

# Document WorkBench for **WorkFlow Process** Management

*Automated Business Processes and Flexibility Features simplify Business Operations and Management, improve Work Efficiency and save Costs*

## Document WorkBench™

### Highlights

- Highly Secured.
- High Performance.
- Features Rich
- Highly Scalable
- Yet, easy to operate and manage.

## Workflow Management – The Challenges and Business Benefits

Documents centric operation always creates a high document flow requirements, for example, document circulated for review and approval, distribution, processing etc. There are different flow requirements for different type of documents, huge efforts are required to manage and track each document in a flow to ensure the document is not lost in transit or lost in a heap of documents on someone else's desks.

In a completely manual environment, inefficiency is inherent in managing document flow, a single physical document can't be at satisfying more than one single borrow request; so multiple people who requests for the same document have to wait in line.

In a computerized environment without process automation, manual efforts are still required to track the document throughout a processing flow, any slack in such efforts will invariably lead to some negative impacts on business operations.

Manually tracking something is anything but productive work, so having workflow process automation and management system makes a lot of sense for businesses to achieve much improved efficiency and productivity, providing a perspective of where everything is and the status of progress in every business process flow. With information on the finger tips, business decisions could be made more promptly too.

Workflow is not just about documents but also about the business processes encompassing document flow, for wider business processing and decisions making. The benefits of such a solution far outweigh its cost.

## Document WorkBench™ Process Management

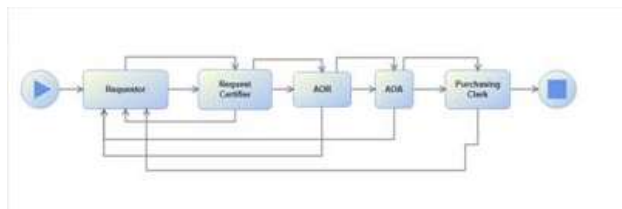
Document WorkBench™ Process Management is a full featured Workflow Management Software that complies with the WfMC and YAWL workflow standards. There are also additional features built in besides the standards compliance ones. It supports simple business flow to very complex and complicated flows; it is enterprise level software but caters to the need of small to large implementation.

## Ease of Workflow Design

Workflows are designed using a graphical workflow designer tool, a Client based software of the Document WorkBench™ Process Management suite of software. With this designer tool, designing and maintaining workflows is a breeze.



An example of a simple workflow designed using the tool looks as follow:



## Rich Features

The Designer provides rich features and functions, e.g. create process flow templates, define **Auto Task** to complete the individual workflow task automatically, define **Process Metadata** / fields at process level to be displayed for whole process level, define **Task Metadata** for individual tasks level, define "Task Permission(s)" to **Add Attachment** / **Comment**, **Allow** tasks to **Cancel**, **Delegate**, **Rework** and **Forward** etc., Define **Task Resource Distribution Mode** as **Random**, **Round Robin**, **Shortest Queue**, and **Shortest Queue** among the **Login Users** etc.

## Ease of Workflows Administration

Workflows designed in Document WorkBench™ Process Management System are managed through a Client based Administration Software. Some examples of the administrative functions are, start/stop/update/terminate resume workflow, manage different versions of a work flow, view status of workflow, view the audit trail information on each process instance including task action, export audit trail to Excel, etc.

## Auto-Triggering of Work Flows

Work flow can be configured to be auto-triggered by an event, for example, the checking in and indexing of a document or an email to the Document WorkBench™ Content Management System.

## Alerts and Response

Document WorkBench™ Process Management System provides alerts configuration for processes whose status of progress need to be monitored, such as, deadline approaching alert, or deadline expired alert. The common alert communication is via email

to designated person(s) where, from the email, one can response by clicking on the link to act on the tasks required by the process immediately.

## Support for Sub Processes

A Workflow Process task may link to other available Workflow Process to complete specific tasks. Document WorkBench™ Process Management supports linking of one Workflow Task to another Workflow Process.

## Support for Workflow Patterns

Document WorkBench™ Process Management System supports Workflow Patterns such as sequential, parallel split, synchronization, exclusive choice, simple merge, differed choice, multiple choice, synchronization merge etc.

## Support for Workflow Resource Patterns

Document WorkBench™ Process Management Resource Pattern aim to capture various ways in which resources are represented and utilized in workflows. Some examples of Resource Patterns are direct distribution, role-based distribution, atomic execution, distribute to a single / multiple resource, late, delegation and escalation type and termination.

## Ease of Integration with Other Applications

Document WorkBench™ Process Management works out of the box for various workflow implementations and it can also be integrated with other business applications to achieve business process management through the use of the Applications Interface Programming library or otherwise, known as Software Development Kit.

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