



LEADERSHIP THROUGH QUALITY, INNOVATION, & UNSURPASSED CUSTOMER SERVICE

"Specializing in MAXIMIZING your ROI and LOWERING the TCO of your J.D. Edwards™ investment"

Solution Summary

Riveon Extended Enterprise™

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Introduction

Park Street Software provides companies and their network of channel partners, suppliers, customers and employees with a web-based **Riveon Extended Enterprise™** application suite that maximizes the investments made into enterprise and legacy systems. The rapidly deployable Riveon solves real business problems by allowing internal and external users to access, configure, share, and personalize their interaction with all enterprise information -- from ERP, CRM, SCM, or other systems.

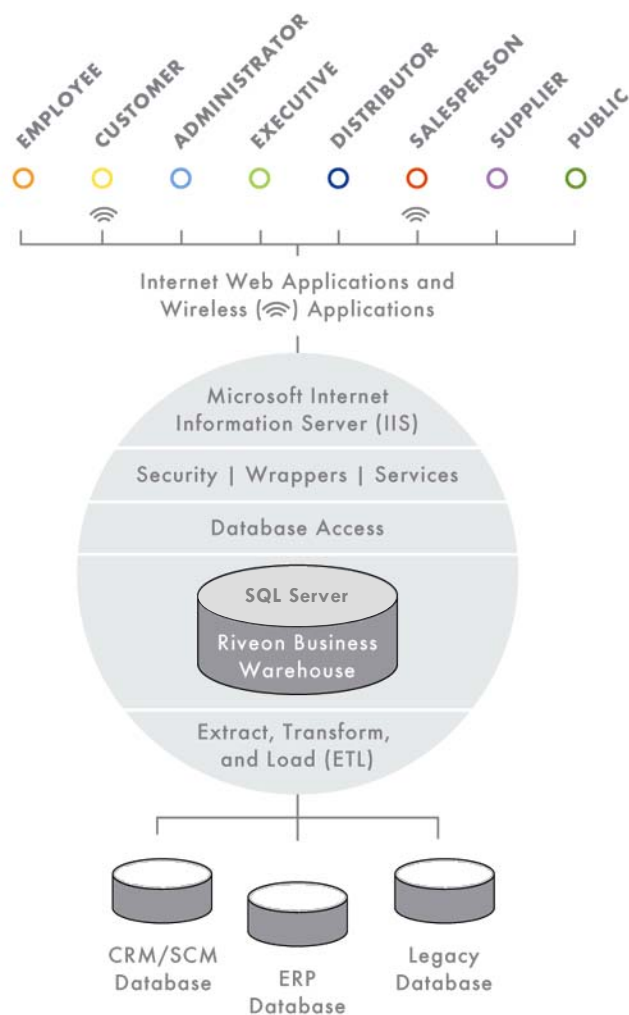
Riveon was designed from the ground up using web-based architecture and provides users with an easy-to-use, yet powerful decision-making and collaboration resource. Designed for use by casual users, Riveon presents only the information and business applications relevant to the particular user via their desktop or wireless browser. Unlike alternatives that provide tools requiring expensive customization, and that web-enable only some enterprise data, Riveon is delivered as a single suite of finished applications that meet the information needs of all users both inside and outside of the enterprise.

Technology Platform

To provide superior scalability, high performance, and the lowest possible total cost of ownership, Riveon has adopted an industry standard, all-Microsoft architecture. This assures that low cost, high performance hardware and software configurations are always available. It avoids the high implementation costs associated with the integration of disparate technologies from multiple vendors. Finally, it delivers the lowest possible cost of ownership with the industry's most common technology, assuring that skilled resources and reliable support are always available.

- The product is based on the capabilities of Windows 2000 Server
- Riveon uses Microsoft's SQL Server 2000 database, which features the best price/performance ratio and broadest scalability in the industry, and in fact can use MSDE, the free, embedded version of SQL Server 2000, in many of its smaller configurations
- The Riveon Business Warehouse and extract/transform/load tools are hosted in Microsoft's COM+ transaction and object management environment, assuring scalability, performance and manageability
- Riveon uses the Windows Server 2000 security system throughout – it does not implement any proprietary security techniques – assuring the strongest Internet security and making integration with existing networks and other products simple
- While Riveon Views and basic Web pages are designed to be accessed by any browser, advanced Riveon functions (for example Insights and Details) require Microsoft's Internet Explorer 5 browser

RIVEON SYSTEM ARCHITECTURE DIAGRAM



Riveon Business Warehouse

Riveon is based on a true data warehouse that delivers high performance, data-level security, flexible and sophisticated queries, and support for operational as well as analytical applications.

- The Business Warehouse is based on a pre-defined, well-engineered star-schema data warehouse design with easily re-titled user customized fields
- Anonymous integer keys assure the fastest performance and preserve historical information integrity despite dimension changes
- Conformed dimensions support easy and comprehensible drill-around

- Explicit time dimension, including calendar, fiscal, comparative, seasonal, and event-related date attributes, to support the most efficient and flexible date-driven queries
- Core system tables store data in native format, as extracted from underlying ERP systems, allowing information to be presented in native format
- Data model efficiently accommodates classic summary and drill-down activities, and also (unlike a classic data warehouse) allows the retrieval of the current status of a business object (such as a customer, a product, or an order). Inherent security features examine every query to assure that users see only the data they have a right to see
- Server components process multiple queries, provide result-set aggregation and enhancement, and return a single record set to the client, producing true columnar queries while assuring the most efficient Internet communication

Extract, Transform, and Load

The Riveon Business Warehouse is designed to accept information from virtually any ERP, accounting, manufacturing, operational, or customer system. Riveon receives this information from nothing more than simple flat-files, which are almost universally available. Riveon offers an extensive set of Extract, Transform, and Load (ETL) utilities that constitute a simple, flexible framework for producing flat files, processing them, and loading them into the warehouse.

- The Riveon Data Mapping tool provides an efficient, easy to use interface for creating and modifying mapping specifications
- Standard extract/mapping specifications are provided for common ERPs, reducing the install effort to simple updates and modifications.
- The Riveon Total Operations Manager schedules, controls, and monitors all ETL activity
- ODBC-based extract tool quickly and simply creates extracts for almost any modern software product
- Easily customized for a variety of operations, including
 - Sort incoming flat files
 - Replace field contents through lookup table
 - Transform field contents by applying complex conditions to all fields in a record
 - Enhance a record by adding new fields, with values calculated based upon other fields in the input record
 - Filter records from the flat-file based on user-defined parameters
- Easy to extend with simple VB programming to create custom filter, transform, and enhance utilities, for which templates are provided by Riveon

- Can be used to extract and load entirely custom data tables, as well as those required for the operation of Riveon
- Riveon Business Warehouse utilities add anonymous keys, detect dimension changes, create mini-dimensions for fact tables, prepare data for loading into the warehouse, execute fast loads, and replicate databases to alternate servers
- Audit utilities summarize content of extracted data and load results into the Business Warehouse for data integrity scorecards
- E-mails are generated to interested parties to advise of successful completion of the Business Warehouse load activity and to summarize audit results

Views

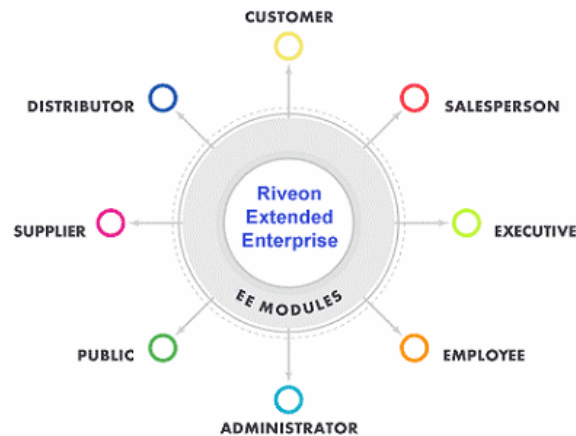
Riveon presents itself to users in the context of a personalized Web site that can be used as an individual's starting point for access to the Web.

FEATURES

- Security and authentication controlled by the native security system of Windows Server 2000
- The View allows users to maintain personalized E-mail contact information, and to view other notification addresses obtained from underlying systems
- Administrative links can be established to create a menu of available functionality, including standard Riveon applications and user-customized content, on a site-by-site basis
- Users can make their own additions to the list of menu items, allowing their View to function as an Internet portal
- All queries saved by users in the Insight functions are exposed on the View, allowing users one-click access to their daily information requirements
- The View lists active event notification subscriptions for management by users
- Users can add, modify, or delete their event notification subscriptions

VIEWS USER ROLES

Riveon ships with eight pre-configured web sites that correspond to user roles or views of data.



Executive

Hosts the full range of Riveon Insights, Details, and Vital Indicator applications, and allows users to view all data on the database

Employee

Allows views of all database data, but generally restricts access to Vital Indicators and Insights

Customer

Customers are typically provisioned with Riveon List (simple reporting) and Details. This View allows customers to access only the orders, shipments, receivables, and other data pertaining to their customer account relationship

Distributor/Dealer

Distributors and Dealers are customers, and can therefore see only their own account relationship, but often have access to additional features (such as the Product Locator system)

Salesperson

Salespeople own groups of customers, and can see and summarize all data pertaining to any customer they own

Supplier

Suppliers own data pertaining to their vendor account relationship, such as purchase orders and products, and are restricted to viewing only that data that pertains to their relationship

Public

The general public may be granted access to standard or custom features of the system that draw on the Riveon data warehouse

Administrator

Administrators have access to system administration functions, including time dimension maintenance, user links maintenance, global email alert maintenance, and map maintenance.

ADDITIONAL FEATURES

Special features provide easy, cross-browser access to basic system data:

- The Customer, Distributor, and Salesperson Views include simple tools for the display of:
 - Open Orders
 - Daily Bookings
 - Open Orders by Product
 - Open Invoices
 - Shipments
 - Monthly Shipment lists
 - Customer Account History
 - Customer Setup
- The Supplier site includes simple tools for the display of:
 - Open Purchase Orders
 - Open Payables
 - Supplier Account History
 - Open Purchase Orders by Product
 - Supplier Account Setup

VIEWS DESIGN FEATURES

The Views all share the following common features:

- Run “out of the box” – even the details of security are implemented by the installation utilities
- All design aspects – colors, fonts, graphic elements, text snippets – exposed through style sheets and easily customized using just Notepad or Wordpad
- Supports more extensive customization through the use of INCLUDE blocks which can be replaced by users
- Delivered as Active Server Pages, which can be edited by installers or used as a guide to techniques, allowing complete flexibility

Riveon Functions

Insights

Insights are drill-down functions designed to allow the casual user a completely flexible means of accessing, summarizing, and analyzing fact data in the Riveon Business Warehouse. Insight applications provide casual users with access to all fact areas of the system, including:

- Open orders
- Shipments

- Open receivables
- Inventory
- Open purchase orders
- Open payables

FEATURES

All Insights offer the same features:

- Available anywhere using only a Web browser, and capable of very efficient operation even over slow dial-up lines
- An intuitive, easy-to-use, OLAP-inspired interface designed specifically for the untrained, executive user
- Generate ad-hoc queries to select, sort, and summarize any information in the warehouse
- Simple, completely flexible execution of Top N or Bottom N style queries
- Inherent security built into all reports allows users complete analytic flexibility while restricting users to their section of the data warehouse
- Point and click drill-down deeper into data
- Point and click to explode line items at any level of drill-down to reveal the underlying business objects – orders, shipments, etc. – and allow direct access to these objects in their original form
- Conformed dimensions across fact areas, for direct comparability and easy drill-across
- Ability to name, store, retrieve, and reload queries
- Print window to facilitate printing of results, and to allow easy cut-and-paste transfer of data to Excel, Word, or other Windows applications

REPORT FORMATS

Insights were designed specifically for the casual user. To simplify the generation of powerful analytic views of data, pre-built reporting formats are provided for each fact area:

- Summary reports allow the addition of dollar, or unit and dollar statistics, across user-selected dimensions
- Comparison reports allow users to select two dimensional attributes for comparison
- Contribution reporting simplifies comparison of a given dimension entity to the whole
- Cross-tab reports allow a two-dimensional tabular view of data

- Browse reports allow the user to build lists of dimensional entities or explore possible values

SPECIALIZED REPORTS

Specialized reports are built into Insights to satisfy common business information requirements. These reports provide complete flexibility in terms of report parameters and drill-down capabilities. Riveon offers the following business information reports:

- Product booking activity, combining open and shipped orders
- Product booking trends, a historical report combining open and shipped orders that allows the user to freely specify the date basis and starting point for the analysis
- Product shipment trends, a historical view of shipments that allows the free specification of date basis and starting point
- Product receipt schedule, a forward-looking view of purchase-order data based on promise date
- Receivables aging, based on document due date

Details

Details are display applications functions designed to support service, operational, and administrative tasks. They are aligned with the “stacks” of operational information inherent in the Riveon data warehouse. The following Details are provided:

- Customer Detail
- Product Detail
- Supplier Detail

FEATURES

The following features are common to all Details:

- Inherent data-level security through the Riveon security and data warehouse architecture, restricting users to the customers, products, or suppliers they have rights to see
- Flexible search based on all dimension parameters, supporting multiple search criteria, wildcard searches, and zip-code proximity searches
- Drill down to underlying operational information:
- Customer Detail – customer setup, open orders, recent shipments, open receivables, account history; access from these lists to individual sales orders and invoices
- Product Detail – product master information, open purchase orders, open sales orders, recent shipments, inventory transactions; access from these lists to individual sales orders, purchase orders, invoices, and inventory transactions

- Supplier Detail – supplier setup, open purchase orders, open payables, account history; access from these lists to individual purchase orders
- Ability to generate and work with lists of customers, products, or suppliers – for example, show all customers within 25 miles of a given zip code, then show open orders or recent shipments for all customers in the list
- Ability to access individual transactions and groups of transactions directly by their identifiers – order numbers, invoice numbers, PO numbers, customer PO numbers, etc.

Alerts

Alerts is an event detection and notification function that complements the “data-surfing” capabilities of the drill-down functions, allowing users to request notification when events of interest occur.

FEATURES

Alerts offer the following features:

- Users can subscribe to notification of events through their personalized portal
- Subscriptions are offered for order placement, order shipment, inventory depletion, past due invoice, and product locator addition events
- Subscriptions are flexible and personalized, based on common event parameters
- Notification addresses are obtained either from underlying systems or from the personalized portal
- Security is enforced both at the time subscriptions are established and upon event detection, to prevent notification of events outside the subscriber’s sphere of control
- Global, administrative subscriptions can be established to notify classes of users (for example, salespeople or customers) when events occur within their portion of the database
- Order placement, order shipment, inventory depletion, and product locator addition events are detected on a daily basis
- Notices are combined to eliminate duplicate notification of identical events

Vital Indicators

Companies often want to obtain a high-level summary of business unit, product, customer, sales channel, or supplier performance, in the form of a scorecard. This can be particularly attractive to companies that have implemented Balanced Scorecard or Great Game of Business management methods. The information required generally must be summarized from a broad range of operating data. Riveon supports this requirement through an easily-customized means of specifying queries to be run in the course of the daily database load process, along with a means to store and present this information in a secured fashion through customized scorecards.

FEATURES

Features of Vital Indicators are:

- Easily customized by installers to summarize and store information for presentation in scorecards
- Access to any data in the warehouse, including Riveon, core system, or user-customized tables
- Aggregates and summaries are calculated offline and maintained in the warehouse, allowing high-performance construction of complex scorecards
- The top-line summary format allows a quick view of activity parameters across the full range of business functions
- The top-10 list format allows the construction of at-a-glance exception and performance reports

Optional Modules

RIVEON WIRELESS

Riveon's Wireless module brings the flexibility and performance of the Riveon data warehouse to a handheld or wireless device.

Features

- Riveon wireless applications work with all common wireless Internet protocols: HDML (used by most Internet capable cell phones), Compact HTML (used by Palm VII and other handheld computers), and WAP/WML (the emerging common wireless protocol)
- Riveon provides separate application logic for each protocol to take full advantage of the unique functionality the protocols provide, rather than applying a translator that leaves users with the lowest common denominator of functionality
- Riveon uses standard wireless Internet capabilities, so no special connections or configuration are required at the customer site
- Profiles are provided for each of the major data areas in Riveon: Customer, Sales Rep, Supplier, and Product.
- The Customer Profile summarizes open orders, recent shipments, open receivables, and customer account and statement data.
- The Sales Rep Profile summarizes open orders, recent shipments, and top customers and products by sales rep.
- The Product Profile summarizes open orders, recent shipments, open purchase orders, and top customers and suppliers by product.
- The Supplier Profile summarizes vendor account and statement data, top open purchase orders, and other supplier related data.

- Each of the Profile pages offers drill-down capabilities to lists of orders, shipments, products, and customers.
- Where relevant, drill-across capabilities are provided – for example, from a list of top products the user can drill across to the product profile page
- The Riveon security system is built into the wireless applications, so that users see only the data they're entitled to see

BILL OF MATERIALS

Riveon's Bill of Materials module provides a complete facility for sharing detailed manufacturing information throughout the enterprise.

Features

- The Bill of Materials module is able to present a complete, multi-level bill of materials in a single display
- There is no limitation on the number of levels in the bill, so even the most complex products can be accommodated
- The bill can include both internal part identifiers and multiple equivalent manufacturer's part numbers and descriptions
- The module can display and roll up related manufacturing costs – materials, labor, burden, and subcontracting cost – to produce a complete, costed bill
- Each product displayed can link to a detailed presentation of relevant product data
- Where-used reporting allows you to trace the usage of parts and assemblies throughout the bill of materials, or to identify only the top-level parts that use a given component
- Part requirements calculations provide a means of determining total materials requirements for the production of a given quantity of a finished part

DEALER AND PRODUCT LOCATOR

Riveon's Dealer and Product Locator system allows companies to track inventory on hand throughout the distribution network, and to permit customers to identify distributors or locate desired products.

Features

The Dealer Inventory Collection system offers these features:

- A simple spreadsheet metaphor dealers can use to record their stock positions for eligible inventory items
- Sort, filter, and search functions to help dealers manage their lists of available items
- The option to collect price and quantity on hand for each item
- The ability to mark items as eligible for dealer discount (which will be visible only to other dealers)

- The ability to update all open positions with the current date, assuring that they won't expire

The Dealer and Product Locator offers the following features:

- The dealer search function allows the public to find the nearest dealers with respect to their Zip Code
- The Product Locator function allows the public to find dealers that have specific products in stock, or products from any warehouse category – and, if desired, to limit the search to dealers within a specified radius of their Zip Code
- The product search function allows customers to look up any product or list of products based upon product description or category, and to jump directly to the Product Locator function for those that are in stock at dealers
- The “what's new” function lists all products added by dealers to the product locator in the last week or month, giving customers an easy way to track the appearance of products they want
- Customers can provide a product ID and E-mail address to receive E-mail notification when the desired product is placed in stock
- Customer expressions of interest in products to be issued are forwarded via E-mail to those that have open orders for those products
- A dealers-only version of the Dealer and Product Locator lets dealers see those products marked as discount available by the offering dealer

ORDER ENTRY

Riveon's Order Entry module is built specifically for the Internet. It provides a complete facility for order entry, modification, and management. It is intended for use by sales reps, large customers, and other frequent buyers – whose needs extend well beyond what consumer-oriented “shopping cart” interfaces can provide.

User Features

- Riveon's Zero Footprint browser technology provides users with a true business application, not just flat Web pages, which greatly enhances productivity and usability
- Completely integrated with Riveon security, so that sales reps can place orders only for their own customers and individual customers can place orders only for themselves
- Order templates allow customers to quickly enter new orders. Any prior order, or even a summary of the most frequently ordered products, can be used by the customer as the starting point for a new order.
- Product search feature makes it easy for users to identify required parts
- Customer search facility for sales reps to simplify the job of finding customer numbers

Technical features

- Built using snap-in objects that allow you to quickly and completely customize the application to gather exactly the information your company needs
- Uses Microsoft's MSMQ message queuing system to provide for interaction with any underlying system, in real time if required
- Interacts with the Riveon database in real time, and supports any mixture of real-time and offline interaction with underlying ERP systems
- Order Manager add-in feature allows you to integrate custom applications of any complexity into the order entry framework seamlessly

For More Information about Riveon
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