BizFlow Product Overview

The Strategic Choice
for Business Process
Management

BIZFLOW
*by HANDY*SOFT

Your business processes are complex.

Your business spans the globe.

You need better collaboration between Business & IT.

Your business is complex. Your processes include human-centric processes such as administrative processes, document-centric processes such as legal processes, decision-centric processes such as claims and underwriting, or services-centric processes where you are trying to integrate other systems and services into a single business process. Or you may have a single process that combines all of these process types.

Add to this challenge the fact that your workforce is scattered across the country or the globe and your IT and business unit objectives are not aligned, and you've got one huge business process challenge on your hands.

You can choose one BPM solution for your human workflow-based processes and another for your system-level processes. Your IT team can spend its valuable time trying to integrate those solutions with existing systems and extend processes to users throughout the extended enterprise.

Wouldn't it be great if you could find a single BPM solution that addresses all of your processes, allows you to include users across your extended enterprise, and fosters the needed collaboration between IT and Business Users?

BizFlow® does it all and more.
An award-winning platform for BPM, automated workflow, and collaboration, BizFlow is the strategic choice for enterprise Business Process Management. Other solutions address single process domains.
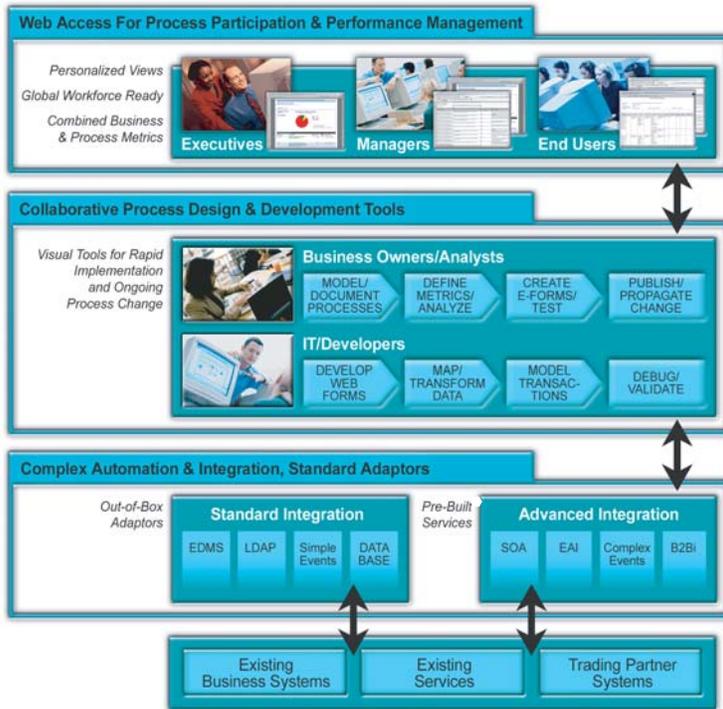
The BizFlow product suite has been the long-time leader in human- and document-centric process automation, and now with the introduction of BizFlow 10, we offer a single solution for all process domains: document-, human-, decision-, and services-centric processes.

BizFlow can address any type of process challenge within your organization in a way that minimizes technology risk.

Platform-agnostic, scalable, and proven to deliver under high-performance demands, BizFlow addresses:

- ► Workflow/People-centric Processes: Effectively integrate your global workforce into an automated process with customizable, Web-accessible views that can be personalized to suit a variety of roles. Provides end users with process monitoring and execution control.

- ► Document-centric Processes: BizFlow integrates with leading enterprise document management systems, providing process context and visibility into the "paper-flow" of an organization.

- ► Services-centric Processes: BizFlow provides simple integration to complex service orchestration and transaction management features, depending on the complexity of your integration needs and performance goals.

- ► Decision-centric Processes: BizFlow provides robust internal rule capabilities for dynamically routing work to the right people at the right time based on the context of the process at any given time. Additionally, BizFlow has been integrated with third-party rule engines, (iLog and Corticon), through its services-based interface.
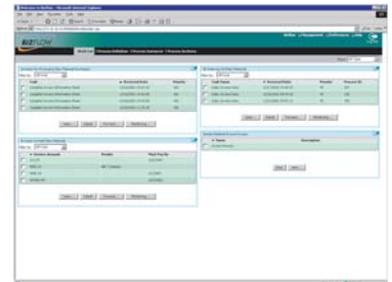
The BizFlow Platform - All the Tools for All Users & Systems

The BizFlow User Interface - Facilitating Process Participation & Collaboration

BizFlow has been the long-time leader in human- and document-centric process automation.
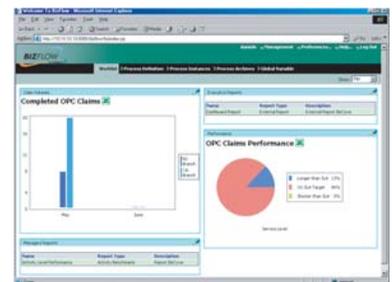
BizFlow presents information to end users in a simple, Web-based Work Area that provides at-a-glance access to pending work and reports through the Internet, network, existing portals, and mobile devices. Users can start processes, access tasks, complete forms, attach documents, and view and generate reports. The Work Area is comprised of "BizCoves" - highly configurable portal plug-ins (Portlets) that can provide personalized views for all executives, managers, end users, analysts, IT and other departments, vendors, customers, etc.
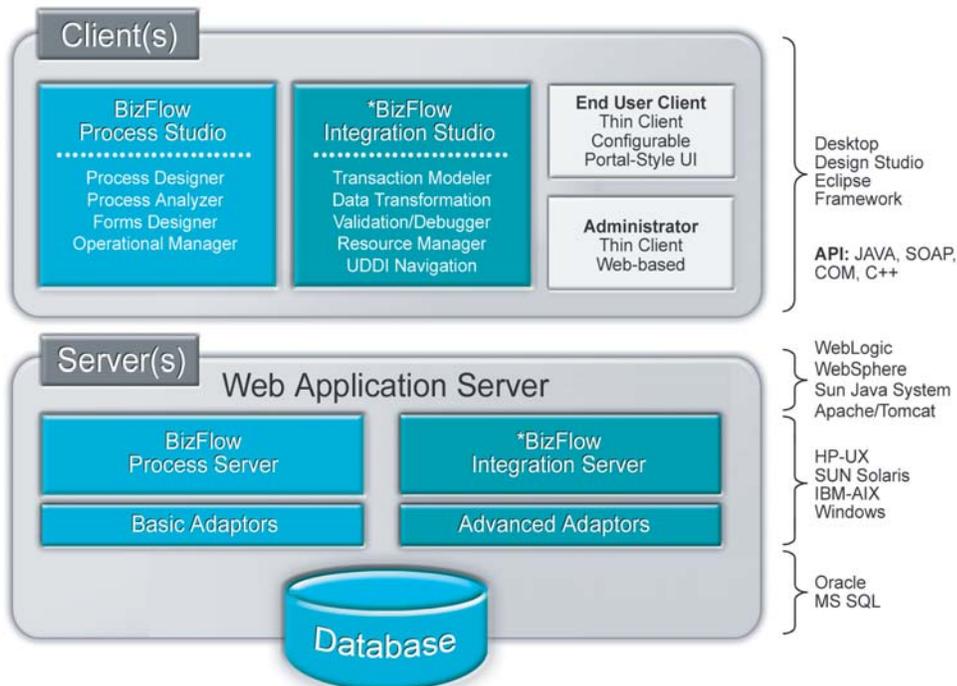

BizFlow Reporting & Monitoring

BizFlow's Wizard-Driven Reporting gives a business user the ability to quickly and easily produce timely reports for process and activity metrics such as benchmarks on process performance, service-level attainment, activity completion, overdue work, and much more.

BizFlow's Extended Reporting allows you to easily incorporate reports created in other industry-leading products and present those reports to users through the same portal-like environment or incorporate those reports into all other process participation activities.

BizFlow also provides **visual real-time monitoring of your processes**. For each instance of your process, users can access a graphical monitor providing a color-coded view of the workflow progression. Details such as who is presently working on a task, who has completed a task, along with addition drill downs into sub-process information is a point and click away, helping improve overall visibility. All process details are fully audited and archived for future reference.

Client(s)

BizFlow Process Studio
- Process Designer
- Process Analyzer
- Forms Designer
- Operational Manager

*BizFlow Integration Studio
- Transaction Modeler
- Data Transformation
- Validation/Debugger
- Resource Manager
- UDDI Navigation

End User Client
Thin Client
Configurable
Portal-Style UI

Administrator
Thin Client
Web-based

Desktop
Design Studio
Eclipse
Framework

API: JAVA, SOAP, COM, C++

Server(s) — Web Application Server

BizFlow Process Server
Basic Adaptors

*BizFlow Integration Server
Advanced Adaptors

Database

WebLogic
WebSphere
Sun Java System
Apache/Tomcat

HP-UX
SUN Solaris
IBM-AIX
Windows

Oracle
MS SQL

*Included with the BizFlow Advanced Edition

Two editions of BizFlow are available to allow you to choose what tools suit your needs today…expand later if you need to…and minimize your investment risk:

► **BizFlow Standard Edition**

The Standard Edition is packaged for those customers embarking on process improvement initiatives with a focus on document- and/or human-centric process automation. Included are BPS, Process Server and Standard Adaptors.
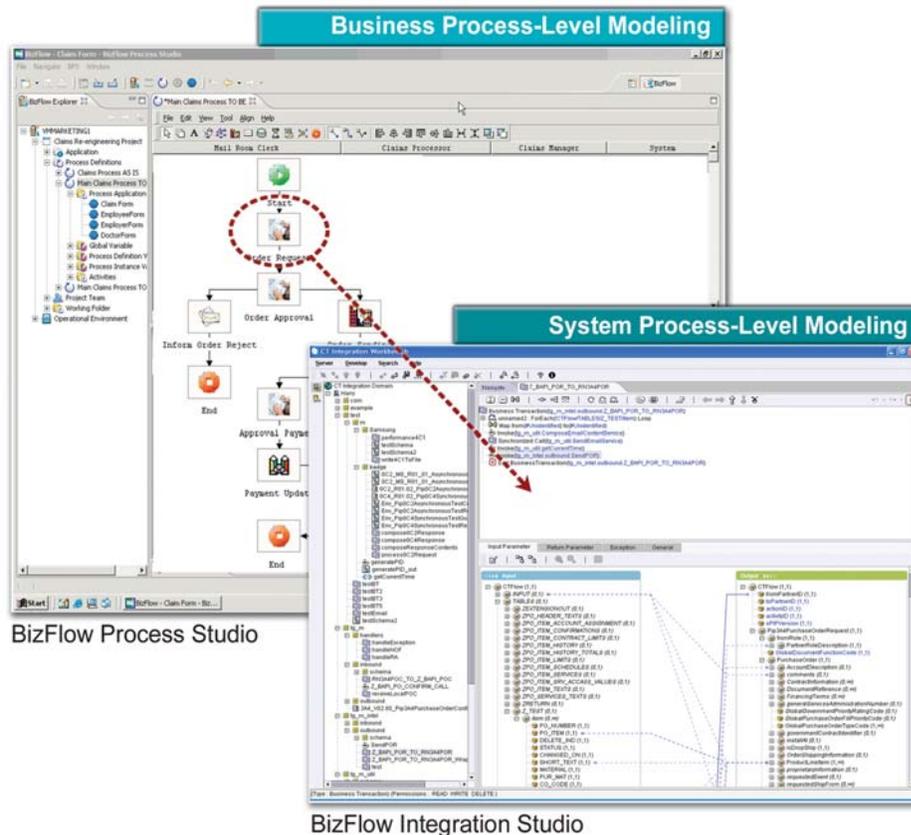
► **BizFlow 10 Advanced Edition**

Ideal for processes that are more complex and incorporate decisions and services, the Advanced Edition includes the BizFlow Integration Studio Integration Server and Advanced Adaptors and SDK.

Real Results from BizFlow:

Accounts Payable	Healthcare	Financial Services	Manufacturing	Insurance	Government
Reduced invoice cycle time by 85%.	Cut approval cycle for capital appropriations by 50%.	Increased turnaround 41%, process 55% more loans, 15% employee reduction, 28% unit cost savings.	Reduced PO processing from 12 days to minutes.	Achieved claims-processing solution payback in less than 1 year.	Reduced processing time for personnel records from days to minutes.

BizFlow Process Studio & BizFlow Integration Studio

BizFlow Process Studio

BizFlow Integration Studio

BizFlow offers two innovative design studios: **BizFlow Process Studio** and **BizFlow Integration Studio**, which separate business-level modeling from system-level modeling, enabling a unified team of business and IT specialists to implement process-enabled applications effectively and in the shortest time possible.

BizFlow Process Studio (BPS) integrates traditional BizFlow design and management components, such as Process Designer, Process Analyzer, Forms Designer, and Organizational Manager, to create a single collaborative environment, with additional features such as project team support and resource-sharing across multiple projects.

BPS provides a collaborative design environment that benefits IT and business users alike:

- ➤ **Business Users** benefit from BPS because it allows them to collaborate with IT to ensure technology implementations meet the current business requirements. This provides improved business agility in the long term.

- ➤ **IT team members** benefit from a BPS collaborative design environment that facilitates Rapid Application Delivery of process-aware applications, improved business-side collaboration, and alignment with business process needs.

BizFlow Integration Studio (BIS) extends BizFlow's application integration capabilities by enabling **multi-step, multi-system transaction management in a services-oriented orchestration environment.**

Because BIS is fully integrated with the BPS environment, developers can focus on the complex transactions and integration points of the process, allowing Process Designers to easily incorporate these as activities into their business process models without having to understand the complexities modeled at the system level.

BizFlow Integration Studio provides a development environment for the IT integration specialists involved in process improvement projects; enables the rapid development and orchestration of services-oriented transactions, with advanced features such visual transaction modeling, 2-phase commit with rollback, exception handling, visual point-and-click data transformation services, embedded testing and debugging tools, UDDI, and more.

Studio	BizFlow Component	Benefits	Edition
	BizFlow Client	Present work to users through a single Web-based user interface. Access Work Area via the Internet, corporate network, existing portals, email, and mobile devices. Customize the UI to reflect corporate style or to adapt to the needs of a global workforce.	Standard and Advanced
	BizFlow Administrator	Use point-and-click administration to manage environmental options including terminology, global configurations (time/date rendering/password renewals, etc.), authentication (scheduled LDAP synchronization), user groups, end user UI configuration, and more.	Standard and Advanced
BPS	Process Designer	Build and configure process models through a point-and-click GUI and enforce Swim Lane modeling methodologies for readability and modeling consistency across all models.	Standard and Advanced
BPS	Process Analyzer	Analyze business metrics such as throughput, cost, cycle time, and resource utilization under simulated conditions to find bottlenecks, discover optimization opportunities, and analyze impact of risky events.	Standard and Advanced
BPS	Forms Designer	Build a form by dragging and dropping a variety of components. Integrate data from other systems, such as Web services and databases. Incorporate forms quickly and easily into Process Designer process models as "applications".	Standard and Advanced
BPS	Operational Manager	Put the power to manage deployment and the runtime environment in the design tool interface. Publish a process from the design environment and manage the process on an ongoing basis.	Standard and Advanced
BIS	Transaction Modeler	Model transactions using a point-and-click GUI. Support multiple Script languages, handle exceptions with rules-based event processing, and publish transactions as services and incorporate them into your higher-level business processes.	Advanced
BIS	Transformation Tool	Use a drag-and-drop GUI to quickly easily transform Java Service, Script Service or Business Transaction data from one data format to another.	Advanced
BIS	Interactive Validation/Debugger	Use step-by-step validation and debugging of business transactions. Test and verify your business models and save time and costs by modifying your business models while they are being debugged.	Advanced
BIS	Resource Manager	Manage resources on a project level.	Advanced

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