Datasheet

HighJump Event Advantage

HIGHJUMP EVENT ADVANTAGE PROVIDES MANAGEMENT WITH IMPROVED DECISION-MAKING SUPPORT, A MEANS TO BETTER FOCUS ON OVERALL SUPPLY CHAIN PERFORMANCE, AND PEACE OF MIND REGARDING ENTERPRISE OPERATIONS.

Supply Chain Event Management at Its Best

Events in one part of the supply chain, no matter how far removed from your own operations, often have direct and significant consequences on your company's bottom-line performance and ability to meet customer expectations. In today's increasingly fast-paced business environment, intelligent notification of and collaborative response to these events as they occur is critical to building and maintaining competitive advantage.

HighJump Event Advantage—Comprehensive Event Management Throughout Your Supply Chain

By measuring and monitoring supply chain processes for exceptions and bottlenecks, the HighJump™ Event Advantage solution empowers stronger customer service levels, more efficient supply chain operations, and cost management. This powerful solution provides intelligent detection, notification, control and resolution of specific events occurring—or about to occur—within your extended supply chain before they become problematic.

HighJump Event Advantage empowers collaboration by providing a broad set of notification mechanisms such as e-mail, pager, fax or phone for your managers or trading partners, as well as integrated workflow capability to facilitate inter-enterprise business processes and automatic rulesbased response to supply chain events. This includes automatic escalation up the management chain or to the appropriate supply chain partner if an event does not receive the proper attention within a pre-set timeframe.

By automating previously manual event detection processes, HighJump Event Advantage helps to ensure that operational activities and customer relationships are on track. Additionally, HighJump Event Advantage provides management with improved decision-making support, a means to better focus on overall supply chain performance, and peace of mind regarding enterprise operations.

How HighJump Event Advantage Empowers Proactive Event Resolution

HighJump Event Advantage can be used in the extended supply chain to help you intelligently monitor and effectively respond to supply chain events—it is not limited to the manufacturing floor or the warehouse. You can leverage this functionality to prevent stock-outs, backorders and other unexpected customer service issues that jeopardize valuable relationships and result in expedited shipment charges.

Like many HighJump solutions, HighJump Event Advantage offers you the flexibility you need to meet your unique business requirements. Each of your end-users can configure personal "notification profiles" that indicate their preferred communication mechanism (e-mail, numeric pager, phone or fax) based on time of day and day of week. For example, a low-priority profile might always trigger an e-mail, while high-priority profiles might trigger a pager or cell phone communication for quicker response.

Once notified, users are able to acknowledge events and work collaboratively to resolve them. HighJump Event Advantage provides suggested resolutions as well as access to past occurrences and resolutions to empower you to capture and leverage prior experience as you determine how best to manage an event. If an event goes unresolved, HighJump Event Advantage will automatically facilitate resolution by escalating it to the attention of the appropriate management personnel to help ensure that responsive action is taken quickly.

Furthermore, with its integrated workflow support, HighJump Event Advantage includes the capability to automatically take intelligent action when an unexpected event occurs. For example, if a carrier is scheduled to pick up a load and is more than two hours late, the system will automatically pass that load to a backup carrier.

Alternatively, HighJump Event Advantage keeps dependent supply chain or order-fulfillment processes on track by sending alerts when anticipated actions occur on schedule. For example, a carrier arriving on time with a "hot product" can trigger an alert that sets in motion the activities needed to complete a critical order.

Features	Benefits
Seamless integration across supply chain systems	• Improves visibility into supply chain events • Expands ability to manage supply chain events • Facilitates effective supply chain collaboration
Multiple communications mechanisms: e-mail, numeric pager, phone, fax	• Increases end-user satisfaction • Speeds response time • Improves resolution rates
Scaleability	• Meets the demands of high-volume environments
Automatic escalation	• Moves unresolved events up the management chain to facilitate resolution • Helps to ensure responsive action

A Key Component of Your Total Supply Chain Execution Solution

HighJump Event Advantage is a component of HighJump Software's comprehensive HighJump Supply Chain Advantage suite. These solutions offer HighJump Software's powerful combination of robust functionality and adaptability for:

- Warehouse management
- Yard management
- Transportation management
- ERP data collection
- Manufacturing execution
- Supplier enablement
- Delivery management

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