

BizFlow Product Overview



Award-winning
Solutions
for Collaborative
Business Process
Management and
Automated Workflow

FLOW





BizFlow[®]: The Power to Transform Your Vision for Process Excellence into Reality.

Business executives are facing greater challenges today than ever before, having to find ways to increase profitability, reduce costs, improve quality, and leverage current IT resources — all while trying to connect islands of people and applications that work in isolation from one another.

To achieve the operational control and competitive advantage you need today, the answer is BizFlow — the award-winning platform for business process management and automated workflow from HandySoft.

BizFlow serves as the foundation of configurable productivity solutions that accelerate business results and produce a measurable return on investment. Unlike some BPM platforms, BizFlow is specifically designed for ease of use by business users who are responsible for increasing productivity and reducing costs as well as for use by IT personnel responsible for supporting these efforts through corporate technology.

BizFlow offers features that enable executives from both the business and technology side of the productivity relationship to transform their vision for process improvement into reality by:

- ▶ Empowering process owners such as business analysts to design and manage their own processes with agility;
- ▶ Enabling process participants such as employees, managers, customers, and partners to do their work more efficiently;
- ▶ Giving IT personnel the capabilities to quickly leverage IT infrastructure and extend processes to the enterprise and to customers and partners

Together, these features make BizFlow a complete BPM solution that accelerates business results and produces a measurable return on investment.

BizFlow...

...lets you **rapidly design and deploy automated processes** with a minimum of risk for greater competitiveness, faster time to market, and reduced operating costs

...offers a **configurable interface that's easy to use**, making employees, managers, customers, and partners as efficient and productive as possible

...gives you **complete visibility into the operation and performance of your organization** for better management, quality, and decision-making

...lets you **leverage your current and future IT infrastructure** to save time and money in your BPM initiatives and increase ROI

...is **adaptable and extensible** through adapters, XML, Web Services, and other leading standards for safe and seamless collaboration



BizFlow's unique capabilities enable business users to build and manage automated business processes, including features for designing and monitoring the processes, presenting and accessing work, integrating IT systems into the processes, and administrating the platform itself. When IT personnel are required, BizFlow gives them powerful tools for complex integration, system management, and maintenance.

Web-based and Mobile Access to Work and Information. BizFlow's browser-based work area is accessible via the Internet, corporate network, or mobile devices. Users can receive and work on assigned activities, start new processes, check the status of existing processes, and review archived processes. Designed to help people maximize their time, the BizFlow interface lets users see at a glance which activities are partially completed, overdue, due that day, or are high priority. The interface can be customized to reflect corporate style or embedded into a portal, increasing acceptance and reducing training time and expense. Display format can be optimized for mobile devices such as MS Pocket PDA 2002.

Process Modeling by the Business User. BizFlow's graphical, point-and-click process modeling tool empowers business process experts to rapidly model and implement processes with minimal reliance on IT support. Simplify and accelerate the way you do business by streamlining activities, automating routine tasks, efficiently handling exceptions to normal business operations, and enforcing policies, procedures, and best practices. Property editors enable rapid configuration of activity and transition details such as actor, action, business rules, deadlines, and other information. BizFlow also supports the ability to import MS Project files for even faster process definition.

Real-Time Monitoring, Analysis, and Optimization of Processes. BizFlow's Web-based graphical monitoring environment gives management a

complete view of business processes and real-time details of work that's under way. By analyzing execution paths and the current state of a process, managers can assess performance as measured against KPIs and other benchmarks, spot bottlenecks, and optimize processes as needed to remain on-schedule and within budget. With the ability to change processes on the fly, managers can effectively deal with unexpected events before they become problems.

Real-Time Reporting. BizFlow maintains a complete audit trail of process data. Through readily accessible reports, C-level executives as well as line managers can get timely, relevant information at their desktops on demand thanks to ad-hoc reporting capabilities using real-time data. BizFlow supports drill-down from a high-level view of the process to individual activities. In addition to BizFlow's built-in reporting features, BizFlow can export data to the tools your management team already uses, such as Excel, Crystal Reports, and OLAP applications.

Work Faster and with Greater Accuracy using Electronic Forms. BizFlow provides process participants with the information and tools they need to stay informed and complete work faster and more accurately. BizFlow's intelligent forms pre-populate key information, perform calculations, support digital signatures, and more. BizFlow also supports the applications your employees, customers, and partners are familiar with, such as Microsoft Word, Excel, Project, and Adobe forms. And, BizFlow can

integrate with your existing document management system to ensure access and change control and maintain a complete audit trail of document revisions.

Real results from global corporations and government agencies using BizFlow:

Healthcare:
Approval cycle for capital appropriations cut in half

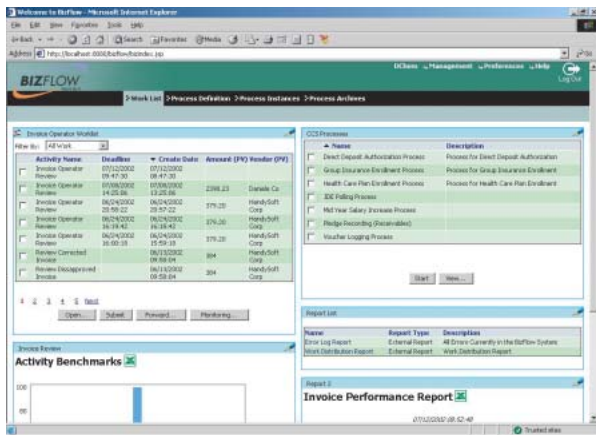
Financial Services:
Increased productivity up to 70 percent

Manufacturing:
Slashed operating costs by \$1.3 million in the first year

Insurance:
Claims-processing solution payback in less than a year

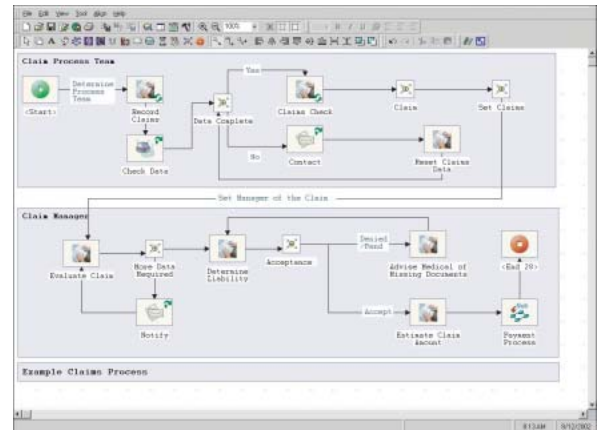
Government:
Reduced processing time for personnel records from days to minutes

Complete Capabilities for Process Automation



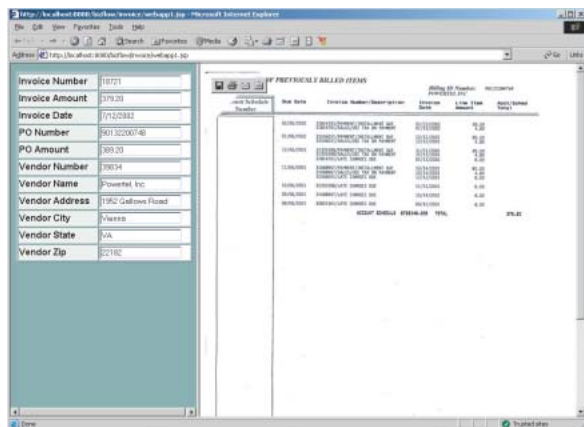
User Interface:

The BizFlow user interface can be tailored to the specific needs of the various participants in your business process — employees, managers, vendors, and customers.



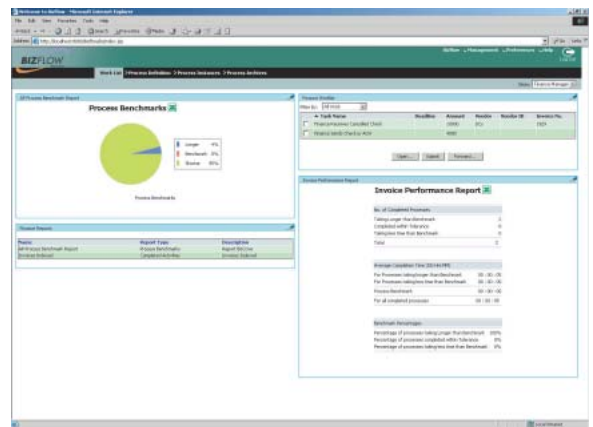
Process Designer:

With minimal training and no programming skills, process owners can use the point-and-click process designer to quickly automate tasks and integrate technology into the process.



Forms Designer:

You can easily create intelligent electronic versions of your current documents. BizFlow also integrates with EDMs and supports standards such as HTML, XML, DTDs, XSL-T, XML Schemas, and JSP.



Reports and Monitoring:

Executives and other process owners can check on the status of work and measure performance in real time against KPIs and other benchmarks.

BizFlow: Able to Automate a Diverse Range of Business Processes

BizFlow is ideally suited for industries and applications that involve high-volume processing of routine work items (straight-through processing), complex transactions that require human review and decision-making (including ad-hoc routing and exception-handling), and the integration of enterprise applications, databases, and other IT resources. BizFlow can scale from basic departmental processes to enterprise solutions that can incorporate your customers and suppliers.

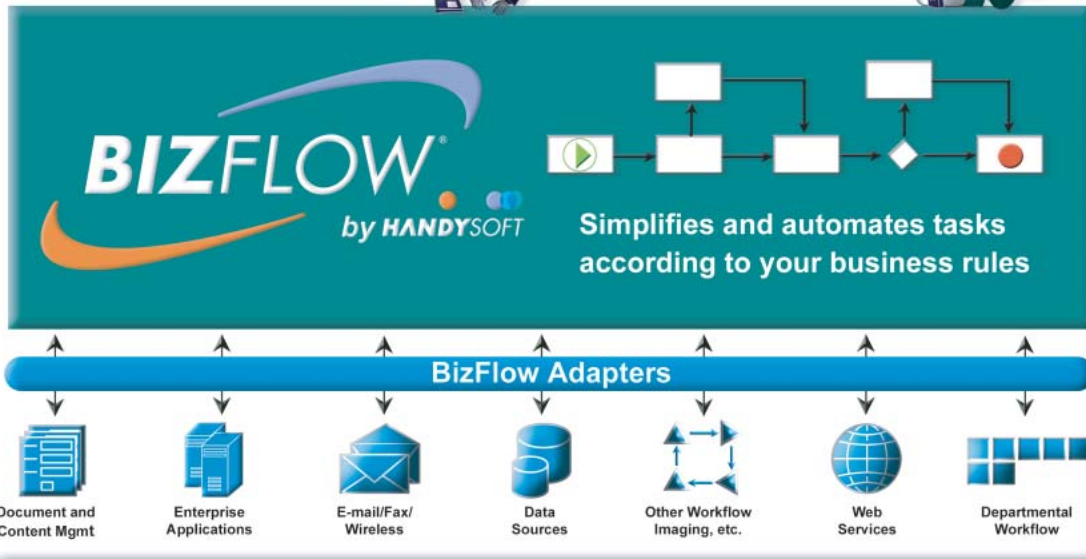
- ▶ Customer Service
- ▶ Finance
- ▶ Government
- ▶ Human Resources
- ▶ Insurance and Financial Services
- ▶ Manufacturing
- ▶ Pharmaceutical
- ▶ Six Sigma

A Look at the BizFlow Platform

Employees & Managers
access and perform work or view reports via browser, portal, PDA, and wireless devices



Partners & Customers
are virtually integrated so they can work collaboratively as part of the process



By coordinating the interaction of people, their work, and the tools they use, **BizFlow** lets you automate even the most complex business processes. With BizFlow you can streamline and simplify processes, enforce best practices, reduce operating costs, increase productivity, and leverage IT investments.

BizFlow: Key to Making Your IT Investments More Productive

Your organization probably has ERPs, financials, CRMs, document management systems, enterprise portals, and other technologies that you need to integrate into your processes. Until now they've worked as disconnected stovepipes, unable to interact or effectively support the work of employees and managers.

But with BizFlow, you can make use of current and future investments in information technology. Agents and adapters can integrate resources like these into your automated business process, ensuring that workers have access to the tools and data they need to complete their tasks at precisely the right moment.

The table at right shows just a few of the systems that have been successfully integrated into BizFlow processes.

Enterprise and Legacy:

- | | |
|--------------|--------------|
| ▶ JD Edwards | ▶ PeopleSoft |
| ▶ Lawson | ▶ SAP |
| ▶ Lilly | ▶ Siebel |

EDMS:

- | | |
|---------------|-------------------|
| ▶ Documentum | ▶ Lockheed Martin |
| ▶ FileNet | ▶ Microsoft |
| ▶ Hummingbird | |

Portals:

- | | |
|---------------|--------------|
| ▶ Hummingbird | ▶ SharePoint |
| ▶ Plumtree | |

Collaboration:

- | | |
|---|--|
| ▶ Extensible through standards-based APIs and data formatting | ▶ PKI, SSL, digital signatures, other security standards |
| ▶ Fully documented APIs for Java, COM, C++, SOAP, and XML, and support for XSL and WSDL | ▶ Create and interact with Web Services |
| ▶ Enhanced LDAP support | |



Operating Systems:

- ▶ Windows NT, 2000 (BizFlow Server)
- ▶ Windows 98, NT, 2000, XP, ME (BizFlow UI)
- ▶ Solaris
- ▶ HP-UX
- ▶ AIX

Web Platforms:

- ▶ Apache Tomcat
- ▶ BEA WebLogic
- ▶ IBM WebSphere

Databases:

- ▶ DB2
- ▶ Oracle
- ▶ SQL Server



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