



Introduction

Happy New Year!

We have postponed a new issue of our newsletter till the New Year on purpose. We guessed that you would be quite busy before Christmas and have no time for us during the holidays. And truth be told, we had no time to spare as well because of all our running projects. Last quarter of our fiscal year is upon us and we hope to sprint through it to reach even better results than everyone expected.

Last month, we were quite busy promoting our solution. We published a comment about back office agendas in the [IT Systems](#) magazine, presented at several Microsoft's events and sponsored the "[Svoboda Naživo](#)" conference.

The last event still resonates in all of us who had attended. It was a mind opener, exactly as the organizers planned. Presentations regarding homeoffice, processes, dreams,

organization of work and several other areas, in most of which we could clearly see how our solutions might help. We believe that by implementing the right processes and providing information, you allow people to work more freely and happily. If you are interested in these aspects, we can recommend [Maverick book](#) by Ricardo Semler. It is about the world's most unusual workplace, with the utmost freedom, and describes how they all got to that point and what they had learned along the way.

We will happily continue with development of our solution during the course of this coming year and believe that you will appreciate it.



Martin Humpolec
Product Manager



About: Personas

Several best-practices exist in product development, and the [personas](#) is one of them. The fictional characters created to represent the different user types help simulate the different system use cases.

We have prepared four of them for the [BOSS](#) and have not been using them just for thinking about how the users will use the product, but also for looking for new areas they would need to solve.

Financial Director

Our Financial Director is Mr. Novak. He has to approve a lot of different requests every day and wants to do it as quickly as possible. He wants to spend less time in the office and work remotely at least part time. Finally, he needs to promptly access information from various agendas and at the same time be assured that everyone can access only the data they are authorized to access.

His primary responsibilities comprise of [agreements](#), [travel expenses](#) and [invoices approval](#).

IT Manager

Everything computer related is in the hands of David. He is responsible for cost savings, audit data readiness, and data security. His intention is to transfer the maximum load of work from IT onto the staff of the particular departments, so that his people have more time for their work.

[Data Boxes](#), [facility management](#), setting up [access rights](#) in different systems and shared folders, and cost control of [mobile phones expenses](#) are his main duties.

HR Director

Marie works with people – from their recruitment, training to the integration into the company's processes. She is

responsible for compliance with labor laws which includes monitoring their drawing of leaves of absence.

The [BOSS](#) will help her with the commencement process – with a few clicks, she can request everything a new person will need such as an access to different systems, computer, directives to get familiar with, and so on. The [Leave of Absence](#) module allows people to [request the leave of absence](#) and Marie can easily find out who has not yet drawn enough free days.

Ordinary worker

The "ordinary" worker is represented by Charles, who works as a Project Manager. He is often on the road and has no time to chase his boss when he needs to request something. He needs to order some [office supplies](#) from time to time, report his [travel expenses](#), create a folder for his projects and set up who can [access](#) them.

We count on them

Four main work roles, different work styles and responsibilities. It does not cover everything these people need to do, that is for sure, but by using them we can focus more clearly on how to improve our product.

Creation of good personas is not a one time job. They change as normal people do and that is another reason why we want to talk to you about the [BOSS](#) and how you use it. To find out what has to be changed and what is perfect, which other areas you need to solve, etc. Let us know if you are willing to help us – we will love to speak with you. Any information we can get will help us develop a better product for all of us.



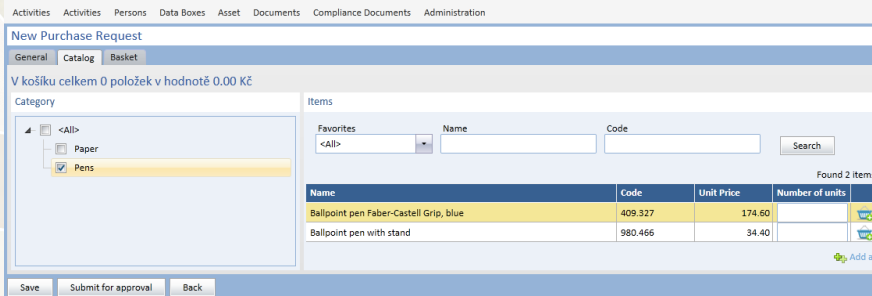


Focus on: Purchase Requests

The best way how to promote a solution is to use it internally. It has been the case with this module, which helped us to get rid of those monthly requests for office supplies on paper, their combining, ordering, and final distribution. The reports that are there as well, we regard as a bonus, as you can see what the employee ordered last month or the months before that.

The module allows you to define any number of catalogs, which can be used to separate different areas of inventories (such as office supplies, IT supplies, spare parts and so on). You can define an approval process for each catalog, which each request has to go through. It is also possible to add an unlimited number of categories into the catalog and items into each category.

It is possible to mark some items as favorite ones, thus saving time to your employees. When they look for a pen, for example, they will quickly find the favorite (or preferred) one



and won't have to contemplate which one would be the best.

The whole process of purchase request can be fairly simple or more complex. The simple way is from a request through to an approval and finishes with the person responsible for ordering. The more complex one can be coordinated with your ERP system (e.g. the approved requests are transferred into your ERP for further processing) or you can use our own

eProcurement solution called **EPOS**.

We are also able to import data from your preferred eshop, so that you can get your own copy of their catalog and make changes to it. The employees

can then have all necessary information for ordering at their fingertips.

Once you think about how to smooth up the ordering process in your company, think about this module.

www.agendyBOSS.cz/purchase-request



You are not alone

We have created a custom module for the Raiffeisenbank company which they use for files approval before sending them to another system. Basically, it does a simple thing – monitors a file folder and when a new file is registered it removes the access rights for users, puts the file in evidence and sends a link to all approvers. They check the file and once it is approved it is automatically transferred into another directory, ready for processing by the next system.

"Deploying the Charon application enabled us to introduce the 4-eye control into other internal processes in the bank, especially in the area of mass input interfaces, where we work with huge number of manually processed files. The application provides control and approval by the responsible person while the individual states and manipulations with the files are audited", Vit Zelenka, Project Manager, Raiffeisenbank a.s.



Video: DIGI TRADE becomes COMPAREX

As the member of the international IT group COMPAREX Group we will operate in the Czech Republic under the global COMPAREX brand as of 1.1.2012.

This step follows the decision of the COMPAREX Group to focus solely on the COMPAREX brand. This is also a first step in the prepared soon merge of DIGI TRADE, s.r.o. and COMPAREX CZ s.r.o. companies, which operated standalone on the local market so far. On top of current professional services, the customers will gain better access to the whole group's portfolio as they will be under the name of COMPAREX CZ in Czech Republic equipped with a strong IT partner with more than thirty years of experience, top professionalism, and end-to-end range of products and services under one brand and from a single source.

All existing benefits associated with volume license agreements, graduated prices and certified consultants will remain unchanged, as will all existing contracts, agreements and points of contact! In parallel, our portfolio will be extended to include the services of a highly qualified COMPAREX consulting team with more than 30 years' experience in the field of data centre operations and IT infrastructure. You will find all information about our portfolio and how you, our customers and partners, can benefit from this change at our new website www.COMPAREX.cz. You can also watch our [rebranding video](#).

