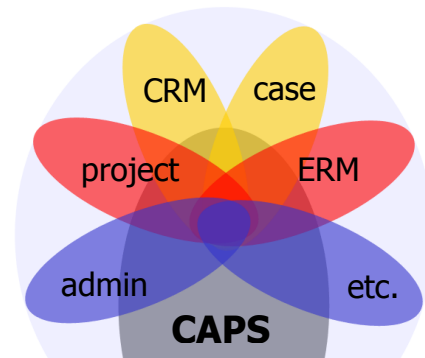


# CAPS Business Overview

## *Collaborative Approach to Problem Solving*

CAPS™ takes collaboration and workflow to a new level, by combining state-of-the-art techniques of real-time automated data handling with intuition and optimized usability.



CAPS™ (Collaborative Approach to Problem Solving) sits at the base of all modular collaboration and workflow solutions of STRAKT™. Business and Client Logic Modules (BLMs and CLMs) built on top of this flexible framework transform CAPS™ into a state-of-the-art workflow solution, either off-the-shelf, or customized to fit the unique needs of a specific organization. Applications can be combined to fully take advantage of a single pool of data, without compromising security and privacy. Case handling, bug tracking, project management, customer or employee relationship management, asset management and many other applications all share the power of the underlying CAPS™ framework and the same database.

### **Key features of CAPS:**

**Real-Time Updates;** Updates are generated automatically and displayed instantly on screen, without any required user interaction. They allow for quick response to changing priorities.

**Event Management;** Automated (chains of) responses to specific events reduce the human involvement to where it is really needed most.

**Dynamic Workflow;** CAPS™ is designed with changing circumstances in mind. The definition of tasks can be shared between individuals or groups and changed or further refined during the process of solving the task.

**High Scalability;** Seats and applications can be added as the needs of the organization evolve. Very suitable for medium and large scale organizations, as it is designed to handle thousands of simultaneous users.

**High Security;** Authentication uses certificates and communication within the system is encrypted. Authority handling is done on an attribute level, which allows for privacy where needed, without sacrificing sharing what can be shared.

**Optimized efficiency and usability;** CAPS™ has many efficiency increasing features, among which the support of different views for users with different needs and support of user preferences depending on the platform used. The look and feel is optimized for various platforms. Support of MIME format allows handling of any type of data (text, sound, pictures, video, word processor formats, spreadsheets, etc.).

**Integrated by design;** All applications use the same framework and database, thus rendering multiple copies of data for various applications obsolete. Applications can be added as the needs of the organization evolve, with communication between the modules where needed. CAPS™ supports access to and from other systems and applications, e.g., for statistics, data mining or to start external applications. CAPS™ can even be configured to act as the integrator between existing software systems.

#### **CAPS encourages users**

Organizational factors are often a hurdle standing between workflow systems and their successful launch into an organization. CAPS™ motivates people to use the system. It can easily be configured so that every user feels comfortable in using it and receives genuine support from the system. Usability and efficiency increasing features make CAPS™ a pleasure and to use. At STRAKT™ we enjoy using CAPS™ for bug tracking and project management.

### **Key Benefits:**

CAPS™ helps to **reduce cost, save time** and **improve information sharing**, while creating a priceless **digital corporate memory** and **securing your investment** at the same time.

#### **Save time**

CAPS™ saves valuable time by automation of time-consuming tasks through event management. It eliminates tedious information gathering and maintenance through automatically refreshed online and onscreen information. Real-time updates give the user the power to immediate respond to changing circumstances and priorities. Powerful search tools help to quickly find relevant information.

#### **Improve sharing of information**

Information accessed and shared instantaneously and securely in an intuitive way where and when needed, no matter how the data is shared. CAPS™ supports many types of data such as text, sound, pictures, video, word processor formats, spreadsheets, etc. Access privileges allow marking even the smallest bits of data for access to certain individuals or groups, so that everything that can be shared is shared, without compromising the privacy of specific details.

#### **Digital corporate memory**

Although data can be marked as obsolete, CAPS™ will not delete the data from the database, unless it is specifically requested in an offline maintenance mode. This ensures that all data needed to reconstruct "historical" situations, solutions to similar earlier problems, and changes over time always remain available.

#### **Secure your investment**

We take pride in delivering high quality software. Full paying customers receive all relevant source code. This guarantees that our customers keep control over their solution, and allows for the development of third party application modules on top of the framework.

## Reduce cost

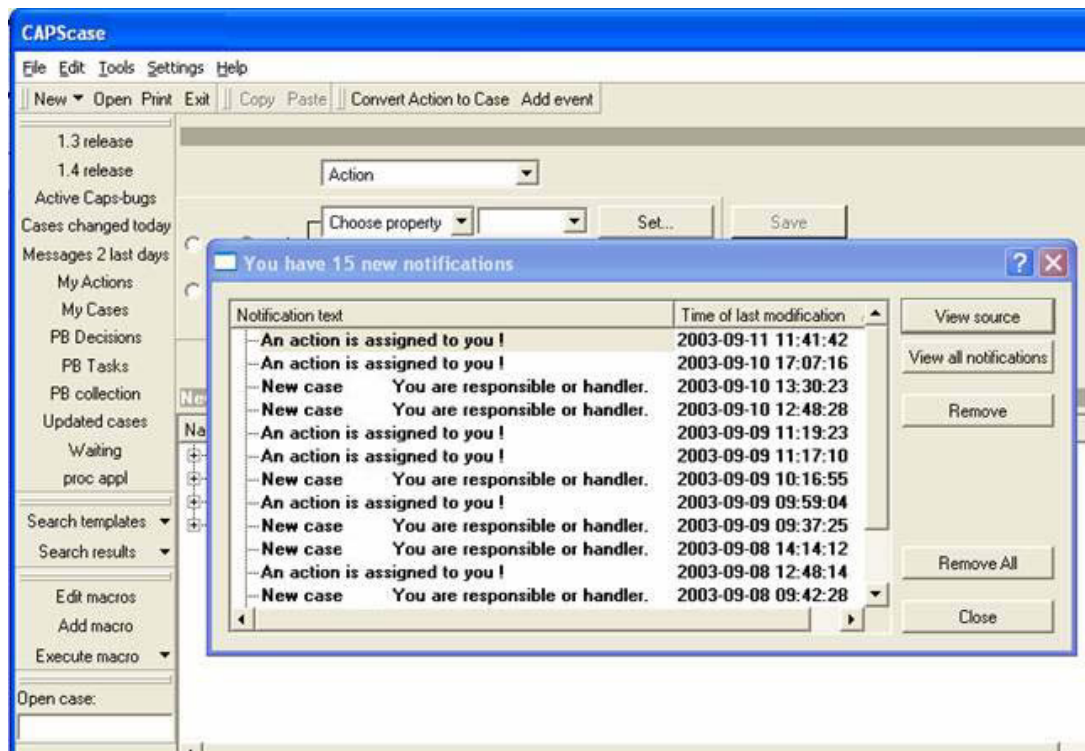
Saving time and quickly and intuitively sharing information saves money. With CAPS™, you can start small, and grow your system in seats, features and investment with the evolving needs of your organization. For some components of the system CAPS™ offers the choice between commercially available and Open Source versions, the latter reducing the license fees considerably.

### **CAPS privileges: confidentiality and sharing the same pool of data**

Privileges for accessing data are set at an attribute level, the smallest entity of data in the system. This means that with one pool of data, people with different privileges will have a different view of a case, depending on what is and is not shown. This even enables partnering organizations to use one pool of data, without compromising their confidential information.

## Customized or Predefined

CAPS™ can be customized to fit your exact needs, or used in predefined applications. CAPScase™ and CAPSupphandling™ are predefined applications developed on the CAPS™ framework. CAPScase™ is tailored to fit the needs of IT-support organizations in their dealings with helpdesk issues and case handling. CAPSupphandling™ is an application in the Swedish language, supporting the procurement process in the Swedish public sector. More detailed information can be found in the CAPScase™ and CAPSupphandling™ product sheets.

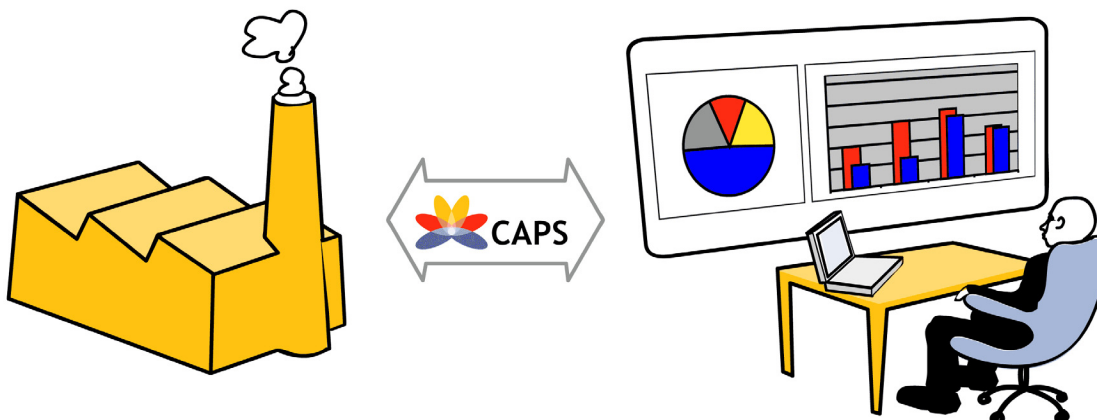


### **CAPS for change management**

Change is the default, in modern organizations. CAPS™ supports change at all levels: Relevant changes are instantly displayed, without any required action of the user. Priorities are updates in real-time, and tasks and problems can be further defined and changed while the process of solving has already started. The definition process can be delegated and shared, so that everyone can contribute the parts that most require their specific expertise. Views of the data change with the roles people take on. Through business rules, the CAPS™ applications can be adapted to and grown with changing needs. In order to anticipate organizational factors, we also support gradual change of the workflow by stepwise implementation schemes.

### **Real-Time Monitoring**

CAPS™ is an inherently real-time workflow framework. With every transaction, updates are generated automatically and displayed instantly on screen where applicable, without any required user interaction. The same real-time features can be used for real-time statistics and monitoring. Any data stored in any of the attributes in the system can be gathered and processed statistically. The output is viewed by an external application through its COM interface, for example by Microsoft® Excel. With every relevant transaction the viewing application is updated, resulting in a constant up-to-the-minute managerial view. Managers of all levels are thus enabled to at any time have a current view of the state of and the changes in their particular business. Also up-to-the-minute reports can be generated.



### **Platform Components**

The CAPS™ server and middleware components run on Linux® or Windows®. A CAPS™ solution consists of the following parts which conjunctly give the system its functionality and robustness:

- **Database manager**

CAPS™ is planned to run on a choice of Oracle® or PostgreSQL, an Open Source alternative. CAPS™ on Windows® can also use Microsoft® SQL Server as an alternative. Other databases may be added in the future as the need arises.

- **CAPS™ Infinite Filing Cabinet (IFC™)**

This is a process that translates between the database manager table-oriented world and the rest of the system's object oriented world. It also manages updates of objects when the database changes.

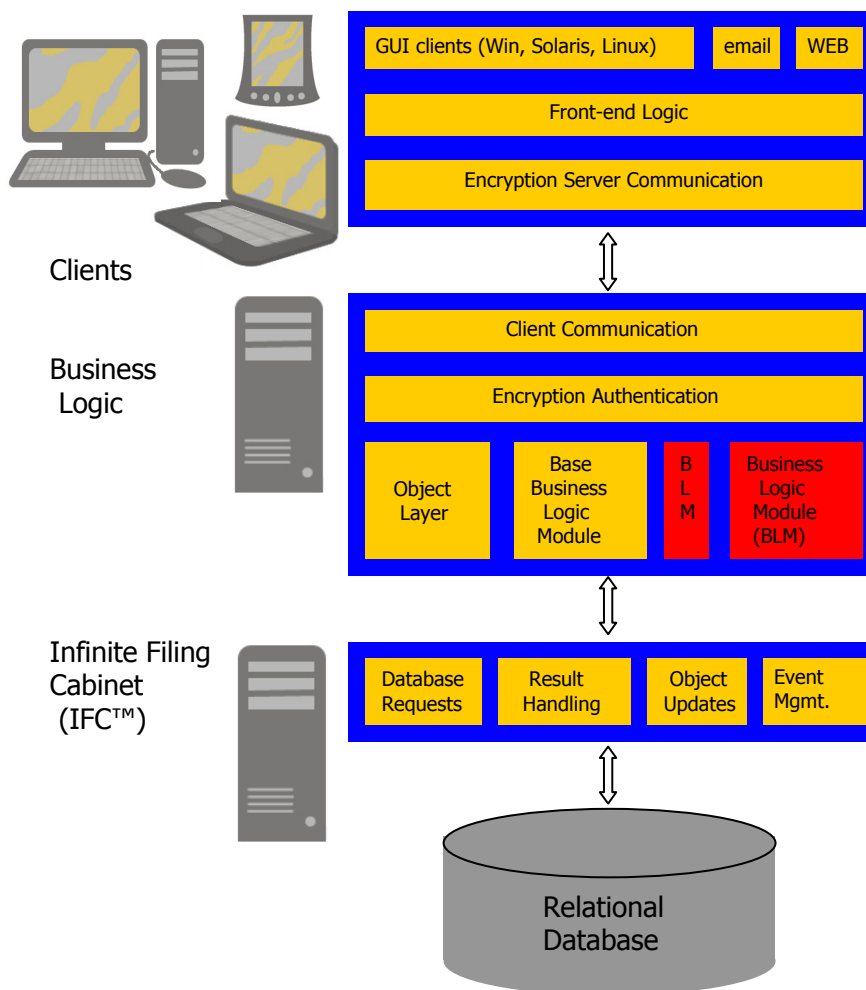
- **CAPS™ Business Logic (BL)**

The Business Logic layer caches objects, handles communication with clients and implements business rules. The business rules are kept in separate modules in the Business Logic: the BLMs. Client functionality is also controlled by the BLMs.

- **CAPS™ Clients**

Currently we support Linux®, Solaris™, Windows® (95 and up) and WEB based clients. Other clients, such as support for handheld devices, may be added as the need arises.

New applications are made through changes in the rules of the BLMs (as depicted by red boxes in the figure).



About STRAKT: AB STRAKT is a privately owned company with headquarters in Gothenburg in Sweden, founded in January 2001. The company provides state-of-the-art frameworks for workflow and business process applications.

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