

# Project Communication Platform

With factline's years of experience, communication among your project members will be much more efficient!

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## factline

This project platform is based on factline Community Server

More and more projects are taking place beyond organizational boundaries. Thus it is becoming common that various project members, who are working together on one or more projects, are geographically distributed. This turns efficient communication among teams into a big challenge.

While email works successfully for communication between two persons, it is a poor method for group communication, because the volume of e-mails increases dramatically, and sorting out the relevant information is almost impossible.

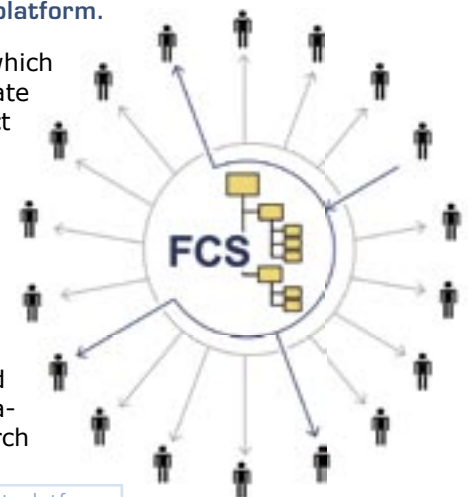
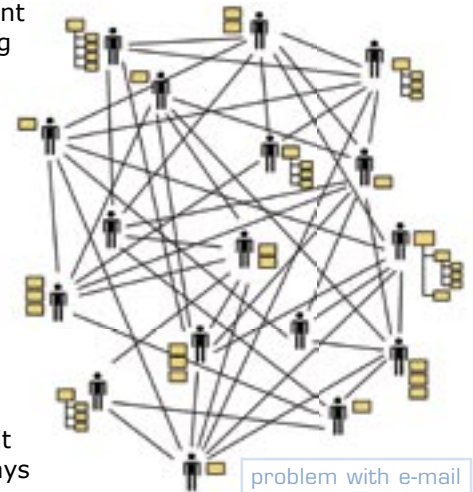
Furthermore, the management of information is inefficient if every project member has to waste effort to individually organise the information received. Not having a shared information pool causes a number of problems. For instance, it is difficult to guarantee that project members always refer to the same document versions.

Therefore adequate communication among decentralized project members via e-mail can be both inefficient and problematic.

**Solution: Increase efficiency with a webbased project platform.**

factline created the factline Community Server (FCS), which is essentially an easy to use project platform to facilitate communication. FCS provides infrastructure for project members to share their information, to discuss pertinent issues, and to solve current problems. This enables them to collaborate on all aspects of the projects efficiently, even though they are geographically distributed.

FCS also serves as an easily accessible knowledge pool containing all relevant documents. This greatly reduces the number of e-mails that one has to send and receive. In addition, all information is systematically organised, accumulated and stored in a secure environment. When required, the information can be easily retrieved with the help of an integrated search engine.



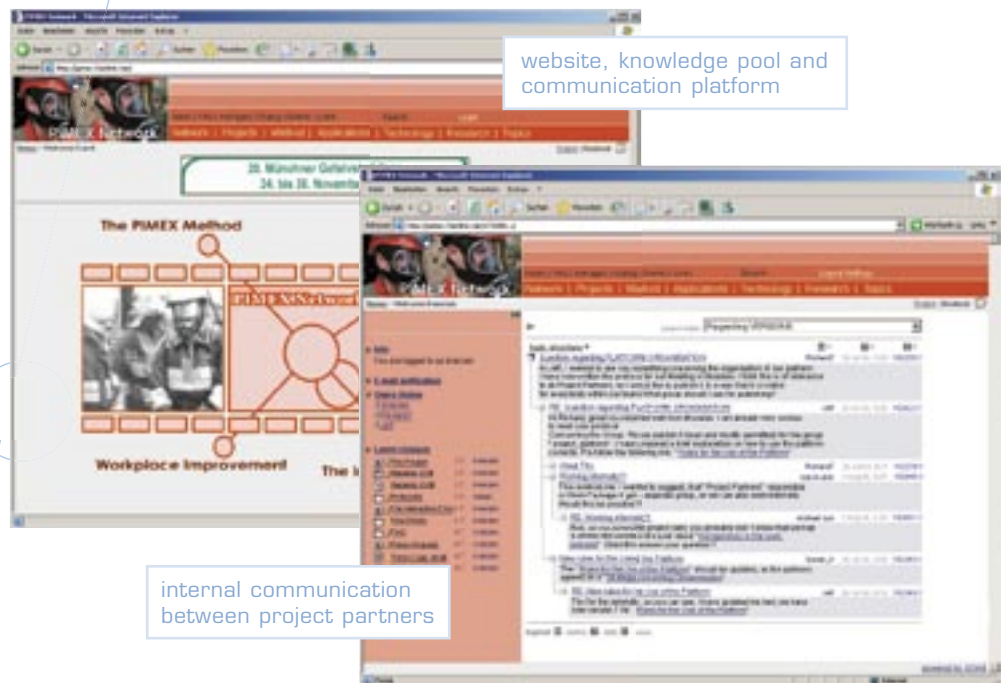
solution: project platform

### factline's offer:

factline offers a complete and convenient package of services to ensure that your project platforms meet your requirements from the beginning to the end.

- ① **Competence:** factline offers consulting on the use of project platforms in general, as well as training on how to use FCS. factline will develop concepts for your project platform including information structure, communication rules, design etc.
- ② **Quality:** FCS is constantly being improved. Your project platform will always be up-to-date and meet newly evolving requirements.
- ③ **Support:** factline customers enjoy continuous support via telephone, e-mail and discussion forums. A comprehensive and regularly updated FCS user manual is also available on our website.

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### Benefits of using FCS:

#### Enhance efficient communication

FCS has a unique functionality that allows project members to reliably refer to related information within and between platforms in a dynamic content environment. Even if information is changed or updated, links remain consistent. This is true for any kind of information, including forum postings and chat communication.

#### Regular updates on project issues

Instead of reading up to 100 emails a day, project members receive a daily, weekly or monthly summarized e-mail report, called notification, of all changes that took place on the project platform. Everybody stays informed and thus can get involved whenever needed.

#### 24 hours, 7 days a week instant access to project information from any location

Since FCS is webbased, project members just need a standard internet browser to share and access project information from anywhere at any time.

#### No installation is needed

You can concentrate on your projects without having to worry about troublesome installation, hardware, software, components and other technical issues.

#### Capture knowledge and information

What happens to the vital knowledge and information when key employees leave the organization or fall sick during critical periods of the projects? FCS addresses this problem by archiving all information in order to ensure reliable availability when it is needed.

#### Share and work with up-to-date information

With FCS's versioning system, project members can be provided with all up-to-date and accurate information they require to perform a good job.

#### Reduce duplication of information

FCS has the ability to link information across the entire platform, as well as between platforms. As such, information can be stored once and reused many times instead of wasting resources by duplicating similar information on the project platform.

#### High level of security

Project members are identified by a personalized username and password. There is also protection against data loss as all information is archived and backed up. On demand, FCS offers secured pages ("https://") for projects which require a high level of security.

#### Expandable

FCS allows for expansion when there is a need to add functionalities. Also, more project platforms can be easily replicated at the push of a button to accommodate more upcoming projects.

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