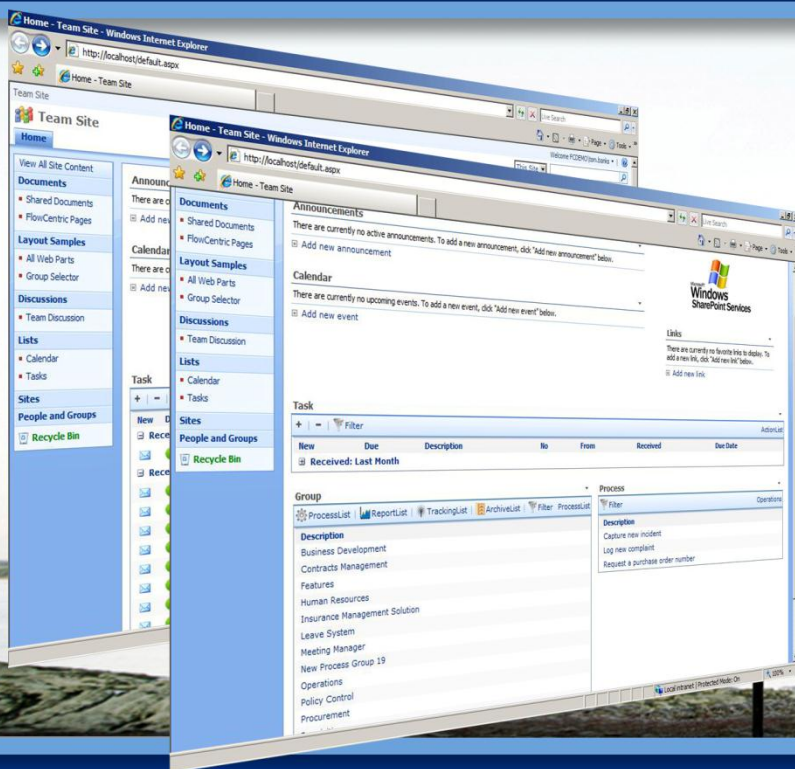


FlowCentric and Microsoft SharePoint

The FlowCentric process application approach for Microsoft SharePoint delivers on Microsoft's vision for SharePoint as the single integrated location for all business users.





“Why would I want FlowCentric if I have Microsoft SharePoint?” 3

“I want process power and portal potency.” 3

“How else can I access my processes?” 4

“Will my actual business processes also benefit from automation?” 5

“Are your documents linked to your processes?” 6

“What are the Benefits Again?” 6



“Why would I want FlowCentric if I have Microsoft SharePoint?”

Many organisations look to Microsoft SharePoint as their business portal for content and other business related information. They see it as the portal solution at the centre of their business intelligence where it needs to service users at operational, tactical, and strategic levels. The FlowCentric process application approach for Microsoft SharePoint delivers on Microsoft’s vision for SharePoint as the single integrated location for all business users.

“If a business uses Microsoft SharePoint why would they need FlowCentric, surely SharePoint would be enough?”

Microsoft SharePoint 2010 does have a lot of workflow capabilities built into it, however, it is still just workflow. FlowCentric is a BPMS (Business Process Management Suite). It not only handles the workflows, but also the monitoring, analysis and optimisation of business processes. Microsoft SharePoint 2010 now allows Visio diagrams to be imported into SharePoint, and to be exported from SharePoint into Visio. This is only supported for Visio 2010, and only for the SharePoint stencil in Visio. The amount of flexibility that a business user has to design and create workflows in SharePoint is very limited. To gain flexibility, you have to use Visual Studio 2010 and Workflow Foundation. This is essentially a development function. In FlowCentric the business user has a lot more flexibility without the need of a developer.

Using FlowCentric as the BPM (Business Process Management) engine for Microsoft SharePoint reduces implementation time, business risks and enhances the process governance and security of an organisation and the overall effectiveness of the SharePoint solution.

Many companies are unable to upgrade their ERPs owing to the amount of customised development they had to commission to maintain the functionality of their unique processes. Upgrade restrictions limit an organisation’s access to the many new product features; features that may address some of their new business requirements. Many Microsoft SharePoint projects suffer the same fate.

FlowCentric allows SharePoint administrators to “unplug” the BPM component, upgrade or make major modifications to SharePoint and “plug” the process management functionality back without skipping a beat.

Business users can continue to use FlowCentric based processes in Microsoft Outlook or their favourite Internet browser during SharePoint maintenance.

Business processes continue without any changes, as users benefit from improved features in the latest versions of Microsoft SharePoint. Microsoft Office 2010 has extensive new SharePoint functionality and FlowCentric based business processes will ensure continuity in the transition process - in other words the process functionality will remain the same.

“I want process power and portal potency.”

FlowCentric simplifies enterprise business process management and ensures process integrity, security, maintainability and scalability.



FlowCentric allows organisations to create and deploy secure auditable processes that support the various governance and legal requirements with which businesses have to comply. FlowCentric separates business logic, process rules and mandate structures in the processes, from the underlying transactional recording systems such as the ERP or accounting solutions.

SharePoint administrators and business users are in many cases not suitably qualified to create or change organisational processes. The segregation of the BPM duties from SharePoint administration tasks will fulfil business and operational risk management requirements.

The flexibility of FlowCentric allows business users to define much of the functionality in FlowCentric based business environment that will withstand the scrutiny of system audits. It will allow business users to configure their SharePoint based work portal with FlowCentric SharePoint web parts. This will ensure the integrity and security of the organisational processes while extending the flexibility of the Microsoft SharePoint platform to the end users.

“How else can I access my processes?”

FlowCentric in SharePoint utilises the same process definition and FlowCentric BPM engine as all other FlowCentric user interfaces. Not all users have to use SharePoint to share and collaborate on the same occurrence of a business process. FlowCentric will render the process in the familiar list-based structure of SharePoint for SharePoint users, but other users may utilise Microsoft Outlook, an Internet browser or a mobile device to act on the same process. The FlowCentric Execution API (Application Programming Interface) even allows an organisation to embed FlowCentric in other applications in a customised user interface.

Both Microsoft SharePoint users and non-SharePoint users can collaborate on the same process, extending the reach of SharePoint functionality, such as content and records management, outside of the Microsoft SharePoint domain. It is the same process flow diagram defined in the FlowCentric Process Suite, which is rendered in the relevant user interface.

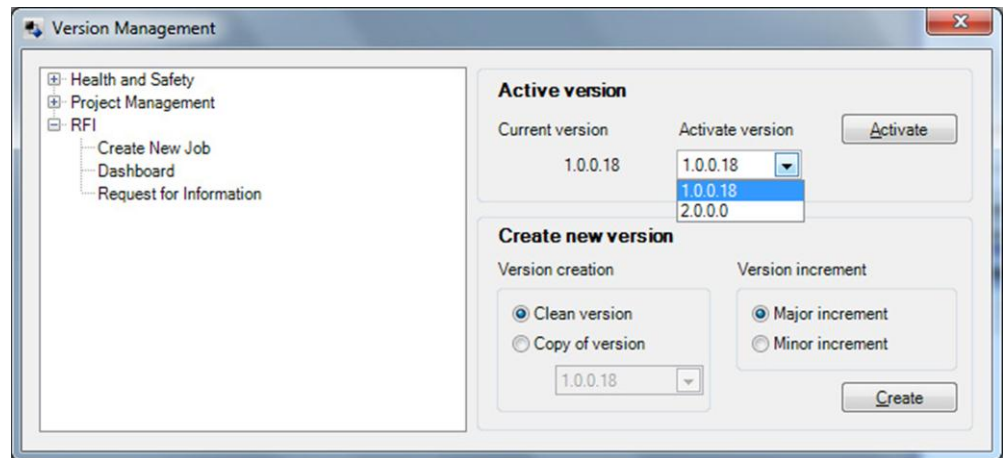
FlowCentric Supports the Way Your Business Works



“Will my actual business processes also benefit from automation?”

Continuous process improvement is one of the biggest benefits of a formal business process management approach. It allows organisations to define process performance metrics, evaluate current process performance against the metrics and adjust processes to improve performance.

Changes to business processes need to be controlled and any changes must be traceable and auditable. Major changes may impact on transactions that are in process, and data integrity needs careful consideration in any process change. FlowCentric brings version management to Microsoft SharePoint processes. Each process definition (process flow and associated components) has a unique process version. Processes that are in progress can be completed based on the older version of a process while new instances will follow the new process definition. Processes can be rolled back to previous versions if necessary. Process audit trails are maintained based on the version of the process.



Manage Process Versions From One Central Place

This allows business users to compare the performance of one version of a process with a prior version and drive continuous process improvement in a cyclic manner. FlowCentric’s out-of-the box process version management brings enterprise risk management principles to Microsoft SharePoint.

This allows business users to compare the performance of one version of a process with a prior version and drive continuous process improvement in a cyclic manner. FlowCentric’s out-of-the box process version management brings enterprise risk management principles to Microsoft SharePoint.

The big benefit of a Business Process Management approach is that it looks at overall processes and not just snippets of workflow. It is not only about workflow or automation, but also managing a process to deliver a defined **business** outcome. FlowCentric is at the heart of many process value chains, and it brings the “Process as an Application” feature to Microsoft SharePoint.

Composite Process Applications replace most of the bespoke development around ERP and other business applications. Composite processes integrate various stand-alone processes allowing firms to quickly share and act on changes on demand.

Typical examples of these process applications are:

- **Target-to-Engage** spans planning, creating, executing, and measuring marketing activities.
- **Engage-to-Close** starts with managing sales opportunities and follows the process through to negotiation and closing.
- **Install-to-Maintain** involves capturing, resolving, managing, and improving service for installed products.
- **Request-to-Resolve** covers responding to help requests, resolving problems, tracking resolutions and escalations, and enhancing service agreements.
- **Source-to-Settle** involves designing products, engaging suppliers for sourcing and procurement, and settling and analysing the process.
- **Design-to-Deploy** covers designing, sourcing, evaluating and deploying manufacturing.
- **Plan-to-Produce** spans planning, deploying, producing, and assessing production.
- **Order-to-Support** involves order entry, management, fulfilling and settling goods sold, and providing after-sales support.
- **Plan-to-Act** includes forecasting and planning to create operational business plans and budgets.
- **Record-to-Measure** covers recording, consolidating, and reporting financial transactions.
- **Cash-to-Invest** spans managing and positioning cash, executing deals, and managing risk.
- **Propose-to-Complete** involves planning, prioritizing, and managing resources and projects.
- **Attract-to-Onboard** begins with recruiting and ends with hiring and workforce enablement.



- **Assess-to-Develop** centres on workforce deployment, including training, evaluating, and assessing employees.
- **Track-to-Deploy** includes tracking workforce schedules, time, payment, and deployment.
- **Plan-to-Reward** involves managing workforce compensation, incentives, and benefits.

The FlowCentric process application approach for Microsoft SharePoint delivers on Microsoft's vision for SharePoint as the single integrated location for all business users.

“Are your documents linked to your processes?”

Business processes are filled with content but it gets lost in the transactional recording nature of business applications. For example, ERP solutions are not good at storing a signed credit application with the customer information. Much of the process content management in many businesses are manual tasks that depend on the diligence of employees to index and store associated business documentation. Reliance, repeatability and consistency are questionable with manual content management processes.

FlowCentric provides standard, out-of-the-box support for indexing process related artefacts and uploading it to the relevant content list in Microsoft SharePoint. It leverages the features of SharePoint's record management functionality to ensure that documents that are subject to specific control policies are compliant to the requirements.

FlowCentric for SharePoint brings integrated content-based business process management to Microsoft SharePoint.

“What are the Benefits Again?”

- Change your business processes quickly and effectively with minimal disruption to business operations.
- Upgrade SharePoint with minimal disturbance to business operations and process flows.
- Access your business-critical process via Microsoft Office Outlook, Internet, and Mobile Devices as well as SharePoint.
- Keep SharePoint as standard as possible by automating and workflowing processes with FlowCentric, thereby ensuring that future SharePoint upgrades run smoothly.
- More cost effective to change processes in FlowCentric than hire developers to custom build SharePoint.
- Integrate all your systems, from SharePoint, to your ERPs, using FlowCentric.
- Better manage and store your documents in SharePoint while maintaining a full audit trail with FlowCentric.
- Leverage SharePoint's functionality with the adaptable and accommodating features FlowCentric offers.