The Business Process & Accountability Tool
Why Tandim?

Business processes tend to evolve out of the tools that your organization already has in place. The most common tools for communication are phone (voicemail) and email. Email is probably the single most useful business tool most companies have for managing business processes. It is highly available, easy to use, and reliable.

The problem with email, however, is that it wasn’t designed with business process in mind. As a business tool, email is missing some key components:

1. **Customized Fields** – Email has only two fields, a Subject and a Message. When a request is made from one department to another, there is no way for the recipient to specify what information is needed to complete the request. Therefore, a typical request will require a number of emails, back and forth, before the required information is collected.

With Tandim, each application form is custom designed with exactly the fields the recipient needs, so that required information is never missing. An application form can be as simple or as complex as the process requires, and can be updated at any time to reflect changes in the process.
2. **Shared Communication Environment** – An email conversation produces a long thread of text which can be difficult to scan, and harder still from which to extract specific information. This becomes even more problematic when many people become involved with a request. Participants need to rely on each other to keep them in the message thread, or they can end up with out of date, or stale-dated, information. The more people are involved, the more difficult it becomes to stay in the loop.

Tandim applications include one or more shared communication environments, where participants can follow the thread of the discussion, including all information updates, conversations, approvals and completion events. And with Tandim, new participants can be brought in at any time, and can quickly assess the current status of the request, without having to read through a convoluted email thread.
3. Approvals, Completions and Accountability – A process that is driven by email or phone calls has limited accountability. Unless all levels of managers are included on all email threads, it is impossible to confirm that requests are approved by the correct authorities, and completed within the required time lines.

With Tandim, the right people can automatically be brought into every request, ensuring that costly mistakes are avoided before they start. Approvals are captured and date-stamped at each step of the way, and because the conversation takes place in the in the shared communication area, the decision process is captured with the approvals.
4. Consolidated Inbox – With standard email-based processes, each “update” to the thread generates a new inbox message, with no way of determining the contents of the change, or the target recipient, until the message is opened. When you are involved in a number of email threads with many participants, you can spend all your time opening message threads to make sure you have the most recent information.

Tandim sends a consolidated inbox that appears right inside your existing email client. The Tandim Inbox organizes your requests into groups, and only updates you on the changes that have occurred since you last looked at the request. This means that you can scan through your new messages quickly and efficiently, and never worry about missing potentially important information that affects you directly.
5. Built-in Reporting – With email and phone-based processes, there is no convenient way to organize current projects, and keep track of completed requests and tasks, other than creating hundreds of folders inside the email client. Each folder can become a wasteland of duplicate messages, stale email threads and incomplete requests.

Each Tandim application, by contrast, has a built-in reporting system to summarize the requests, including automatic filters, column sorting, result graphing, complex mathematical functions, and data merging. All of this functionality can be customized into as many different reports as required, all from within the Tandim interface.

All of the above features are built directly into the Tandim system, and will begin working for you immediately. Contact a Tandim representative today, and start enjoying the benefits of Tandim-driven processes.