



## The @WE Concept

### Overview

- *A single IT holistic platform for business*
- *Brings adaptive capabilities to ECM, CRM and Process Guidance (APG)*
- *Built on SOA*
- *A single user experience, bringing together everything they need to be empowered to work smarter*

In the world of IT we break down problems into smaller chunks, this leads to specialised platforms designed for a single business need.

Typically these silo solutions work well for that business need, but when the business looks at the bigger picture, they find that these silos need to talk, to communicate in a number of areas and effectively require integration to actually meet the complete business need.

Integration can cause no end of headaches, cross platform issues, integration points, what content and data needs sharing with what when, and as such, can add untold complexity to solutions and end user experiences.

### The thinking...

Many silos are artificially created by IT solution providers. In reality they will always be dependent on other silos, and as such integration will always be a massive requirement for businesses.

When looking at business needs in a holistic fashion we see many areas where integration

falls short of meeting those needs and end user expectations. Typical silos that always require integration with each other are:

- CRM
- ECM
- BPM

The @WE concept knocks down silo walls and delivers these business requirements in a single holistic platform, one that meets the holistic business need.

### The @WE definition

Our definition of an @WE solution is one that is built on a SOA enabling integration with other line of business applications. An @WE delivers:

- Adaptive CRM
- Adaptive ECM
- Adaptive Process Guidance
- Business Intelligence

The emphasis is on people and their value to an organisation as an asset and one that can make a positive difference to the operational effectiveness of the business. As such, adaptive capabilities are key to all functions within the platform.

An @WE solution should be delivered to the end user via a single user interface, not multiple applications that the user must switch between.

### The @WE realisation

Here at workFile, our @WE concept is realised in our workFile Vision repository. A single, holistic platform designed for the adaptive needs of businesses today...