

Product and Service Overview

Kinetic Data develops software applications and tools—and provides related implementation and consulting services—to enable ERM, reduce service fulfillment costs, improve the customer experience, and support business process automation initiatives. Its ERM components are:

KINETIC REQUEST, which is a request management portal tool that enables enterprises to create web-based, mobile-enabled service request portals. Service requests submitted using the portal trigger the ERM process. Kinetic Request integrates with the Kinetic Task workflow automation engine, enabling business managers to define and refine their own service request and fulfillment processes with minimal IT assistance.

KINETIC TASK, which is an advanced workflow automation engine that allows business processes to be integrated across the enterprise. This core task engine features an open architecture to allow it to be extended to work with any departmental or enterprise system that uses common communications methods. Kinetic Task serves as the backbone in ERM, providing two-way communication with enterprise systems to manage approvals, automated scheduling, and fulfillment.

KINETIC SURVEY, which is an Enterprise Feedback Management (EFM) system. A process-driven, web-based customer feedback survey management application, Kinetic Survey enables business managers to create context-sensitive surveys in order to measure and report on user satisfaction once a request is fulfilled. This feedback loop is a key component in driving continual service process improvement.

KINETIC CALENDAR, which is a web-based enterprise calendar system that acts as a strategic ERM scheduling and reporting tool. Because it displays, combines and overlays time- and date-based information from virtually any source, Kinetic Calendar helps managers avoid resource conflicts, consolidate activities, and make better-informed business decisions.

KINETIC SCHEDULE, which is a detailed resource scheduling system that displays multiple data parameters related to resource scheduling. Unlike Kinetic Calendar, Kinetic Schedule gives human schedulers the ability to coordinate personnel, equipment, and facilities resources for request fulfillment. It integrates multiple sources of information (such as skills, costs, availability, and location), enabling schedulers to determine the best plan for dispatching and/or scheduling people and resources to complete a task.

Additional tools and applications that support the ERM strategy are currently under development.

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