

Incanto – Frequently Asked Questions

1 What Is Incanto?

Incanto is a Business User tool. It allows business experts to easily encode their knowledge, as business rules and decision-making models. The resulting engines are then used in any computerised process to automate decision-making and the application of rules.

2 When would I use Incanto?

You can use **Incanto** wherever you have a computerised business process that would benefit from having an expert overseeing it. That might be checking applications, assuring order delivery, monitoring and then acting upon customer behaviour, or managing your business flow with fiscal confidence. Because **Incanto** runs so quickly you can have your virtual expert oversee every business transaction, no matter how large and complex your business may be.

3 How will Incanto help my business?

Using **Incanto** ensures your business processes run correctly, and allows you to make expert decisions all the time. This will help you avoid making costly mistakes, ensure you meet commercial regulation, and will give you smarter processes, that differentiate you from your competitors. Good decision-making can greatly improve your customer relationships as customer interactions can be tailored more closely to customer need. Finally good decision-making can help you manage your business more effectively, fine tuning financial controls and controlling the flow of key activities.

4 What sort of problems is Incanto good at solving?

Incanto is particularly suited to these types of problem.

- Problems where the expert rule set is large or complex. **Incanto** is especially suited to managing complexity.
- Problems where the rules change frequently. **Incanto's** testing capabilities means amended rule sets can be introduced swiftly with confidence.
- Problems where the expert rules set needs to be applied to large volumes of data.

Where all these conditions apply **Incanto** is probably the only good answer in the market at present.

5 Can it be used on its own?

Incanto is not designed to run entirely on its own. It has been designed so that it can easily integrate with your computerised processes, on any of the leading computer platforms and run in large batch or on-line mode. This gives **Incanto** the capability to oversee any existing business processes. In addition we have built stand-alone solutions for some specific problems (see **Incanto Solutions...**)

6 How does it integrate with my existing systems?

We have broad set of interface options, which you can choose from as the **Incanto** engines are generated. For batch or bulk processing applications an **Incanto** file interface is used, this accepts xml, csv or fixed format files. You can use **Incanto** to swap from one format to another if you wish. For On-line applications we have an application interface, and you can call **Incanto** using a service call. If you need call **Incanto** remotely you can use our web service to do this. To integrate with a workflow or business process management application we have an interface that allows **Incanto** to direct the workflow process and this in operation with our Flowcentric partners. Finally we offer a low level interface that will interact directly with program classes. All these work on Window, Linux or Apple environments.

7 Why would I use Incanto instead of coding my rules?

Incanto's simple and intuitive graphical interface was designed to make it easy and fast to develop rules processing. The rules are easy to see and understand in the **Incanto** development environment, making it possible to ensure that even complex rules systems reflect the expert's view. **Incanto's** integral test tools enable comprehensive testing of complex rule-sets that are virtually impossible in other systems. **Incanto** allows the business expert to be closely involved in both the build and testing of expert rule sets.

8 Why choose Incanto over other rule engines?

Incanto has no equal where a combination of managing complex rule sets and very fast processing is required. **Incanto** guarantees accuracy through its powerful testing capability, and its high performance engine can be tuned to meet even the most demanding performance requirements.

For more information, please contact

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