

Product description

BCS 26.2

Project Management Software
ERP for service providers



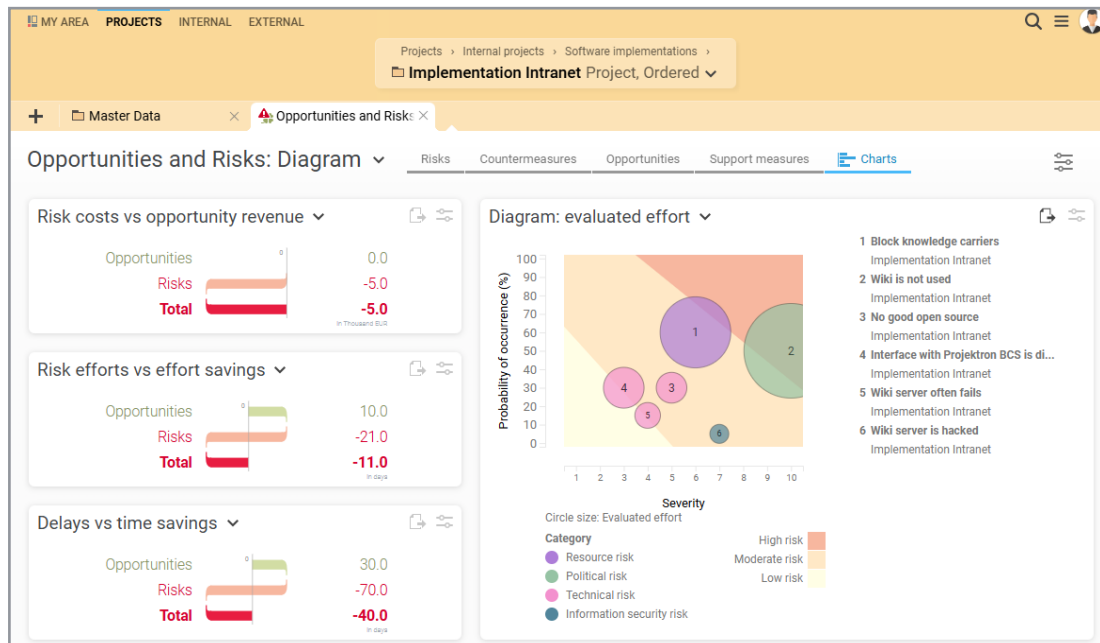
Contents

Functions.....	4
Project preparation	4
Project planning	5
Project execution	6
Resource management.....	7
Project controlling.....	8
Multi-project management	9
Project portfolio	10
Time recording.....	11
Ticket system.....	12
Personnel and applicant manangement.....	13
Quotation preparation.....	14
Invoicing	15
Reporting.....	16
Customer relationship management (CRM)	17
Document management	18
Expense Management	19
Teamwork	20
Inventory and contract management	21
Process management (BPMN)	22
Quality management.....	23
User permissions management.....	24
Customizing	25
AI in BCS	26
BCS-App	27
BCS as cloud variant	29

Project management methods	31
IPMA/GPM.....	31
PRINCE2.....	32
Scrum.....	33
Kanban	34
HERMES	35
PMI/PMBOK	36
V-Model XT	37
Automotive SPICE.....	38
PMflex	39
PM ²	40
Interfaces	41
Editions.....	43

Project preparation

With the BCS project management software, you start the project professionally. In addition to risks, you also record and categorize opportunities and evaluate their positive effects on revenues, effort savings and time savings.

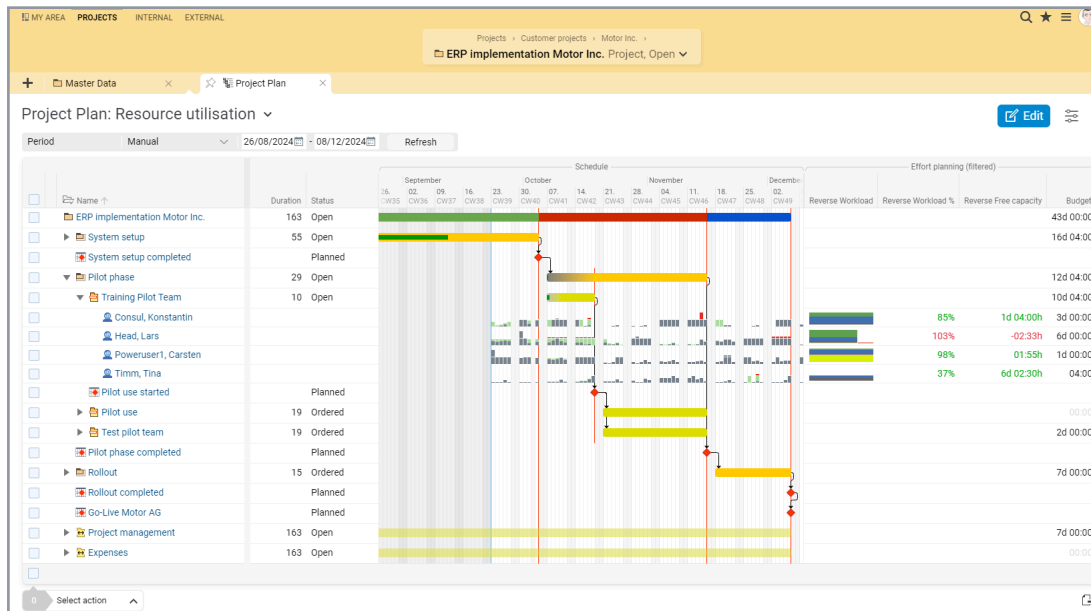


In BCS, you clearly display opportunities and risks in the diagram view.

- ✓ Capture, review, evaluate, and approve project ideas, then convert them into projects
- ✓ Assess strategic importance: potential, market, image, customer requirements, and profitability
- ✓ Software-supported goal definition with SMART goals, goal hierarchy, and prioritization
- ✓ Project environment analysis: identify internal, external, objective, and social influencing factors
- ✓ Stakeholders: analyze interests, influence, actions, and communication strategy
- ✓ Risk management: categorize and assess risks, and plan and monitor countermeasures
- ✓ Opportunity management: assess revenue, effort, and time savings, and link them to actions
- ✓ Communication planning via tasks, tickets, or generated reports
- ✓ Review project requests using a checklist and generate them as PDFs based on a customizable template

Project planning

With our project management software you plan professionally: work packages, tasks and milestones provide an overview, while automatic calculations ensure for efficiency.

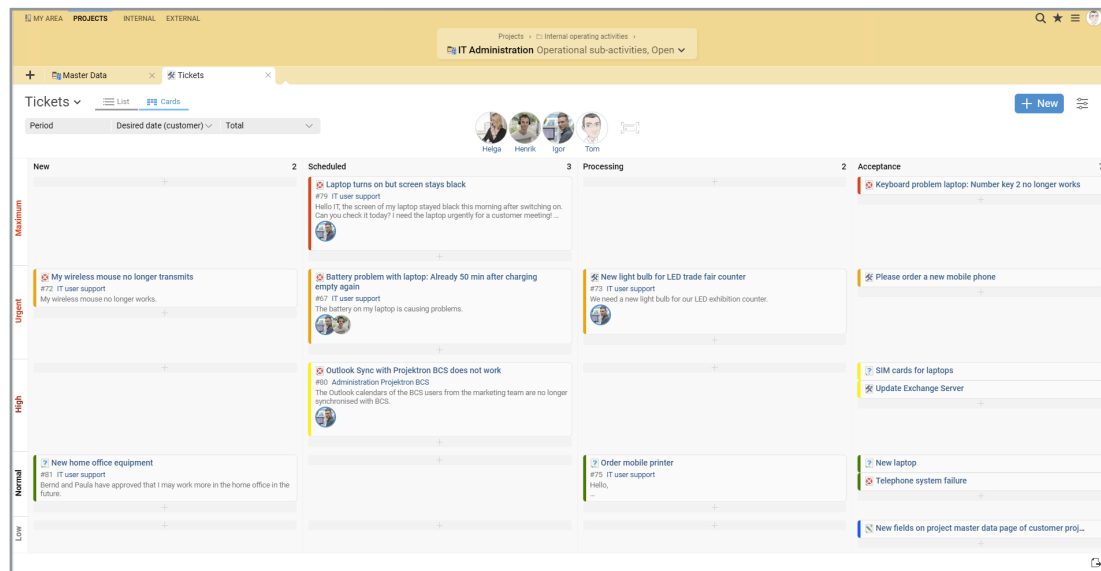


Self-defined project phases provide an overview

- ✓ Planning assistant: Supports you in planning according to various methods
- ✓ You define project phases flexibly yourself
- ✓ Templates for project structures, tasks, checklists, workflows, etc.
- ✓ Work breakdown structures with different views
- ✓ Subprojects, work packages, tasks, milestones and dependencies
- ✓ Interactive Gantt chart with resource utilization
- ✓ Resource management for the project with dynamic workload display
- ✓ System-supported cost calculation and evaluation
- ✓ Multi-currency capability for international projects
- ✓ Baseline plan comparison in tabular form or in Gantt chart
- ✓ Material costs, order and effort planning in overall and interval planning

Project execution

Make project execution efficient and react proactively to changes: For this purpose, our BCS project management software offers you a wide range of tools for project documentation, project communication and project control, for change management and structured project work.

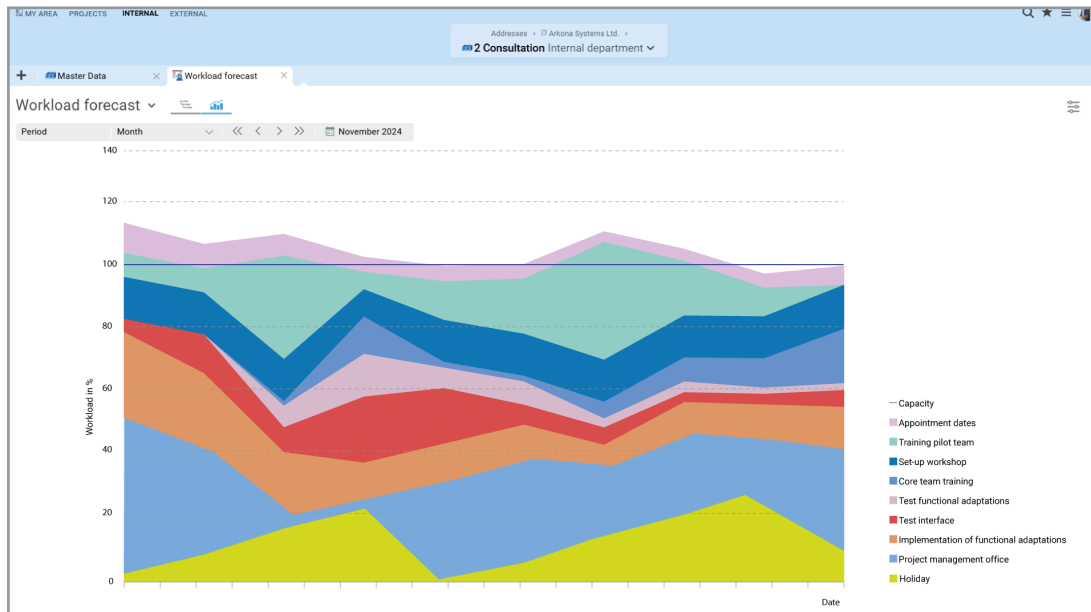


Easily assign tasks to the Kanban Board by drag-and-drop by status and priority.

- ✓ Project documentation: clear thanks to central document management
- ✓ Project calendar: quickly enter deadlines and organize meetings
- ✓ Assignment planning: staff projects and tasks with the appropriate employees
- ✓ Project-related time recording
- ✓ Change request: various possibilities, for example via tickets
- ✓ Kanban board for tasks and tickets: clear and intuitive to use
- ✓ Project communication including progress log and contact history

Resource management

Make optimal use of your resources: Planning, scheduling and allocating people, financial resources and material resources is child's play with BCS, as data from all modules is available in real time for resource planning. With BCS, you can identify impending resource bottlenecks at an early stage and take targeted countermeasures.

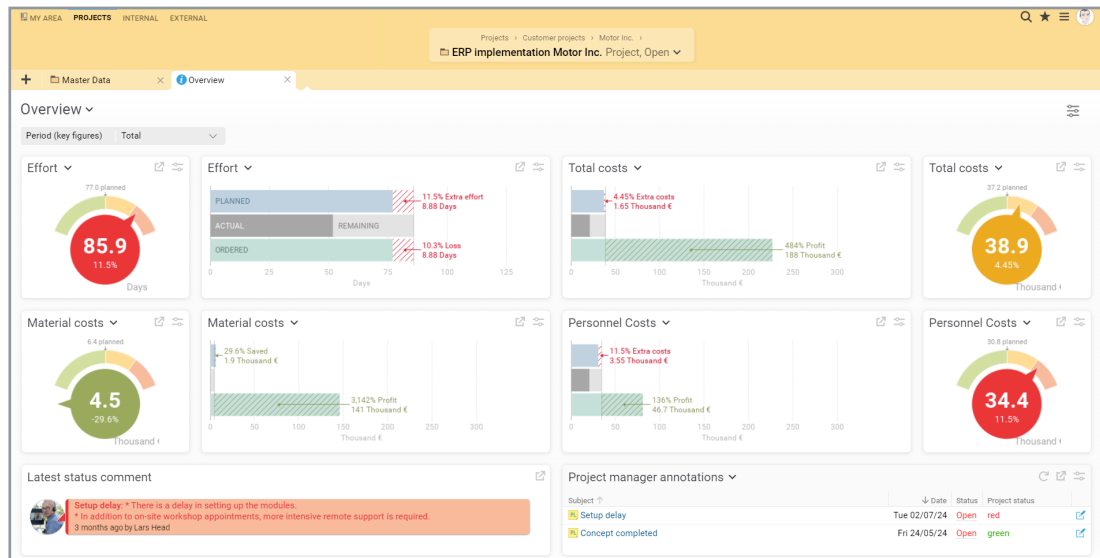


Thanks to the workload diagram you can see what the workload for your team is within seconds

- ✓ Workload analysis, workload mountains, workload forecast, workload scenarios
- ✓ Resource allocation for projects in the clearly arranged workload analysis
- ✓ Day-based scheduling of employees over long periods of time
- ✓ Capacity alignment of employees, departments and project teams
- ✓ Skill management: target employees according to skills and qualifications
- ✓ Reports for resource controlling
- ✓ Wage supplements: centrally manage deviations from regular pay
- ✓ Travel expense accounting and expense management
- ✓ Material resources: check availability of rooms, vehicles, IT, etc.

Project controlling

With graphical evaluations, target/actual values comparisons, and forecasts, BCS provides you with all the information you need to effectively manage individual projects and entire project landscapes.

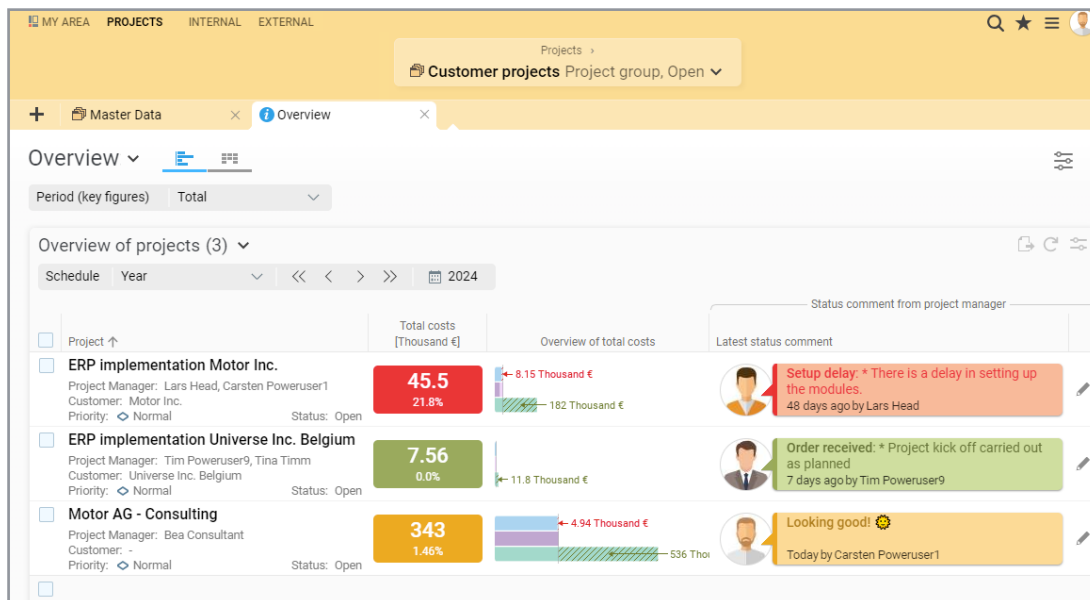


The project overview provides you with concise project details

- ✓ Project overview: Graphics and diagrams present the most important key figures
- ✓ Flexible evaluation dimensions: evaluate what is important to you
- ✓ Graphical progress display: check status in Gantt chart, adjust deadlines
- ✓ Simple plan changes and traceable change history
- ✓ Multidimensional task evaluation in interactive sunburst diagram
- ✓ Target/actual comparisons with traffic lights and progress evaluations
- ✓ Forecast warns of impending budget overruns
- ✓ Quickly record current status along the work breakdown structure
- ✓ Interactive Milestone trend analysis for efficient deadline controlling
- ✓ Earned value analysis: project progress, plan fulfillment and forecasts
- ✓ E-mail notifications of important dates and events on request
- ✓ Generate project reports easily according to individual needs
- ✓ Enhanced data protection: anonymization of employee assignments

Multi-project management

Focus on the right projects: With portfolio graphics, resource planning for project groups and multi-project controlling functions, BCS provides you with the optimal basis for strategic and operative multi-project management.

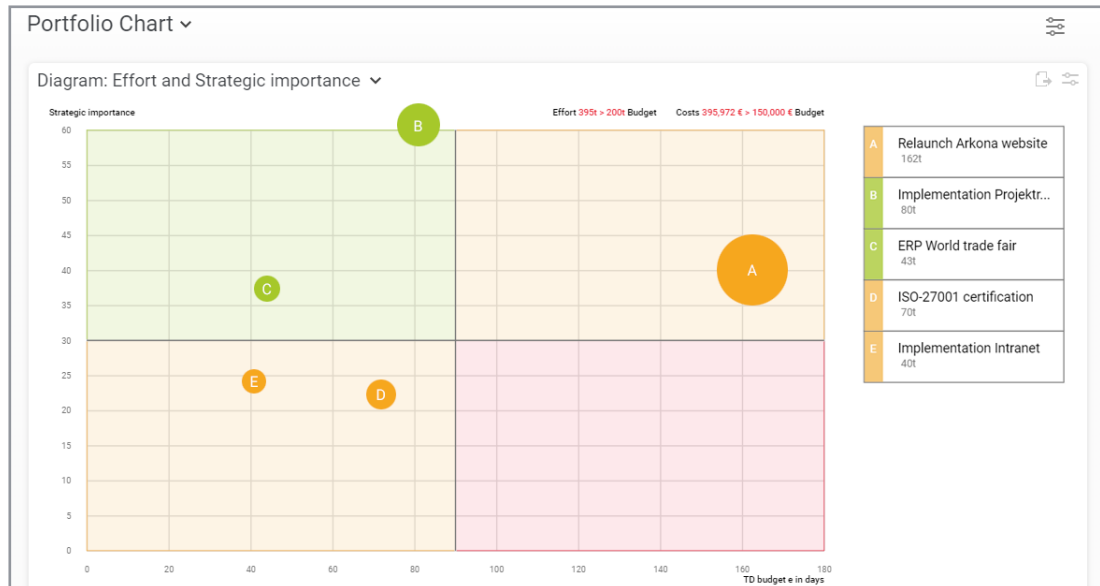


Graphical multi-project evaluation: Cost overview and status information from the project managers at a glance

- ✓ Graphical multi-project controlling with cost overview and status information
- ✓ Flexible structuring with project groups and project categories
- ✓ Project portfolio evaluations: Compare projects by complexity and benefits
- ✓ Resource planning for project groups
- ✓ Cross-project milestones
- ✓ Multi-project board structured by status, priority or project category

Project portfolio

With BCS' lean project portfolio management (PPM), you generate project proposals from project ideas and compare them. You also compile portfolios on different focal points and decide which projects you actually want to implement.

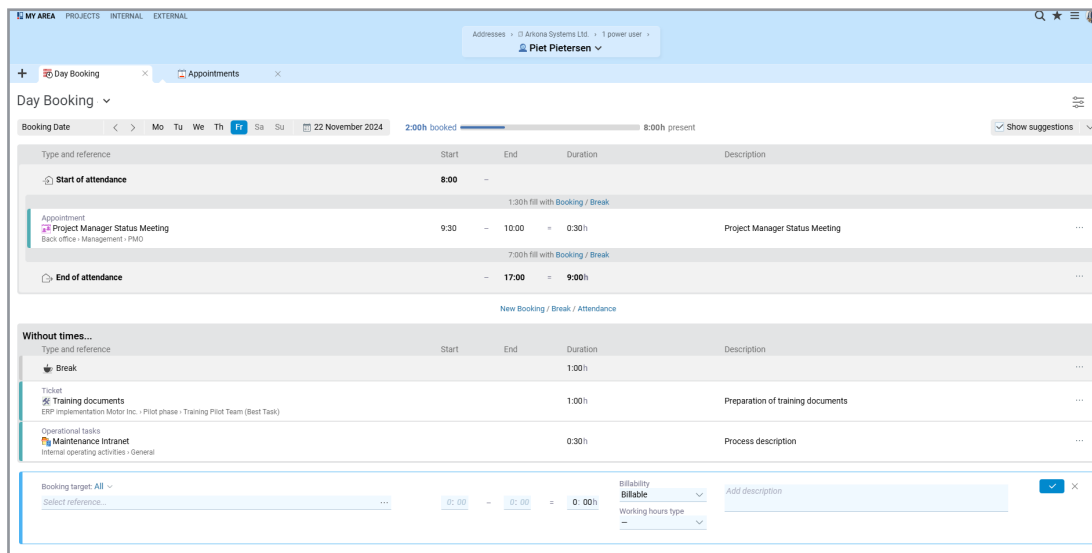


The portfolio diagram shows all projects in the portfolio according to strategic importance and costs

- ✓ Compare the cost-benefit ratio of projects in the portfolio diagram at a glance
- ✓ Create suitable checklists for your project categories
- ✓ Ring diagram visualizes status of checklist and evaluation of your project idea
- ✓ Cost and effort budgets attached to the portfolio
- ✓ Colored marking visualizes which portfolios are under or over budget
- ✓ Compare project proposals in overview
- ✓ Portfolio board with drag-and-drop to control project status
- ✓ Resource utilization in portfolios and projects is included
- ✓ Evaluate projects in your portfolios based on various dimensions in the portfolio chart
- ✓ Use stage-gate model to control throughput of your projects

Time recording

Attendance recording, working time recording, project-related time recording – for all these application areas in project management, BCS offers a transparent, ergonomic and efficient digital time recording system. In BCS and the BCS app, booking hours is quick and easy – even with a smartphone.

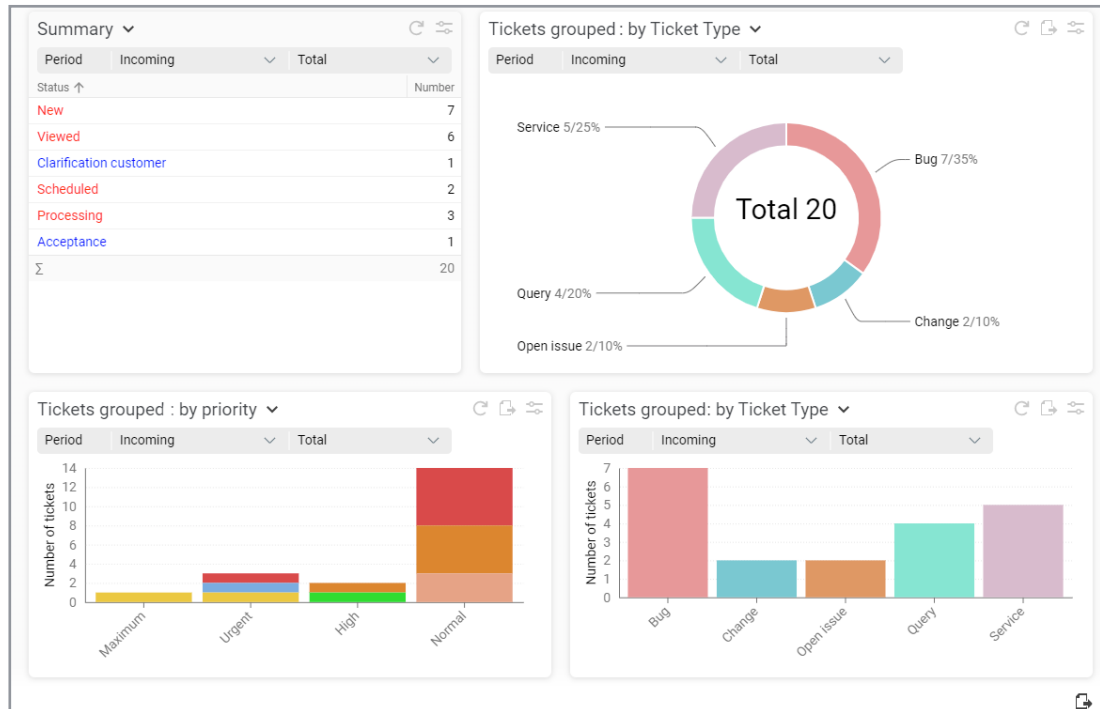


A look at BCS time recording: Attendances, projects and tasks in the day booking.

- ✓ Document attendance, working hours, and project time digitally and in compliance with applicable regulations
- ✓ Track time by order, task, customer, or project
- ✓ Choose between single-entry, daily, weekly, and stopwatch modes
- ✓ View suggested entries and remaining time gaps at a glance
- ✓ Create, copy, move, and edit one or multiple entries
- ✓ Track time online or offline in the office, at home, or in the field
- ✓ Record time on the go with the BCS app
- ✓ Book time directly to tickets, workflows, and Scrum activities
- ✓ Monitor remaining effort and prevent time or budget overruns
- ✓ Manage working-time accounts and evaluate them graphically

Ticket system

Thanks to software-supported customer communication, flexible effort recording and precise billing, you can manage customer inquiries and project tickets quickly and cost-effectively in BCS.

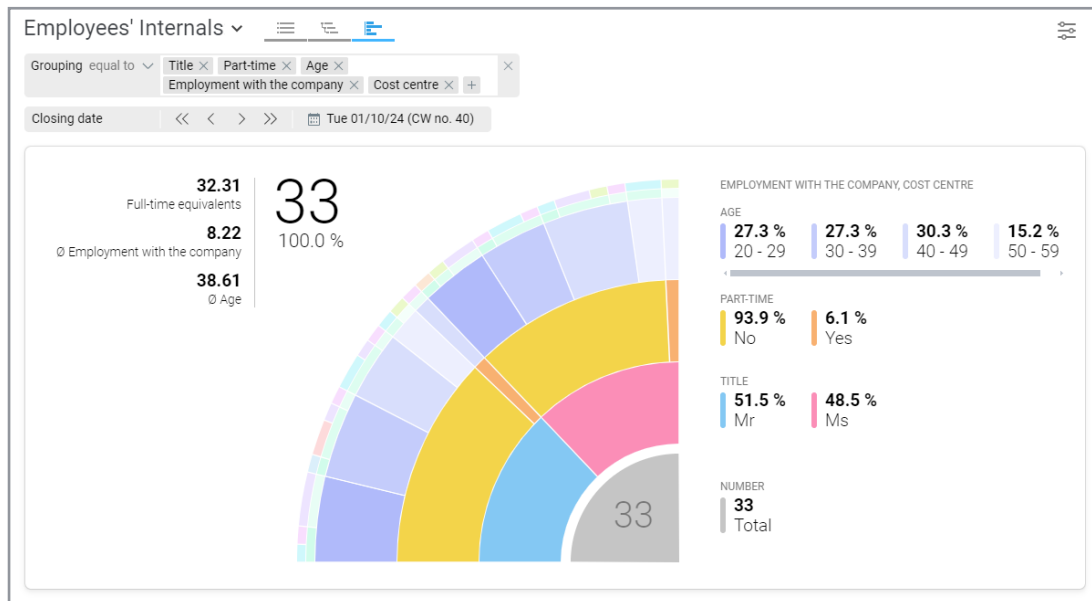


How efficient is ticket processing? The ticket evaluations in BCS provide insight.

- ✓ Capture and process customer requests through a secure support portal
- ✓ Monitor service and response times and prioritize tickets by escalation level & ticket score
- ✓ Capture customer satisfaction directly in tickets and analyze it by ticket or customer
- ✓ Use internal tickets for change requests, to-do lists, and internal services
- ✓ Collaborate across departments and locations directly within tickets
- ✓ Generate AI-assisted ticket summaries and suggested solutions
- ✓ Send email notifications and add email replies as ticket comments
- ✓ Create and edit tickets directly on the Kanban board
- ✓ Track processing time in tickets and bill it easily
- ✓ Convert tickets into project tasks or user stories
- ✓ Create custom ticket reports in tables and charts
- ✓ Organize tickets with tags, full-text search, filters, and links

Personnel management

Project management also means people management: project success depends largely on the team's staffing, skills and motivation. With BCS, you manage key HR processes – from applicant management and hiring to payroll, working time and absence management, through to skill management and employee development.



The interactive graphic „Employee internals“ with dynamic filter function .

- ✓ Applicant management with digital applicant file, team evaluation, appointments and e-mail templates
- ✓ One-click onboarding: turn an applicant file into a digital personnel file
- ✓ Automate onboarding and offboarding processes using BPMN, workflows, checklists and notifications
- ✓ Use central employee data, organizational structure, permissions and employee self-service in BCS
- ✓ HR analyses and reports: filter, visualize and report personnel data multidimensionally
- ✓ Map working time accounts, time tracking via the BCS app, payroll, bonuses and DATEV integration
- ✓ Manage vacation, time off in lieu and absences with approval workflows, substitutions and resource synchronization
- ✓ Employee development: skill management with qualification search, availability, deployment planning and Training

Quotation preparation

With BCS, you can quickly and precisely create a quotation from your planning data according to your individually created templates. The flexible quotation module also offers the best support in the international arena.

The screenshot displays the BCS Quotation preparation interface. At the top, the breadcrumb trail shows 'Customer projects > Motor Inc. > ERP Implementation Motor Inc.' and the 'Quotation No. 2024-10-0001, Planned' dropdown. The 'Wizard for editing Quotation' has four steps: 1. Master Data, 2. Quotation Structure (active), 3. Quotation Creation, and 4. File Repository. The 'Quotation Structure: Selected Attributes' section shows 'Quotation values' (Sales price (after surcharge) 6,700.00€, Offer price (net) 6,700.00€, Sales tax 1,273.00€, Total price (gross) 7,973.00€) and 'Presets' (Descriptions of WBS elements: Do not apply, Quotation discount: 0.00%). The 'Selection' section has tabs for 'Text block templates', 'Article types', and 'Project planning' (active). The 'Quotation Items' section shows a table of items with columns for Position, Quotation, Amount, Sales price, and Total Price. The table lists items such as 'Licences Arkona ERP', 'Updates', 'services', 'Admin', 'Employee', 'Procurement', 'User Training', 'Binding nature of this offer', and 'Payment terms'. A 'Select action' dropdown is at the bottom.

Position	Quotation	Amount	Sales price	Total Price
1	Licences Arkona ERP			6,700.00 €
2	Updates			
3	services			
4	Admin	1	1,600.00 €	1,600.00 €
5	Employee	2	400.00 €	400.00 €
6	Procurement	3	1,500.00 €	1,500.00 €
7	User Training	4	3,200.00 €	3,200.00 €
8	Binding nature of this offer			
9	Payment terms			

Simply add structure elements from your planning as offer items

- ✓ Automatic quotation price calculation
- ✓ International quotations with foreign currency and in foreign languages
- ✓ Quotation wizard with approval process
- ✓ From quotation to order with order confirmation and project order plan
- ✓ Use templates and design your own

Invoicing

With BCS, you create effort and fixed price invoices from projects and can use multiple currencies.

Customer projects > Motor Inc. > ERP implementation Motor Inc. > Provisional invoice Effort, 01/09/24 - 30/09/24, Preview

Master Data: Selected Attributes

Invoice recipient
Customer: Motor Inc.
Legal name: Motor Inc.
Contact person: Knows, Katja

Invoice issuer
Invoicing organisation: Arkona Systems Ltd.
Person in charge: Book, Berta
Phone number: 49 30 36803331
Email address: berta.buch@arkona-systems.de

Invoicing
Invoicing method: Effort

Sending
Invoice format: Report
Layout of record of expenditure: Evidence (individual bookings) for invoice
Report format (record of expenditure): PDF
Sending type: Email
To: Knows, Katja

Project: ERP implementation Motor Inc.

Step by step through invoicing: Thanks to the invoice wizard including invoice generator

- ✓ Receive, review, and process incoming electronic invoices
- ✓ Create XRechnung, ZUGFeRD, ebInterface, and QR invoices
- ✓ Add SEPA Direct Debit and stored mandate details to ZUGFeRD invoices
- ✓ Bill projects by effort, fixed price, milestone, or custom terms
- ✓ Automate invoicing with assistants, generators, and customizable templates
- ✓ Define early-payment discount periods and amounts
- ✓ Send invoices by email and automate payment reminders
- ✓ Select currencies, languages, and sales tax rates flexibly
- ✓ Handle intercompany billing within the same system
- ✓ Create credit notes for commissions, refunds, or corrections

Reporting

Thanks to project data that is always up to date, BCS effortlessly generates reports with the latest project figures, facts and data and sends them automatically. Never has it ever been easier to create a basis for decision-making and to keep project reporting transparent.

Project Closure Report

ERP implementation Motor Inc.



3 Objectives Reached

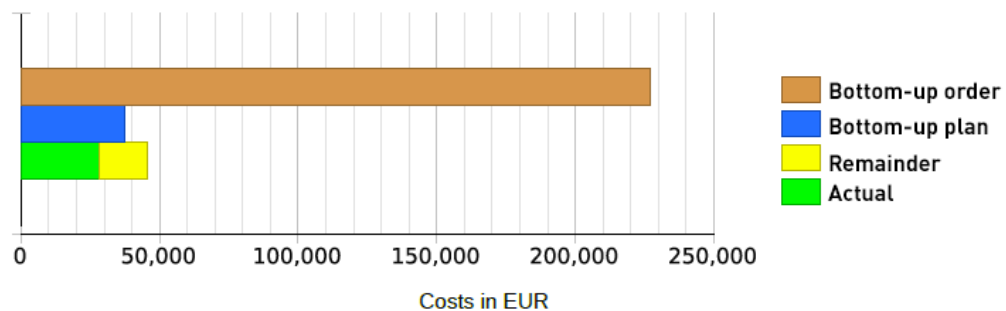
3.1 Total Project Results

The following table shows how well the planned project objectives have been reached.

	Actual / Total	Planned	Deviation	Tolerance
End Date	20 Dec 2024	2 Dec 2024	18	10.00%
Effort	86.38	77.50	8.88	10.00%
Costs	45,470.00	37,320.00	-8,150.00	10.00%
Profit	181,570.00	189,720.00	8,150.00	0.00%

Currency values are €, Efforts in person days and deviations from deadlines are specified in calendar days.

3.2 Total Costs Chart



You can create a project completion report in no time at all with BCS.

- ✓ Standard reports on projects and project groups (progress, costs, effort)
- ✓ Generate reports in various target languages
- ✓ Report orders: automatically generate and send regular reports
- ✓ Customized reports: Customized content, layout and design thanks to interface to report designer BIRT

Customer relationship management (CRM)

With BCS, you have a powerful CRM system for your customer management in addition to comprehensive project management functions. Organize customer companies and contact persons, plan acquisitions for potential customers, send circular e-mails and create quotations.

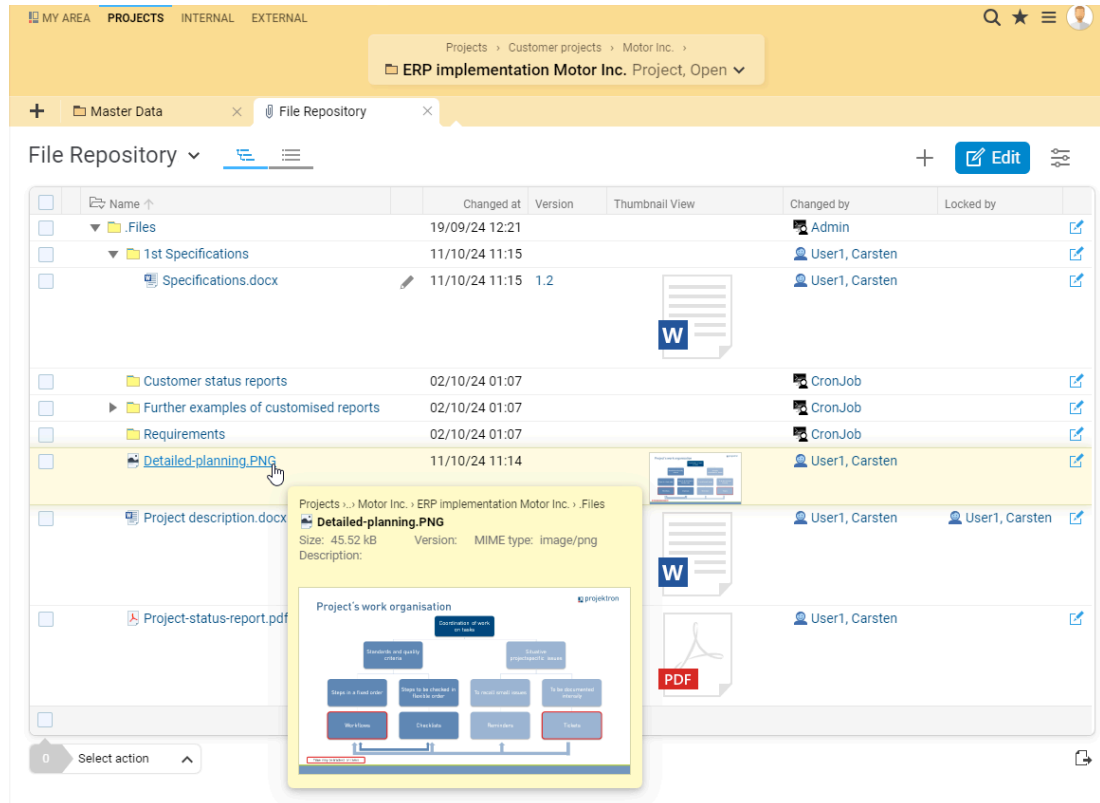
Company	Topic of acquisition	Status	Volume	Probability	Evaluated	Person in charge
1 Motor Inc.	Implementation project (services)	Ongoing	100,000.00 €	90%	90,000.00 €	Seller, Susi
2 Motor Inc.	Offer: Indicative offer licences	Won	5,500.00 €	0 %	0.00 €	Seller, Susi
	Indicative offer licences	Expired	139,830.00 €	30%	0.00 €	
4 Global Automotive Inc.	Offer: Implementation services and licences	Won	130,000.00 €	0 %	0.00 €	Seller, Susi
	Implementation services and licences	Rejected	130,190.00 €	90%	0.00 €	
6 Universe Inc. Germany	Offer: Licences	Ongoing	112,100.00 €	70%	78,470.00 €	User1, Carsten
	Licences	Offered	112,100.00 €	70%	78,470.00 €	
7 Universe Inc. Germany	Offer: Implementation project (services)	Ongoing	100,000.00 €	70%	70,000.00 €	User1, Carsten
	Implementation project (services)	Must be checked	100,000.00 €	70%	70,000.00 €	
Σ			447,600.00 €		238,470.00 €	

How does the next quarter look? The acquisition management provides information.

- ✓ Manage lead and customer data centrally in the BCS customer database
- ✓ Display customers, prospects, and business partners by region on a map
- ✓ Centrally store emails, attachments, documents, letters, and calls
- ✓ Track customer communication through contact history and email import
- ✓ Create and send bulk emails
- ✓ Forecast revenue using close probabilities and expected deal values
- ✓ Identify relationship status and required action through visual indicators
- ✓ Give customers access to project progress through a secure login
- ✓ Integrate your phone system and open customer records automatically
- ✓ Capture contact details in the BCS app using QR code scanning

Document management

Whether in individual projects or company-wide: Your documents are in good hands in BCS document management.



Directly in the project: Your documents

- ✓ Simple management thanks to a uniform filing structure
- ✓ Document upload via drag & drop, simple assignment to tasks, projects, tickets, appointments and people
- ✓ Automatic versioning, specification of version, storage date and processor
- ✓ Full text search: keyword search via metadata and content search in PDF/MS-Office
- ✓ Access and editing rights can be set in detail
- ✓ Web-based access via browser and WebDAV

Expense Management

From expense recording to expense verification to expense reporting: With expense management from BCS, you can automate and digitize your travel and expense reporting simply and efficiently. Save yourself the trouble of having separate software for your expense management, because BCS, in combination with the Projektron app, offers the full range of functions of expense management software.

MY AREA

PROJECTS

INTERNAL

EXTERNAL

Addresses

Arkona Systems Ltd.

2 Consultation

Konstantin Consul

Personal Overview

Record Expenses

Record Expenses

Reimburse travel costs

Record a business trip with daily allowances, mileage allowances, overnight allowances and receipts. Optionally multiple travel sections can be recorded for different tasks.

Record receipts

Recording receipts without business trip

Submit expenses and set expense closure

Expense approval and record for non-invoiced expenses and setting the employee expense closure

Non-submitted expenses

Period

Inserted

Total

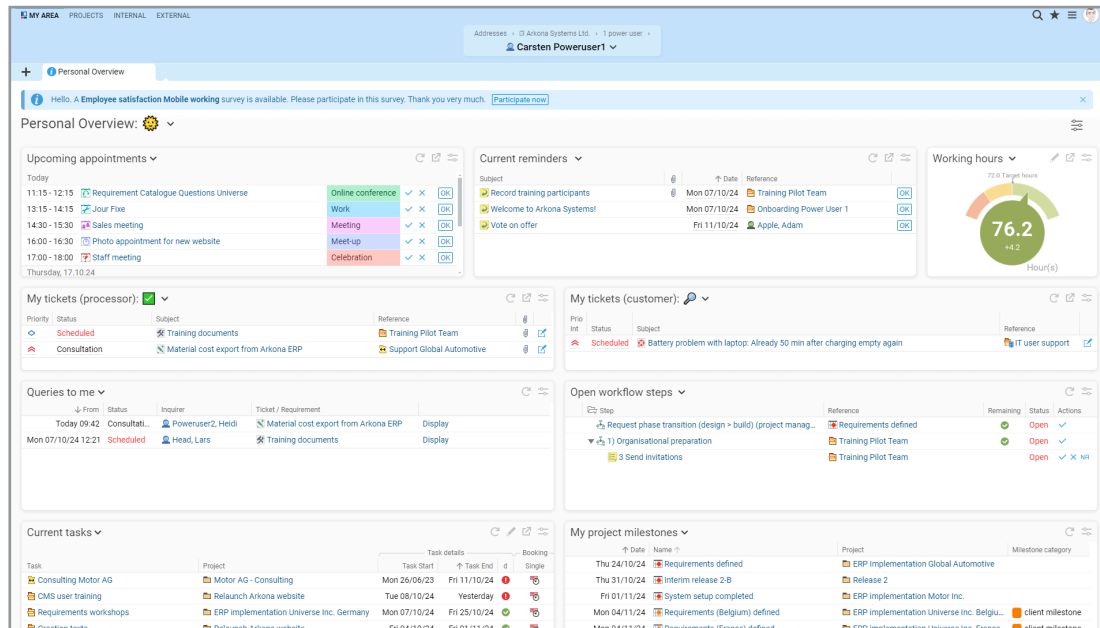
☐	Business trip ↑	↑ Date of receipt	Start	End	Travel days	Expense type	Receipt type	Seq. No.		Billable travel days	Receipt amount	Payment amount (gross)	
☐	Workshop as part of the consulting process	11/04/24 19:00	11/06/24 22:00	3	Daily Allowance					3	56.00 €	Calculation	
☐		11/04/24 19:00	11/06/24 22:00		Mileage Allowance						150.00 €		
☐		11/04/24 19:00	11/06/24 22:00		Overnight Stay						40.00 €		
☐		Mon 11/04/24			Receipt	Hotel overnight	2024/11-0001			250.00 €	250.00 €	Receipts	
☐		Mon 11/04/24			Receipt	Hotel breakfast	2024/11-0002			18.00 €	18.00 €	Receipts	
☐	Mon 11/04/24			Receipt	Parking charges	2024/11-0003			20.00 €	20.00 €	Receipts		
☐	Σ										534.00 €	534.00 €	

Record various types of expenses and receipts in BCS Expense Recording.

- ✓ User-friendly and intuitive expense recording thanks to the support of wizards
- ✓ International expense management with country-dependent expense rates and automated currency conversion
- ✓ Automated expense process thanks to approval workflow
- ✓ Comprehensive expense management from receipt entry to reimbursement or invoicing
- ✓ Additional flat rates can be configured according to country of work and travel
- ✓ Time-saving expense entry thanks to templates and favorites
- ✓ Mobile expense and receipt entry with the BCS app

Teamwork

Teamwork without borders: With collaboration tools, such as the drag-and-drop appointment calendar with resource-relevant appointments or agenda planning for team meetings, your team works closely together in BCS, even over long distances.



Concise informed: With your personal overview in BCS

- ✓ Personal overview: Dashboard that can be customized via drag-and-drop
- ✓ Calendar for efficient appointment management and with appointment coordination wizard
- ✓ Topic and agenda planning with presentation mode for meetings and discussions
- ✓ Standardized workflows and individually designed processes structure and coordinate teamwork
- ✓ Follow-ups: delegate tasks or personal reminders
- ✓ User messages: Send messages to other users
- ✓ One project - all languages: multilingual user interface (GER, EN, ES, FR, IT, NED, PL, CHN, CZE, HUN)

Inventory & contract management

With BCS, your contract documents and assets are in the best hands. With the Inventory and Contract Management module, you not only manage your current contracts, but also your entire in-house assets in a structured and efficient manner.

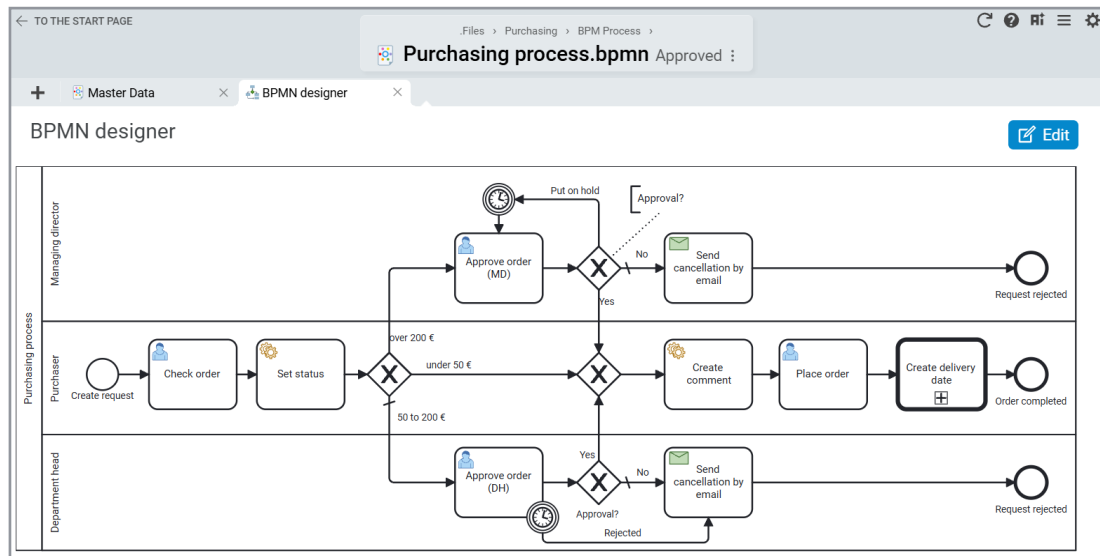
Subject	Sys-No	Contract type	Status	Start of duration	Contact	Contracting parties
Arkona Systems Ltd.						
5 Back office						
Accounting						
Rental agreement	1	Rental Contract	Active	Wed 01/01/2020	Book, Berta	Immo Inc.
IT Administration						
Hosting contract	3	Hosting contract	Active	Fri 07/01/2022	Book, Berta Informer, Igor Market, Mario	Web Ltd.
Maintenance contract for laptops	4	Maintenance	Active (terminated)	Thu 01/01/2015	Book, Berta Informer, Igor	Hardware Ltd.
SLA	7	License agreement	Active	Wed 07/20/2022	Informer, Igor	Projektron GmbH
Marketing						
External project management	5	Consulting contract	Active	Tue 06/21/2022	Book, Berta Market, Mario	Web Ltd.
Hosting contract	3	Hosting contract	Active	Fri 07/01/2022	Book, Berta	Web Ltd.

Thanks to the global contract list, you always have your contracts in view.

- ✓ Contract generator with wizard
- ✓ Seamlessly integrate contracts into complex work processes and approval processes with workflow management
- ✓ Automatic versioning, specification of version, storage date and processor
- ✓ Document upload of your digitized contract documents via drag-and-drop
- ✓ Automatic deadline monitoring with reminder function
- ✓ Link offers, incoming and outgoing invoices with contracts
- ✓ Assign contracts to partners, service providers or customers via CRM
- ✓ Create follow-up or subcontracts for a contract
- ✓ Assign contracts to items in your inventory in Inventory Management
- ✓ Assign contracts to project groups, projects or sub-projects
- ✓ Contract management, including risk monitoring, contract performance analysis, and expenditure analysis

Process management (BPMN)

In BCS, you control processes related to project management with software support - using system-controlled workflows and BPMN processes. Complex review processes for invoices and quotations, vacation requests, requests for time off in lieu, home office and business trips - automate all these processes with the BPMN editor.



Create processes yourself with the BPMN Designer.

- ✓ Define workflows with processing sequence, response times and agents
- ✓ Structure workflows with checklists and save them as templates
- ✓ Workflows/BPMN: holistic solution for mapping and automating complex business processes
- ✓ BPMN Designer: design processes individually according to BPMN 2.0
- ✓ Graphical program interface for defining all activities in the process
- ✓ Automatically create any BCS objects: Appointments, tickets, checklists, resubmissions, e-mails, etc.

Quality management

Quality management and project management work hand in hand with BCS - this is ensured by practical tools and a wide range of analysis options.

The screenshot shows the 'Checklists' module in BCS. At the top, there's a header with 'Master Data' and 'Checklists' tabs. Below it, a 'Checklists' dropdown menu is visible. A filter bar shows 'Period', 'Date', and 'Total'. The main content area displays a checklist for the project 'Relaunch Arkona website', managed by 'Market, Mario'. The checklist is organized into three main sections: 'Creation of specifications' (100% complete), 'Creation texts' (71% complete), and 'Preparation Go-Live' (0% complete). Each section contains a list of tasks with their status, assigned person, and actions.

Reference	Checklist name	Number	Subject	Person in charge	Status	Actions
Creation of specifications	Contents specifications	1	Introduction		Yes	Back
		2	Initial situation		Yes	Back
		3	Functional requirements		Yes	Back
		4	Technical requirements		Yes	Back
		5	Acceptance criteria		Yes	Back
Creation texts	Content for new website		Company presentation	Poweruser1, Carsten	No	Yes Back
			References	Marketer, Mira	Irrelevant	Back
			Trainings & Webinars	Painter, Mark	Irrelevant	Back
			Editions & Prices	Poweruser1, Carsten	Yes	Back
			Imprint	Painter, Mark	Yes	Back
			AGBs	Marketer, Mira	Open	Yes No Irrelevant
			Data protection	Market, Mario	Open	Yes No Irrelevant
Preparation Go-Live	Before the Go-Live	1	Review & Tests	Poweruser1, Carsten	Open	Yes No Irrelevant
		2	Setup tracking	Hurry, Elli	Open	Yes No Irrelevant
		3	Setup Redirects	Informer, Igor	Open	Yes No Irrelevant
		4	Creation of XML sitemap	Hurry, Elli	Open	Yes No Irrelevant

Efficiently organized with checklists: work steps, processing sequence and processing status.

- ✓ Efficient document management with versioning, full-text search, keyword assignment and detailed rights management
- ✓ Knowledge management thanks to wiki integration
- ✓ Approval and release processes for documents and information
- ✓ BPMN module: Tools for standardization, documentation, review and optimization of business processes
- ✓ Checklists: can be flexibly integrated into projects, tasks and workflows
- ✓ Templates for consistent quality: project structures, tasks, quotations, invoices, tickets, reports and much more
- ✓ Analysis and reporting: analysis and evaluation of improvement measures
- ✓ Support for the entire CIP (continuous improvement process)
- ✓ Customer and employee participation: Ticket system for recording ideas, suggestions and error messages
- ✓ Customer Focus: Help Desk and Support Portal, Documented Customer Communication

Functions

[illegible]

- ✓ Company-specific rights concept adapts to your organization
- ✓ Fast assignment and intuitive configuration of rights
- ✓ Define rights sets and reuse them for other employees
- ✓ Define department rights that are assigned to all employees in a department
- ✓ Easily assign specific rights in a clear rights matrix
- ✓ Temporary assignment of rights, e.g. for deputies
- ✓ Access for external and freelance employees possible

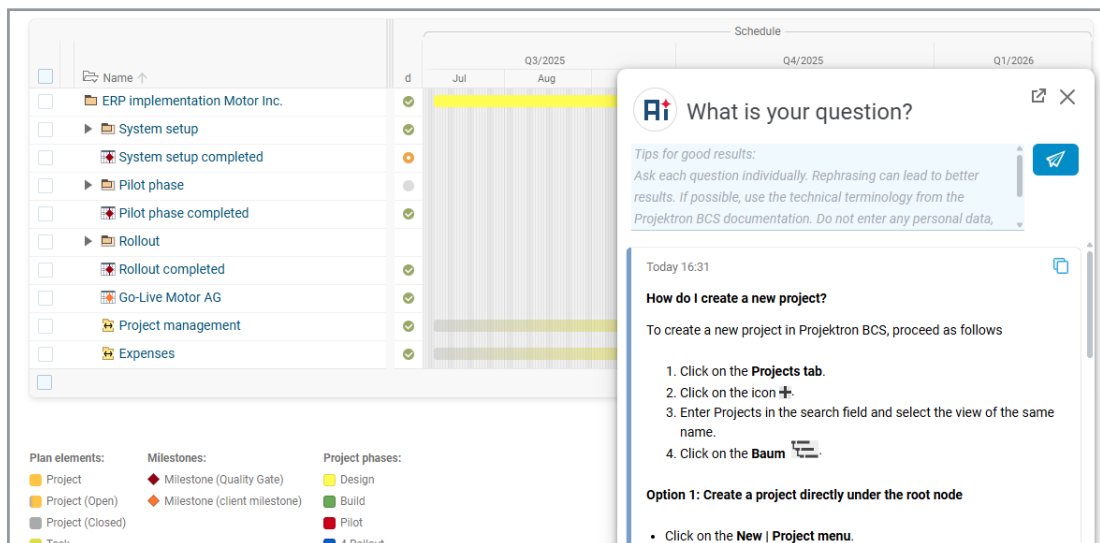
Customizing

BCS adapts to your processes – not the other way around. From roles, permissions, fields and views to workflows and BPMN processes, corporate design, company terminology and language versions, you configure the software according to your requirements. Many adjustments can be carried out by your administrators themselves – directly in BCS, via the WebConfig editor or, after appropriate training, even in greater depth. This keeps you flexible without having to rely on external support for every change.

- ✓ Adapt business logic yourself: switch BCS modules, functions, fields and views on or off as needed
- ✓ Configure user-defined fields and interface elements for company-specific data
- ✓ Adapt roles & permissions via a matrix to your organization, teams & responsibilities
- ✓ Add custom roles and manage access rights in line with internal processes
- ✓ Personalize views: show or hide fields, tables, columns and objects
- ✓ Arrange tabs via drag and drop, pin them and save them permanently in the user profile
- ✓ Provide settings for individual users, teams or globally for everyone
- ✓ Use personal bookmarks for quick access to frequently needed data records
- ✓ Design BPMN processes yourself: model workflows, swimlanes, process roles, forms and approvals
- ✓ Automate processes: assign tasks, trigger email notifications and manage ongoing processes
- ✓ Implement corporate design: adapt login, interface, background images and design specifications
- ✓ Reflect company terminology: customize names, drop-down menus, tabs and terms
- ✓ Use the WebConfig editor, XML and administration training to carry out more advanced adjustments yourself

AI features in BCS

With the AI features in BCS, you can make project knowledge available faster: artificial intelligence supports information search, summarizes complex content and answers questions directly in the work context. This helps project teams, support, sales and management keep track of tasks, tickets, projects and customer communication – with traceable results, source references and GDPR-compliant processing.



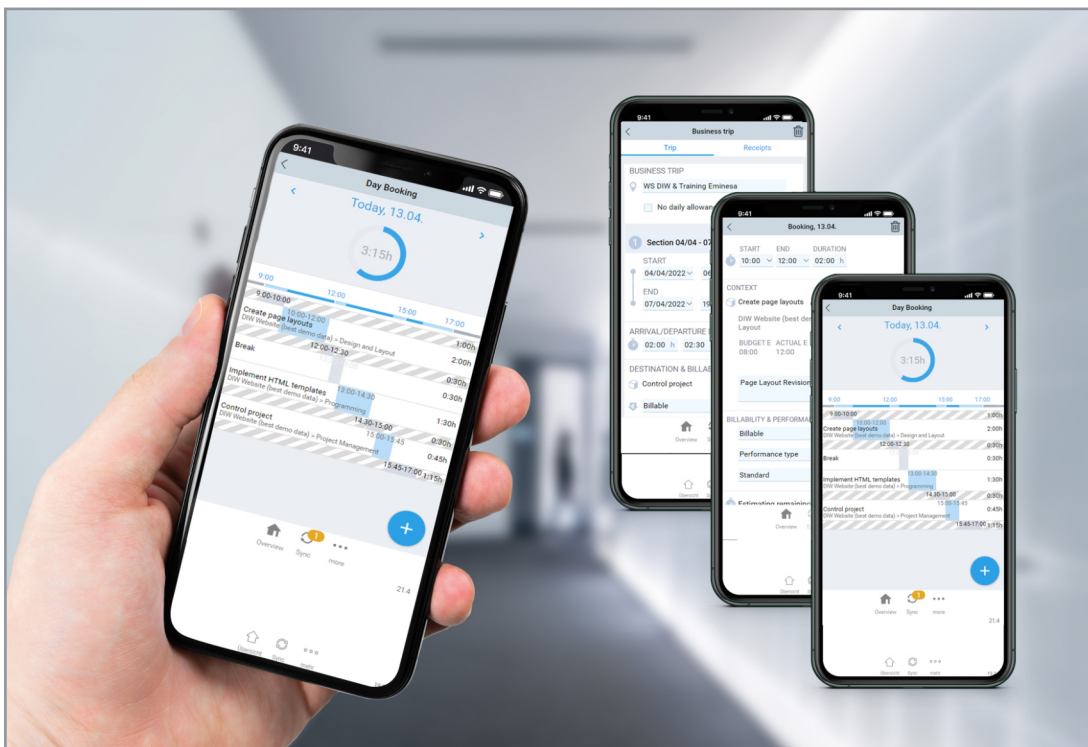
The AI Help in BCS provides individual answers with step-by-step instructions for your question.

- ✓ AI Help: ask user questions in natural language and receive source-based answers
- ✓ Summary (AI) for tickets and tasks: automatically condense subject, description and comments, and quickly capture the history
- ✓ Task Assistant: ask questions about tasks via AI chat and receive contextual answers
- ✓ Project summaries: compactly evaluate notes, contact history and history logs
- ✓ Summarize contact histories: understand customer communication faster and preserve knowledge
- ✓ Source references, history and feedback function for traceable AI results
- ✓ AI-supported translation of the user interface into supported languages
- ✓ GDPR-compliant AI use with administrative Control

BCS-App

Contact, time and expense recording: Quickly on the go!

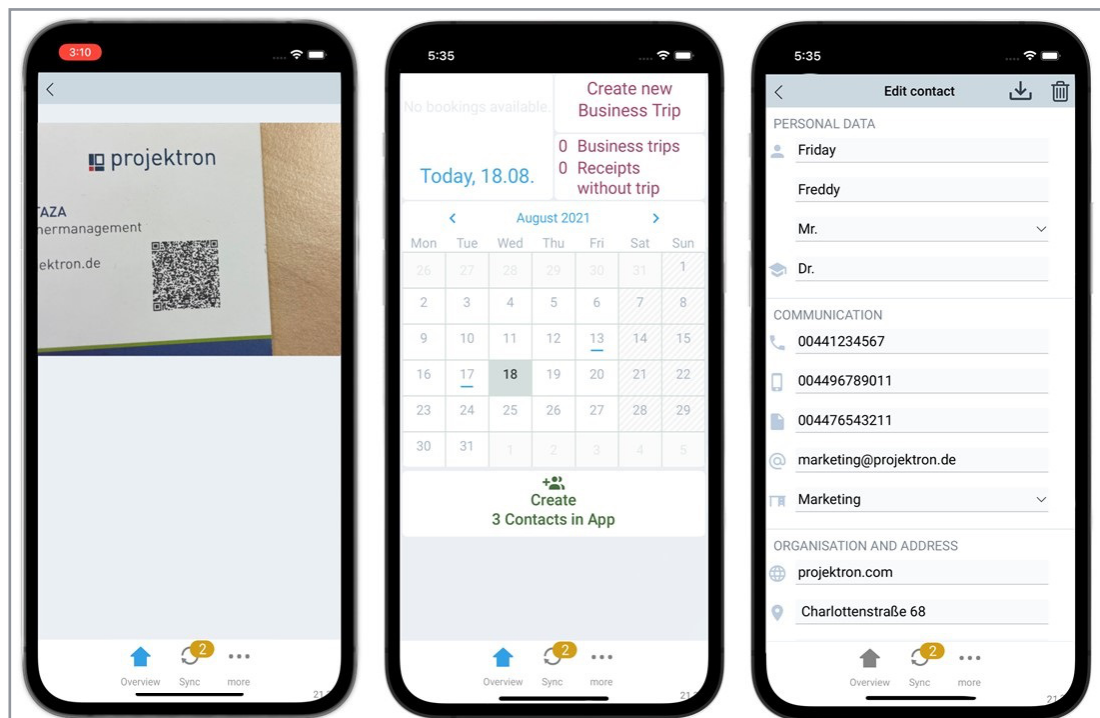
With the BCS-App, you can easily record attendances anytime and anywhere. You can use the app to transfer trade fair contacts or prospects directly to your BCS. Mobile expense recording for business trips can also be done in no time at all. Are you traveling by train or plane and offline? No problem, the App synchronizes your bookings as soon as you are online again.



Time recording on the go: simply ergonomic with the BCS app

- ✓ Mobile recording of working and travel times as well as breaks
- ✓ Direct booking on project and operational tasks, tickets, appointments, scrum activities and workflows
- ✓ View working time evaluations
- ✓ Mobile expense recording with photo or PDF upload

- ✓ Import contacts into BCS via scanning QR codes with contact information or by manual entry
- ✓ Capture trade show contacts or prospects, save offline and synchronize later with BCS
- ✓ Assignment of contacts to already created organizations in BCS takes place automatically



With the contact data capture features in the BCS app, you can scan a QR code to import contacts into BCS.

- ✓ Data is synchronized with BCS via web service
- ✓ Can be started as a progressive WebApp via browser and also without an Internet connection
- ✓ Network connection only required during data synchronization

BCS as cloud variant

All functions for your projects - without administration effort!

The cloud solution for BCS and BCS.light is suitable for all those who already want to save valuable working time and costs when hosting their project management software. Our Software-as-a-Service variant allows you to access your project data regardless of time and location. At the same time, we offer you a security standard certified according to ISO 27001.

Cost and time efficiency

- ✓ No hardware, installations and maintenance necessary
- ✓ Projektron takes over maintenance of operating systems, database and firewall
- ✓ Installation of BCS updates (4 releases per year)
- ✓ Scope of use adapts to your needs
- ✓ You only pay for the functions you really need

Fast availability

- ✓ Simple changeover from previous systems to BCS
- ✓ Large download not necessary
- ✓ No complex installation necessary
- ✓ Two-hour admin webinar instead of a two-day admin training course
- ✓ Easy and lossless data migration when switching from Software-as-a-Service (SaaS) to license purchase

Data protection and data security

- ✓ Hosting on individual virtual machine with Linux operating system
- ✓ ISO 9001-based quality management system since 2008
- ✓ ISO 27001-certified since 2018 (2025 re-certified by TÜV Rheinland)
- ✓ Hosting exclusively in German data centers (Datacenter Leipzig 2, envia TEL GmbH)
- ✓ Encrypted access via SSL certificate
- ✓ Backups from the last working day can be restored at any time

Our cloud solution is particularly suitable for companies with up to 500 employees. It combines a flexible rental model with individual customization options and can be integrated into existing IT infrastructures without compromising on data protection or IT security. As a cloud solution, our software is quickly ready for use, eliminating hardware costs and administration efforts. What's more, it doesn't matter when or where you work.

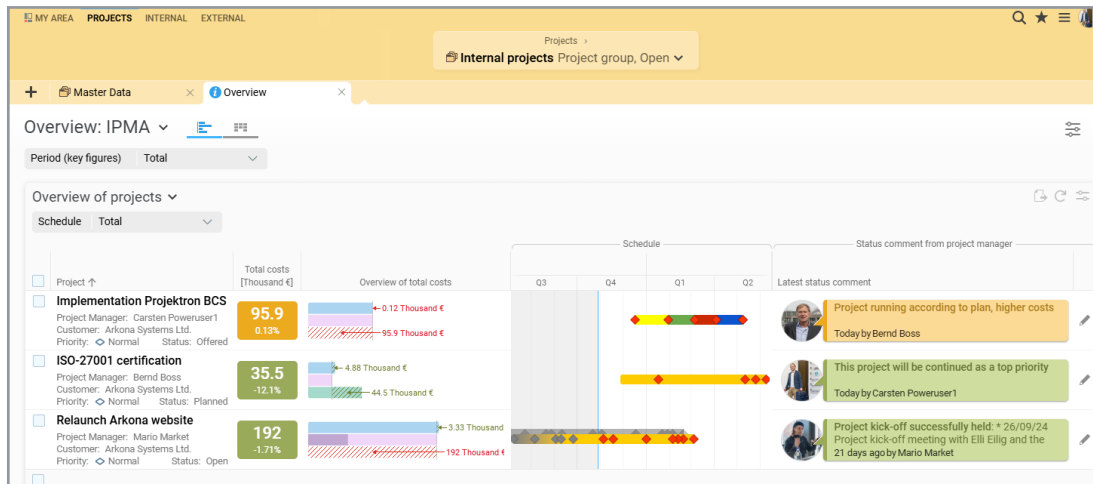
As a software-as-a-service variant, both BCS and BCS.light have the same scope of services as on-premise: professional tools for your projects from preparation to planning, execution and evaluation, right through to billing. The company-wide functions for work organization, time recording and customer management (CRM) are also available.

Interfaces

- | | |
|----------------------|-------------------------------------|
| ✓ E-mail import | ✓ Import-Export-Module |
| ✓ Microsoft Exchange | ✓ Configurable web services |
| ✓ Microsoft 365 | ✓ Microsoft Active Directory (LDAP) |
| ✓ Jira | ✓ Version management (commits) |
| ✓ BCS-App | |

IPMA/GPM

The IPMA project management model includes three areas of competence that are intended to contribute to successful project management. With BCS, you can map the entire project life cycle according to IPMA and GPM in all five phases with software support.



Keep the overview with the schedule.

- ✓ Project goals: software-supported goal definition with BCS
- ✓ Graphical overviews of the project environment and stakeholder management
- ✓ Comprehensive tools for project environment analysis and risk management
- ✓ Work breakdown structure with various display options
- ✓ Schedule in interactive Gantt chart with critical path, project progress and cross-project dependencies
- ✓ Resource utilization: anticipate and avoid conflicts and bottlenecks
- ✓ Multi-level cost planning, material cost plan and automatic personnel cost calculation
- ✓ Wide range of analysis and control tools for the project management phase
- ✓ Reporting: Automatically generate and send reports to PMO or steering committee
- ✓ Individual phase plan for the project management office

PRINCE2

The process-oriented project management method PRINCE2 provides a structured framework for your projects with seven predefined project phases and concrete recommendations for action. In BCS, you can easily map your PRINCE2 processes and support your project teams in standardized, high-quality project work.

The screenshot shows a web application interface for PRINCE2 project management. The top navigation bar includes 'MY AREA', 'PROJECTS', 'PRODUCTS', 'INTERNAL', and 'EXTERNAL'. Below this, a breadcrumb trail shows 'Addresses > Arkona Systems Ltd. > 1 power user'. The user 'Carsten Poweruser1' is logged in. The main section is titled 'Personal Overview: PRINCE2'. It contains three sub-sections:

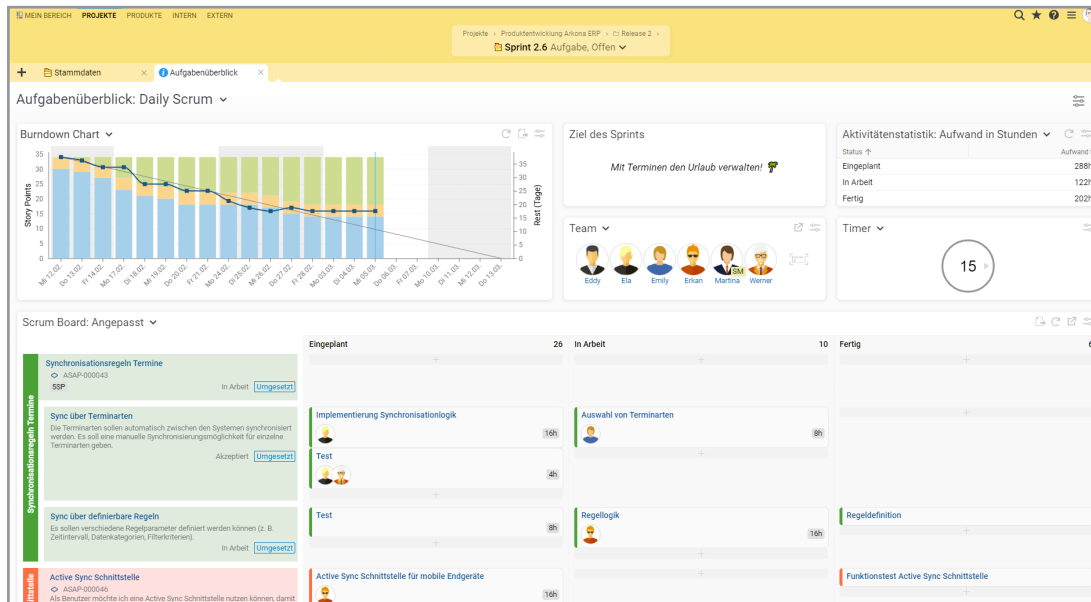
- Quality control - Execution (PRINCE2®)**: A table with columns 'Subject', 'Product reference', 'Type', 'Execution date (planned)', and 'Remaining days'. It lists two items: 'Project acceptance' (Function test, Mon 07/10/24, 0 days) and 'Check functionality' (Function test, Thu 31/10/24, 3 days).
- Quality control - Approval (PRINCE2®)**: A table with columns 'Date (planned)', 'Subject', 'Product reference', and 'Remaining days'. It lists one item: 'Project acceptance' (Tue 29/10/24, 1 day).
- Open items (PRINCE2®)**: A table with columns 'Subject', 'Reference', 'Checklist name', and 'Actions'. It lists two items: 'Editions and prices' (Project release, General idea) and 'Review and tests' (Goals Review, Project application).

The members of the steering committee see open items in the PRINCE2 project in your personal overview.

- ✓ Clearly structured tools for implementing the seven PRINCE2 principles
- ✓ Flexibly scalable solution for projects of any size and complexity
- ✓ Easy assignment of tasks and responsibilities within the project team
- ✓ Support for organization and project management with templates and wizards
- ✓ Effortless control over changes in project scope, schedule or budget
- ✓ Clear reporting and analysis as well as meaningful real-time insights into the project status
- ✓ Agile integration: option to seamlessly integrate agile methods
- ✓ Adaptation to individual project requirements
- ✓ Project roles, can also be displayed as an organization chart
- ✓ Graphical network diagram for products that visualizes the predecessor-successor relationship

Scrum

Do you work according to the agile Scrum method? In BCS, you maintain your Scrum projects digitally and benefit from the complete toolbox of our project management software at the same time.

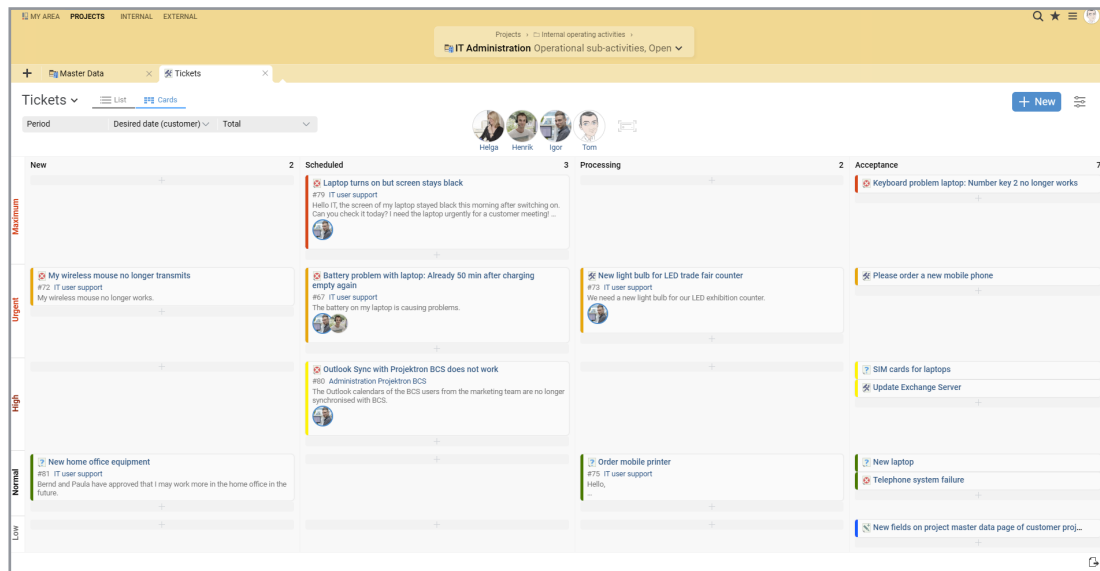


Scrum Board and Burndown Chart for the Daily Scrum

- ✓ Support Daily Scrums with task views, burndown charts, and cumulative flow diagrams
- ✓ Manage tasks on the Scrum board using drag-and-drop
- ✓ Centrally manage product backlogs, epics, user stories, activities, and acceptance tests
- ✓ Prioritize user stories and assign them to the sprint backlog
- ✓ Streamline recurring processes with Scrum assistants
- ✓ Reserve employee capacity for individual sprints
- ✓ Automatically create Scrum meetings in the calendar
- ✓ Track time directly on user stories and Scrum activities
- ✓ Convert tickets into user stories and link them to Scrum elements
- ✓ Create linked follow-up user stories for unfinished work

Kanban

With the Kanban Board and the Kanban software functions in BCS, you have an overview of all agents, tickets and processing statuses at all times. You recognize impending bottlenecks at an early stage and optimize your work processes in the long term.

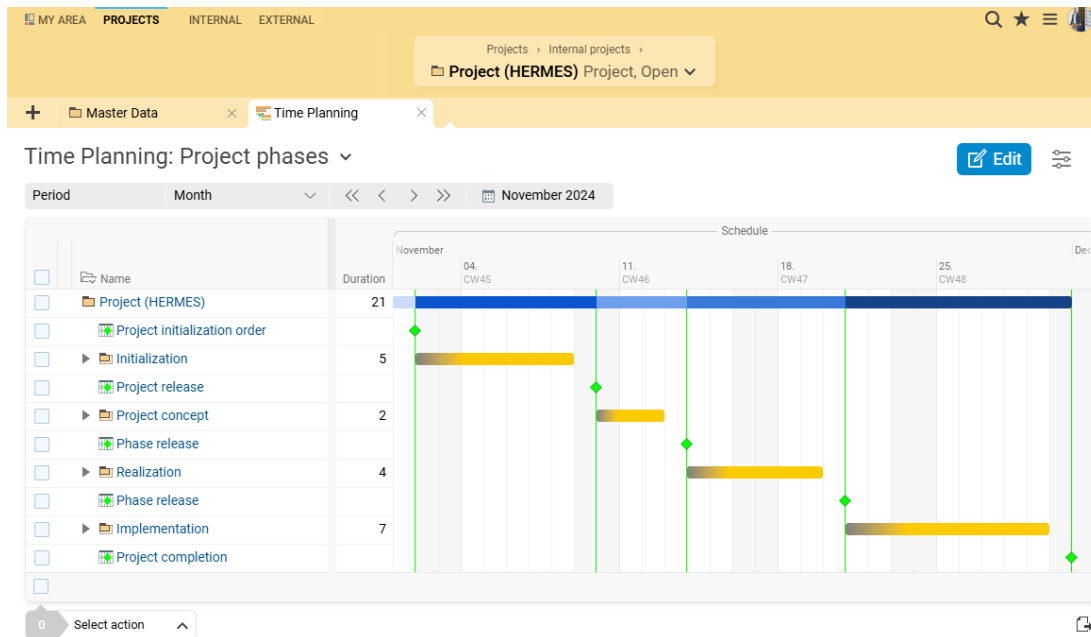


Define the processing steps and priority levels of your Kanban boards yourself in BCS.

- ✓ Visualization and organization of tasks in the project and tickets to tasks
- ✓ Kanban for project tasks: Compact overview of tasks, their processing status, priority and the processing team
- ✓ Easy handling: assign the respective processing status to tasks and tickets using drag-and-drop
- ✓ Team planning in the Kanban board: assign employees to the various tasks and tickets using drag-and-drop
- ✓ Ticket and task creation directly in the board via a dialog box
- ✓ Flexibly define work-in-progress limits for tasks and tickets
- ✓ Continuously optimize workflow management
- ✓ "My Kanban Board" for personal work organization

HERMES

The open HERMES method is used for the standardized and structured implementation of projects in information and communication technology. BCS supports you in planning, managing and working according to HERMES at every step. The main components of HERMES, phases, milestones, scenarios, modules, roles and tasks, are easily mapped in BCS.

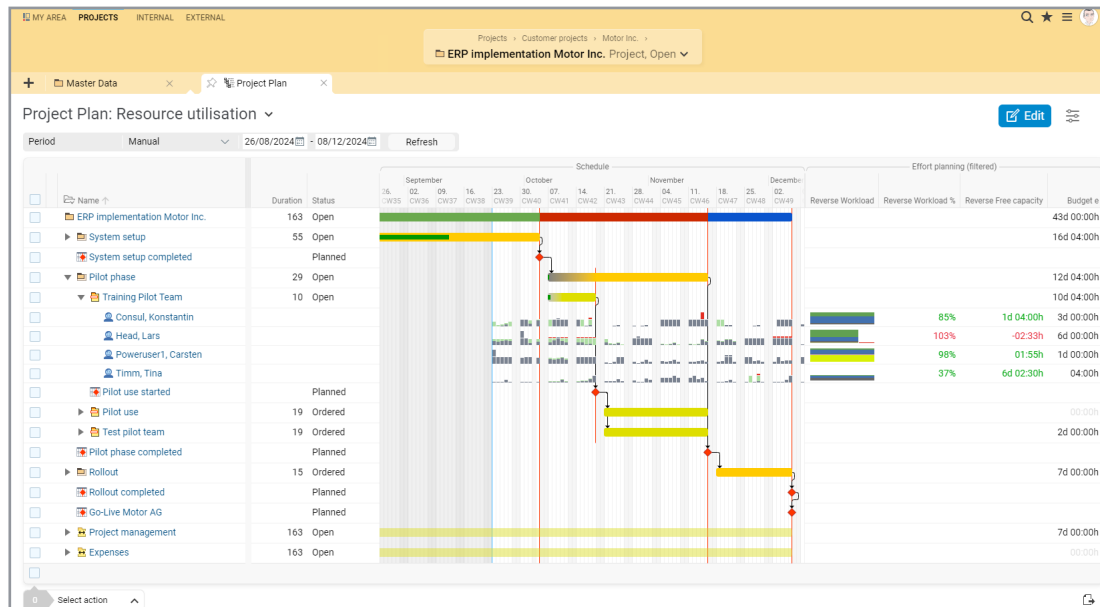


Define milestones as quality gates and determine your project-specific phases.

- ✓ Projects from templates with wizard
- ✓ Project-specific phase plan with milestones as quality gates
- ✓ Support for various HERMES scenarios and levels of complexity
- ✓ Dashboards and reports on project progress and results
- ✓ Flexible role model and clear organizational structures
- ✓ BPMN process modeling for complex decision-making and review processes
- ✓ Planning and monitoring of phases with interactive Gantt charts
- ✓ Supporting workflows and checklists for structured decision-making
- ✓ Hermes and Scrum: can be combined with the comprehensive options in BCS
- ✓ Simple assignment of tasks and resources

PMI/PMBOK

PMI and PMBOK provide a structured framework for project management that ensures projects are completed efficiently, within budget and on schedule. The approach offers a universal framework for all project types and industries.

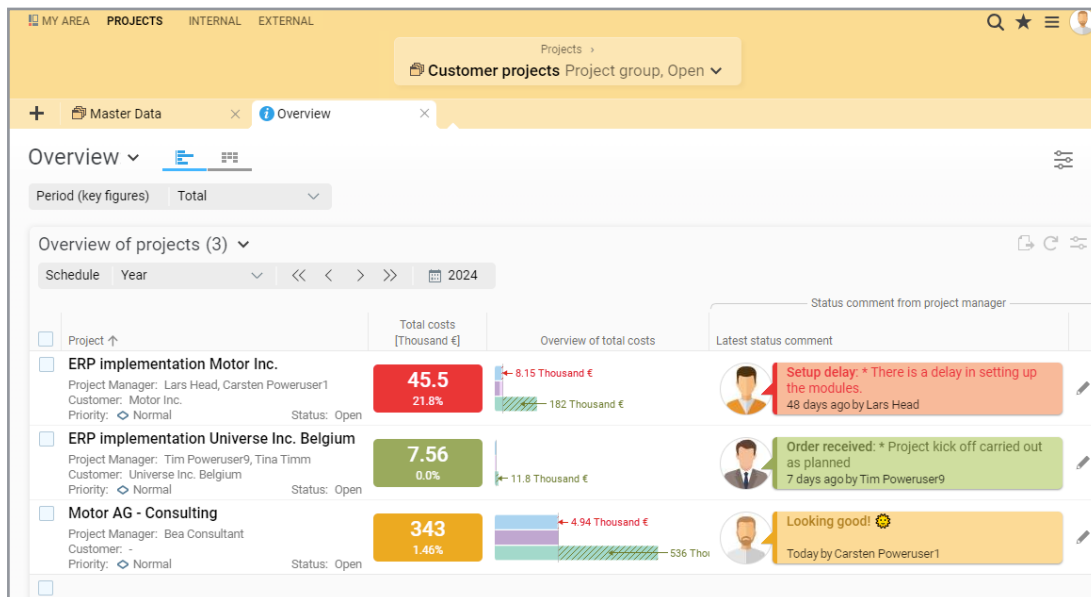


The Gantt chart in BCS: time and resource planning according to PMI/PMBOK standards

- ✓ Definition of objectives, identification of stakeholders and creation of the project order
- ✓ Integrated risk management with analysis, evaluation and reaction strategies
- ✓ Visualization of the project plan with WBS, milestones and critical path
- ✓ Resource management with real-time utilization overview and flexible planning
- ✓ Automated reports for monitoring, project status and earned value analysis
- ✓ Centralized project documentation with audit trail
- ✓ Quality management with workflows and checklists
- ✓ Structured capture of lessons learned and creation of final reports
- ✓ User-friendly workflows for approvals, acceptance and final billing

V-Model XT

V-Model XT is the established standard for system development projects in government agencies, military installations and safety-critical industries. From mapping different project types and variants to integrating modular process modules and dynamically adapting through tailoring – BCS provides you with the tools to manage your projects efficiently and in compliance with V-Model XT.

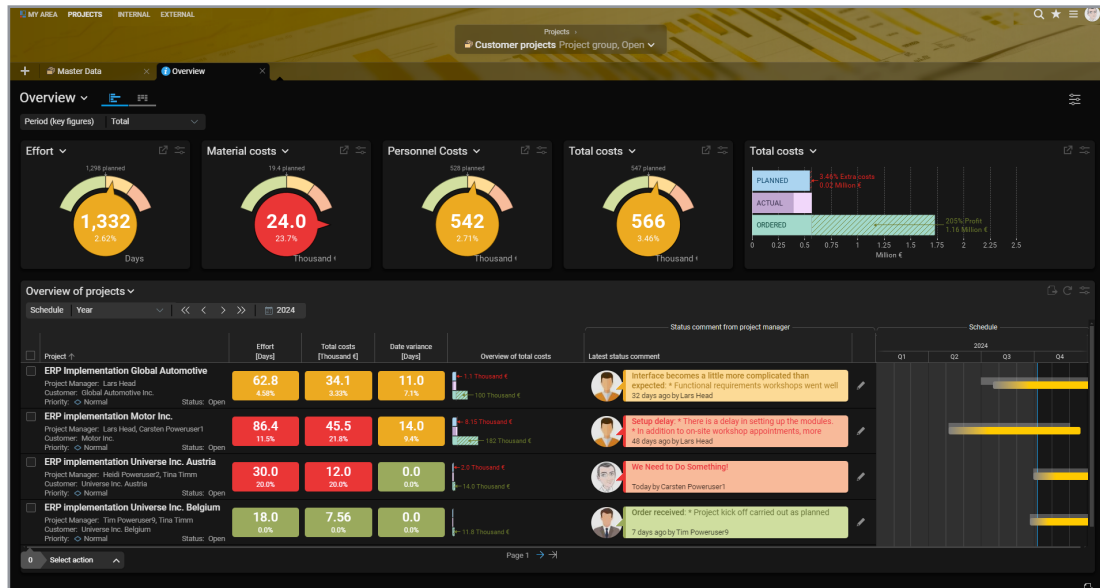


With multi-project management in BCS, you can control parallel projects (e.g. AG with several AN).

- ✓ Map project types: Efficient control of AG, AN or AG/AN projects
- ✓ Role/rights management: Clear assignment of tasks and responsibilities
- ✓ Resource planning: Monitoring of capacities and resource utilization
- ✓ Model maintenance: Adaptation and maintenance of organization-specific process models
- ✓ Multi-project management: Synchronization of parallel projects and milestones
- ✓ Product management: structuring of results and products
- ✓ Tailoring: static and dynamic customization of projects and workflows
- ✓ Process visualization: activities, roles and dependencies
- ✓ Quality management: tests and release processes before milestones
- ✓ Documentation: Audit-compliant management and automated reporting

Automotive SPICE

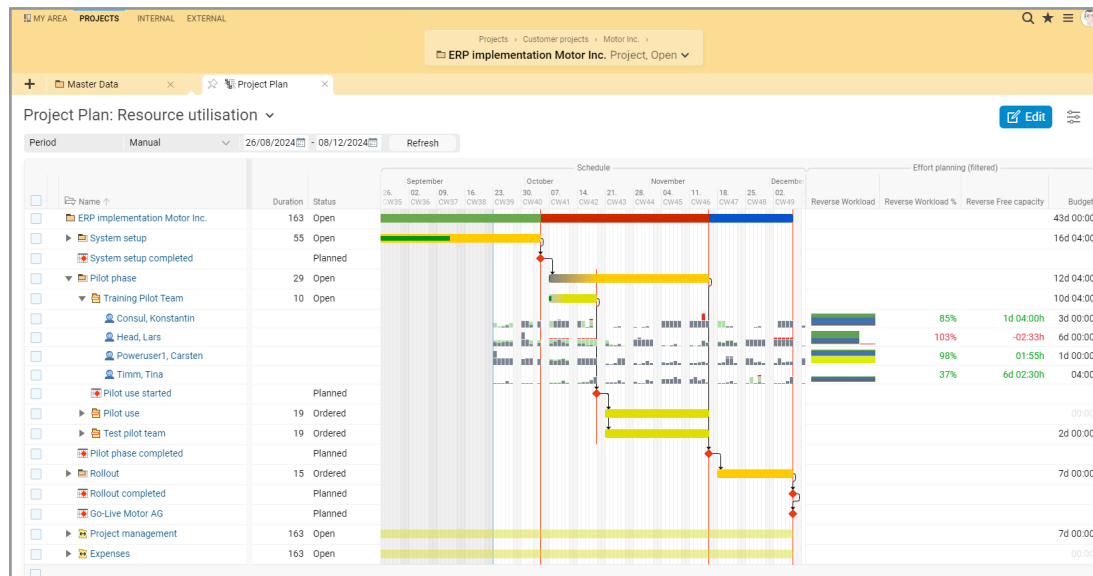
Automotive SPICE® is an internationally recognized standard for evaluating and improving processes in the automotive industry. It is based on the general SPICE framework (ISO/IEC 15504) and is specifically tailored to the requirements of the automotive industry. It is used to evaluate the maturity level of development processes for electronic and software-based systems. BCS enables you to manage projects holistically in order to comply with ASPICE standards.



Clear dashboards give you an overview of the current status of your projects at all times.

- ✓ Detailed requirements management: Complete traceability of requirements, changes, and tests
- ✓ Risk management: Identify and control project risks at an early stage
- ✓ Document management: Audit-proof documentation of all process steps
- ✓ Effective resource planning: Optimal control of personnel and material resources
- ✓ Strategic project planning: Reliable implementation of milestone-based development plans
- ✓ Optimize quality assurance: Automated testing and approval mechanisms

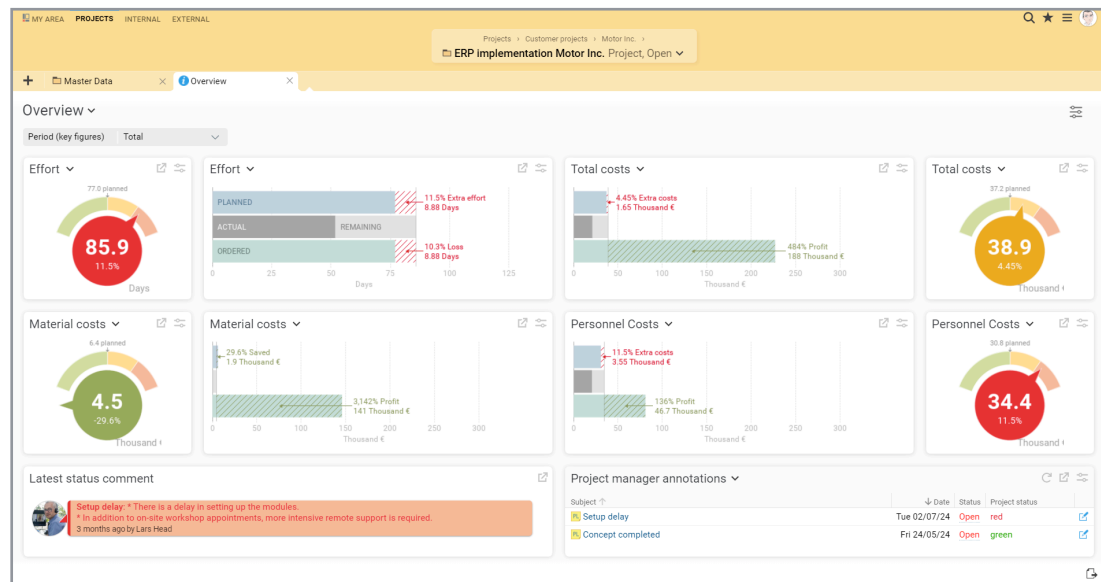
PMflex was developed by the Competence Center (Large) Project Management (CC GroßBPM) of the Federal Advisory Center in the Federal Office of Administration. BCS fully supports the PMflex method for project management, program management, portfolio management and PMflex Agil to master complex challenges and successfully implement projects of various sizes.



Keep an eye on project planning with resources, no matter what the organizational structure of your PMflex project looks like.

- ✓ Map complex PMflex role structures and responsibilities
- ✓ Adaptable to the specific requirements of each project
- ✓ Corporate design: user interface can be customized according to your ideas
- ✓ Utilization analyses and resource management tools
- ✓ Detailed recording, analysis and management of stakeholder interests and structured communication planning
- ✓ PMflex-specific project size classes can be created as templates
- ✓ PMflex Agile compatible through hybrid integration of Scrum and Kanban tools
- ✓ Portfolio management tools for your PMflex portfolio management
- ✓ Analysis & reporting tools: Implementation of continuous improvement measures
- ✓ Diverse tools for tailoring

PM² was developed by the European Commission to ensure standardized and efficient project workflows. With customized functions for project, program and portfolio management as well as agile tools for PM² Agile, BCS helps you to successfully plan, control and monitor your PM² projects.



Comprehensive project controlling functions enable real-time monitoring of your PM² project landscape.

- ✓ Role management for mapping complex PM² role structures
- ✓ Efficient resource management for PM² projects from planning to completion
- ✓ Stakeholder management with portfolio diagrams and contact management (CRM)
- ✓ Dashboards and reports on project progress and results
- ✓ Complete project management tool set through all four project phases according to PM²
- ✓ Tailoring: methodology can be flexibly adapted to specific project requirements
- ✓ Customizing: project-specific planning according to individual requirements
- ✓ Tools for mapping "PM² portfolio management" (PM²-PPM)
- ✓ Tools for mapping "PM² program management" (PM²-PgM)
- ✓ PM²-Agile can be implemented thanks to comprehensive Scrum and Kanban tools

Interfaces

Jira Server and Jira Cloud

The Jira plug-in for BCS enables you to integrate, evaluate and invoice Jira data for your BCS project.

Import-Export-Module

The freely configurable Import-Export module by BCS enables exchange with almost any system.

Confluence and wiki software

Be it Confluence or another wiki software: You can easily interlink BCS and your wiki using links to provide information in a context-sensitive way.

Version management with log

The e-mail import automatically transfers changes in a subversion repository to BCS.

Logs and exchange formats

Be it a connection to an email server, data exchange with calendar software or single sign on, standardized formats and logs make communication easy.

Time recording via app

Record working hours on a project-specific and task-related basis: With the BCS app, the hourly booking via the smartphone is quick and easy.

Microsoft

Whether you have Microsoft 365 applications, the ERP Microsoft Dynamics 365 Business Central, the Microsoft Entra access management platform, or server solutions such as Microsoft Exchange and SharePoint: BCS goes hand in hand with your Microsoft environment. The Microsoft Office applications such as Excel, Word, PowerPoint and Project are also compatible with BCS.light.

User administration and authentication

Use your directory services and rights assignments via the LDAP application protocol. Conveniently authenticate yourself via the network protocol Kerberos, OAuth 2.0/OpenID Connect, SAML, two-factor authentication using TOTP or passkeys. A standardized SCIM interface is available for automated and efficient user management.

SAP

SAP systems are known for their flexibility and so are we: With our flexible import/export module, we create BCS interfaces suited to your SAP system.

Telephone systems (CTI)

Call at the click of a mouse: Via our interface with the TeamCall Telephony Access platform from ilink, we can connect BCS to your telephone.

Reporting tools

Whether you need customized report design or have high reporting generation requirements, BCS is perfectly equipped with interfaces like the one to Eclipse BIRT.

Web services

Exchange data quickly and flexibly via the web: BCS allows you to connect your systems to SOAP web services.

Time recording terminals

Data from time recording terminals can be automatically transmitted to BCS using an import processor.

DATEV

Send your invoices to your tax consultant. You can easily send your invoice and point-of-sale data with the DATEV interface from BCS.

BCS.light

The affordable edition with a slimmer range of functions for agencies, small businesses, organizations with a moderate project volume, or individual project teams. Equipped with professional project management tools and useful support functions, BCS.light covers important work processes from quotation to invoicing.

BCS

Comprehensive tools for projects and companies are united professionally in one software by BCS. Individually scalable and with a wide range of customizing options, the main product by Projektron can be adapted easily and in accordance with your company's requirements. BCS is comprehensively equipped – even for major international projects with a flexible selection of currencies and up to seven language versions.

BCS or BCS.light - Compare the scope of functions

What functions does BCS offer? Is BCS.light an option for you? Compare the functional scope of our two BCS editions **in detail on our website**.