



WORKFLOW MANAGER

Workflow Manager is a Java-based business process platform for designing and managing workflow applications that support internal operations as well as e-business systems. *Workflow Manager* goes beyond traditional workflow tools by integrating content, process, people and systems, and by making intelligent choices in routing tasks. Full integration with the ViewDirect® Repository links documents to tasks and users throughout the workflow.

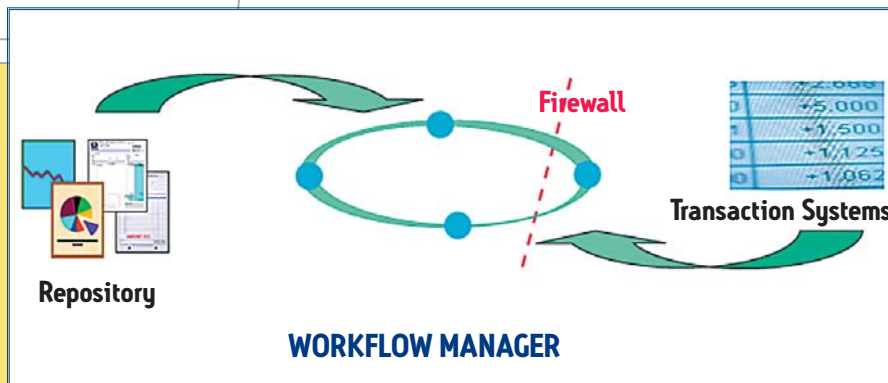
The Challenge

Enterprises face the ongoing need to refine their business processes to improve the exchange of information among employees, customers, partners and suppliers. As the Web browser has become the universal interface to information and applications, successfully dissolving barriers to information exchange requires building applications in new ways with new tools.

A Complete Solution for Connecting the Enterprise

Workflow Manager is a business process platform for designing and building workflow applications that connect the enterprise with customers and trading partners while improving internal productivity. It supports both e-business applications such as loan processing and internal operations such as call center workflow. All user interactions are browser based.

Workflow Manager is a complete solution that includes a workflow engine, the world's leading content repository, and connectors to other systems. Any business task can be defined, routed, tracked, updated and linked to all the documents needed to support decision making. *Workflow Manager* integrates content, business processes, people and computer systems to provide a next-generation workflow solution that meets ever-growing requirements for better business processes.



INTEGRATE PEOPLE, CONTENT, PROCESS AND SYSTEMS

Any enterprise content—transactions, desktop document, rich media, images, application output—can be associated with any step in a workflow.

WORKFLOW MANAGER

Improve Business Processes

- ▶ Automates operational activities such as invoice, application or claims processing, for faster execution with minimal human intervention and fewer errors
- ▶ Provides graphical process definition, process routing and tracking capability to add workflow intelligence to any new or existing e-business application
- ▶ Integrates internal and external business processes so a customer-facing Web application can trigger an internal workflow and return a response to the customer in real time
- ▶ Triggers work items manually by user action or automatically as a result of an event such as a received purchase order or an invoice generated by an enterprise application
- ▶ Provides users with “to do” lists and help on task execution
- ▶ Automates transfer time—which accounts for 90 percent of a typical business cycle—making it possible to increase overall efficiency

Integrate Content, Processes, People and Systems

- ▶ Provides full integration with the *ViewDirect Repository*, enabling all supporting content to be associated with a business process and automatically moved from user to user for processing

- ▶ Supports both human interfaces for employee or customer interactions, as well as application interfaces for third-party systems such as finance and accounting, billing, sales and distribution
- ▶ Leverages existing technology by interfacing to any other workflow engine to support overlapping business procedures
- ▶ Allows any authorized user to participate in the workflow—even those not defined to the system—via Web-browser access
- ▶ Provides security features for authenticating users, controlling user access to applications and resources, delivering user-specific content and storing static and dynamic information about users
- ▶ Exploits performance and security features of Web applications servers with J2EE-based architecture
- ▶ Scales from small workgroup applications to enterprise-wide applications, supporting any number of users, work items and associated documents



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Payback

- ▶ Accelerates decision making and time to market
- ▶ Enhances the customer experience, ensuring loyalty and building recurring revenue streams
- ▶ Improves enterprise productivity and employee satisfaction by reducing time spent on routine tasks
- ▶ Reduces errors and the costs of mis-filed, lost and mis-directed information
- ▶ Leverages a single investment in a strategic content and workflow technology across many different applications, including business-to-consumer (B2C), business-to-business (B2B) and business-to-employee (B2E)



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