

Top Ten Reasons to Automate Workflow

Overview

Every day people throughout your organization perform tasks, route information and make decisions as they perform their business activities. In many organizations, these people-based activities are performed manually. This can be costly, error prone, inefficient and difficult to monitor. Not only that, but these manual processes do not foster accountability and can jeopardize corporate compliance and customer relations. You can make these manual processes a thing of the past. Today effective organizations are implementing Open Text Workflow Server, .NET Edition to build and deploy approval and collaborative workflow solutions. It provides integrated and easy workflow tools that automate business processes to deliver to organizations dramatic improvements in efficiency, accountability and compliance.

Top Ten Reasons to Automate Business Processes with Workflow Server

One: Streamlines Repeatable Business Processes

Workflow Server automates repeatable business activities involving document management and delivery, from simple workgroup tasks to complete enterprise-wide processes, and enables organizations to standardize and streamline people-based activities and track their progress. This eliminates

time-consuming, costly and error prone manual routines and simplifies business practices, allowing organizations to realize significant increases in productivity and operational efficiency.

Two: Makes Continuous Process Improvement Easy

Workflow Server leverages proven technologies and tools, such as Microsoft® .NET, to make it easy to define, develop and deploy workflow processes, rules and conditions. It also provides a step-by-step methodology and easy-to-use wizards that allow nontechnical people to build and deploy approval and collaboration workflows. In addition, Workflow Server integrates with common productivity tools, such as Microsoft Office SharePoint® Server, Microsoft Exchange Server, Content Management Server and others. By taking advantage of these flexible tools and integrations, organizations make it easy to adapt and improve processes over time.

Three: Reduces Costs and Offers a Rapid ROI

Workflow Server enables organizations to achieve a substantial Return On Investment (ROI) by providing rapidly deployable process automation tools that eliminate time-consuming, costly manual routines and by connecting people to the information and processes they need to drive revenue and cut costs. It also incorporates the Microsoft .NET frameworks to enable organizations to connect to legacy (or future) systems, creating ongoing ownership benefits. This increases the productivity of current IT investments to deliver a high, measurable ROI.

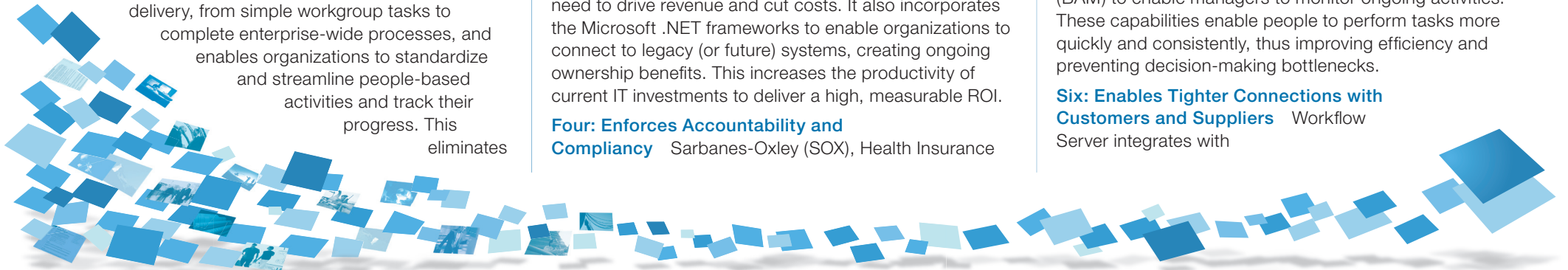
Four: Enforces Accountability and Compliance Sarbanes-Oxley (SOX), Health Insurance

Portability and Accountability Act (HIPAA), International Organization for Standardization (ISO) and other regulatory mandates and internal reporting standards place strict rules on how organizations process, record, track, disclose and disseminate information. Workflow Server helps enforce accountability and support compliance by automating, standardizing and tracking important business processes so that organizations know who, where and when information and tasks were acted upon. It also enables organizations to manage information access to protect information security and privacy.

Five: Saves Time and Prevents Decision-making Bottlenecks

With Workflow Server, tasks are automatically assigned and delivered to individual or group TaskLists and email notifications are automatically distributed to inform users of their tasks. TaskLists can be delivered to Microsoft Office Outlook®, CMS, SharePoint, Workflow Server Web Access, or a Web portal for ease and flexibility. The tasks remain in the TaskLists until completed and cannot be lost, ignored or deleted. Tasks can be assigned with escalation rules that reassign the task if it is not completed in a timely manner. In addition, Workflow Server provides Business Activity Monitoring (BAM) to enable managers to monitor ongoing activities. These capabilities enable people to perform tasks more quickly and consistently, thus improving efficiency and preventing decision-making bottlenecks.

Six: Enables Tighter Connections with Customers and Suppliers Workflow Server integrates with



productivity applications and can leverage embedded email links, Web-delivered TaskLists, XML and Web Services to include customers and suppliers within an internal workflow. This collapses the supply chain, reduces time lags, extends the workgroup beyond corporate boundaries and empowers people to quickly receive, analyze and act upon time-sensitive information and tasks. It also provides a process history for audit trail purposes. By providing everyone with immediate access to process-centric information, Workflow Server improves collaboration and streamlines transactions, thus enhancing customer and partner relationships.

Seven: Provides Timely, Easy Access to Accurate Information across the Organization Without an efficient workflow solution, often people in one department cannot easily access key information from a different department or application. This wastes time and can cause unnecessary “fire drills” for workers. Workflow Server can provide this data access and streamline information processing. It allows workflow to be designed to access information on behalf of users, and then, presents it within a specific task. It also allows the establishment of access rules to control and track data access within a given process.

Eight: Retains Operational Knowledge Organizations can lose important operational knowledge if key people are absent, reassigned or leave. This information void can be costly, time-consuming and result in unnecessary

delays. Workflow Server helps organizations retain operational knowledge by documenting and automating workflow steps and approvals electronically throughout the process, which helps ensure that vital information is retained and ensures that approved procedures are optimized and adhered to within the organization.

Nine: Provides Flexibility to Deploy and Refine Business Processes Workflows Workflow Server is simple and graphically intuitive. It provides wizards, drag-and-drop canvases, templates and leverages technologies, such as Microsoft Visual Studio .NET, C#, XML and other flexible tools to make it fast, easy and cost-effective to deploy, adapt and extend workflow capabilities for technical and nontechnical people alike.

Ten: Offers a Single Source for Workflow, Document Management and Information Delivery Workflow Server integrates with Open Text Fax Server, RightFax Edition and Open Text Fax Server, Alchemy Edition giving organizations a single source for all their workflow, document management and information delivery needs. Fax Server is the market-leading enterprise fax and electronic document delivery solution. Alchemy is the leading document and records management product for fixed content management. This comprehensive Open Text product suite automates information and document flow throughout the information lifecycle allowing organizations to quickly and easily generate revenue, cut costs, improve efficiency and meet compliance goals.

<http://faxsolutions.opentext.com>

Sales captaris.sales@opentext.com
(800) 304-2727

Support support@opentext.com
(800) 540-7292

www.opentext.com