



## The Process Solution...

### Overview

- Automates steps and tasks within business processes
- Delivers the right content at the right time to the right people
- Brings together, content, systems, processes and people
- Empower users to adapt processes and players based on real time needs
- Enable teams to work in their preferred fashion, be that product line or swarming

workFile Vision provides organisations with a highly flexible, highly scalable, highly secure and highly interoperable process management platform through its APG functionality (Adaptive Process Guidance).

APG provides a framework in which to tie together pieces of work in a process flow. Processes can have tangible items of work that need to be carried out, typically based on a customer request or form of content. However, APG enables guidance through processes where an actual workItem is not present; rather the objective is simply to empower the end user with necessary information at the right time.

APG also delivers adaptive capabilities to empower users to detect and refine processes based on a real time need.

### Market Conditions

Increased competition and customer expectations provide increased pressures on

an organisation, squeezing operational margins.

Business processes have great impact on an organisation's ability to adapt to market conditions and customer requests.

### The Challenges

Process challenges are not easy. Many processes are manually carried out, can be highly unstructured making them difficult to relate to an optimised solution, and equally difficult to standardise. In addition, some automated / partially automated business processes are locked within disconnected applications. These business processes are hard to modify and adapt to changing conditions. These processes also have little visibility and managers find it hard to control them.

Many BPM platforms provide a rigid structure of format, while other more case based solutions cater for unstructured process. The challenge for businesses is to choose a platform that meets their structured process demands, while meeting their unstructured processes demands, and all those process demands between the two. This challenge has to be met to enable greater process efficiency across the enterprise.

### Manage the full process lifecycle

workFile Vision, through its APG functionality, provides the platform that strengthens an organisation's processes and raises efficiency whilst delivering strict policy and regulatory compliance. workFile Vision optimises an



organisations ability to adapt to market conditions and deal with customer requests.

workFile Vision allows any process to be defined, controlled, analysed and refined. Automation areas can be quickly identified thereby streamlining processes increasing efficiency. Increased detection and visibility of processes and the ability to force organisational standards on such processes ensure regulatory compliance and reduced cycle times.

Adaptive capabilities ensure users are empowered to work to the best of their abilities, and that they can have a positive effect on process definitions, refining them based on a real time need.

workFile Vision provides better business processes which in turn continuously improve and enhance the performance of organisations.

## Process streams

Process streams within workFile Vision relate directly to the business processes they represent. Contained within these process streams is any number of steps that users interact with to carry out and complete their work.

A process stream need not have more than one step and any number of process streams can be tied together to form a larger, wider process.

Process streams also need not define a tangible goal; rather an overall objective is assigned. In this case, a workItem is not generated; rather the user is guided through a

process to help them complete work that is not physically associated to the workStream.

workStream definitions can be adapted (if enabled) by end users, empowering them to update the process to accurately fit their working need. This workStream definition will also include the “players” who work within that stream.

## Steps

Steps within a process are template based and form the make up of a workItem once arriving at that step. A template though can be altered at real time by the user in order to ensure they can complete the necessary work. The template can be made unique (a one off) for this workItem or can be updated in real time, ready for all workItems to use once reaching that step.

Alternatively, steps can be tied together and implemented as a single step. In this instance, there is no step routing, rather step needs etc are shown to the user once the previous requirements have been fulfilled.

## Automation

By automating process steps, such as work generation, calculations, events etc, workFile Vision is able to increase process efficiency and speed.

Automation with cross content and system integration reduces processing time greatly, freeing up human based work steps and tasks.

## Leverage content

By providing the flexibility at each step within a business process stream to leverage the



correct content, workFile Vision ensures the right user has all the information they need to process that work.

Content can be seamlessly attached to workItems within workFile Vision. This reduces the time spent looking for relevant information and content. In addition, multiple users can process different parts of the same piece of work, leveraging the same content without the need to wait for other users to finish with that content enabling swarming processes.

All interactions between users and the workItem, the content and or the customer are recorded and made available. These interactions may even kick off other processes, or may be used to redefine a particular step template or process definition.

### **Detect, Design, Analyse, Refine**

workFile Vision allows processes to be detected and then defined within the system based on the real time work of end users. It also enables processes to be designed up front, ready for use within the organisation.

All processes are constantly analysed for their efficiency and the efficiencies and capabilities of the people who work those processes. Analysis leads to designed refinement of processes, and increased efficiency gains.

Empowered users are capable of refining a process definition (any part of the APG definition) based on a real time need. Process refinement and analysis is a constant cycle ensuring processes are as efficient and as accurate as possible.

### **Be Adaptive**

Adaptive capabilities are key to process success. Process need to adapt to business needs, market forces and more than any other thing, customer and user requirements.

Adaptive capabilities enable all elements of a process to be modified and changed based on a real time need. This is real empowerment of users, giving them the power to make a difference to process performance and ultimately customer satisfaction levels.

### **Promote quality**

Process enforcement detracts from an end users capabilities to deliver good work. This is why APG is geared around guidance of how work should be done. This guidance can be enforced wherever needed, but can also be highly flexible to the working needs of the end user.

APG however will enforce organisational policies, codes of practice and regulatory compliance.

Ownership, tracking and monitoring are also important parts of managing business processes and reviewing quality. Managers are kept informed of the process workload, through put and service level agreements through the use of subscription feeds, milestone reporting and process reports.

Such information aids in not only ensuring quality, but also identifying process trends and possible future process refinement.



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## **The benefits**

The benefits of leveraging workFile Vision and APG to control your business processes are:

- Empower end users
- Detection of all processes and process changes
- Ensure processes are accurate and efficient
- Increase automation
- Raise efficiency
- Reduce cycle processing times
- Enable users to react to real time information and content
- Lower operational costs through a unified process solution
- See short term effectiveness gains and long term market rewards