

# SOUTHWARE MONITORS

SouthWare Monitors provide a powerful and convenient way for you to keep continual watch over the important aspects of your business. You can select any of the dozens of status counts or totals available for your SouthWare system and set benchmark values to monitor. At any time you can check which monitors need attention using your phone or computer, a vital feature to help focus your attention where it's needed.

## What Can You Monitor?

### BASIC MONITOR

Test existing DD Fields that are totals, summaries, counts

*Example:*

- Exception if # of late service orders is greater than \_\_\_\_
- Exception if cash balance falls below \$\_\_\_\_
- Exception if # backorders is greater than \_\_\_\_

### CALCULATED MONITORS

Test Constructed Variables that involve calculations

*Example:*

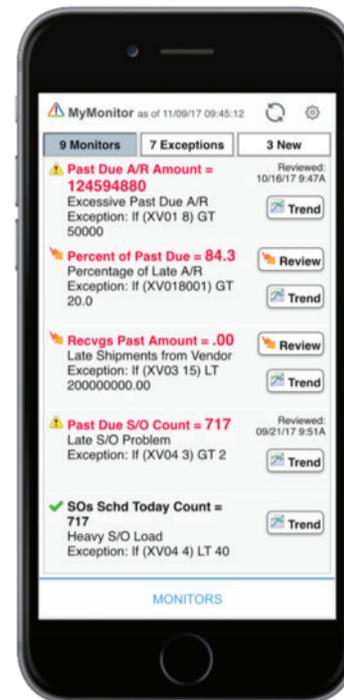
- Exception if % On Hold Orders is greater than \_\_\_\_%  
(Calculated as # Hold Orders / # Total Orders)
- Exception if % Past Due A/R is greater than \_\_\_\_%  
(calculated as \$Past Due / \$A/R Balance)

### ADVANCED MONITORS

Use the Alert Processor to evaluate all records in a file and produce Alerts, then test the count of Alerts

*Example:*

- Test all open tasks and create "Late Followup" alert if Sales Opportunity followup task is more than 1 day late
- Exception if # of Late Followup alerts is greater than \_\_\_\_



## Simple to Use

You can have monitors set up and running on your SouthWare system in minutes. Here are the basic components within SouthWare Monitors:

## Select Data Dictionary Fields to Monitor

SouthWare Monitors utilize SouthWare's Data Dictionary technology to give you a broad selection of business data you can monitor. You simply choose a field to monitor and set a benchmark/reference value. The system will then examine the data for you and notify you when exception conditions exist.

## Automatic Monitor Update

Use the SouthWare background server to automatically update your monitors on a schedule you set. The monitor update will also send notifications to your mobile device if you desire.



## Receive Phone Notifications for Critical Monitors

You have the option to have SouthWare Monitors continuously monitor your tests via the SouthWare Server, and if an important monitor needs attention you can have a notification sent directly to your phone or other device. This is supported for iOS and Android devices.

You may also designate a "Do Not Disturb" period per notification so that non-critical notifications are not sent during off-work hours.

## Review the History Trend for a Monitor

When you define a monitor you have the option to specify that you want to keep statistics history for the monitor. Then via the Monitor Portal or MyMonitor App you may view a line chart that shows the trend for the monitor value.



## View the Status of Monitors

### MONITORS PORTAL

A Monitors Portal allows you to quickly review and revise monitors as needed.

### MYMONITOR MOBILE DEVICE APP

A mobile device app (available for iOS and Android devices) allows you to access your monitors from anywhere.

## Mark Exceptions as Reviewed

Via the Monitor Portal or MyMonitor App you may review any exception conditions and mark them as reviewed. This indicates you are aware of the exception and have responded as needed. Reviewed exceptions are distinguished from new exceptions to help you efficiently scan your monitors. You can also have the review status "expire" on exceptions that remain in an exception status for longer than a specified length of time.