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## *Instaknow-ACE®*

# Process and Knowledge Integration Across Diverse Systems

CACI/InstaKNOW

***Providing Solutions for Homeland Security***

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# I. Overview

Instaknow.com Inc. is an eBusiness enterprise software company that has developed a highly unique "Global Business Process Automation and System Integration" platform, the Instaknow-ACE ® (Active Collaboration Engine). The high demand for Business Process Automation and System Integration continues to grow across all sectors, public and private. The advantages to be gained by automating business decisions have been clearly expressed. The immediate reduction of human intervention in the business process flow expedites decisions and actions, cuts operating costs, and gains productivity, resulting in higher profits and revenues.

Instaknow-ACE integrates information across "silos" of disparate data, and creates real time collaboration among people, information systems, and business operations across the Enterprise and the Extended Enterprise. Instaknow-ACE implements a client's custom business rules (logic) without writing a single line of program code.

Instaknow-ACE ® is a software platform that automates complex business processes. These business processes interact with diverse applications, information sources and groups of people across the enterprise and with partners across the Internet on a real-time basis. The uniqueness of the Instaknow-ACE ® Process Automation platform is that Automation and Integration is achieved by visually "configuring" solutions by Instaknow-ACE's "point & click" wizards. No program coding is needed and in most cases the customer's existing systems do not need to change. The base Instaknow-ACE ® platform capability is comprised of the following significant and unique critical features:

- Visual wizards provide for custom Business Logic Configuration, eliminating the need for program coding
- Visual wizards to configure real-time connectivity to practically all electronic data architectures, providing intelligent integration of real-time functionality of multiple internal applications across diverse platforms and Web based external (partner) systems, without program coding and without forcing any change to them
- Visual wizards to configure e-Business-Intelligence/ Web-Mining/ Document-mining without program coding

Optional add-on modules integrate seamlessly with the rest of Instaknow-ACE ® suite. They are:

- Insta-Workflow ™ - Visual wizards to define combinations of manual and automated work-flow segment dependencies to automate and expedite complex workflows in an efficient manner, without program coding
- Insta-Visualizer ™ - Wizards for advanced multi-tier visualization of real-time data from diverse and distributed sources, for immediate visual recognition of problems and opportunities, without program coding

Programmers, business analysts and trained users can configure Instaknow-ACE ® to implement customized, integrated Business Process Automation solutions spanning multiple systems for any business in any industry or sector. An Instaknow application configurator (application designer) does not require knowledge of any programming language. An Instaknow solution designer simply requires the business understanding of the business problem being solved and the inter-relationships of business data, business processes and business logic (business rules). With Instaknow, advanced web based "super-applications" (aka "Network-centric System of Systems") can be created to merge real time actions and decision capabilities of dispersed and diverse local and

Web based systems and people. Instaknow's integrated solutions lead to highly optimized business process efficiency, where each system and each user area leverages its core competency using real-time information spanning multiple systems. Since the entire Process Automation solution is created/maintained by just clicking on wizards WITHOUT needing any change to existing systems, the Instaknow-ACE ® has consistently shown 5 to 15 TIMES faster deployment of highly sophisticated Business Process Automation and System Integration solutions over conventional programming methods.

Instaknow-ACE ® Process Automation applications can invoke intelligent, coordinated, real-time actions using all types and formats of corporate data sources and systems. By simply clicking on visual wizards, a user can configure and save custom Business Process Automation rules that can later read and update data, make real time decisions and take actions across a wide variety of systems. They include but are not limited to reading and writing data and taking actions on XML web servers, HTML web sites, Web Services, Legacy systems (MVS/AS400/VT100), ODBC databases (Oracle, Sybase, SQL Server, DB2, Adabas, Informix etc.), Lotus Notes applications, ERP/CRM systems (SAP, PeopleSoft, Siebel etc.), EDIs, client-server applications, custom APIs of third party systems, database Stored Procedures, files, spreadsheets, PDF files, Visio diagrams, message queues, images (using OCR), faxes, e-mails, beepers, Net Meetings and voice mails. The output result from this custom and integrated application processing can be fed to other systems or presented to people for further action through browsers, PDA's and other hand-held devices, e-mails, faxes, Net Meetings and voice-mail. Applications can also be instructed to alert and wait for human intervention/response when required. Additionally, Instaknow-ACE® offers wizards with extremely useful advanced features that are not found in any other programming language or protocol; such as self-correcting applications, automated multi-language web searches based on context specific criteria, dynamic integration of not only data but also of business rules among partners over the Web, and visual wizards for ANY source-to-XML transformations.

Instaknow-ACE ® and the add-on capabilities can be used to rapidly deploy custom EAI (Enterprise Application Integration), web based Enterprise extension (integration with partner systems), Workflow Automation, ETL (Extract Transform and Load), Content Management, Supply Chain Management, Procurement, Logistics, Web based Knowledge Management, Business Intelligence, Globalization and almost any other type of Business Process Automation application, resulting in significant reductions in operational costs and in faster responses to problems and opportunities.

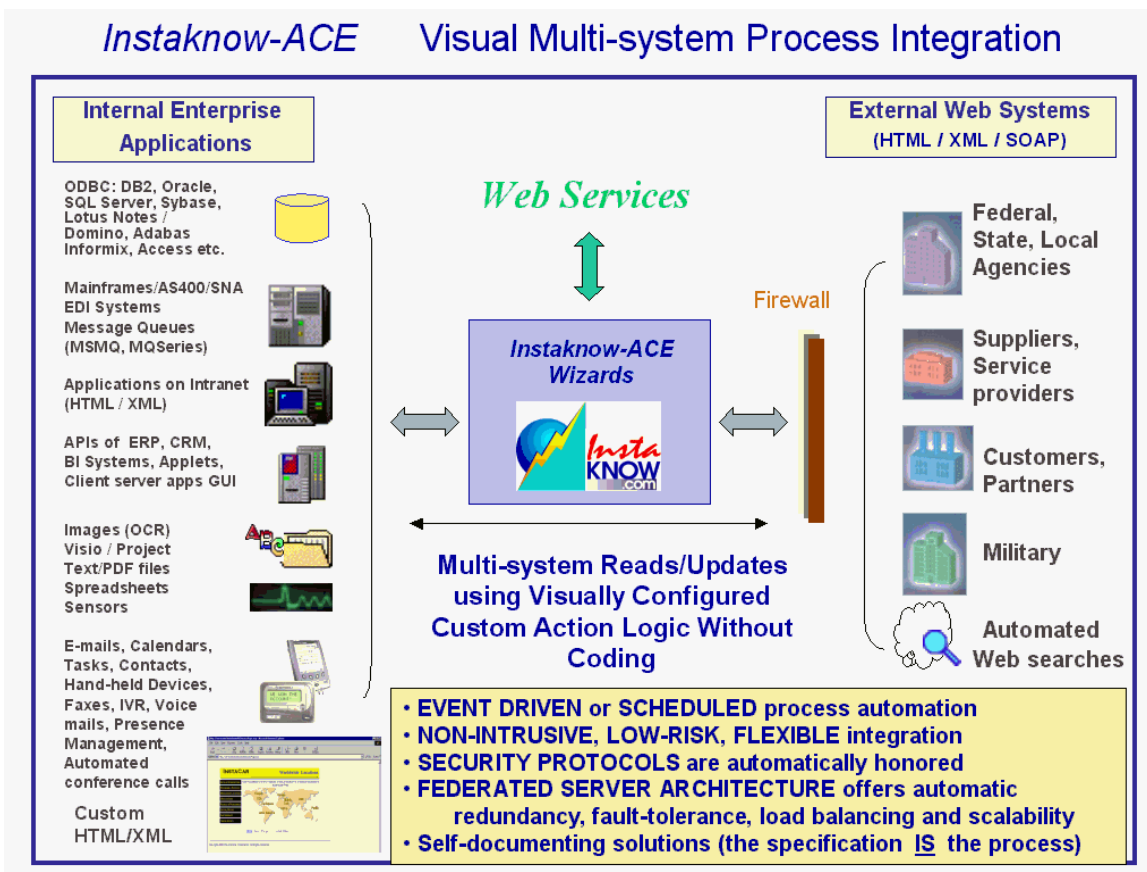
With Instaknow-ACE ® Business Process Automation, the business goals are met faster by achieving the highest levels of customer, partner, and vendor satisfaction, gaining dramatic and deep cuts in operating costs, attaining new levels of productivity and expediting decision-making. This leads to a unique competitive edge and market distinction, generating greater profits and revenue, leveraging and optimizing resource investments, and enhancing advantages across the value chain.

## II. Instaknow-ACE® Technology

### Features

#### A. Instant Connectivity to Multiple Systems for Seamless, Coordinated, Real-time Actions

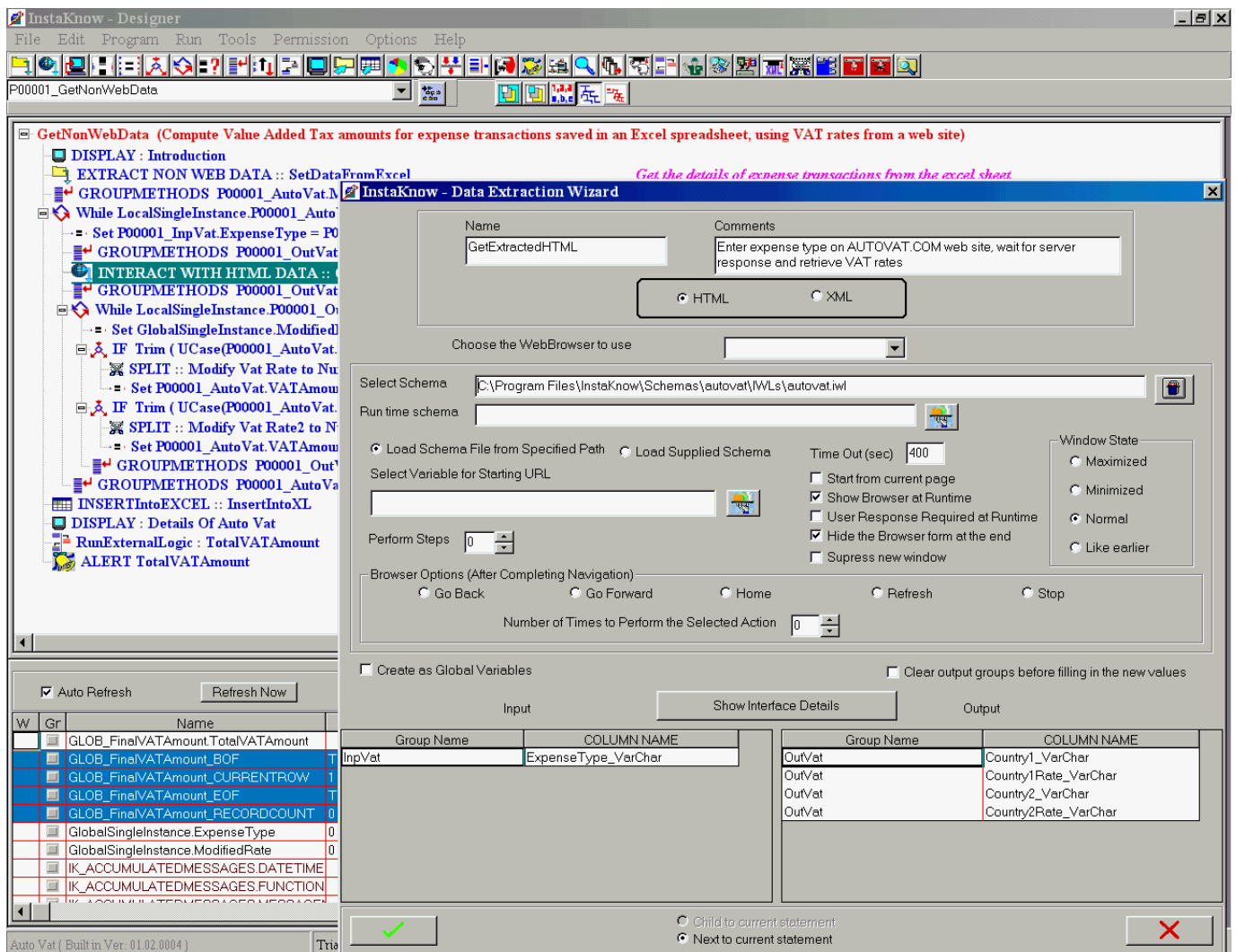
The Instaknow-ACE links to virtually every electronic system and database found in a large corporation or within the Extended Enterprise model using the Internet. Instaknow-ACE can take intelligent, conditional and coordinated actions on all corporate data sources and systems. By just clicking on visual wizards, a business analyst can define **custom business rules** that can read and update data, make real time decisions and take actions across a wide variety of systems. They include reading and writing data and taking actions on **XML/SOAP web servers, HTML web sites, Legacy systems** (mainframe/AS400/SNA), **ODBC databases** (Oracle, Sybase, SQL Server, DB2, Adabas, Informix etc.), **Lotus Notes applications, ERP systems** (SAP, PeopleSoft etc.), **X12 EDIs, GUIs of client-server applications, Applets, custom APIs of third party systems, files, spreadsheets, PDF files, Visio diagrams, MS Project plans, message queues, images (using OCR), faxes, Sensing Instruments, e-mails and voice mails.** The output result from this custom application processing can be fed immediately to other systems or presented on browsers, PDA's and other hand-held devices, e-mails, beepers, faxes, and voice-mail. Applications can also be instructed to seek and wait for human intervention/response when required. All interactions with all of these systems (including web based HTML and XML systems) is defined and executed via visual wizards without needing programming in a conventional programming language. Typically no change is needed to the existing application being accessed.



B. "Configured" visual wizard Interfaces for Business Process Automation Logic

The Instaknow-ACE development environment offers a full feature IDE (Interactive Design Environment) with smart visual wizards to allow users to quickly convert ANY business intent into Business Process automation instructions. ANY business logic, however simple or complex, can be deployed with a few clicks of the mouse. Each wizard accomplishes the work equivalent to thousands of lines of conventional code. The business workflow can be “debugged” by using built-in visual testing facilities similar to those offered by other interactive programming languages like Visual Basic. Like all other features of Instaknow, the testing facility is 100% visual point-and-click. Extensive context specific on-line help is available with each wizard. Visual cut, copy and paste facilities are available to quickly change the business rules when the business reality and requirement changes. No knowledge of a programming language is needed to use the Instaknow-ACE wizards.

Example of an Instaknow-ACE visual wizard used to automatically interact with a Web page:



### C. Advanced Data Exchanges with other systems and Business Process Automation

The Instaknow-ACE includes 100% point-and-click wizards to extract data from difficult sources like PDF files, images (using OCR - Optical Character Recognition), faxes and message queues. Advanced actions include automatically putting transaction specific data in HTML/XML web sites and pressing correct links and buttons. When the web server responds, the data of interest is automatically extracted and is made available to the Instaknow program for further actions as specified by the user-entered custom business rules. If the web page layout changes between the time the web interaction was defined and its execution, Instaknow-ACE wizards automatically apply pattern-matching algorithms to cross check the validity of the data being extracted. Situations like longer/shorter paragraphs and more/fewer rows in tables on the web page are automatically handled by the wizards. If the web page changes are so drastic that the business information is no longer present on that web page or if the web address is no longer valid, Instaknow-ACE wizards detect the situation and return appropriate error messages to the business logic so that corrective actions (e.g. going to an alternate web site/server to get the same business information if possible) can be taken as per the business preferences. No coding in a conventional programming language is needed to implement these advanced solutions. The wizards also enable bi-directional Web Service interactions.

### D. Intelligent Automated Web Searches (Web Mining) and Document Searches (Document mining)

The Instaknow-ACE includes features that perform nested, multi-level, customizable and closed-feedback-loop Web searches to retrieve useful information and integrate it seamlessly with in-house corporate data. In addition, multiple site "super searches" with compound inclusion and exclusion criteria can be launched using the Instaknow-ACE as per user specified business rules. Additional capabilities analyze the combined in-house and web based knowledge and automatically take intelligent actions on multiple in-house systems and systems of external partner organizations using the Web. All of these steps are controlled by business rules, rather than a programmer's code. It allows trained business users in any industry to create customized Web integration/interaction solutions. The search wizards automatically apply user supplied preferences about inclusion and exclusion criteria, pattern of phrases, distance between phrases, distance of phrases from top of the document, number of occurrence of phrases etc. The searches can also be applied to documents on LAN/WAN file systems to identify documents containing specific information. Once found, the desired sections of the documents can be sent as e-mail attachments, published as HTML or XML, stored in databases and fed to other applications automatically.

### E. Multi-language/Multi-currency Translation

The Instaknow-ACE has embedded features that allow connectivity with all Web-based HTML/XML/WML<sup>1</sup> data including quick enabling of multilingual/multi-currency capabilities required by today's global

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<sup>1</sup> HTML: Hyper Text Markup Language (used by most Web sites to display data to a user's browser on a desktop or handheld computer)

XML: Extensible Markup Language (used by most computer to computer communication using the Internet)

businesses. Foreign language web data can be included in Web searches, local data can be published in a foreign language and currencies can be converted to one another using spot currency rates using built-in features of Instaknow-ACE. Forward currency contract rates can be used if that rate is available on a local system or a Web site.

#### F. Unique Advanced Features

Additionally, Instaknow-ACE offers wizards with extremely useful advanced features that are not found in any other programming language or protocol. Examples are advanced multi-language web searches based on custom dynamic criteria and wizards for ANY source-to-XML transformations. Many small businesses wish to participate in the eCommerce wave but they cannot afford expensive integration software. Instaknow-ACE will allow these businesses to accomplish electronic transactions of ANY pre-determined type by simply e-mailing or faxing transactions. A confirmation or rejection of the transaction will automatically be sent back to the users at a fax number, phone number, e-mail id, voice mail or pager number supplied by them.

#### G. Remote User Interaction, Handheld Device Connectivity and Computer-Telephony-Integration

The market research firm, IDC, predicts the number of wireless devices connected to the Net will be three times greater than the number of PC's connected by the end of 2004, resulting in more than 100 million wireless Internet devices. Instaknow-ACE provides built-in features to send customized real time HTML / WML data, SMS messages, faxes and e-mails to hand-held devices like PDAs and paging equipment, based on customized business rules. Advanced CTI (computer telephony integration) features like "Presence Management" (aka "Follow Me") and system initiated multi-party conference and IVR calls can be conditionally invoked from the Instaknow-ACE by simply clicking on pre-built wizards. Instaknow-ACE can also automatically start Net Meetings by intelligently locating users across the Internet.

#### H. Insta-Workflow™ - extended (long-running) transaction workflow automation

The "Insta-Workflow™" add-on module integrates seamlessly with the Instaknow-ACE business rules engine and provides visual wizards to define combinations of manual and automated workflow segments with dependencies of any sophistication to automate and expedite complex workflows in an efficient manner, without program coding. Insta-Workflow provides for definition of business rules that decide how a long-running business transaction should flow through an organization's automated and manual decision making process over several days. The Workflow definition includes:

- Specification of normal business rules for all events in the life-span of the extended transaction
- Exception handling rules
- Senior-authority overrides to normal rules if and when required, subject to permission check
- Automatic re-tries of automated workflow segments when required systems are down
- Synchronization of parallel decision making results before a dependent workflow is initiated
- Cancellation of partially processed business transactions under appropriate business conditions

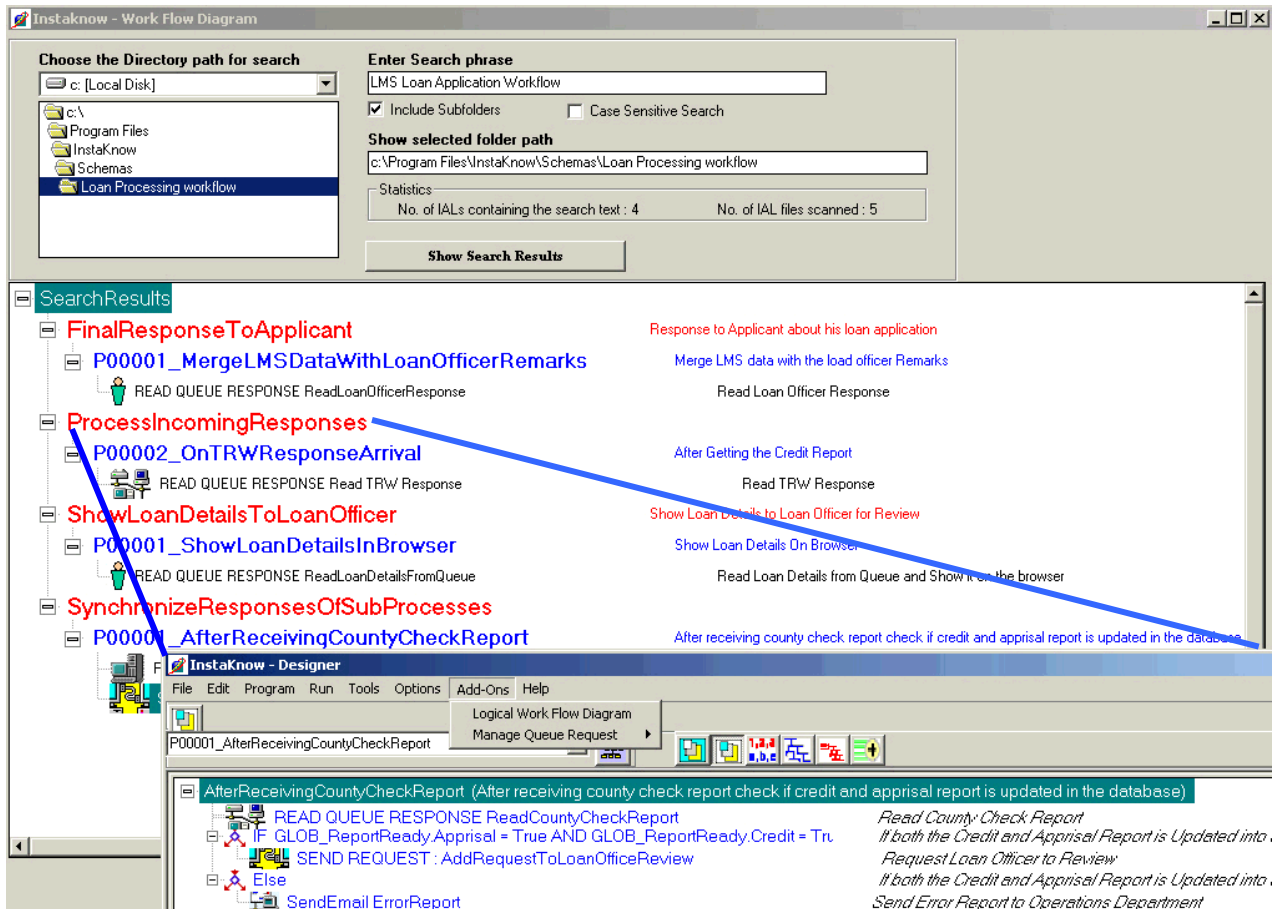
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WML: Wireless Markup Language (one of two popular protocols used by handheld devices to connect to a Web

- Scheduling of bulk transaction processing
- Automated e-mail, beeper, pager, cell-phone, Instant Message, Net-Meeting alerts to appropriate parties when needed

After the Insta-Workflow™ business workflow dependency definition is configured and activated; all further transactions are automatically routed from one decision-making segment into another according to the clicked-in business rules (business logic). The workflow segments can be manual across many departments and/or automated across many diverse internal or web-based partner systems. The automated workflow segments can be triggered by specific business events in the life span of the extended transaction or can be scheduled to repeat at required frequency. Automated alerts (via e-mails, Instant Messages, Beeper/cell-phone text messages, Net-Meetings with whiteboard sharing) can be set to inform people about transactions waiting for their review and input. An audit trail is available to trace processing of any business transaction across many workflow segments. All user interaction with the transactions is browser-based and is subject to permissions granted to each user.

As an example, part of the business decision-making workflow segments inside a mortgage bank is shown below as they are being designed in Insta-Workflow™. Authorized configurators need to just click on the event definition line to open and edit the related business rules using other wizards.



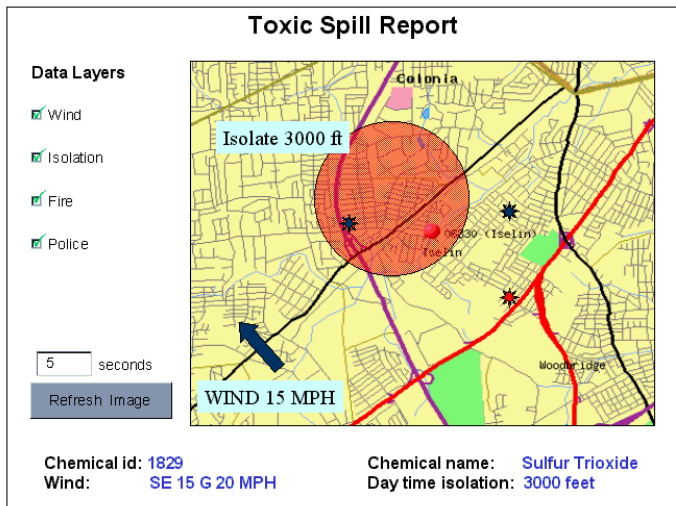
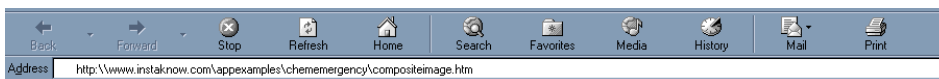
I. Insta-Visualizer™ - Advanced multi-dimensional visualization

The "Insta-Visualizer™" add-on module provides visual wizards to define rules for visual interpretation of real-time data originating in many diverse and distributed systems and to visually highlight problems and/or opportunities pointed to by the combined knowledge. Any business information data source (all types of systems handled by Instaknow-ACE® as well as multi-media sources, e.g. streams from video cameras) can be visually combined with multiple other data sources to convert the complete understanding of the business implications into an easily understandable picture delivered in a browser. Insta-Visualizer integrates seamlessly with the Instaknow-ACE business rules engine.

The following example shows a scenario where a tanker truck carrying a toxic chemical gets into an accident, requiring urgent and appropriate responses from the police departments, fire departments, hospitals, Environmental Protection Agency and Department of Transportation. The biggest concern will be to prevent injuries to nearby populations from the highly toxic fumes as they are spread by the wind. The Instaknow-ACE® automated process retrieves real-time data as follows:

- Map of reported accident location from US Census Bureau Web servers
- Evacuation/Isolation guideline for the reported chemical from the Emergency Response Guidebook available on the Department of Transportation Web site
- Location of police cars and fire trucks from GPS feeds (continuously updated)
- Wind speed and direction from National Weather Service Web servers

Insta-Visualizer™ combines all of this data to show a composite image on the Web browsers on desktop and hand-held devices. Each of the data layers of the image can have clickable hotspots to drill down into related details. Each user can decide to hide or show as many data layers as are appropriate for their needs. The image can be set to refresh automatically every few seconds, if needed.



The composite image and related text data can be viewed by remote parties (or can be pushed automatically to them as an alert by the system) via Web pages, Net Meetings, Instant Message or e-mail attachments. While the above example dealt with geo-spatial data interpretation, any other distributed sets of data (e.g. sales/CRM data across business units, network statuses, progress of complex projects across multiple departments) can be merged to visually see cross-relationships of various complex factors by combining real-time data from multiple diverse systems.

## Technology Deployment

Once defined (or modified) using the visual wizards of the "designer" modules, the Instaknow-ACE applications are saved automatically as special encrypted XML files. The business logic saved inside these XML files can be executed immediately by an Instaknow supplied "execution engine" in a silent (i.e. background or invisible) mode. No programming steps like compiling or registering components are necessary to activate the business logic. The Instaknow-ACE "execution engine" is similar in concept to the "Java Virtual Machine (JVM)" concept. The "execution engine" software can be installed on any machine with a Microsoft Windows 32 bit operating system (i.e. NT, 2000, XP, 98), which may also be used as Web servers, LAN servers, or desktops/laptops. Therefore, any business process automation application can be deployed on ANY Microsoft 32 bit OS machine just by copying the Instaknow application XML file to that computer, as long as the "execution engine" is present on that computer. This "application as XML" paradigm allows remote application deployment, fixes and upgrades from anywhere in the world over the Internet by transferring the application XML file via FTP, as an e-mail attachment or simply as a file-system file copy to the destination computer over the LAN/WAN. The saved applications can be triggered by a "requestor" event or transaction via HTTP requests originating from HTML browsers or XML systems, via Web Service protocols, via messages coming in through TCP/IP sockets, via messages arriving in a message queue (e.g. MSMQ or MQSeries), via a direct "call" from client-server applications or via an Instaknow supplied scheduler for repeated execution at a certain frequency. Instaknow-ACE architecture allows defining synchronous (real-time) or asynchronous (batch) transactions. The requests for these transactions are added to "processing queues" by the "requestor" applications. A queue can be defined to be attended to by either other Instaknow applications with specific business intelligence or by human operators with a specific "role". Processing of one request may spawn multiple additional synchronous/asynchronous requests to be added to other queues. The entire multi-step workflow definition can be created and modified by just configuring wizards. No programming is necessary.

To process the requests sitting in the queues, any number of Instaknow-ACE "execution engines" can be started on one or more CPUs and one or more servers. Each engine is set to process requests in a particular queue. Multiple engines can be set to process transactions in the same queue if a large number of concurrent requests are expected. Since the "execution engines" are "federated" with each other, they can be started and shut down on the fly, without interruption to the processing because other engines continue to pick up the workload for that queue automatically.

This architecture allows unlimited scalability (by simply starting more "execution engines" when needed) and redundancy (by simply ensuring that some of the "execution engines" dedicated to a given queue are running on

geographically distributed servers). A "Queue Monitor" console shows a real-time graphical view of the entire synchronous and asynchronous workflow execution. All components are protected by "role based" userid/passwords.

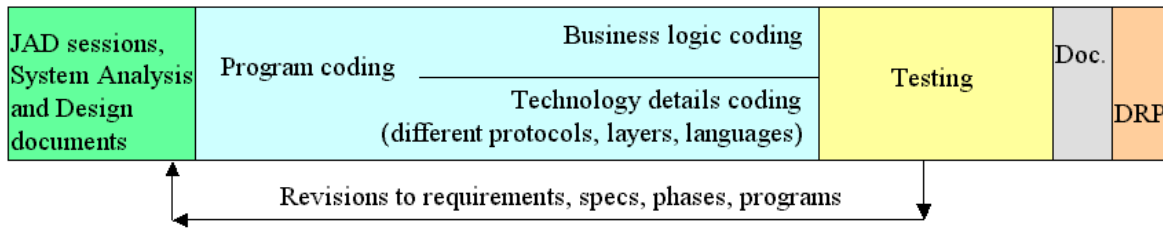
## Additional Advanced Features

Using additional Visual wizards, all applications built with the Instaknow-ACE allow:

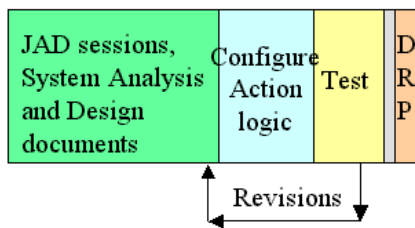
- Complete compliance with "Web Services" architectures. Any Instaknow application can be exposed to outside partners and customers as a "web service", subject to business permissions and authorizations. Web Services offered by others can be invoked by an Instaknow application.
- Connectivity with Unix/Linux machines via TCP/IP, Message Queues, or HTTP
- Real-time bi-directional interaction between programs written in conventional programming languages and Instaknow-ACE applications
- Programming extensibility using logic written in VBScript language, including calls to third party software, stored procedures, APIs of Enterprise Resource Planning (ERP) systems, Business Intelligence (BI) systems, Content Management, Reporting Packages (e.g. Crystal Reports) and Customer Relationship Management (CRM) systems
- Operations in a real-time transaction mode, or on pre-determined frequencies, using a built-in Scheduler
- Ability to specify sorts, filters, comparisons, assignments, summarizations, aggregations on all available data sources. Regular Expressions (REGXP) support
- Ability to accomplish mathematical, logical, and comparison operators and date/string operations
- Remote deployment by simply copying one flat file to destination computer, enabling fast scalability and simple Disaster Recovery Planning.
- Wizard-driven data solution that reads and writes to/from databases, spreadsheets, Visio diagrams, Word and PDF documents.
- "Self-correcting" applications that automatically "refresh" themselves with updated versions of business workflow
- Real-time transaction control - locks, rollbacks, commits on relational databases
- Permission/authorization controls for user ID using roles
- Encryption for all application logic and passwords, making it almost impossible for anyone to steal business intelligence or data. Compatibility with SSL and PKI.
- Easy and flexible application migration and version control
- "Fail-safe" transactional processing with federated server architecture for redundancy, fault-tolerance, load balancing and scalability

# Application Development Utilizing InstaKnow

- Life cycle of a conventional “coded” solution



- Life cycle of a “configured” Instaknow solution



- 5 to 15 times faster solution delivery
- Testing is automated with Instaknow utilities
- Program documentation is automatic
- Disaster Recovery Plan for Instaknow applications is enabled by simply copying files to backup machines

## Business Benefits of Instaknow-ACE Process Automation Technology

- Leverage value of and investment made in existing systems
- Faster delivery of information and services at reduced operating costs
- Provide seamless integration of core services among internal and external partners, customers and suppliers. Free staff for value-added decision making
- Reduce manual data lookups / data entry / errors / research / corrections / re-do's / customer complaints, resulting in higher quality and performance
- Reduce system integration/development costs and traditional delivery times.
- Bring enhanced product/service offerings to market faster than before.
- Provide solutions to business problems previously considered too costly, time prohibitive, unrealistic or impossible to achieve.

## Reasons Why System “Owners” Welcome Instaknow-ACE

- Instaknow is non-intrusive and typically does not require change to existing code or existing application logic.
- Using Instaknow, system owners do not have to dedicate time, resources, or budget to allow their systems to collaborate with other systems.
- Because there is no change to existing systems there is no risk with an Instaknow pilot or project. If Instaknow is removed, the systems remain as they were before.
- Instaknow breathes new life and value into existing systems and applications investments by leveraging their current functionality as part of collaborative solutions.

- Systems can continue to evolve/enhance freely. Instaknow's "configurable loose-coupling" paradigm allows the interoperability with the systems to be configured before and after the system modifications just by clicking on wizards.
- Instaknow's non-intrusive integration approach does not require any Instaknow component to be installed on systems that become Instaknow integrated.
- Instaknow honors the same access privilege mechanisms (e.g. passwords) that control and restrict any user.
- Instaknow automatically abides by all currently implemented security protocols (encryptions, certificates, Secure Socket Layer etc.). Instaknow application files are automatically encrypted.
- Instaknow provides an audit trail of all actions.
- System owners can rapidly respond to new user requirements by incorporating an Instaknow "front end" gaining web access, web services, etc.
- System owners can collaborate with one another without the time, effort, risk and cost of coded integration with other systems.

## Typical scenarios where Instaknow-ACE provides rapid payback

- Heavy manual intervention in business flow with high costs
- The market demands faster responses but the current manual business process is too slow
- Multiple systems involved in business flow
- Repetitive business process needing frequent business logic changes (just "re-click" to "re-configure" in Instaknow-ACE)
- Must offer new, unique business solutions to market to gain competitive distinction and market share

## Examples of Instaknow-ACE® collaborative value in various areas of cooperation among multiple organizations:

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| <ul style="list-style-type: none"> <li>• Emergency / terror-attacks detection and response</li> <li>• Order Entry and Fulfillment</li> <li>• Web and document mining to automate research</li> <li>• Promotions Management, Marketing Automation</li> <li>• Product Life Cycle Collaboration</li> <li>• Planning</li> <li>• Forecasting</li> <li>• Meta catalogue/Content Management</li> <li>• Risk Management</li> <li>• Reverse Logistics</li> <li>• Scrap Processing</li> <li>• Integrated, Multi-vendor Processing</li> <li>• Complex Pricing</li> <li>• Inventory Availability</li> <li>• Payment Processing</li> <li>• Bill of Material Explosion/Confirmation</li> <li>• Feasibility Modeling and Scenario Planning</li> <li>• Market Intelligence</li> <li>• Wire Services</li> <li>• Quick Pay Services</li> <li>• Private-Label Exchange Services</li> <li>• Integration with Back-End Systems</li> <li>• Specialized Market Making</li> <li>• Affinity Programs</li> </ul> | <ul style="list-style-type: none"> <li>• Sourcing of Products</li> <li>• Transportation Management</li> <li>• International Trade Logistics</li> <li>• Contracts Management</li> <li>• Regulatory Filings</li> <li>• Scheduling</li> <li>• Asset Management</li> <li>• Electronic Bill Presentment and Payment</li> <li>• Performance Management and Benchmarking</li> <li>• Payment Reconciliation</li> <li>• Interactive Online Selling</li> <li>• Application Hosting</li> <li>• Digital Certificate Management</li> <li>• Clearing Services</li> <li>• Carrier Notification and Acknowledgment</li> <li>• Procurement Workflow Rules</li> <li>• Derivative Instruments</li> <li>• Profiling of Customers to Market Segments</li> <li>• Links to Other Exchanges</li> <li>• Uniform Customer Entitlements/Anonymous Inventory Posting</li> <li>• Route Optimization</li> <li>• Trade Credits</li> <li>• Buyer and Supplier Profile Validation</li> <li>• Centralized Audits of Distributed Actions</li> </ul> |
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