



Business Process Management

The need for regulatory compliance is an increasingly significant driver in the implementation of workflow systems. In many industry sectors there is a requirement to comply with external agencies who examine adherence to operational rules. In addition, legislative changes such as the US's Sarbanes-Oxley Act (SOX), will soon force many organisations to invest in proving that their processes are sound. These needs for compliance make workflow systems essential.

As an integrated part of the full ECM suite **KnowledgeWorker®** Workflow enables organisations to automate internal procedures from simple every day administrative processes such as annual leave requests through to business specific processes such as issue management and compliance, maintaining a complete audit of process and outcome.

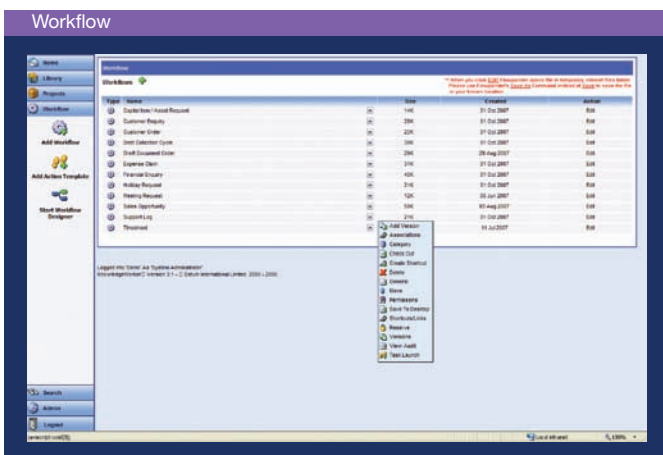
KnowledgeWorker® Workflow can eliminate time-consuming and error-prone manual intervention, allowing employees to achieve more, in less time, with fewer mistakes, a real benefit is greater competitive advantage, as costs are reduced and productivity is improved.

This powerful module of the **KnowledgeWorker®** ECM suite is being used to help pharmaceutical, manufacturing, legal and finance companies to manage the vast quantities of data that pass through many stages of processing and analysis, automatically notifying the next appropriate person/team through to completion ensuring that all parties have full access to the status of the process.

An important part of **KnowledgeWorker®** workflow is the ability to easily integrate with other applications particularly those that may be involved in a specific workflow process such as Finance, HR, CRM and ERP solutions.

Once the initial process planning is completed, the workflows for automating and managing these data processes are created via a 'drag & drop' workflow designer. The workflow engine automatically generates 'web forms' that are dynamically routed to the participants of the data process, containing everything they need: instructions, attached documents, tasks and comments.

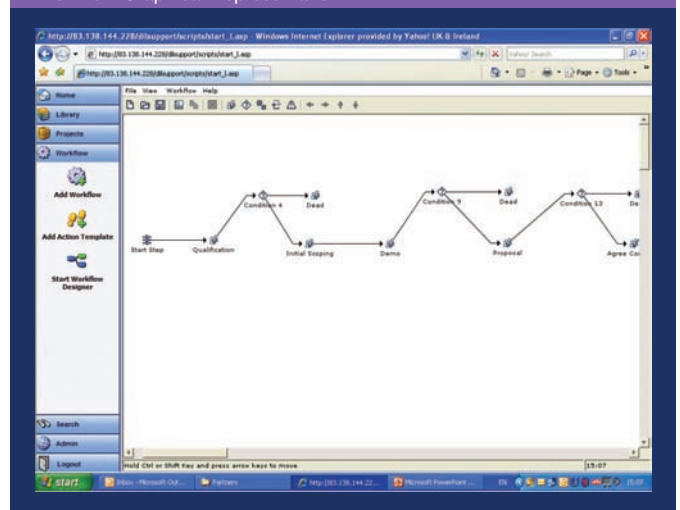
With a single click, **KnowledgeWorker®** will display a graphical representation of active workflows giving the appropriate users full visibility.



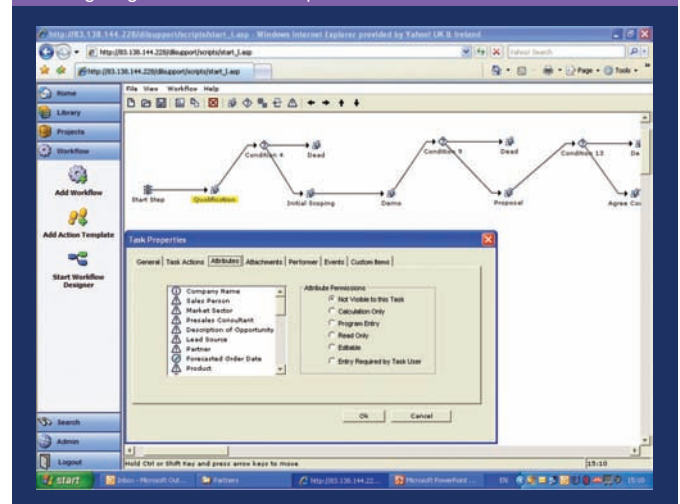
For each workflow instance **KnowledgeWorker®** maintains a complete audit trail of each stage. This information can be used to ensure accountability and to create reports, which calculate how long tasks take, so that 'bottlenecks' can be identified and fixed. Examples of how workflows can be used are:

- Compliance Management
- Drawings Management
- Order Processing
- Contract Negotiation
- Recruitment and other HR processes
- Case Management
- Holiday Requests and Expense Claims
- Medical Enquiries and Drug Research
- Sales & Marketing Repository and Proposal Management
- Government Process Automation such as FOI, DPA & EIR
- Enquiry Management
- Document Approvals and Distribution
- Request for Information Process
- Policy Development
- Annual Reviews/Appraisals
- Help Desk Enquiries
- Time Sheets
- Issue Management
- Document / Artwork Approvals and Distribution

Workflow Graphical Representation



Configuring Each Workflow Step



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