

Cilio Overview

IT SPECIFICATIONS AND SECURITY FOR WEB-BASED ORDER DISTRIBUTION AND MANAGEMENT PLATFORM

Cloud-based platform streamlines order distribution and management

Cilio helps solve challenges involved in manual, paper-based order distribution and management processes. The Cilio Partners Portal is an automated, web-based solution to help home centers and manufacturers log and track installed sales and manage partner networks. It allows trading partners to capture orders electronically via a single, consistent process and distribute them automatically through their networks so partners get end-to-end visibility into each and every order.

Cilio deploys its Partners Portal via a “software-as-a-service” model. Our whole solution is web-based, so you won’t have to hire an army of developers or spend the better part of a year building a custom solution from scratch. And because it is a hosted solution, you can avoid large up-front investments in software and hardware, as well as ongoing maintenance and upgrade fees.

Cooperation with your IT organization

Cilio understands the demands on IT for new initiatives and compliance with audit and security. We make it a priority to work as a partner and ally for your IT organization and to align with its objectives, standards and protocols.

We’ll do whatever it takes to make sure the Cilio Partners Portal fits easily into your existing environment. It already contains pre-built interfaces to many of the leading accounting and enterprise software systems for accounting control. We use standard interfaces, including EDI, FTP, web services, and XML to transfer information across your company’s core business systems. Regardless of the ERP application or existing portals your organization uses, we make integration easy.

Secure and reliable hosting environment

You won’t have to worry about your data living outside the corporate walls. Working with a tier-one hosting provider, we host your data in a dedicated, private environment so it is safe and highly available. Our hosting partner provides:

- SAS70 certification
- 99.95% up-time guaranteed by SLA
- Redundant power supply and HVAC system
- Controlled environment with secure entrance to all areas

Home centers and manufacturers share a common challenge. When it comes to special order sales, or installed home products, they often struggle with manual, paper-based, and time-intensive order processes.

Whether it’s for countertops, cabinets, floors, doors, windows, or a variety of other products, order information may be scattered across a complex network of individual store locations, manufacturers, distributors, fabricators, and installers. As a result, partners throughout the network have no end-to-end visibility of the order status and spend excessive time and cost tracking order progress.



Backup and recovery

To prevent the loss of data and safeguard your ongoing transactions, we take a variety of backup and recovery measures, including:

- Redundant/failover servers
- Multiple city hosting with additional services
- Monitored hardware failures
- Proactive service monitoring and 24x7 support

Auditing and monitoring

We constantly monitor the flow of your information within the Cilio Partners Portal, including:

- Daily audit of all incoming orders and faxes
- Daily transaction audits
- Daily audit of EDI for proper response
- AS/2 Class 3 certificate used for authentication/encryption of EDI data
- Fax restoration testing
- Quarterly restoration of database and validation of success
- Full audit of user activity with time stamps

Administration, access, and security

Users can access the Cilio Partners Portal via any mobile device or computer using a login ID and password. We will work with you to define user roles and grant the appropriate levels of access. Your administrator will have self-service access to manage your database, including product, pricing, partner, and user lists.

Convenient training and support

Live, web-based, and recorded training is tailored to your users, whether store associate, manufacturing partner, or administrator. Our online training environment allows your users to create, play, and learn in a hands-on test environment. For your convenience, we offer 24 x 7 support services via phone and email.

The Cilio Partners Portal is fast to adopt and easy to use. You can have your customized system up and running in weeks, rather than months. Before you know it, your employees and partners will be able to access the system from any computer or mobile device – whether in a store or at a customer's home or business.

Count on Cilio to solve the logistics and communication challenges of distributing and managing orders. We combine the power of web-based technologies with our specialized knowledge and experience in manufacturing, retail, assembly, installation, and financial controls. The result is a unique and specific solution that integrates seamlessly into existing technology environments.

For more information, email sales@ciliotech.com or call 262-320-0480.

