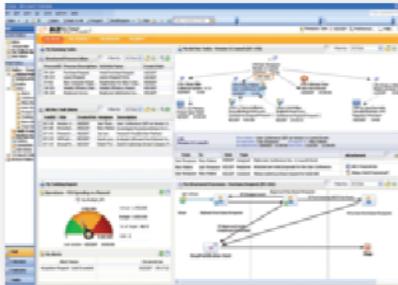


## WORKFLOW – BUSINESS PROCESS MANAGEMENT

### *The common denominator*

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Organizations have different products and services. They have different pricing models and channel strategies. They have different approaches and methodologies to meet financial objectives. But they all have one thing in common – processes drive performance which leads to success. Leadership needs visibility, control, productivity and compliance across all processes in their organization. Using HandySoft's Dynamic Process Management solution, BizFlow®, organizations can finally achieve the efficiencies that drive peak performance.



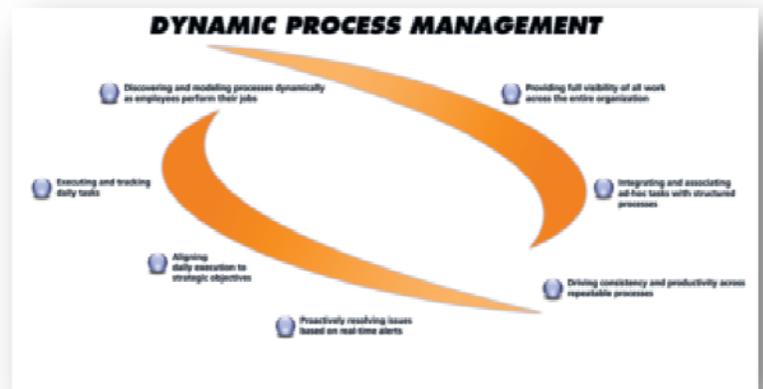
BizFlow® is the first Business Process Management (BPM) solution to seamlessly automate and integrate ad-hoc tasks with structured processes to drive visibility, control and productivity across all work that happens within an organization.

Unlike other BPM products which require extensive analysis of existing business processes followed by time consuming modeling, HandySoft's BizFlow® dynamically maps business processes as employees do their jobs. This innovative capability accelerates time-to-value, results in more realistic business models (since they are based on actual work rather than interviews by business analysts) and provides organizations visibility and control of work and processes that has up until now been locked away in the black box of e-mail.

### *What is dynamic process management?*

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Dynamic Process Management is the next generation of Business Process Management. It includes not only the repeatable, structured processes associated with traditional BPM, but also the ad-hoc, dynamic tasks that knowledge workers perform all day. Dynamic Process Management was born from the recognition that only 20% of the work performed by employees each day conforms to a repeatable, structured process. And despite delivering significant efficiencies to these structured processes, traditional BPM fails to address the other 80% of work—ad-hoc, dynamic tasks. By capturing and dynamically modeling ad-hoc tasks and integrating them seamlessly with structured processes, dynamic BPM drives visibility, control and productivity across the entire organization.



## **Structured process execution and monitoring**

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BizFlow® BPM is an award-winning business process management system for creating process-driven applications. Proven to reduce costs while improving work quality and productivity, BizFlow® BPM enables organizations to streamline complex, mission-critical business operations while monitoring organizational performance and process effectiveness.

BizFlow® BPM It empowers users to design, automate and monitor business processes. It also integrates effectively with other business applications, enabling organizations to leverage their investment in existing technology.

## **Key functionality**

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### **● Process Modeling**

BizFlow® BPM is specifically designed for process-minded organizations, enabling both business analysts and IT professionals to quickly define and model business processes using an intuitive, graphical user interface. It supports the Business Process Modeling Notation (BPMN) standard, enabling individuals to import models from commonly-used design tools such as Microsoft Visio.

### **● Process Execution & Monitoring**

BizFlow® BPM automatically routes work to responsible parties based upon simple or complex business rules. It presents tasks to users in a common work list that is easy to understand. These work lists and dashboards are configurable by departments, roles, groups, users and executive management. Users can track all tasks to immediately determine process status.

### **● Forms Design & Management**

With BizFlow® BPM, users benefit from a very flexible, yet dynamic tool for creating and managing interactive forms. Using intuitive drag and drop operations, users can create forms directly within BizFlow® or they can create them using a third-party application such as Microsoft Office, Adobe Acrobat, ASP or JSP.

### **● Zero Coding End-User Interface**

BizFlow® BPM offers fully configurable end-user interfaces enabling organizations to define unique menu structures and personalized desktops by user or job function. Information from external Web sites and data sources can also be presented directly within BizFlow® views.

## **Key benefits**

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### **● Improved Productivity**

Model and instantiate best practices within your organization that reduce inefficiencies and drive productivity.

### **● Real-Time Visibility**

Display the status of all work in real-time as it flows through the organization en route to completion. Quickly identify bottlenecks that are holding up specific work items.

### **● Modernization of Aging ERP / Legacy Systems**

Extend the capabilities of aging ERP and / or legacy systems without the need to upgrade or develop additional custom code. Overlay current systems with BizFlow® BPM to improve ease-of-use and functionality, while still maintaining the ERP / legacy application as the system of record.

### **● Compliance**

Improve organizational compliance and overall quality by embedding regulatory standards directly into human and system

## **Dynamic process execution and discovery**

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Industry analysts and process experts generally agree that today only 20% of all business processes can be formally modeled in a static, structured way. The other 80% of work is completely ad-hoc and obscured within a black box called e-mail with no visibility, no control, limited accountability or compliance, and paralysis wrought by overload. The void between process-driven work and e-mail clutter demands a new approach, one that combines the structure and visibility of a business process management solution with the flexibility of e-mail. BizFlow® Office engine delivers.

## **Key functionality**

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### ◆ **Create, Monitor and Execute Mission Critical Work**

BizFlow® OfficeEngine™ is the first solution to combine the power of traditional BPM with the flexibility of e-mail. Users can dynamically create or delegate tasks and view them in an intuitive, actionable format. What was once a series of disjointed peer-to-peer e-mails is now a single, centralized, pictorial view, clearly illustrating the journey of a work item from creation to assignment to sub-delegation and completion, including all individuals involved, all comments and collaboration, all attachments and all status information.

### ◆ **Realize Immediate, High-Value Results**

Organizations can begin using BizFlow® OfficeEngine™ immediately, without the time-consuming and costly process discovery and modeling phases associated with traditional BPM applications. BizFlow® OfficeEngine™ dynamically discovers processes as employees do their jobs. It can also be used from directly within Microsoft Outlook, enabling organizations to embed process into the core fabric of daily work and speed user adoption.



## **Key benefits**

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### ◆ **Visibility**

View the real-time status of an entire task's life-cycle. Know who is involved, their tasks, status, comments and deliverables.

### ◆ **Control**

Act on information quickly to create, cancel, suspend and restart tasks. Modify tasks, add assignees or reassign work upon acquiring new intelligence.

### ◆ **Accountability**

Build a culture of organizational and personal accountability by tracking and auditing employee turnaround time and quality of responses.

### ◆ **Agility**

Immediately initiate actions in response to changing market conditions, competitor news, or company goals and objectives.

## **Business activity monitoring**

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BizFlow® BAM is an enterprise-class business activity monitoring (BAM) solution for tracking real-time events. With BizFlow® BAM, organizations can identify the key performance indicators (KPIs) used to track the health of their business and monitor them via dashboards and alerts. BizFlow® BAM also enables users to establish automatic responses which are triggered when KPIs fall outside of acceptable ranges. Rapid, proactive issue diagnosis, tracking and resolution; that's what BizFlow® BAM is all about.



## **Key functionality**

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### ◆ **Business Performance Dashboards**

BizFlow® BAM provides a real-time console to track key performance indicators using lists, dials and various graphs. Through a wizard-driven editor, users select and configure KPIs while also establishing notification timing and scope. Events trigger e-mails and dashboard alerts, including Web links which take users directly to detailed statistical data for further analysis.

### ◆ **Event Collection, Filtering and Transformation**

BizFlow® BAM draws events and data from numerous data sources. Data may come from BizFlow® BPM or other database sources to derive, abstract and aggregate events. When data falls outside of KPI tolerance levels, BizFlow® BAM sends notifications or invokes other business processes for automatic issue resolution. Furthermore, organizations can store data to maintain historical context, ensuring long-term analytical accuracy.

## **Key benefits**

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### ◆ **Align Strategy with Operational Performance**

Establish key performance indicators that are directly in line with corporate goals and objectives, and track the performance of daily operations against these strategic goals.

### ◆ **Improve Control and Visibility of Operations**

Receive alerts as soon as key performance indicators exceed thresholds. Quickly drill into causal data and remediate before issue becomes more serious.

### ◆ **Shorten Response Times through Automatic Remediation**

Establish automated responses to certain issues in advance, so remediation can take place without user intervention. For example, automatically initiate a purchase order for critical materials as soon as inventory levels drop below a certain level.



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