EMC²

EMC APPLICATIONXTENDER WORKFLOW MANAGER

Take control of your business processes

ESSENTIALS

- Quickly model, design, and deploy workflows, integrate with third-party applications, build forms, and centrally manage business processes

- Monitor process performance with Process Analytics

- Optimize your processes based on analytics by locating bottlenecks and inefficiencies

- Maximize investments in current and future IT infrastructure

Today's business processes are complex often involving several departments, organizations, and even outside companies. To build the optimal business process, the need to monitor and analyze key metrics is critical. This enables organizations to deliver solutions which increase both employee efficiency and customer satisfaction. Locating a solution that is easy to install, implement, and use is the key to a fast rapid return on investment (ROI).

EMC® ApplicationXtender® Workflow Manager is an easy-to-use, yet fully enabled workflow solution, featuring process and forms design, workflow management, and analysis tools. Built on Microsoft .NET, EMC ApplicationXtender Workflow Manager enables solutions to fully control workflows within the ApplicationXtender environment and to easily integrate with existing business applications. EMC ApplicationXtender Workflow Manager offers complete capabilities for creating solutions designed to improve efficiency in document-based business processes.

EMC ApplicationXtender Workflow Manager enables organizations to improve business performance and reduce costs within and across functional business units. Productivity is increased because manual, document-intensive processes—such as those found in accounts receivable or loan origination, for example—are reduced through tools that allow a business analyst to design, test, implement, analyze, and manage automated workflows. With features that include out-of-the-box workflow samples, a user-friendly process design environment, and built-in reporting and forms support, designing and managing business processes has never been easier.

By creating automated business processes with EMC ApplicationXtender Workflow Manager, department and/or businesses can enjoy the following benefits:

- Automated processes resulting in reduced labor requirements

- Greater visibility into process performance and identifying bottlenecks, enabling you to improve your process efficiency

- Audit trails to increase visibility, adhere to compliance requirements, and provide incentives to improve overall productivity

A COLLABORATIVE PLATFORM

The EMC ApplicationXtender Workflow Manager provides a strong collaborative platform for designing, executing, managing, and monitoring automated processes. EMC ApplicationXtender Workflow Manager includes modules for designing both processes and forms, as well as modules for managing and analyzing the effectiveness of workflows in a process.

PROCESS DESIGNER

The EMC ApplicationXtender Workflow Manager graphical Process Designer is an easy-to-use, web-based tool that requires no client software installation. The Process Designer enables business users to quickly model simple or complex process flows with drag-and-drop ease. In addition, the Process Designer offers wizards to further simplify process modeling and definition.

FORMS DESIGNER

Custom forms are integral to process workflows. They capture critical information, facilitate collaboration and approvals, and often trigger new workflows. Like Process Designer, Forms Designer is a web-based editor that enables users to rapidly design simple or complex forms that include text input fields, checkboxes, radio buttons, and drop-down menus. With Forms Designer, it is easy to link forms to processes or call forms from within a workflow step. Forms Designer can also apply validation rules to form fields to improve accuracy and eliminate data entry errors.

MANAGEMENT CONSOLE

EMC ApplicationXtender Workflow Manager offers centralized process management through a unified console interface and enables administrators to group processes by categories. The management console functions as a repository for all process types—EMC ApplicationXtender processes, manual processes, and other automated processes. Through the console's task list interface, managers can also coordinate tasks assigned to teams. In addition, the console provides:

- Customizable process documentation templates

- A consolidated view of all process attributes such as implementation status and process owner

- Version control, tracking, and auditing for process changes

- Workflows for process automation requests

WORKFLOW ANALYTICS

The Workflow Manager dashboard delivers powerful analytical tools for process optimization. It enables administrators to control process execution through real time notification of exceptions and service-level agreement (SLA) violations, and supports improved business decision-making. The dashboard provides immediate insight into how events at the process execution level will affect business transactions. EMC ApplicationXtender Workflow Manager reporting features include:

- 3D graphs with drill-down capabilities

- Comprehensive statistics on process performance

- Detailed productivity and trend analysis

EMC ApplicationXtender Workflow Manager also lets business users define key performance indicators (KPIs) and business activity thresholds for the purposes of process reporting and productivity monitoring, as well as to trigger automated alerts.