knowledge base management and integration with service desk issues; automatic support teams detection in charge for each products and services; automatic e-mail notifications (to team of specialist and clients) for issue change status; integration with VoIP digital telephone system for direct callbacks to the client; integration with project management (for automatic work-logs on support projects); service desk reports.

VoIP CALL CENTER

Includes integration with digital VoIP telephone system; allows continuous withdrawals call records in real time, which is done through fixed VoIP office phones, computers with headset or over mobile softphone; specialized interface for contact center agents (managing with calls, e-mails, issues); review and simple call search per agent or employee; listen to calls, initiate direct calls to customers. Automatic insight into data of a users who is currently calling and other business-critical data and reports. Supervisor dashboards with important information for call center activity (calls in queue, number of completed calls, number of active calls, statistical Reviews); call center reports.

360° VIEW

Includes advanced client/contact or employee overview with all the information from other Infinity ECM platform subsystems. Monitoring and management of multiple e-mail boxes with functionality for chain e-mail messages over allocated token key and allocation of the e-mails; also offers monitoring employees time sheets by defined intervals and monthly monitoring worker success while displaying total monthly schedule in relation to what's been realized by employees.



RECORDS & CASE MANAGEMENT

Includes record of incoming mails; record of internal mails; creating direct outgoing mails; create and review of case files; creating a classes, processes, dossiers; creating document records (letters) by associating digital documents and their storage in DMS; joining case files to dossiers; joining records to case files; support for independent document records without case files; creating delivery notes (material / electronic / internal); granting the right to access documentation through electronic delivery note (share function); creating dispatch (shipping) documents through administrative office; management of documentation places; case files and records archiving; sending a requests for approval to borrow archival documents with monitoring of deadlines for the return of the original items and denying the right to review (electronic delivery notes) upon the expiration of the defined period; arrangement of archives through creating and managing technical and registry units; archived material location tracking; proposals for the elimination of archival materials after the expiry date period of keeping documents; business reports.

PORTAL FILE MANAGEMENT

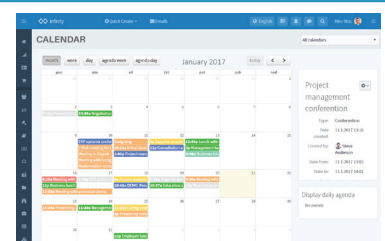
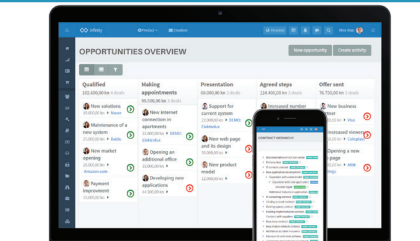
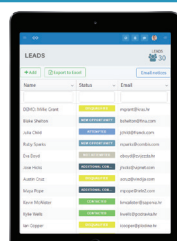
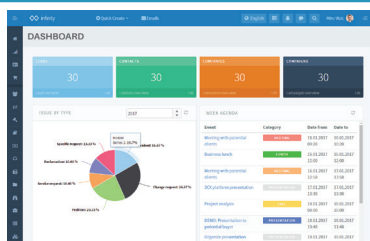
Includes internal documentation portal to store shared files in an organized network folders; offer easy access to the shared files inside organizational units; also this subsystems offer possibility to store digital documents on the local DMS system or Cloud storage places (Google Drive or other). Also it is integrated with Google Drive Cloud disk space where client can full free store up to 15GB of documents with possibility to easily extend cloud disk space.

ASSET MANAGEMENT

Includes records of tangible and intangible assets of the company, with the possibility of defining and consolidated overview of the different types of assets (software, hardware, real estates, cars, machinery, equipment, etc.). For defined types of assets it is possible to keep various data about: insurance; supervision and maintenance; responsible persons; asset locations; financial information on the acquisition and the current value of the assets, etc. Defining notification for: date stamp of important deadlines; the maintenance dates of the assets, etc. Assigning digital documentation in DMS system; defining components of the assets (additional hierarchical division of assets); collaborative mechanisms; tracking asset life cycle; monitoring types of ownership and lease of assets; monitoring asset income and costs (monthly/annual); hierarchical view of assets.

WAREHOUSE MANAGEMENT

Includes integration and withdrawals data from existing warehouse management systems (for larger organizations) and display key KPIs and graphical indicators for management. For organizations that do not have their warehouse management system allows to record and review: receiving notes, issue slips, orders, returns to stock, delivery notes, write offs; support for several warehouses; overview of quantity and condition of goods in stock; overview of purchase prices; reports.



Integration with different systems,
among them, we emphasize



flexible voice communication
(VoIP phone, smartphone, computer)

Platform designed for professional
videocommunication, file, document and
application sharing towards IP network.

Broad using possibilities:
business meetings, presentations,
common/remote work, webinars,
interactive support, distance learning...



DIGITAL PHONE
VOIP PBX SYSTEM

SOLUTION FOR
UNIFIED COMMUNICATION

SOLUTION FOR
VIDEO COLLABORATION



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