Bpm’online concept document

for

24 Hay Market

CUSTOMER	EXECUTOR
From 24 Hay Market	From Agovo
Paul Tselentis	Renaud Vandewalle
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(signature)	(signature)

Approvers:

#	Name	Approval	Date
1			
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Version control:

Version #	Revision date	Revised by	Description
1	16/02/2016	Renaud Vandewalle	Created
3	29/02/2016	Renaud Vandewalle	Updated based on new solution to have it all under Account
4	14/03/2016	Renaud Vandewalle	Reviewed based on Mock-up feedback Updated Roles section Updated Notifications section
5	15/03/2016	Renaud Vandewalle	Added mock-up

Contents

GLOSSARY

Investors: Investment Principal and Network Members - Contacts in Bpm'online with the contact type set to 'Investment Principal' or 'Network Members'.

Inv. Opp.: Investment Opportunities

PROJECT OBJECTIVES AND BUSINESS TASKS

The main project objectives are:

- Provide portal access to Investment Principals and Network Members to view and opt in/out on Investment Opportunities, as part of the Dissemination of Financial Promotions Process.
- Provide portal access to Investment Principals and Network Members to view Portfolio information and files for their investments, as part of the Post-Investment Management Reporting Process.
- Reduce administration of 24 Hay Market staff by providing access to Companies and City Partnership to upload files and update information directly into Bpm'online and portal.

Account Section

Account Section – Header

Field	Existing / New	Type	Description / Logics
Name	Existing	Text	Name of organization/Company.
Logo	New	Picture	Logo of the Organisation/Company
Owner	Existing	Lookup	List of system users, used to flag the owner responsible for the account. (We will use this field to denote “Deal Lead” from 24Haymarket). Depends on logic involved.
Type	Existing	Lookup	Lookup: (1) Investment Opportunity or (2) Portfolio -> so we can group new entries directly into one of these areas.
Key Summary	New	Text	Description of Investment Opportunity
Stage	New	Lookup	- New (not visible in Portal) - Open to 24H Admin only - Open to investment principal Investment opportunity only displayed for Investment Principal users - Open to network for indication - Final documentation - Final commitments from Network members - Portfolio
EIS3 Form - Application status	New	Lookup	- Paperwork with Company - Paperwork Submitted to HMRC, Awaiting Response - Response Received from HMRC, Awaiting Documentation - Documentation Received and Uploaded

Field	Existing / New	Type	Description / Logics
			City Partnership can update this field only (ie. City cannot update fields above/ but 24H admin can come and update this field if needed)
Industry	Existing	Lookup	Lookup:(1) Healthcare, (2) Consumer/ Retail, (3) Industrial/ Manufacturing, (4) Professional Services, (5) Technology, (6) Media and Telecommunications
Annual revenue	Existing	Lookup	Lookup: 0, 0 – GBP100k, GBP101-1m, GBP 1-5m, GBP5m+
Investment budget	New	Amount on £	Amount to raise for this Investment Opportunity (input from admin)
Amount Indicated	New	Amount on £	Sum of all of the indicated amounts by Investors (output from below)
Amount committed	New	Amount on £	Sum of all of the committed amounts by investors (output from below)

Account Section – Account Info (tab)

Header (Group Field)

Field	Existing / New	Type	Description / Logics
Also known as	Existing	Text	Alternative name of the organisation
Primary Contact	Existing	Lookup	To hide
Code	Existing	Integer	Auto populated with an incremental unique id – To hide

Company Main Contact (Group field)

Field	Existing / New	Type	Description / Logics
Full Name	New	Text	Main Contact field group – Full name of CEO of company

Field	Existing / New	Type	Description / Logics
Email Address	New	Email	Main Contact field group – email address of CEO of company
Work Phone	New	Text	Main Contact field group – Work phone number of CEO of company
Mobile	New	Text	Main Contact field group – mobile phone number of CEO of company

Segmentation (Group field) – To Hide

Field	Existing / New	Type	Description / Logics
Category	Existing	Lookup	To hide
Business entity	Existing	Lookup	To hide
No. of employees	Existing	Lookup	To hide

Communication Option (detail)

Field	Existing / New	Type	Description / Logics
Communication options	Existing	Detail	The detail allows to add as many communication options as required. The communication options include Email, phone, web and links to social profile (Twitter and Facebook). The current phone types include: • Alternate phone • Primary phone • Fax

Addresses (detail)

Field	Existing / New	Type	Description / Logics
Address type	Existing	Lookup	Actual, Legal, Shipping
Country	Existing	Lookup	List of countries.

Field	Existing / New	Type	Description / Logics
City	Existing	Lookup	
Address	Existing	Text	
State/province	Existing	Lookup	
ZIP/postal code	Existing	Text	Postal code can be entered in any required format.
Index	Existing	Number	Location on map – read-only

Bank details (detail) – **To hide**

Field	Existing / New	Type	Description / Logics
Banking details	Existing	Detail	Used to store banking details

Noteworthy events (detail) – **To hide**

Field	Existing / New	Type	Description / Logics
Noteworthy events	Existing	Detail	Used to store noteworthy events e.g. date of incorporation

Account Section – Contacts and Structure (tab) – **To hide**

Field	Existing / New	Type	Description / Logics
Organizational structure	Existing	Detail	Organizational structure of the organisation
Contacts	Existing	Detail	Used to link the contacts of the organisation

Account Section – Connected to (tab) – **To hide**

Field	Existing / New	Type	Description / Logics
Connected to	Existing	Detail	Relationships with other organisations

Account Section – History (Tab) – **To hide**

Field	Existing / New	Type	Description / Logics
Activities	Existing	Detail	Activities connected to account

Field	Existing / New	Type	Description / Logics
Calls	Hide	Detail	Calls connected to account
Email	Existing	Detail	Email connected to account
Opportunities, Contracts, Leads, Invoices, Orders, Documents, Projects	Hide	Detail	Not required

Account Section - Investment tab – (User functionality)

Investment detail

Field	Existing/New	Type	Description/Logics
Investor Name	New	Lookup	Pre-filtered list of Network Members
Opt-in	New	Boolean	If selected, then Opt-out unselected
Opt-out	New	Boolean	If selected, then Opt-in unselected
Min	New	Amount on £	Display only if Opt-in is selected - Minimum amount they indicate on investing – Only displayed for Members Network
Max	New	Amount on £	Display only if Opt-in is selected - Maximum amount they indicate on investing – Only displayed for Members Network
Confirmed	New	Boolean	If ticket, the record will become read-only
EIS3/Certificate by Post	New	Boolean	If ticked, it indicates that the investor would like to receive EIS3/Certificate by Post
Comments	New	Text	Comments on Investment indication

Account Section - Document Tab

Document (detail) – 24H Admin Input required

Field	Existing/New	Type	Description/Logics
Attachment	New	File list	File name will need to be one of the following option as they will be displayed as is in the portal section: Summary Investment Note/ Due Diligence/ Management Presentation/ Investment Documents (Note within each of these folders, may have multiple subfolders – be great if we can just "drag and drop" from Dropbox) Tree Folder view

Account Section - Questions Tab

Question details

Field	Existing/New	Type	Description/Logics
Question	New	Text	Question asked by potential investors (output)
Created date	New	Date/Time	Read-only – question creation date and time
Answer	New	Text	Read-only for Investors – Editable by 24HM admin (input from admin) – Investors only see their own

Account Section – Investment Opportunity Dashboard (24H Admin output View)

Field	Existing/New	Type	Description/Logics
List of all the investors to print-out			
Name	New	Text	Name of Investors
Amount Indicated Low	New	Amount in £	Low point of range indicated (falls away for that investor once they commit)

Field	Existing/New	Type	Description/Logics
Amount Indicated High	New	Amount in £	High point of range indicated (falls away for that investor once they commit)
Amount Committed	New	Amount in £	Amount they committed to (If committed, not calculated in the Amount indicated anymore for the same contact)
EIS3/Certificate by Post	New	Boolean	Indicates that the investor would like to receive EIS3/Certificate by Post

Account Section - Reporting (tab)

Reporting detail

Field	Existing/New	Type	Description/Logics
File Name	New	Text	Name of the file
Attachment	New	File list	Company can upload files through portal but it won't be available to investors until approved by 24HM administrator
Display on portal	New	Boolean	If ticked, the file will be available onto the portal Only visible to 24HM administrator

Account Section – Investor Documents (tab)

Investor Documents (detail)

Field	Existing/New	Type	Description/Logics
Investor	New	Lookup	Pre-filled list of investors for this given portfolio
File name	New	Text	Name of the file (Contract note/ EIS3 Form)
File	New	File	24HM admin and City Partnership user can upload/remove documents

Account Section - Portfolio Dashboard (tab)

Investor (list view)

Field	Existing/New	Type	Description/Logics
Name	New	Lookup	Pre-filled list of Investors contacts

Field	Existing/New	Type	Description/Logics
Type	New	Text	Email of primary contact of company

Contact Section

Contact Section - Header

Field	Existing/New	Type	Description/Logics
Full Name	Existing	Text	Name of the contact
Account	Existing	Lookup	To hide
Type	Existing	Lookup	Admin/ Investment Principal/ Network Member/ Other
Owner	Existing	Lookup	User contact responsible for this account – 24HM user by default. Some logics are related to this field so it is recommended to keep it

Contact Section - Contact Info (tab)

Field	Existing / New	Type	Description / Logics
Salutation	Existing	Lookup	Dr., Mr., Mrs., Ms.
Gender	Existing	Lookup	Female, Male
First Name	Existing	Text	Auto populated by 1st word in Full Name field – Display as hidden by default
Last Name	Existing	Text	Auto populated by last word in Full Name field – Display as hidden by default
Communication options	Existing	Detail	The detail allows to add as many communication options as required. The communication options include Skype, email, phone, web and links to social profile (Twitter and Facebook). The current phone types include: • Home • Business • Mobile • Extension Phone • Other

Field	Existing / New	Type	Description / Logics
			This section also allows the user to flag communication options that should not be used e.g. Email
Created On	Existing	Date / Time	Date and time the record was created in BPM. Field to remain hidden.

Contact Section – Address Detail

Field	Existing / New	Type	Description / Logics
Address type		Lookup	Business, Home, Shipping
Country	Existing	Lookup	List of countries.
City	Existing	Lookup	List of cities connected with states/provinces and countries.
Address	Existing	Text	Street and apartment.
County (Renamed State/province)	Existing	Lookup	List of counties connected with countries and cities.
Post Code (Renamed ZIP/postal code)	Existing	Text	Postal code can be entered in any required format.

Contact Section – Directorship Tab

Field	Existing / New	Type	Description / Logics
New Detail called Current Directorship			
Company Name	New	Text	Name of the company
Status	New	Lookup	Director, Employee, Other
Industry sector	New	Lookup	(1) Healthcare, (2) Consumer/ Retail, (3) Industrial/ Manufacturing, (4) Professional Services, (5) Technology, (6) Media and Telecommunications; and (D) Other information

Contact Section – Noteworthy Events Detail - To hide

Field	Existing / New	Type	Description / Logics
Type	Existing	Lookup	Birthday – Remove company founding day
Date	Existing	Date	Date of birthday, …

Contact Section – Connected Detail - To hide

Field	Existing / New	Type	Description / Logics
Contact	Existing	Lookup	List of all system contacts the chosen account may be connected to.
Account	Existing	Lookup	List of all system accounts the chosen contact may be connected to.
is a/an	Existing	Lookup	Type of relationship of contact to contact: Friend, partner, relative. Type of relationship of contact to or account.
Actual	Existing	Checkbox	Specifies if the relationship type is considered to be confirmed.
Description	Existing	Text	Additional notes.

Contact Section – Current Employment Tab – To Hide

Field	Existing / New	Type	Description / Logics

Contact Section – History Tab - To hide

Field	Existing / New	Type	Description / Logics
Activities			Activities connected to contact
Opportunities			Opportunities connected to contact
Email			Email connected to contact
Calls			Calls connected to contact

Field	Existing / New	Type	Description / Logics
Contracts, Leads, Invoices, Orders, Documents, Projects			Potentially not required at this stage to be reviewed – leave in system as may be required for phase 2.

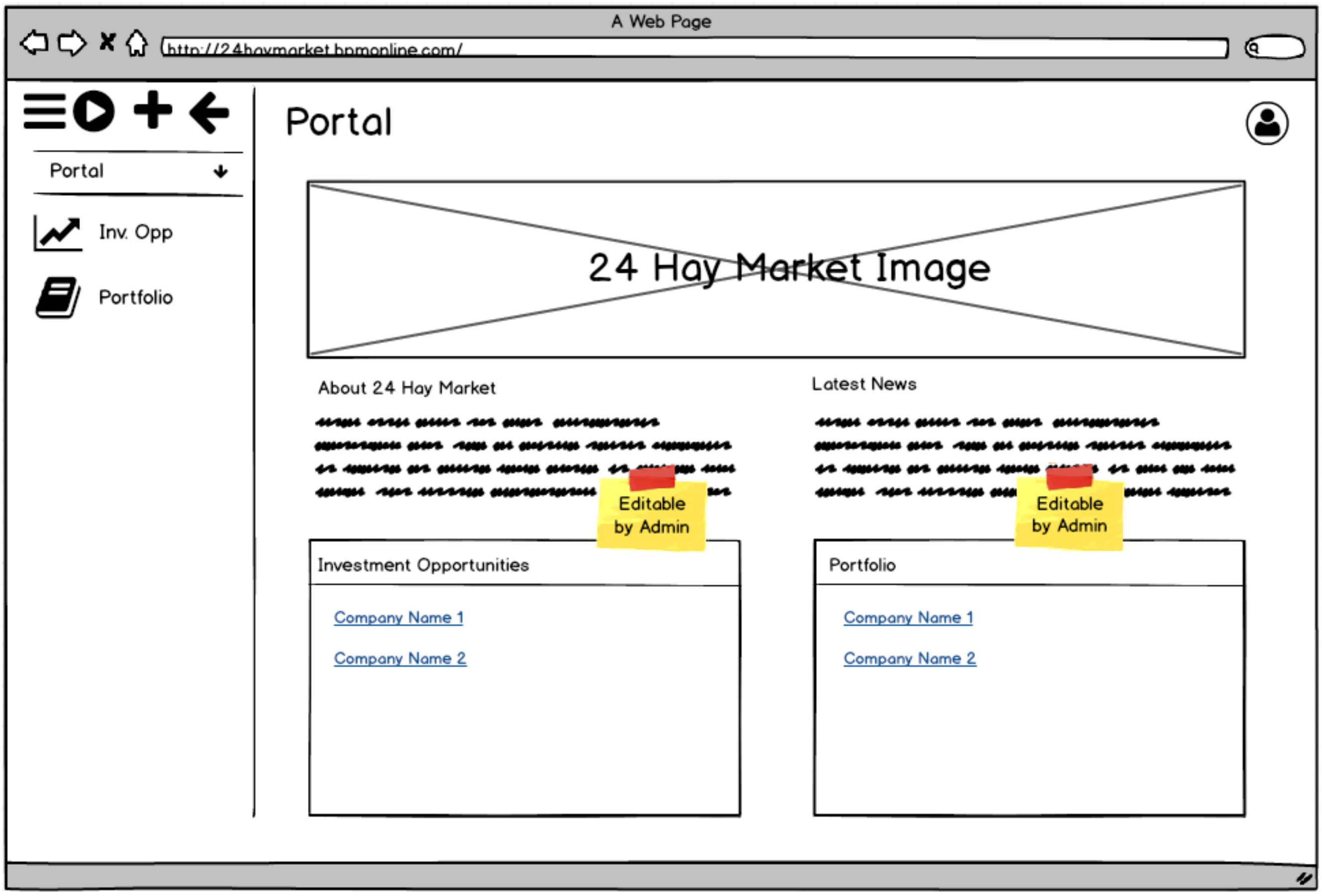
Contact Section – Attachments & Notes – To hide

Field	Existing / New	Type	Description / Logics	Status
Attachments			Attachments connected to contact (attachments can be uploaded to system or alternatively a link to the document may be stored in the system)	
Notes			Free text area used for storing non-standard information about the contact	

Portal View Mock-up

Portal View

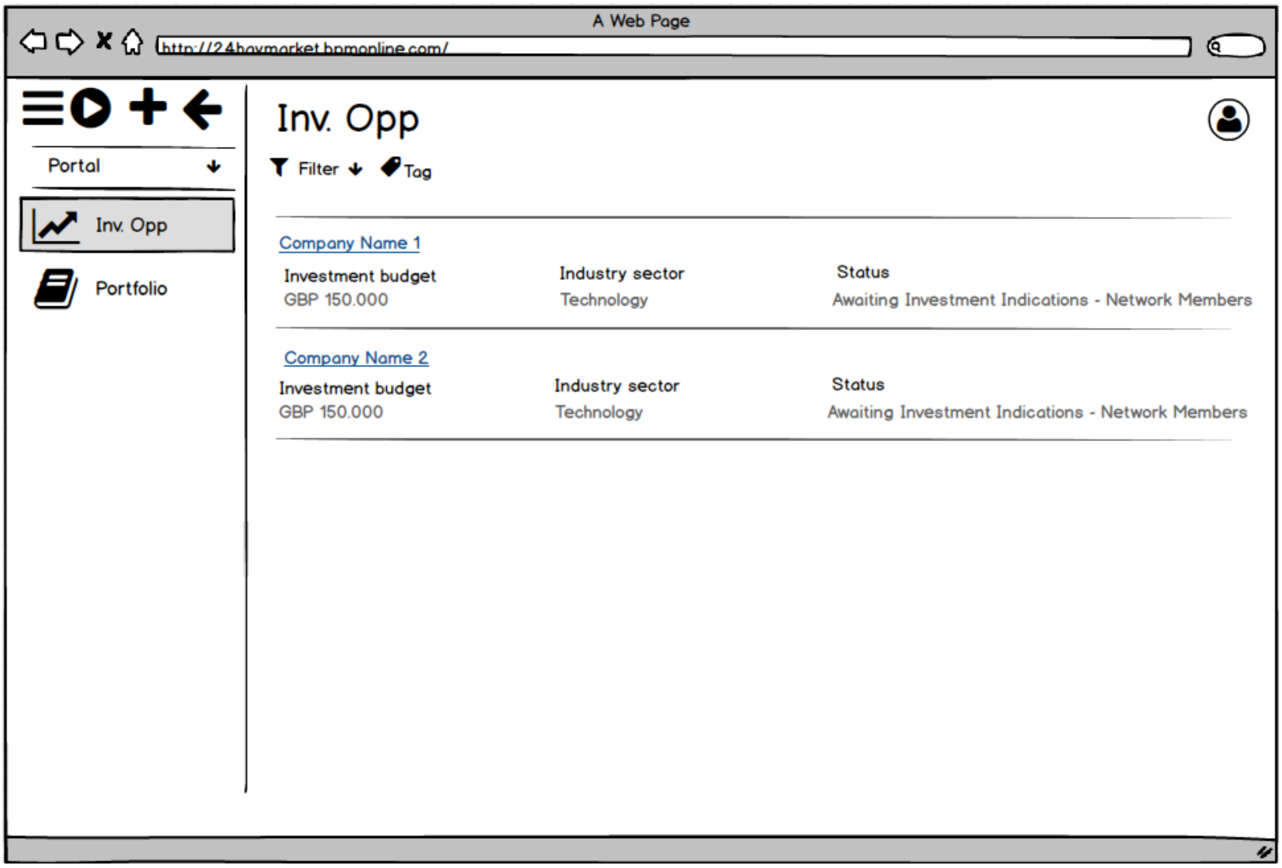
Home page



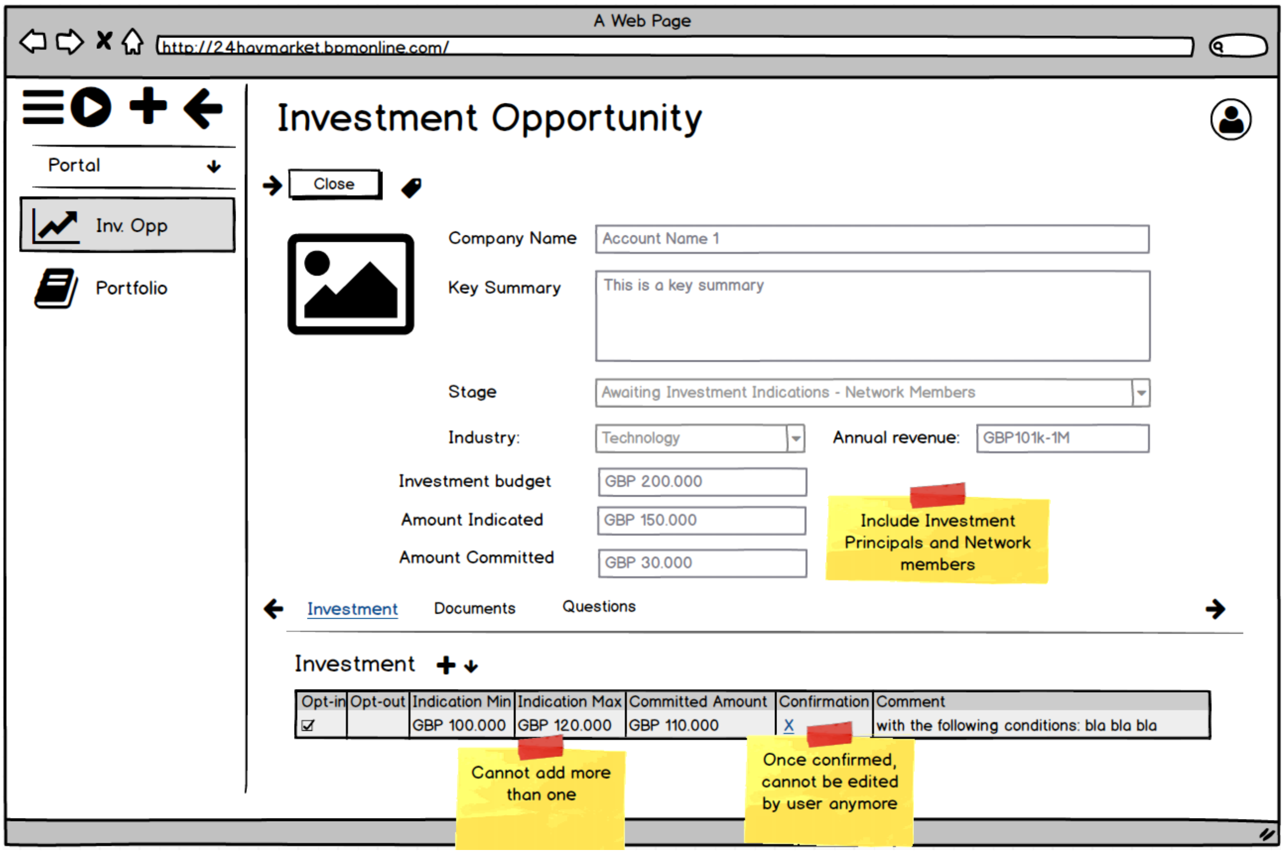
News to be edited in Portal home page directly.

Portal View – Investment Opportunity

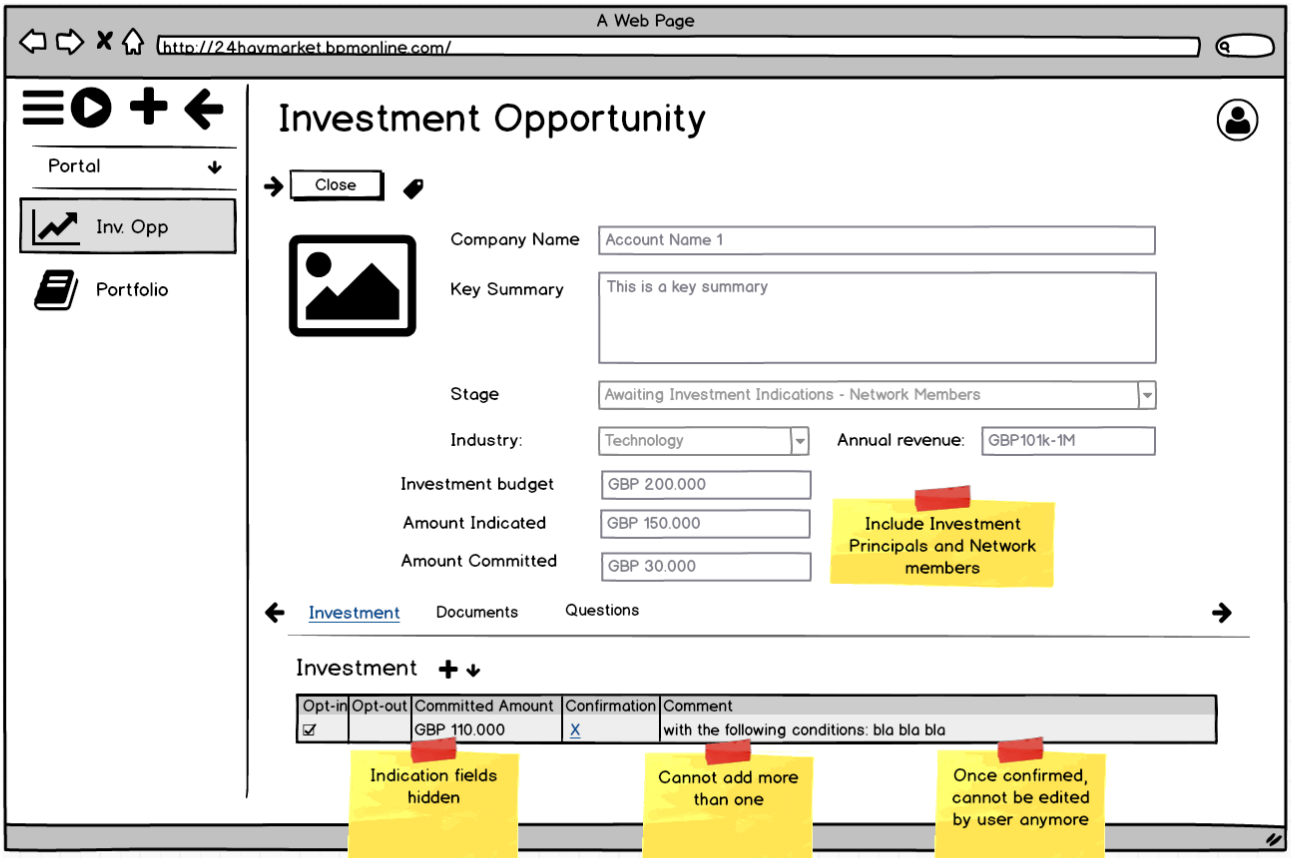
Investment Opportunity – List view



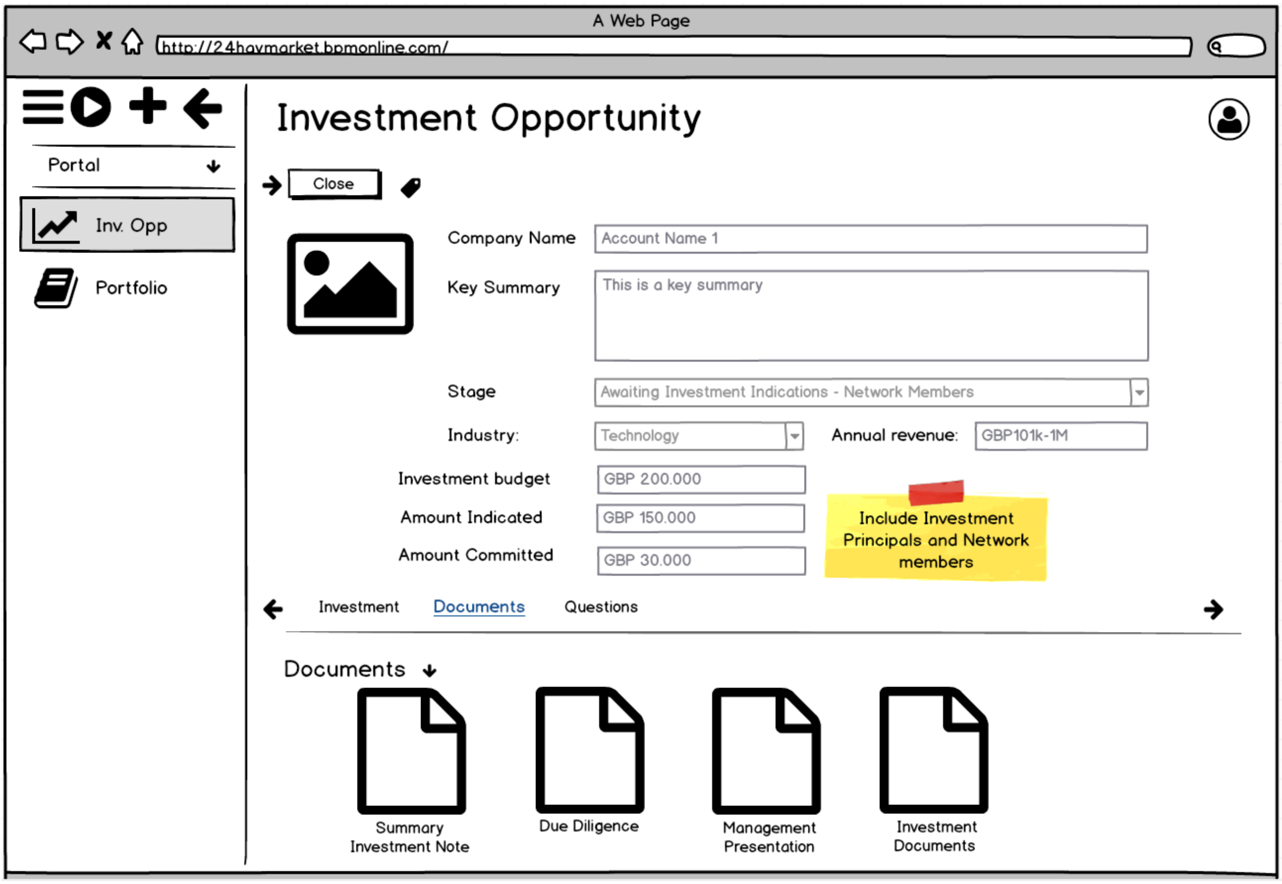
Investment Opportunity page – Network Member view



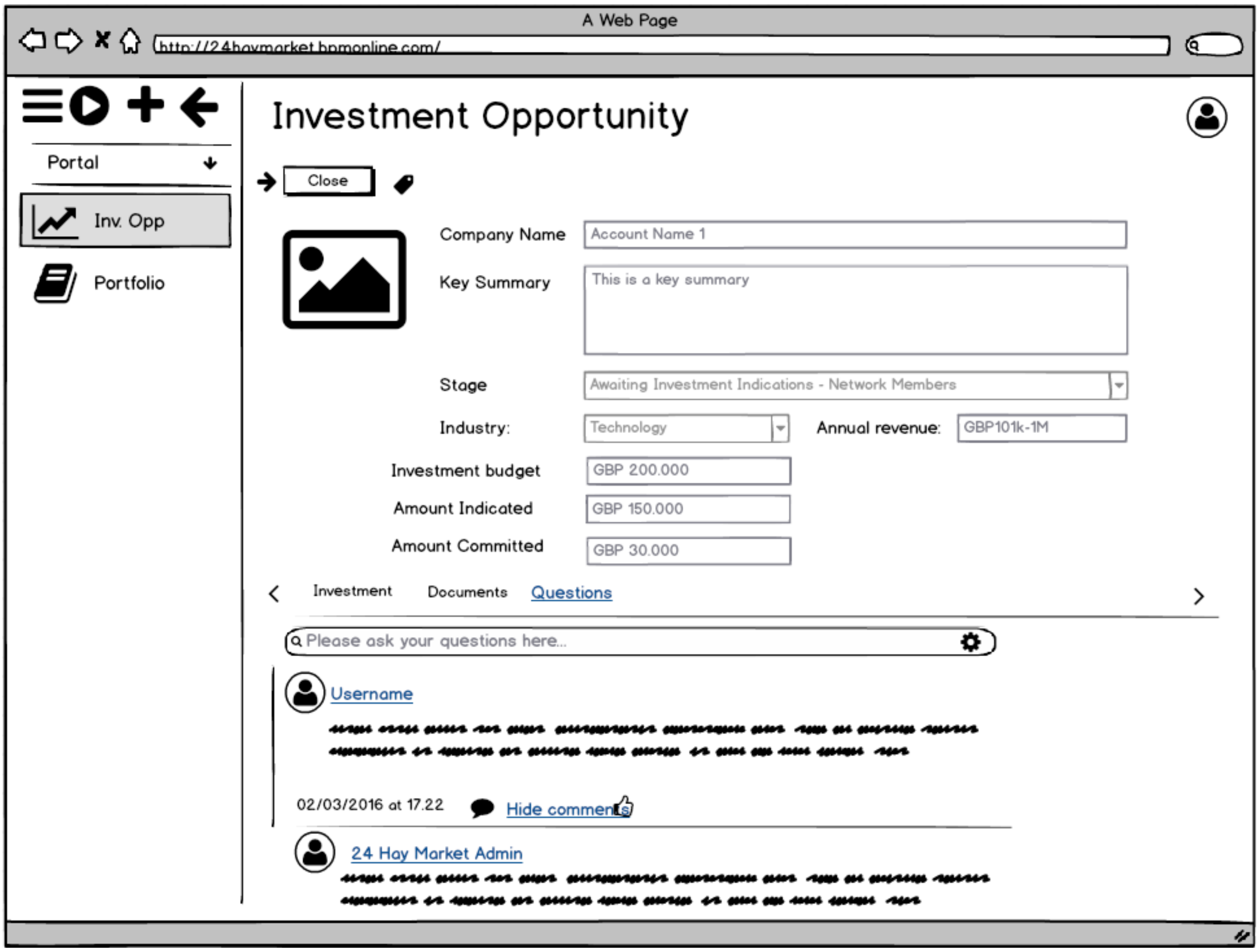
Investment Opportunity page – Investment tab - Network Member view



Investment Opportunity page – Documents tab

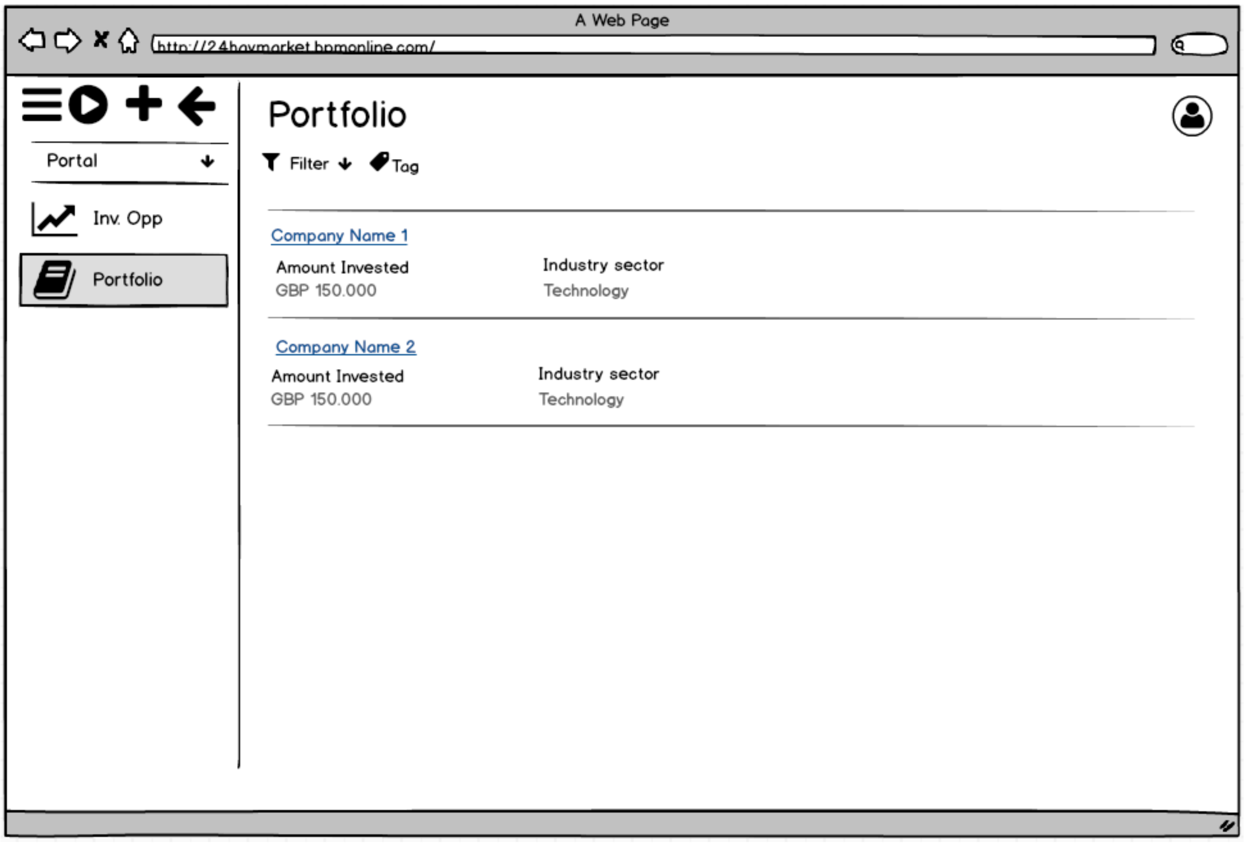


Investment Opportunity page – Questions tab

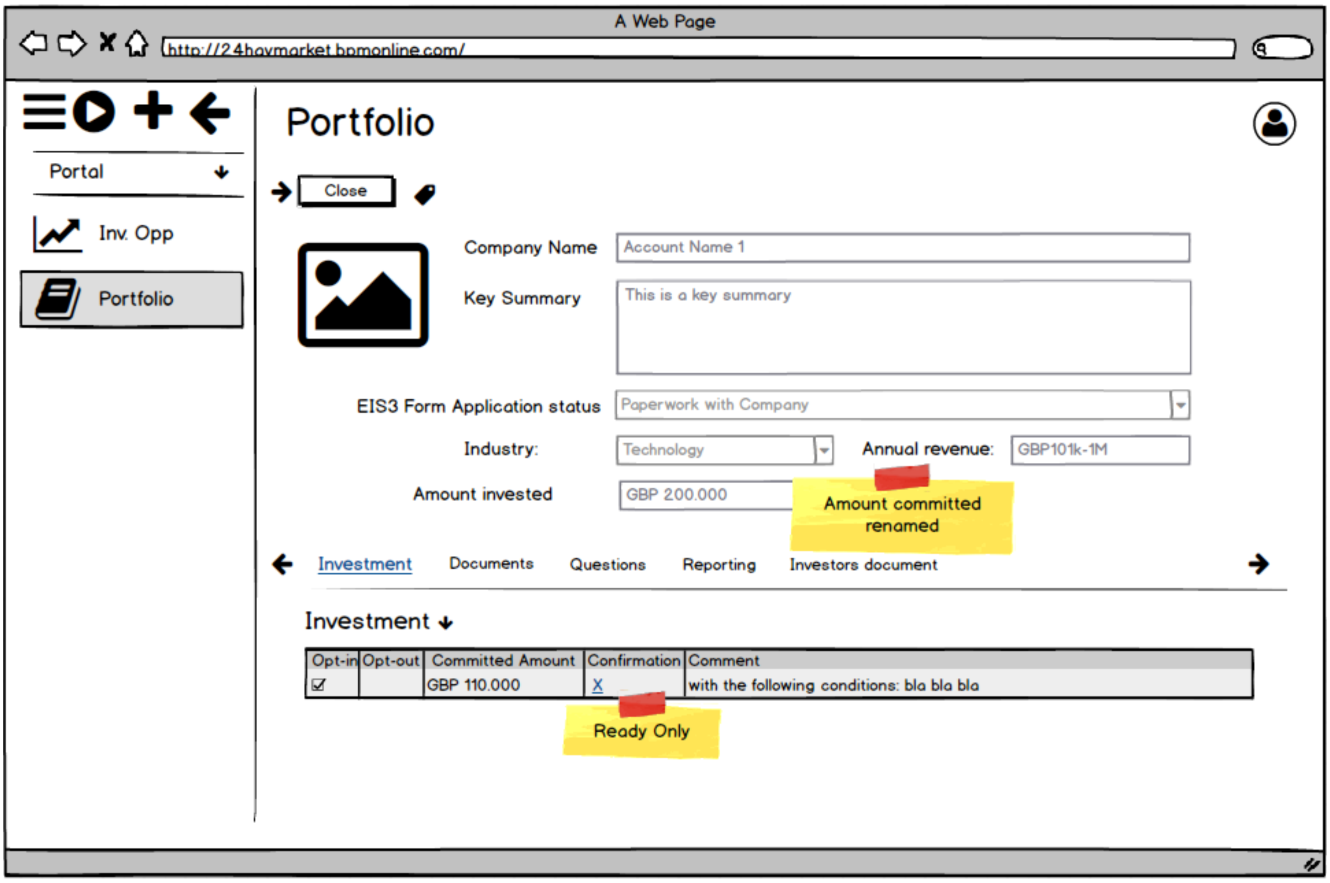


Portal View – Portfolio

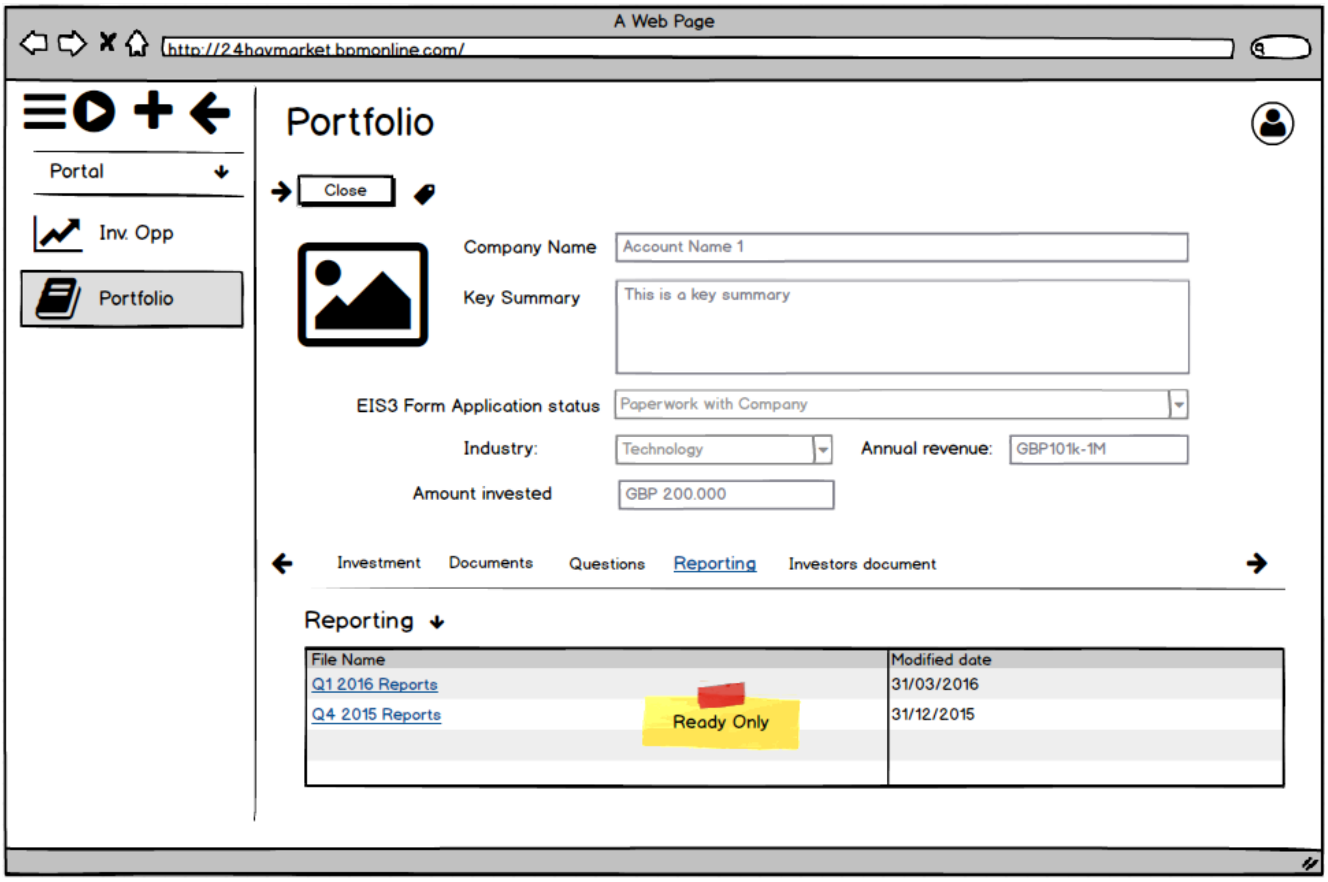
Portfolio List view



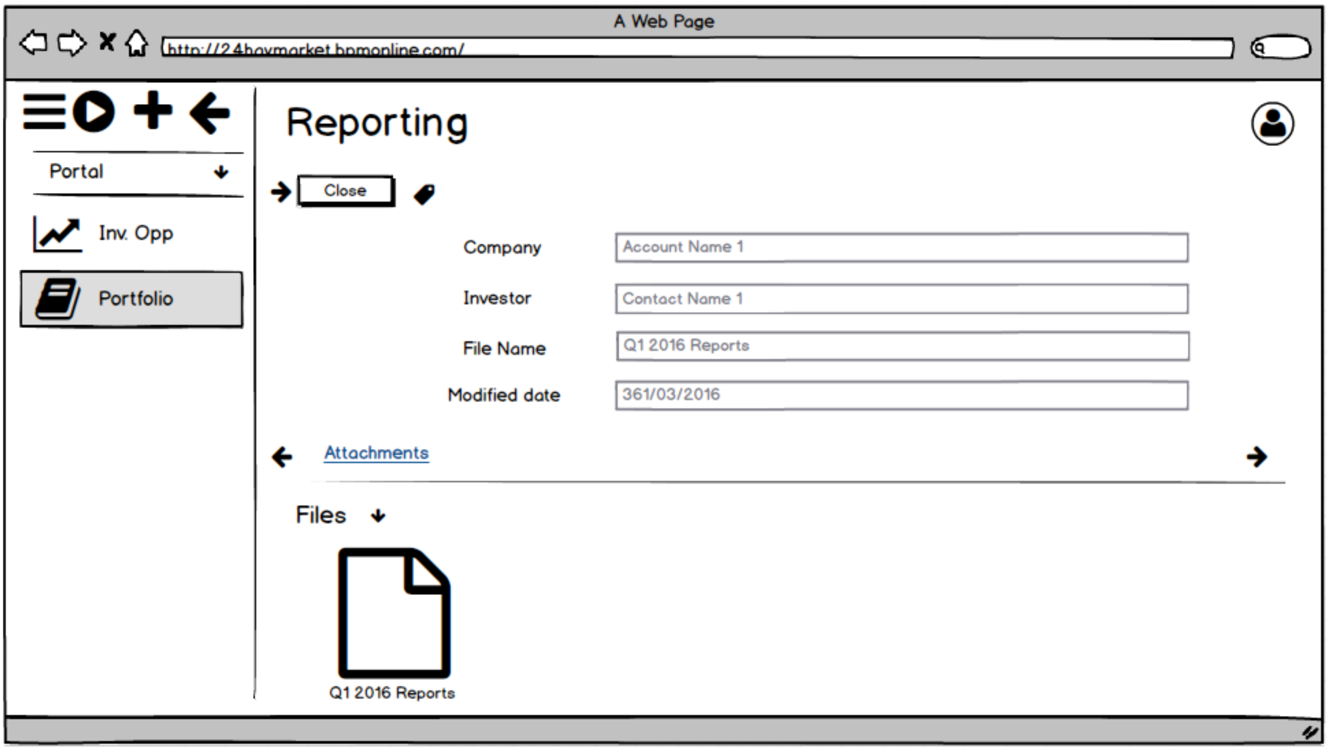
Portfolio page – Investment tab (Investor Principal)



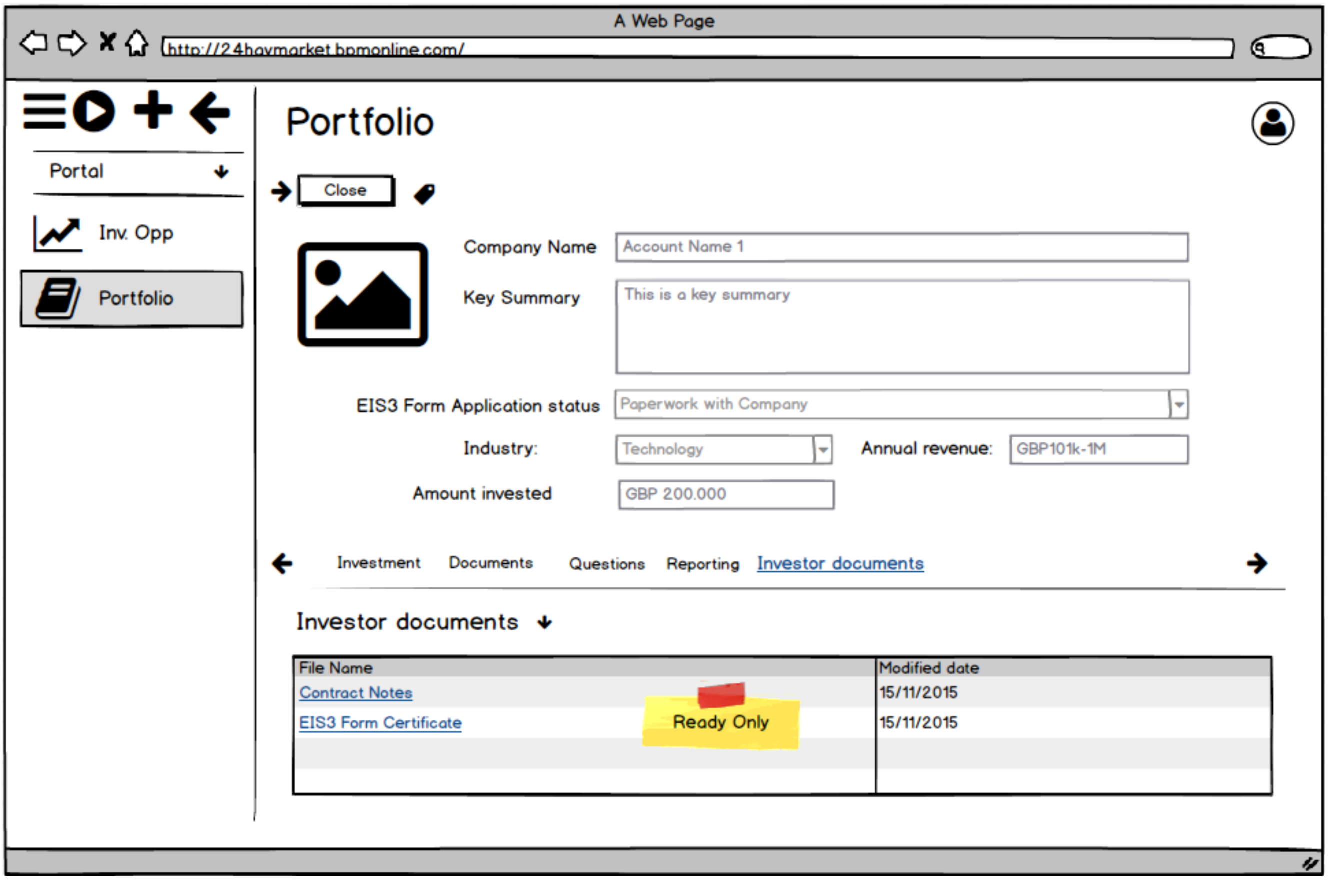
Portfolio page – Reporting tab



Portfolio page – Reporting – File page



Portfolio page – Investor documents tab



User Roles

24HM Admin Role

Platform access: Bpm'online

Permissions

Actions	Entity	Field	Description
All	All	All	Full access – except System Administrator

City Partnership Role

Platform access: Bpm'online

Permissions

Actions	Entity	Field	Description
Read	Account	All	Read-only access to all information in Account
Read	Contact	All	Read-only access to all information in Contact
All	Investor Document	All	Can Create/Read/Update/Delete an Investor Document record

Investment Principal Role

Platform access: Portal

Permissions

Actions	Entity	Field	Description
Read	Account	Name, Key summary, Stage, Industry, Annual Revenue, Investment Budget, Amount indicated, Amount committed, EIS Form application status Investment Documents Questions Reporting	Only when Account Stage set to the following ~~- Open to 24H Admin only~~ - Open to investment principal - Open to network for indication - Final documentation - Final commitments from Network members - Portfolio **-> Only if part of the Investors (Investment confirmed)** Can only read their own investment record Can only read EIS Form Application status, Reporting and Investor Documents if investor in Portfolio

Actions	Entity	Field	Description
Create/Update	Investment	Opt-in, Opt-out, Confirmed, EIS3/Certificate by Post, Comments	Investor name is read-only and pre-populated. Update only if not confirmed yet. Track changes log

Network Member Role

Platform access: Portal

Permissions

Actions	Entity	Field	Description
Read	Account	Name, Key summary, Stage, Industry, Annual Revenue, Investment Budget, Amount indicated, Amount committed, EIS Form application status Investment Documents Questions Reporting	Only when Account Stage set to the following ~~- Open to 24H Admin only~~ ~~- Open to investment principal~~ - Open to network for indication - Final documentation - Final commitments from Network members - Portfolio **-> Only if part of the Investors (Investment confirmed)** Can only read their own investment record Can only read EIS Form Application status, Reporting and Investor Documents if investor in Portfolio
Create/Update	Investment	Opt-in, Opt-out, Min, Max, Confirmed, EIS3/Certificate by Post, Comments	Investor name is read-only and pre-populated. Update only if not confirmed yet. Track changes log

Company User Role

Platform access: Portal

Permissions

Actions	Entity	Field	Description
Read	Account	All	Only the account for which they are the main contact of.

Actions	Entity	Field	Description
Create	Reporting	File Name, Attachment	Create a new reporting record

NOTIFICATIONS

Action Trigger	To/Audience	Email Content
Account type updated to 'Portfolio'	Investors (Contact with confirmed Investment)	TBD – Link to portfolio (Account in portal)
EIS Form Application status updated	Investors (Contact with confirmed Investment)	TBD– Link to portfolio (Account in portal)
Quarterly notifications	CEO of company (Main Contact)	TBD – Link to portfolio (Account in portal)
Reporting document approved (Display on portal ticked)	Investors (Contact with confirmed Investment)	TBD - Link to portfolio (Account in portal)
New answer to question (New feed comment)	User who loaded the question	TBD – link to Investment Opportunity (Account in portal)
Investment Opt-in created (Confirmation)	24HM Admin	TBD – link to corresponding Account in Bpm'online