

Mandate APOLLO

The Mandatory

Practice Risk Management

For Professional

Audit and Legal Firms

By



MANDATE SYSTEMS

www.mandatesystem.com

Mandate APOLLO – The Dynamic Practice Risk Management System

Mandate APOLLO is a web based Engagement Management Tool that provides complete practice risk management from the bottom up on all engagements, projects, processes and people for Professional Accounting and Legal Firms. Mandate APOLLO is a unique tool for the professional accounting and legal practices who have the desire to tackle practice risk management at its root, not only Mandate APOLLO provides a system that yield transparency in all engagement and processes, it will results unprecedented uplift in staff productivities and focus for the entire firm.

Mandate APOLLO provide:

- A full picture over all engagements within an organization across all disciplines and all geographical locations
- A quality control tool to help keep staff on track as to meeting expectations, minimize mistakes and show progressive improvements
- Complete record trail on all engagements and communications
- Efficiency in resource (professional staff) utilization and reduce operating costs
- Elimination of unnecessary emails and tag all communications to the precise engagement for future reference when needed
- Increase time for all staff and be more productive
- Instill transparency and prevent cover up
- Instant “on line” analysis allow engagement partners and managers to inform at all time on engagements, performances, communications, staff work loads and quality of the work in progress
- Free up more time for the managing partners and partners so that they can concentrate in affairs relate to partnership’s return
- Project alert as a risk management tool to engagement partners to engagements that would require interventions when necessary. Room to act before problem escalated and deal with it while containable
- Proper control and effective people management
- Provide performance monitoring on all staff and all engagements
- Risks & issues logs prevent human oversight and achieve timely resolution.
- Show specific efficient / inefficient engagement/people/process when require
- Tagging of documents such as engagement letter, final accounts, meeting notes, reports, emails and instruction from client directly to the engagement within EPRM.
- Time Management.
- Knowledgebase.
- Engagement Document Management by tagging all documents, such as engagement letter, final accounts, client correspondence, Fees and billing, etc, to the precise engagement that achieve true electronic filling with easy retrieval of past records.
- Flexibility that replicate organisation charts.
- WEB based - low learning curve - Busiest partner can use the tool instantaneously.
- Instant update, powerful management reports.
- Accessible from anywhere with or without PC, as long as connected via Internet, 3G, 2G, WAP, Dial-up. Only limits by your IT infrastructure.
- Authorised Client Access for engagement participation, Quality Control and dynamic communication – Unprecedented and unique differentiator for winning major business competition.
- Satisfy “Prove of Good Faith” principle that could have prevented one of the former big 5’s dismay.

Practice Risk Management in its complete sense.

This is a killer application that yields transparency in the entire firm for all engagements, people and processes to allow monitoring, tracking, dynamic on line analysis, history, alert and intervention if necessary. Equipped with Mandate APOLLO, the Management will no longer need to rely on the passive and manual “upward reporting” behavior that is the source of all practice risk management failures.

Risk Log and Issue Log

Mandate APOLLO provides engagement partner, manager and all engagement team members to record detail on risks and issues encounter during the engagement and tag directly to the engagement. This information can be share amongst authorized users and engagement team members for necessary practice risk management that required attention and focus to derive quick resolution.

Pro-active Communication.

With Mandate APOLLO, all users can now post questions and provide answers that are directly related to the precise engagement, the message will automatically appear on the Panel of the intended responder and his / her immediate supervisor and flag warning once it becomes due. All communications related to the engagement can be view and response by the entire engagement team, keeping everyone with full understanding of the engagement without the problem of emails, spam, or unnecessary cc mails.

Keeping the big picture on the fingertip.

Once implemented, Mandate APOLLO allows partners and senior management to obtain instant, dynamic and interactive view of all major business core activities, projects, engagements, proposals, etc, right on their figure tip. It will also allow department heads and managers to do the same on all engagements and non-client related jobs within their division. Mandate APOLLO has a tool to allow the users to monitor all engagements and jobs in an easy to understand and consolidated “Panel” manner.

Stay Informed with the Mandate APOLLO

Mandate APOLLO helps streamline processes and allow engagement partners and managers to stay on top of critical issues. The System provides dynamic information on all activities under their responsibilities. Partners, Managers and staff can monitor, query, check, interact, resolve and be alerted to each problematic issue that may require attention quickly and effectively. They will have instant access to the overall picture to view their responsibilities, jobs, projects, transactions with detail information on each and every development, who is responsible, events, resources, history, risk factors, preventative measure adopters, to help them in the problem resolution.

Information Mining

Mandate APOLLO harvest details and progress of all engagements, projects, non engagements and office administrative jobs at the bottom to provide a consolidated and streamlined reporting at the highest level, Mandate APOLLO provide partners and senior management with a top down view on all engagements, projects, activities, etc and drill onto detail when necessary.

Remote Access from Anywhere

Mandate APOLLO is a web based system that allows authorized user immediate access from any Internet connected computer from a remote client site, business center, Internet café, WAP Phone and PDA.

Dynamic Risk Analysis

Mandate APOLLO allows management to drill on specifics and bank in on details. Who is responsible? What went wrong? Why the delay? When and how it happened? Question can be post and feedback without the restriction of people's availability, time and location. No more "waits" for someone to be available for meeting, to get off the phone, to return to the office for status update. Follow up and conversations can be transpire via the dialogue function instantly.

Easy to use and No Learning Curve.

Mandate APOLLO's Web Based user interface make it intuitive to use without learning curve. Anyone who is familiar with using a Web Browser can use the system without formal training.

Powerful Decision Support.

Mandate APOLLO Dynamic On Line Analysis and Dynamic Report Generator extend the engagement partner and manager's effectiveness in managing their engagement. The system makes it easy to turn the dynamic data and past history into valuable management information for decision support on resource management, staff planning, workload distribution and individual's performance, overall productivity on all engagements and non-engagements activities.

Management Alert

Mandate APOLLO's auto alert and warning function ensure no more oversight with auto-escalation. It ensures all engagements receive the focus and attentiveness required. When a job within an engagement or project become due or incomplete, or a question received no reply, the system can be set to generate auto escalation to the appropriate partner and manager. Auto-Escalation can notify users through corporate e-mail, pager, SMS or other communication methods.

Improve Productivity and Keep Everyone Focus

Mandate APOLLO's user Panel notifies user of new assignments assigned by their superior. It works in conjunction with the auto escalation function to alert overdue assignments and flag warning messages on the user Panel including sending email messages and SMS to mobile phone, alerting senior managements, managers and staff even during after office hours and when they are away from the office.

The system is so powerful that it could help all users to improve their productivity and focus by allowing the users to set prior due date alert before due day to remind themselves and flag warning when the job fall due or incomplete.

The deployment of Mandate APOLLO is like giving an immediate personal assistant to everyone within the company, reminding and alerting each and everyone of their duty, assigned jobs, engagement activities by keeping staff focus and organize their work better. The system will direct the users to carry out their jobs in accordance to the business processes, workflow and timing as mandated by the firm. There will be no more room for excuses such as "over-look", "I forget", or "I was confused because I am handling too many things at a time".

Time management

- Eliminate record taking and effectively account for time on and off engagement.

Mandate APOLLO Focus

- Account – Global Engagement.
- Engagement Partner.
- Client.
- Industry.
- Service Offering.
- Project – across multiple disciplines and business units.
- Engagements with sub-jobs and sub sub-jobs.
- Routine administrative task.
- Ad hoc – whatever is important

Mandate APOLLO Description.

The system has the design of a Panel concept, where all necessary information is presented on a single interface with expand and collapse function to allow user to manage of the amount of data desired. The Panel's web based interface also provides easy navigation through the menu bar.

The entire system complete with three distinct Panels that resemble the role of responsibility within the organization, namely Governance, Manager and Professional Panels.

Governance Panel.

The Governance Panel is the Master Panel with full functionalities.

- Full Control and Enterprise wide view.
- All engagements, all staff, all activities.
- Reports and On Line Analysis.
- All functions stated below.

Manager Panel.

The Manager Panel is the Panel for Partners and Manager that provide information relates to their own engagement and jobs, including the engagement, job and communication from the people who reports into them.

- View own engagement and assigned jobs/to dos.
- Monitor Progress and On-line Analysis.
- All staff that work on his/her engagement including individual's workload.
- All activities relates to their own engagements, including dialogues, reports, record trails and all communications.
- Cross division, cross engagement, and non-engagement activities if necessary.
- Auto alert and warning on due date or incomplete job.
- All functions stated below.

Professional Panel

The Professional Panel is the Panel for staff that provides information relates to their own engagement and jobs, including the engagement, job and time management.

- View only information relates to own assigned jobs/to dos.
- Communicate and tag all correspondence to the engagement.
- History review
- Knowledge base
- Time management
- Auto alert and warning on due date or incomplete job.
- Staff can set prior due date alert.

Key features:

- Single panel providing a complete picture of all engagements, people, dialogue and dynamic work load analysis, new and on going engagement status tracking with auto alert function.
- Panel provides analysis of accumulative total on all new engagement started today, number of on going engagements, number of overdue engagements that needing attention, number of engagements completed today, this month and to-date, across all categories to provides a complete picture of all engagements within the entire firm across all disciplines and all locations.
- Panel provides dynamic work analysis on all partners and staff with details on the number of engagement break down by category assigned to the individual and accumulative workload recorded by the Mandate APOLLO.
- Panel provide dynamic job display with listing of all new and assigned jobs with information on date, service level agreement, priority, job category, engagement partner, engagement manager responsible for the job, client name engagement descriptions, engagement number that correspond to Practice Management System for data integration if necessary.
- Panel's dialog section provides instant register on new dialog post on the system which would tag to the job, identifying time of submission and initiator, if the message fall due (over a set period of time that determined by the firm) the system will flag a warning sign by highlighting the dialog with red color on the Panel.
- The artificial intelligent build into the Panel interface allows ease of information management. It would only display name of staff and category when there is actual job registered, and it would automatically remove these information to avoid information overflow and to preserve the simplicity and user friendliness on the Panel. The collapse and expand function allow the user to choose the amount of information display on the Panel. The Sorting function on the Panel allow the user to sort information dynamically on date, engagement, client name, job type, job priority, service level agreement, start date and due date.
- If a risk or Issue log is created for a particular engagement, the system will display a risk log icon tag to the specific engagement directly, allow engagement team members to view and update the log file for efficient practice risk management.
- The auto refresh function provides instant update on all information displayed on the Panel at set interval, which can be set by user.
- Web based interface allows
- easy navigation within the system and tights all modules together, unlike other application that required user to get in and out of different module before they can access the function desired, access to other modules and functions is just a click away without sequencing restriction.
- Auto Alert function will highlight all engagements that has job overrun or incomplete, system can be set to generate email, SMS to the staff, engagement manager and partner.

- Governance Panel provide function to view manager and Professional Panel directly, allowing the Governance Panel user to have the exact same view of the manager or Professional Panel users during risk management and problem solving if necessary.
- System allows authorized user to make enquiries across the entire organization on engagements based on engagement numbers, engagement type, client name, engagement partner, engagement manager, date, period, staff name and status such as Logged, assigned, overdue and history based on closed engagement status.
- System allows assignment unlimited sub tasks to an engagement if necessary.
- System allows parallel execution of job task within the engagement which replica human behavior and business process derived from unforeseen circumstances or planned methodology.
- System provides powerful report function that can be integrated with Crystal Report and SQL OLAP functions.
- System provides simply and user friendly interface to allow customization and modification necessary to match with changes derived from changes in business environment or adoption of new business strategy, most changes can be carried by the authorized operator without the involvement of IT professional.
- Manger Panel provides similar function as Governance Panel with auto filtering and auto tracking that replica the organization chart and staff changes in a corporate environment. Manager Panel provides managers and partners with consolidated view on his/her own engagement and related information, including engagement and dialog of subordinates that report into him/her.
- Professional Panel provides a consolidate view of all the jobs assigned to the user and help them users to organize themselves better, increase their focus and productivity. User can set prior-due date alert on their assigned job to remind them and plan their time more effectively.

System Requirement:

Hardware:

PC server with 1GB RAM and minimum of 30 GB storage capacity.

Server Software:

Microsoft Windows 2000 Advance Server.

Microsoft SQL 2000 Server.

Microsoft IIS Server.

Client:

PC with Microsoft IE 6.