

■ **Product Overview**

Open Text Business Process Management Server

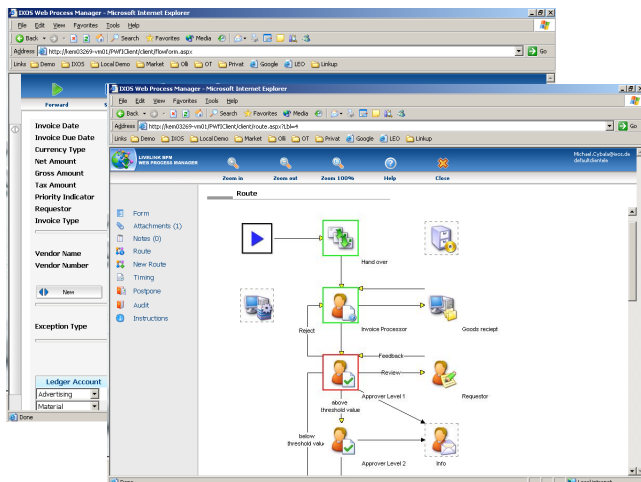
Manage the lifecycle of business processes

Business processes include people, content and enterprise applications. Only when these work together in an integrated environment can you maximize productivity and value chains. Optimized business processes also allow your company to comply with regulations and quickly respond to changing market dynamics and customer demands. More efficient processes increase productivity and deliver a competitive edge.

In some cases, employees can spend up to 80 percent of operational workflow processing time retrieving, entering and sending data and/or waiting for follow up information due to the disconnection of the components driving the workflow. Open Text Business Process Management Server (BPM Server) manages your company's structured workflows by analyzing, administrating, automating and finally optimizing them. Due to its flexible and scalable design, BPM Server enables you to manage the most extensive, complex processes, comprising millions of transactions, thousands of users and multiple applications.

Unlimited scalability to manage high volumes of complex processes

BPM Server effectively optimizes high-volume processing environments that rely on highly structured workflows and thousands of tasks and users. Meanwhile, BPM Server's modular, fully integrated architecture identifies, defines and maps all business processes and supports structured and partially structured ones. All processes transmitted between employees involved in the workflow pass through the BPM Server, which determines the next step in the workflow. BPM Server dynamically routes the individual steps in a business process according to a hierarchical organizational structure.



Processes that once took days or even weeks to complete can now be done in minutes, because BPM Server puts everything employees need at their fingertips. Paper documents can be scanned upon receipt and quickly linked to corresponding account information and stored in a central content repository. Invoice verification is a critical workflow process, as it involves numerous transactions, people and paper documents. BPM Server optimizes this process by scanning and storing invoices, capturing data and inserting it in the ERP application, which triggers the verification process. The workflow notifies each agent of the invoice's status and lets users outside of the ERP application approve invoices.

BPM Server integrates with Microsoft® Outlook® and SAP® ERP to consolidate the multi-stage approval process and match approvals with incoming invoices all on one unified screen.

Optimizing workflows in mission-critical business processes

BPM Server dramatically increases productivity, reduces costs and improves business processes:

- Automate your accounts receivable process and optimize your cash flow
- Reduce time and efforts for managing accounts payable processes and improve your payment cycles
- Improve the time to manage customer requests and leap ahead of the competition
- Increase customer satisfaction by transparently and rapidly managing your customer complaints
- More efficiently manage insurance contracts, thereby reducing cost per transaction
- Instantly retrieve data on service or product quality so you can proactively make decisions based on current data, not outdated or painstakingly-collected data

Manage business process lifecycle

BPM Server optimizes business processes by analyzing the data collected during processing and using it to improve the process. The design environment allows developers to use the analysis to create a better workflow, such as devising a new form for automating a specific task or transaction and then incorporating it into the process. The business process is continually improved by ongoing analysis and optimization activities.



Integration is key

BPM Server integrates users and legacy, office and enterprise applications in business processes.

Many enterprise applications revolve around electronic business processes, but fail to consider the role of individual users, limiting access to the process. Since processes often span multiple environments, workflows must be manually forwarded to another system, making it easy for companies to lose control of the process and introduce inefficiencies. BPM Server can interface with enterprise applications, such as ERP, SCM, and CRM and office applications like Microsoft Outlook, to let users throughout the enterprise contribute to the workflow in a unified approach that provides on-demand access to the workflow. Remote users, such as customers and partners, can participate in business processes via a Web browser and complete the chain of the workflow seamlessly..

Legacy applications, such as claims processing systems, handle business processes for large companies, like insurance and healthcare. However, they do so as standalone applications that do not integrate with other applications to jointly facilitate the process. BPM Server broke this communication barrier by building interfaces with the legacy applications, enabling companies to expedite their workflows by allowing transactions to be conducted across multiple applications. BPM Server also enables users to process transactions faster by doing everything from the BPM Server graphical interface.



Rapidly develop processes, create forms, and centralize information

BPM Server's BPM Designer is a user-friendly graphical design environment that enables developers to rapidly define and administer business processes. Best practices, as well as sub-processes, can be developed and managed by a project manager. The system can automatically create forms or developers can use the forms development environment to design specialized forms that provide users with all the information they need to complete tasks with the highest level of efficiency and speed possible. BPM Designer enables customers to rapidly and easily design, test and implement business processes. BPM Designer helps users leverage knowledge from processed workflows to optimize processes by providing the flexibility they need to continually modify workflows.

Support compliance requirements

Data retention regulations demand that companies securely store every document that contributes to business transactions and the entire process history, especially when it relates to accounting practices. BPM Server imports and stores every document in a revision-proof format and monitors and logs the entire business process, generating an XML document that contains the attributes of the completed workflow, links to archived documents along with file names and a diagram of the complete process.

Features

- **Event-based processing**—Increase business agility and responsiveness by automatically reacting to transactions and business events.
- **Process accountability**—Auditing, analysis and reporting ensure optimized business decisions by controlling workflows, perform detailed analysis of current and historical process information and validate process changes.
- **Escalation management**—Monitor timelines to help shorten processing cycles.
- **Process capabilities and scalability**—Manage diverse business processes, including complex ones with millions of transactions and thousands of users.
- **Integrated Enterprise Content Management (ECM)**—Manage and access business content that is commonly used in the business process.
- **Application integration**—Integrate business applications, like ERP or legacy applications, not just to ensure the process flow, but to also provide an integrated user-friendly interface for end users so that they no longer have to log into multiple applications to .
- **Graphical process design and modeling**—Quickly and efficiently implement business processes with the flexibility to handle changes.
- **Standards support**—Use standards like XML and WfMC (Workflow Management Coalition Interface) to protect investments and provide integration capabilities.
- **Easy of use**—Provide users with out-of-the-box access to workflows via their mail client to facilitate implementation and roll-out with minimal training and ensured user acceptance and satisfaction.



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