quickROCK – functions and capabilities
quickROCK: quick application delivery by leveraging a RELIABLE OPERATIONS CONTROL KIT
Operations Control (OC)

OC Base functions:
• Workflow Mgmt
• Task Mgmt & Dispatch
• Rules Mgmt
• Online Data Collection
• Dashboard
• Log & Audit Facility
• Test & Migration Facility

OC Enhancement modules:
• Messaging
• Contacts
• Calendar
• Mobile Device Support
• Audio/Video Support
• Payments Interface
• SAP integration module

Business Application Templates
• Business Process Management
• Customer Relationship Management
• Service Case Management
• Document Creation & Management
• Public Safety, Border Control
• Geo Location Control & Tracking
• Inventory Management & Tracking
• IoT & Industry 4.0 Hub *)

*) planned
quickROCK Operations Control is workflow – centric

Workflows do control the daily work

We maintain a central register for all workflows and tasks

quickROCK internal control depends on workflows within the system

Integration with other systems and the outside world is implemented via workflows too
Task list

✓ Actual ToDo lists
✓ Groups for different task types
✓ Manage resources
E.ON Hungary uses this heavily

- Paperless workflows
- Daily work support
- Integrated with SAP
- Introduced in 2008
- Operated in private cloud (Hannover Germany)
Dispatching tasks

Execute as soon as possible
• Real time allocation
• Maximize throughput
• Resource management

Execute at a given time
• Plan for longer period
• Multiple calendar view
• Manage changes easily

Execute at a given location
• Identify the location
• Manage the tasks on the map
• Real time view
Schedule task execution
✓ Event log for communication and actions
✓ All the documents in one view
✓ Manage sub tasks and access control lists
They all need the control

- Artisjus – Hungarian Bureau for the Protection of Authors' Rights

- Hungarian Student Loan Center
Comprehensive Dashboard capabilities

Not just for systems management, but also for business status and overview

We must be able to see the most interesting information!

About task dispatching We need the progress of the workflows We must plan the resources
Dashboards on supported platforms
GYSEV – Austrian ÖBB and Hungarian MÁV joint venture

- Develop their own solution
- Use the development technology
- Use the basic components
- Cooperation started in 2015
quickROCK Business Process Management

- Inner messages
- Snooze if inactive
- Incoming messages
- Outgoing messages
- Workflow ownership
Workflow process definitions
Business processes

• More than 15 department
• Basic digitalized processes
• Specific workflows for domains
  – Like accounting integrated with SAP
• Introduced in 2011
quickROCK CRM & Service Case Management
Customized Web UI for sales agents
Allianz Hungary

• Use the digitalized workflows
  – Critical application
• Use the operative CRM functionality
  – Sales campaigns
  – Agent support
  – Digitalized communication
• Introduced in 2009
• Operated in private cloud (Frankfurt, Germany)
Tárgy: Értesítés kedvezményes díjkategóriába sorolásról

Tisztelt Nagy Lajos Úr!

Értesítjük, hogy 2016.02.03-án kötött, 296578 szerződészámmal létrejött Családi Biztonság biztosítása 2017.01.01. hatállyal a CB2 kedvezményes díjkategóriába került.

Az új kategóriának megfelelően a havi díja 3200 Ft-ra módosult.

További részletekről tájékozódhat honlapunkon: www.fidemeum.hu/csaladibiztonsag/dijkategoriak/CB2

Tisztelettel:
Kis Zsolt Szabó Ármin ügyintéző jóváhagyó

Sablon és adatforrásai
Generali Hungary - insurance

• Use the document management
• Create documents from template
  – Datasource management
  – MS Word based rendering
• Introduced in 2014
quickROCK Geo Location Control & Tracking
Hungarian Police Department – Command & Control
quickROCK Inventory Management & Tracking

- Inventory management
- Inner, outsourced and temporary
- Requests, transition, registration
- Retention policies, statistics
- Batch operation with bar/qr codes
- Iron Mountain integration
General Directorate of Water Management in Hungary

• Garment management (working suits, clothes and special dresses)
  – Support procurement
  – Manage inventories
  – Personalized for thousands of staff

• Vehicle management
  – Support maintenance processes
  – Handle events like claim
  – Manage booking
**quickROCK IoT & Industry 4.0 Hub (planned)**

- OLTP performance
- will reliably collect sensor data
- will reliably interface to PLC’s
- will support standard protocols and interfaces
  - OPC UA
  - 5G D2D (future)
  - etc.
Delivery Options

• Do it yourself
  – quickROCK licenses & training as required (from Quattrosoft)
• Work with a partner
  – quickROCK licenses (from Quattrosoft or via partner)
  – Implementation support by partner
  – Or, turnkey project delivered by partner
• Work with Quattrosoft
  – Bespoke project, probably with local partner introduced by Quattrosoft
  – Project scope jointly defined
  – Optionally, business consulting
  – Implementation support
• Become a partner
  – Sell business consulting
  – Sell implementation support
  – Resell licences
Mission Critical Enhancements (optional), for Extreme Reliability:

- Always-On Operating Environment based on special purpose MPP operating system
- Optional addon: OLTP Monitor and comprehensive Database Integrity Protection with ACID *)
- Optional addon: Fault tolerant hardware (no single point of failure), very high resiliency versus malware attacks

*) ACID functionality: Atomicity, Consistency, Isolation & Durability (key requirements for reliable OLTP operations). Many online applications do provide just BASE functionality (Basically Available, Soft state, Eventual consistency)
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- Optional addon: OLTP Monitor and comprehensive Database Integrity Protection with ACID *)
- Optional addon: In hybrid configurations, application functions running on fault tolerant hardware have no single point of failure and very high resiliency versus malware attacks

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