PysFlow

PROCESS MANAGEMENT CONSULTING · OUR TEAM INCLUDES PMP®-CERTIFIED CONSULTANTS

# Process first, then the right technology.

We begin by listening to the real headaches in your organization and observing how work actually flows on site. Technology comes last, built around that process. The result: you see at a glance **who holds every request, approval, payment and decision, what stage it has reached and how long it has been waiting.**



INDUSTRY-AGNOSTIC, PROVEN IN THE FIELD

**200+**
processes live in daily use

**1,000+**
users and stakeholders reached

**20+**
industries served

Construction & supply · Food production · Wholesale · Retail & e-commerce · Automotive suppliers · Logistics & distribution · Energy · Manufacturing & trade · Construction & contracting · and more

**You shouldn't have to know everything yourself.**

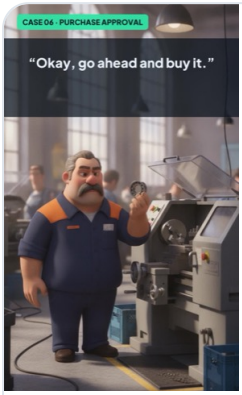
No need to replace your existing systems.

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A QUICK CHECK

# How many of these scenes sound familiar?

Industry doesn't matter. Wherever work changes hands, these lines are heard sooner or later.

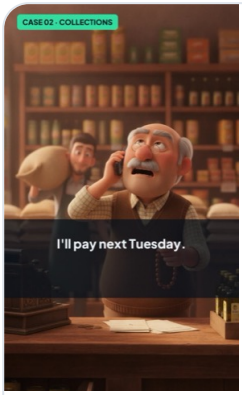



PURCHASE APPROVAL

## "Fine, go ahead."

Approved verbally in the corridor, recorded nowhere. Day four: the production line is still waiting for the part.

Scan to watch the short film in English

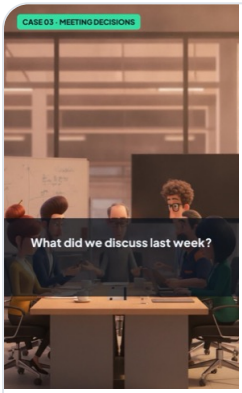



COLLECTIONS

## "I'll pay next Tuesday."

The promise went onto a sticky note. Tuesday came, and nobody remembered.

Scan to watch the short film in English




MEETINGS

## "Who took this on again?"

Decisions are scattered across notebooks. The same topic is on the agenda for the third time.

Scan to watch the short film in English




SUPPLIER PAYMENTS

## "Where's my payment?"

The supplier is calling for the third time. Nobody can see which stage the payment is at.

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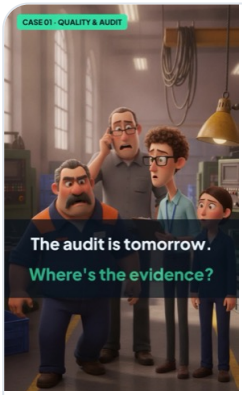



CUSTOMER SERVICE

## "I passed it on."

The complaint was passed on, but nobody followed it up. The customer is calling again.

Scan to watch the short film in English




QUALITY & AUDIT

## "The audit is tomorrow."

Records are split between a notebook, a phone and a file. Everyone is hunting for evidence.

Scan to watch the short film in English

All cases: pysflow.com/en/case-stories

## More than two feel familiar? It's not your people, it's the process. And processes can be fixed.

Today these answers live in a few people's heads, often the manager's. The fix is to build them into the work itself.

OUR APPROACH

# We don’t start with software. We start by listening.

Every company’s processes are unique. That is why we don’t begin by demonstrating a product; we begin by listening to what is causing you headaches. Technology is built last, on top of the process we design together.

01

### We listen

We listen to everyone who actually does the work, from management to the front line.

- ✓ Management and team interviews
- ✓ On-site observation of the work
- ✓ Prioritizing where value is lost

02

### We design the process

Who does what, in what order, and with whose approval? We define the rules together with you.

- ✓ Flows and responsibilities
- ✓ Authority and approval rules
- ✓ Indicators to track

03

### We implement the right technology

We implement the designed process with the technology that best fits your business, and add custom applications where needed.

- ✓ Configured for your organization
- ✓ Custom development
- ✓ Training and rollout

THE OUTCOME: FOUR ANSWERS FOR EVERY TASK, IN ONE PLACE

## Who?

Every task has one clear owner.

## What stage?

Its status is visible without asking.

## How long?

Waiting work is spotted before it becomes late.

## What happened?

Who did what, and when, is recorded and cannot be altered.




**Our team includes PMP®-certified consultants; projects follow international project management standards, with written scope and timeline.**

PMP (Project Management Professional) is one of the most widely recognized project management certifications in the world. It is awarded by the US-based Project Management Institute (PMI) to professionals who meet documented experience and education requirements and pass a rigorous exam, and it is renewed through ongoing professional development. What it means for you: your project’s scope, schedule, risks and stakeholders are managed with a defined discipline.

WORK TRACKING · ONE SCREEN

# Every task on one screen, each with a clear owner

The system is configured around the designed process, in your organization's own language. From purchase requests to complaints and meeting decisions, every task is opened, assigned, progressed and closed in the same way.

**Tasks · Open** — ILLUSTRATIVE SCREEN

Filter: Status: open | Project: all | Assignee: all — Sorted by waiting time

| # | TYPE | SUBJECT | STATUS | WITH | DUE | WAITING |
|---|---|---|---|---|---|---|
| #1284 | Purchase request | Bearing set · line 2 | Awaiting approval | General Manager | today | 40 min |
| #1281 | Customer complaint | Damaged delivery | In progress | Warehouse | 13 Oct | 1 day |
| #1279 | Payment request | Supplier invoice | Finance approval | Finance | 14 Oct | 5 h |
| #1276 | Meeting decision | New shift plan | Overdue | HR | 10 Oct | 3 days |
| #1270 | Internal request | Forklift maintenance | Closed | Maintenance | 11 Oct | — |

- **Projects and units.** Each department or branch works in its own space; management sees them all together.
- **Workflow.** Rules govern which role can move which task to which stage.
- **Saved queries.** Lists such as "My overdue tasks" are defined once and open with a single click.
- **Email notifications.** You are notified when a task is assigned to you or updated.
- **Bulk actions.** Update many tasks at once; each one still follows its own rules.
- **Roles and permissions.** Who can see and change what is defined by role.
- **Custom fields.** Amount, customer, plate number, machine… Add the fields your work needs and make them mandatory or read-only.
- **Tamper-proof history.** Every change to a task is kept, with who made it and when, alongside attachments and comments.
- **Time tracking.** Measure how much effort goes into each task.
- **Dedicated installation.** Your data is never stored in the same system as other companies' data.

## THE LIFE OF A TASK

01 · OPENED

### Through one channel

Not by phone, WhatsApp or in the corridor; required details go into mandatory fields.

02 · ASSIGNED

### To a named person

Routed to the right person by department, role or amount, according to defined rules.

03 · PROGRESSES

### In visible steps

Every step is recorded; the requester sees the status without calling anyone.

04 · CLOSED

### With evidence

Who did what, and when, is stored with attachments and can be reported on.

TAILORED SOLUTIONS

# If your process is unique, your technology should be too

We adapt technology to the process, not the other way round. Where your business needs it, we develop custom applications and management reports. Here are examples from our work.

QUALITY & AUDIT

## No more hunting for evidence on audit day

Nonconformities and corrective/preventive actions are recorded with an owner and a deadline. The evidence auditors ask for comes straight from the process records instead of a file-by-file search. **Real case · manufacturing: Preparing evidence before an audit went from weeks to 1–2 days.**

MANAGEMENT REPORTING

## Executive dashboards from process data

Indicators drawn from the work-tracking records, such as waiting times, workload by department, delays and recurring issues, are tracked in charts. **Real case · construction: Preparing the weekly status report went from 4–5 hours to under 30 minutes.**

PROCESS AUTOMATION

## Steps that move forward on their own

Requests routed automatically to the right approver by amount, reminders sent before deadlines, and open decisions carried over to the next meeting's agenda.

WORKING ALONGSIDE

## Next to your existing systems

Your accounting, ERP and inventory systems stay as they are. PysFlow fills the tracking and approval gap they don't cover.

HOW WE DECIDE

## Technology decisions are made once the process is clear.

At the end of the process discovery, we decide together which technology and what scope will best meet your needs. The scope is agreed in writing, and we never recommend software you don't need.

HOW CUSTOM DEVELOPMENT WORKS

01

### We listen

We hear the need first-hand from the team that lives with it every day.

02

### We define the scope

What will and won't be built is agreed in writing.

03

### We build

We progress through interim versions tested with your team.

04

### We roll out

We deliver with team training and user documentation.

REAL RESULTS

# Different industries, one problem: untracked work

Today **over 200 processes are live**, reaching **more than 1,000 users and stakeholders**.
The cases below are real projects; company names are withheld for confidentiality.

✓ REAL CASE · CONSTRUCTION & SUPPLY

**Purchase approvals** — **4 → 1.5 days** average approval time

**Before:** Approvals ran on email and wet signatures. **After:** Requests are routed automatically to the right approver by amount and tracked on one screen.

✓ REAL CASE · FOOD

**Collections** — **40%** more overdue receivables collected

**Before:** Payment promises and calls were not recorded. **After:** Due-date based follow-up, logged conversations and a planned call routine were put in place.

✓ REAL CASE · AUTOMOTIVE SUPPLIER

**Inter-department requests** — **40%** faster response between departments

**Before:** Requests got lost in WhatsApp groups. **After:** Each request is clearly assigned to a department and is either accepted or returned with a reason.

✓ REAL CASE · EDUCATION INSTITUTION

**Meeting decisions** — **50% → 90%+** of decisions followed up

**Before:** Decisions stayed in notebooks. **After:** Every decision becomes a task with an owner and a date.

✓ REAL CASE · RETAIL & E-COMMERCE

**Customer complaints** — **≈ zero** complaints left untracked

**Before:** Nobody knew who was handling a complaint. **After:** Every complaint is recorded with an owner and a deadline; root causes are visible.

✓ REAL CASE · ENERGY & SUPPLY

**Supplier payments** — **20% → <5%** of payments made after the due date

**Before:** Payment requests came verbally and with missing documents. **After:** Requests arrive through one channel with documents attached; approval levels proceed in order.

✓ REAL CASE · LOGISTICS & DISTRIBUTION

**Shipment requests** — **30% → <5%** of requests returned for missing details

**Before:** Vehicle requests came by phone with missing details. **After:** Requests come through a single form with mandatory fields; bottlenecks are visible instantly.

✓ REAL CASE · SERVICES & RETAIL

**Internal support requests** — **65% → 85%+** closed within target time (SLA)

**Before:** Requests were made in corridors and over the phone. **After:** Every request is logged as a ticket and queued by priority.

## EXAMPLES OF INDUSTRIES WE SERVE

Construction & supply · Food production · Wholesale · Retail & e-commerce · Automotive suppliers · Logistics & distribution · Energy · Manufacturing & trade · Construction & contracting · Furniture · Healthcare · Education · Hospitality · Tourism & services · Legal · Software & technology

Selected from the 20 client cases we have published. Results belong to each company's own process; every organization is assessed separately through process discovery. More at pysflow.com/en.

YOUR FIRST CALL · FREE INTRODUCTORY CALL

# See who holds every request, approval and payment

A free 30–45 minute online call. No commitment. You tell us where work gets stuck; we look at how it runs today.

**01 Tell us your headaches**
Requests, approvals and payments that get lost.

**02 We look at how work flows**
How work actually moves and who holds each step.

**03 Get your summary**
A 1-page process summary after the call.

We reply in English within 1 business day.

**Book your call: pysflow.com/en**

Or write to us on WhatsApp.

WHAT PEOPLE WITH SIMILAR PROCESSES SAY

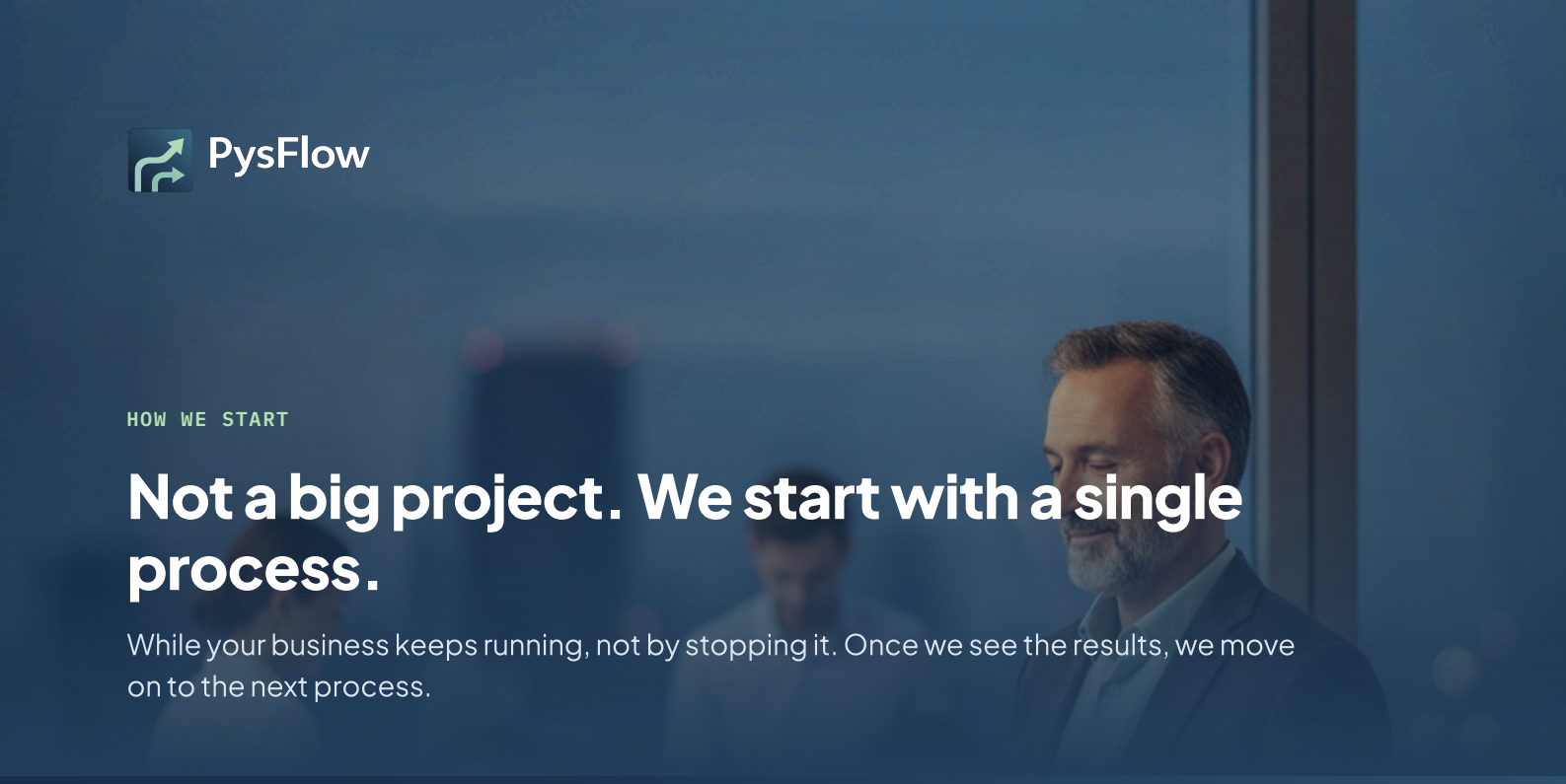
> *The approval sequence is clear the moment a request is opened. 'Verbal approval' is a thing of the past.*
>
> **Emre** · Procurement Lead Manufacturing

> *Now we can follow every request end to end, even if the customer never calls.*
>
> **Serap** · Customer Service Manager Services

> *Every nonconformity is recorded step by step. We can produce any record an auditor asks for within minutes.*
>
> **Merve** · Quality Manager Pharmaceuticals

Shortened and translated from genuine customer feedback; company names are withheld for confidentiality.

PysFlow



HOW WE START

# Not a big project. We start with a single process.

While your business keeps running, not by stopping it. Once we see the results, we move on to the next process.

### 01
**Introductory call**

30–45 minutes, free of charge. We listen to the issues that cause your organization headaches.

### 02
**Process discovery**

We study how work flows today and identify where most value is lost.

### 03
**First process**

We implement the selected process and roll it out together with your team.

### 04
**Measure and scale**

We measure the results together and move on to the next process.

**Do we have to replace our current systems?**

No. Your accounting, ERP and inventory systems stay in place.

**Do you sell packaged software?**

No. We design the process first; the technology is shaped by that design and set up for your organization.

**Where is our data kept?**

Each organization gets its own installation; your data is never stored alongside other companies' data.

## If this picture looks familiar, let's talk.

The 30–45 minute introductory call is free and comes with no obligation.


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**Book a call online**
Opens our English contact form.

**Message us on WhatsApp**
Opens with a ready-made message.

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