



Business Automation Platform

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FAQ: BPA Platform

Business Process Automation is a well-known industry term used to describe our BPA Platform. It covers a variety of technical capabilities, but we believe in keeping things simple. With this in mind, please find below the top questions that our existing customers asked before adopting our powerful BPA Platform.

Q. What is it?

It is a software application that enables any sized organisation to save time and money through the automation of employees tasks.

Q. What is the BPA Platform typically used to automate?

Notifications & Alerts (Email or SMS)

- e.g. Stock alerts, debtor notifications, large order alerts

Report & Document Automation

- e.g. Sales reports, credit control statements, delivery notes

Data Integration & Synchronisation

- e.g. ERP to CRM Integration, eShop to ERP integration, marketing automation to CRM integration, SAP to CRM integration.

Workflow & Human Interaction

- e.g. PO authorisation, discount authorisation, credit limit authorisations



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Q. How have you addressed security?

The BPA platform has a number security and permission capabilities including BPA Platform authentication or Windows authentication. The platform even provides granular levels of security e.g. individual tools can be locked down to certain users.

Q. How is support provided?

It depends. If you purchased your BPA Platform directly from OMTS (and you have a support contract in place) your support will be provided by OMTS. If your BPA Platform was supplied by your IT provider, first line support will be supplied by your solution provider.

Q. How long does a typical BPA Platform installation take?

Within half a day you can install the BPA Platform and create a number of automated processes e.g. Notifications & Alerts. As you would expect, the more complex processes can take longer to configure because of the business logic you may or may not wish to apply.

Q. Do you have any pre-configured automated processes that are ready to use?

We often create packs of automated processes that address common shortfalls in primary systems e.g. ERP or SAP Business One. Please contact to our solution provider for further information.



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Q. How is it priced?

We've made our pricing simple and fair by linking it to the functionality and use of the BPA Platform. You simply buy the base server and then add the connectors you need.

Q. Is it a 'code-free' experience?

Depending on what you want to achieve most processes you define are achieved in a 100% 'code-free' experience. However, scripting can be called upon where standard functionality is unable to achieve a given solution. You automate an employee process by dragging and dropping icons onto a canvas and linking them together in a process flow. The correlation of these tools replicate the physical employee process to your exact business rules.

Q. What primary systems does your BPA Platform work with?

The short answer is practically any data source via ODBC, OLEDB, Web Services or an extensive range of supported 3rd party APIs through connectors. Just a few of the software vendors we work with include Microsoft, SAP, ERP, Infor, Epicor, Magento and MailChimp. The list is endless and includes many industry specific solutions as well.



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Q. Can I see a demonstration of the BPA Platform?

You have a number of options with regards to a demonstration of the BPA Platform. Firstly, you can contact OMTS to arrange attendance at a 1-2-1 or public webinar. Secondly, you can contact your IT solution provider to arrange a demonstration.

Q. Will I need training to use the BPA Platform?

It depends. If your BPA Platform will be deployed and managed by your solution provider, then training may not be necessary. If, however, you would like to continually automate business processes to improve the performance of your organisation, then training will be required.





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