



External Interface Module



Extend the power of Hardcat throughout your organisation and provide browser-based access to Hardcat with the External Interface Module!

The External Interface allows an organisation to provide general users access to certain commonly accessed areas of functionality (such as reporting asset movements or reporting problems or equipment breakdowns) into a simplified application interface that can be tailored to your exact requirements. Such access can be via a local area network, wide area network, or even via the internet!



Functions Summary

The External Interface Module is an extremely powerful addition to Hardcat, providing:

- Ability to create custom interfaces for accessing various commonly used functions
- Ability to provide your general users (internal or external) with select information from the Hardcat database
- Audit trail tracking and reporting of all changes made by external users
- Data Exchange with other systems (eg ERP systems, other RDBMS)

By allowing controlled access to external users, traditional information "bottlenecks" can be avoided. Eg, improve your help desk service by allowing users to log their own problem details via a specially designed interface, rather than relying on Help Desk engineers to input this information while speaking to users on the phone. Or improve the ease of recording changes to basic asset details by allowing the asset "owners" to input the details themselves rather than waiting for an asset audit to pick up discrepancies at a later date.

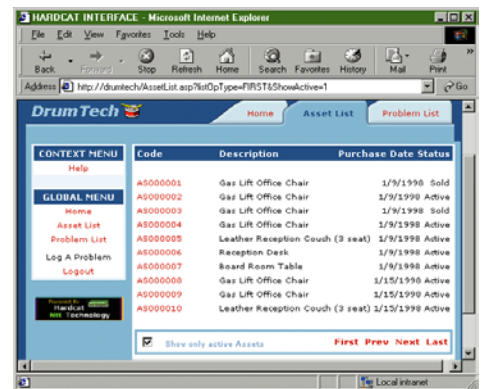
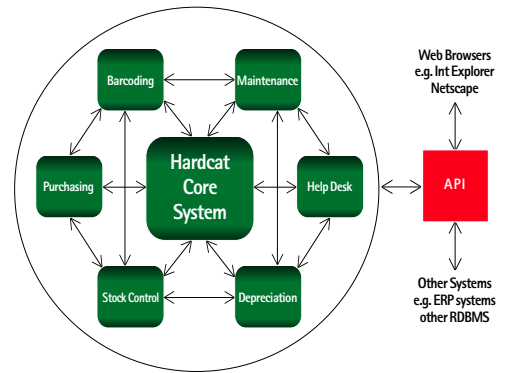


Standard Features Include:

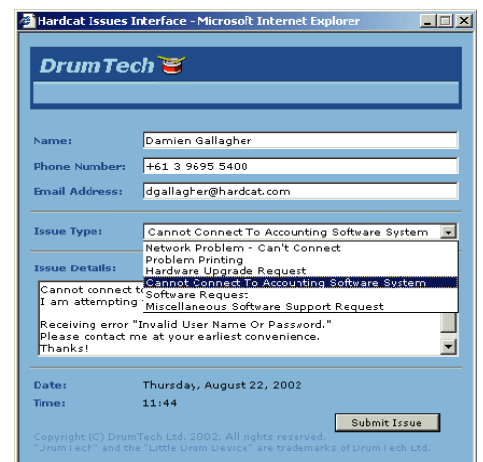
- ActiveX enablement of Hardcat
- Standard asset lookup browser screen
- Standard browser screen for problem logging and lookup
- Standard browser screen for work order lookup and action logging

Further Options Include

- Customised browser screens with extended functionality (we can program additional functions or additional business rules specific to your organisation into the interface)
- Addition of extra layers of security over information access and control of information flow within your organisation



The External Interface allows your asset register to be available to all users via a browser front end. Available functionality is controlled, allowing you to decide access to information or certain functions.



The Interface Module offers a problem logging browser interface as a standard feature, so organisations with the Hardcat Help Desk Module can roll out a web-based problem logging solution and say goodbye to the telephone!



Hardcat clients discuss Hardcat:

"The guys in your technical area have done a superb job – it's perfect!"
– Omya Southern Pty Ltd

"Hardcat has done a very good job of designing our system, allowing us to see exactly what equipment we've got and its location."
– Army Technical Support Agency, UK



Enjoy a "custom" solution, with "off-the-shelf" upgrades & support!

Hardcat provides you with the best of both worlds – an interface you can tailor to meet your exact requirements (who you provide information to, what information you present, what functionality you make available) but still enjoy regular updates and full product support (like any regular off-the-shelf application!) Because when you use the Interface Module, you are only customising the interface, not the application software behind it. This sets Hardcat's solution far apart from expensive and difficult to maintain custom-written application software.



Fully integrated with other Hardcat modules!

A key benefit of the Hardcat system in general is the smooth flow of relevant information between related modules. The External Interface Module is no exception, with seamless links to:

Hardcat Core Module

- All changes immediately updated to the Hardcat database, and vice versa
- Full audit trail maintained of all changes, including user name, date and time of change

Hardcat Help Desk Module

- All problems logged externally are immediately updated in the problem list
- External users can review the progress of their problem via the browser interface (rather than phoning the help desk)

Hardcat Maintenance Module

- External users such as maintenance contractors can review the list of work orders assigned to them "live" via the interface
- All actions recorded for these work orders are immediately recorded in the main Hardcat database (no need to transcribe notes or reports!)

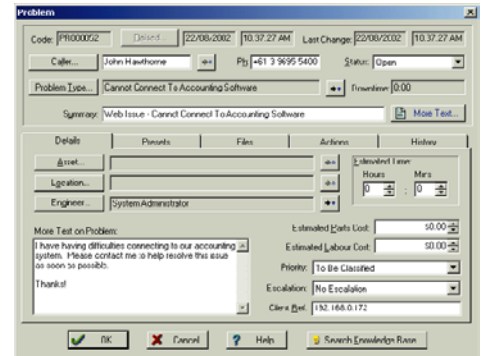
Hardcat Stock Control Module

- Employees can see what stock is available and where it is located
- New stock acquisitions via other MIS systems can be automatically updated to the Hardcat database



Key Benefits

- Customised front end for Hardcat to meet your exact business requirements
- Customisation is not orphaned or adversely affected by new software releases
- Incorporate interface changes very quickly, and a very low cost
- Broaden the application of Hardcat in your organisation while at the same time keeping strict limits on the functionality available to external users
- Provide Hardcat access to a large number of users at a very low cost!



Data entered via the External Interface Module is immediately updated in the Hardcat database. Here we see a help desk problem entered by a client via their browser appear in the Hardcat Help Desk screen as used by the Help Desk Engineer.



Need more advanced functionality? Let Hardcat custom-design a front end for you, with whatever additional browser-based functionality you require! Unlike custom software applications, these will not be "orphaned" by new updates of the main Hardcat software application!



For more information

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