PRODUCT GUIDE

RESOLVE

Custom Modules

GD
PROGRESSIVE
SOFTWARE
SOLUTIONS

GD
PROGRESSIVE
SOFTWARE
SOLUTIONS

PRODUCT GUIDE

RESOLVE

A highly flexible workflow and process toolkit that can be tailored to your unique requirements.

Empower your teams to work more effectively with RESOLVE

Current Module Availability

Risk and control

Issue and Snag management

Product and service cessation

Change Management

Knowledge capture

Resource management

Help desk ticketing

Task management

Supplier communications

Custom Modules.

Custom Modules

RESOLVE is designed to support multiple business processes and one key area which it has proved especially successful in is development of Custom Modules.

RESOLVE is not limited to the existing pre-defined module set – end users can specify their own module types aligned to any subject matter, which can then be integrated with existing module workflow rules as required.

Data entry to fit your business, not fitting your business to the system

How it works:

A client / User defines the subject matter.

A real-world example might include developing a Supplier Incident management workflow. This may be required for a company's internal purposes, e.g. the ability to better monitor problems Program Managers experience dealing with suppliers. The appropriate new custom module type is created, tested and subsequently made available for use in the enhanced RESOLVE module portfolio.

The client/User defines the field requirements – they can choose from the default RESOLVE fields, or any custom fields that currently exist in other modules in their RESOLVE deployment (custom fields are often re-used if suitable), or define new fields using a library of types; short or long free text, single or multi-select dropdown lists, user selectors, numeric or calculation fields.

Standard templates to get you started

Customised templates to ensure it meets your requirements

In this example, the client/User defines the ticket template – what should go where, when should it appear, including other requirements such as graphical charts or progress bars.

Graphical Data will work with the client to set-up defined Status workflows and on any additional governance rules specified. This includes work on appropriate interlink relationship requirements.

User level dashboard customisation

New user group permissions can be defined, and existing permissions may be extended to apply to any new ticket module. The client also determines filtering and search requirements.

GD
PROGRESSIVE
SOFTWARE
SOLUTIONS

Reports and exports of useful data

Exporting, importing and reporting requirements are defined.

Prior to go-live, the new module is uploaded to a sandbox test environment for review and evaluation prior to final production deployment.

User level dashboard customisation

Standard KPIs and dashboard display facilities are available for existing templates or as a client defined configuration.

For more information contact us on
info@graphicaldata.co.uk