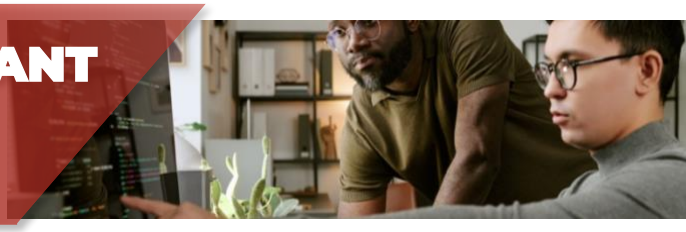
TRIDEX SYSTEMS

infor Alliance Partner

TRIDEX ION ERROR BOD ASSISTANT

Transforming Infor OS Error management into an Intelligent, Automated Engine



Infor ION's Business Object Documents (BODs) are the critical lifeblood of integration across today's modern CloudSuite environments. When system errors occur, they generate Error BODs that demand urgent technical attention. However, today's standard error resolution processes are fundamentally manual, inconsistent, and highly resource-intensive.

Support teams often find themselves buried under hundreds of daily error messages spanning multiple tenants. Resolving these issues frequently requires intervention from multiple specialized staff members, dragging focus away from strategic infrastructure projects and placing severe limitations on corporate scalability. Lacking automated classification, predictive insights, or proactive resolution mechanisms, enterprise support teams remain locked in a costly, reactive posture that risks operational downtime.

The Current Process: Error BOD Management Without the Solution

Infor ION's Business Object Documents (BODs) are the critical lifeblood of integration across modern CloudSuite environments. When integration errors occur, managing the resulting alerts becomes an immediate operational strain. Without a dedicated intelligent solution, businesses face a deeply flawed operational cycle:

Manual and Inefficient: Support teams are stuck in a reactive loop, manually digging through, validating, and addressing hundreds of daily error messages across various tenants.

CORE BENEFITS

Tridex ION Error BOD Assistant completely reimagines how you manage errors:

- Faster resolutions times
- Lower support costs
- Stronger business continuity
- Improved data integrity
- Handle higher volume without staff increases
- Less downtime
- Continuously improve your accuracy

Get Started Today

303.925.1375

info@tridexsys.com

www.TridexSys.com/contactus

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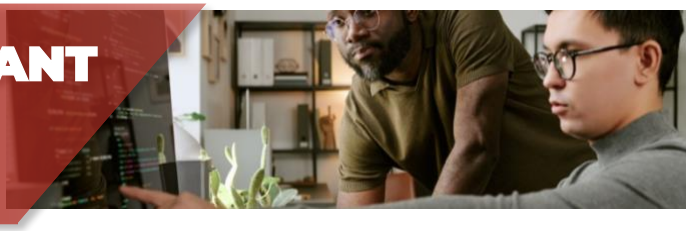

Cross-Team Dependency: Resolving complex integration failures frequently requires intervention from multiple specialized staff members, creating operational silos, internal friction, and delayed handoffs.

Time-Consuming Business Disruption: Because errors stall standard transaction data, the time spent manually troubleshooting delays downstream supply chain operations and halts critical business workflows.

Heightened Data Risks: Delayed resolutions or inconsistent manual fixes increase the risk of transactional data gaps, synchronization errors, and mismatched records between systems.

Reduced Agility: Valuable IT personnel and system administrators must focus heavily on infrastructure upkeep and repetitive firefighting, stripping the organization of its technical agility and capacity to scale.

Four Key Areas of Measurable Value

- Faster Resolution: Leverages AI-driven classification to evaluate integration failures in real-time, instantly isolating standard system blips from unique, fundamental anomalies.
- Lower Support Costs: Drives down operational overhead through seamless integrations that automatically resolve routine issues, letting your technical team stay lean.
- Stronger Business Continuity: Eliminates down-time bottlenecks by continuously moving data cleanly through your Infor environment, preventing downstream supply chain stalls.
- Improved Data Integrity: Ensures absolute synchronization and system consistency with automated, error-free remediation and a meticulous audit trail.

The Proposed Solution: Streamlined and Automated Governance

The Tridex ION Error BOD Assistant completely reimagines how distribution enterprises manage system failures. By shifting your technical infrastructure away from human-dependent oversight, it introduces a highly efficient, closed-loop ecosystem:

Enhanced Monitoring Through Intelligent Detection & Automated Resolution

The Assistant doesn't just log failures—it actively intercepts Error BODs natively as they trigger within Infor OS. Using confidence score-based workflows, high-confidence

errors are resolved automatically with zero human touchpoints. When low-confidence edge cases surface, the system extracts the structural error data and instantly routes it to the exact team member best suited to handle it.

Lower Support Costs & Maintained Business Continuity

By removing the manual labor attached to routine system alerts, organizations can scale transaction volumes effortlessly without a proportional increase in technical IT headcount. Data continues to flow freely across your applications via an enterprise-grade API Gateway, allowing your business to maintain standard shipping, receiving, and financial operations without interruption.

Improved Data Integrity & Operational Efficiency

Every action taken, automated fix applied, or manual staff adjustment is backed by an integrated Data Lake. This feedback loop actively captures historical resolutions to optimize long-term AI accuracy, all while maintaining a flawless, immutable history of actions and clear data versioning. The result is absolute data compliance, complete transparency, and peak operational efficiency.

How It Works

The transition from a manual, reactive posture to an automated system is achieved through five specific architectural pillars:

1. Real-Time Capture via ION Workflows: Intercepts system failures instantly at the Infor OS level before they can cause downstream problems.
2. Secure Integration Bridge: Securely routes data payloads via a high-performance, low-latency API Gateway.
3. Specialized AI Classification Modeler: Automatically assesses the error payload and determines the quickest pathway to resolution based on calculated confidence thresholds.
4. Historical Data Lake Feedback Loop: Logs every system behavior and fix, allowing the automation platform to grow smarter and more accurate over time.
5. Unified Administrative User Workspaces: Provides IT managers with an intuitive supervisory dashboard for manual review, tracking, and deep visibility into recurring systemic trends.