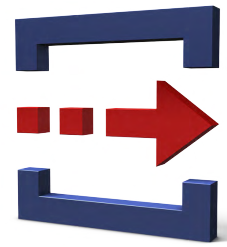


[LDMS]



LDMS/p workFlow *powered by JobRouter*

Manage and control business processes

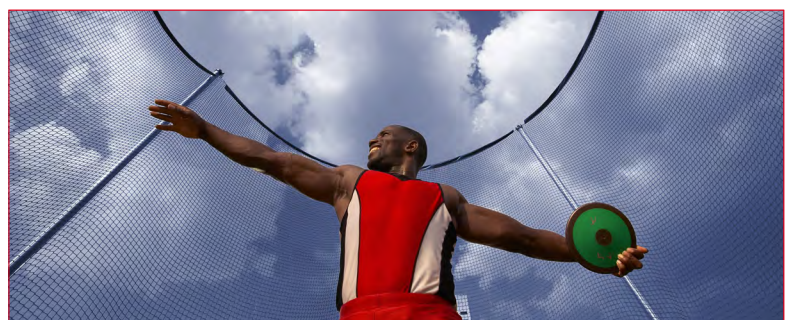
LDMS/p workFlow monitors and manages document-based business processes across locations and departments. The system ensures that a document passes through all the departments concerned in the correct sequence and can thus be quickly processed by the relevant people responsible.

The processing of loan applications; job applications in human resources or incoming invoices are typical examples of business processes in which one document has to be processed by a number of employees in various departments before being filed in the archives – for good and in compliance with all legal regulations.

LDMS/p workFlow for file processing

LDMS/p workFlow automates and accelerates these kinds of processes. In-coming invoices are scanned and made available as digital files; forms are completed online. These documents, if necessary with their attachments, are then subsequently only processed online and electronically forwarded to the next employee in the chain – whereby it is irrelevant if he or she is sitting in the office next door or in a completely different location. If a specified time is overrun then the person in charge of the process is immediately notified. As a rule he or she can view the processing status of a document via the processing overview feature at any time and, if necessary, can intervene in the process. Following conclusion of the final work step, for example approval, downstream processes are initiated automatically, e.g. dispatch of a notification; export of data to participating systems, etc.

The implementation of business processes using LDMS/p workFlow is simple; requires very little time and is possible **without** detailed programming knowledge. Special software for presentation is not required: compilation of new processes or changes to existing ones can be carried out via a standard browser. And once business processes have been stored in the system all operations are fully automatic.



Aktualisieren Löschen Alle de-/aktivieren

Laufende Prozesse

Suchfilter

Prozess: Initiator: * Vorg.:

Rolle: Betreff: SchrittNr.:

Benutzername: * Von: * Status: *

<input type="checkbox"/>	Prozess	Vorg.	SchrittNr.	Schritt	Betreff	Rolle	Benutzername	Von	Von	Laufzeit	Bis	Initiator
<input type="checkbox"/>	Eingangsbuchhaltung	10	2	Prüfung Fachabteilung		Entwicklungsleiter	admin	17.06.2004 15:43:20	0 Tage, 0 h, 1 m			admin
<input type="checkbox"/>	Eingangsbuchhaltung	13	2	Prüfung Fachabteilung		Geschäftsführung	admin	17.06.2004 15:44:07	0 Tage, 0 h, 0 m			admin
<input type="checkbox"/>	Eingangsbuchhaltung	13	3	Prüfung Fachabteilung		Finanzbuchhaltung	admin	17.06.2004 15:44:07	0 Tage, 0 h, 0 m			admin
<input type="checkbox"/>	Eingangsbuchhaltung	12	4	Buchhaltung		Finanzbuchhaltung	admin	17.06.2004 15:43:52	0 Tage, 0 h, 0 m			admin
<input type="checkbox"/>	Eingangsbuchhaltung	11	3	Prüfung Fachabteilung		Geschäftsführung	admin	17.06.2004 15:43:33	0 Tage, 0 h, 1 m			admin
<input checked="" type="checkbox"/>	Eingangsbuchhaltung	9	4	Buchhaltung		Finanzbuchhaltung	admin	17.06.2004 15:43:04	0 Tage, 0 h, 1 m			admin
<input checked="" type="checkbox"/>	Eingangsbuchhaltung	8	4	Buchhaltung		Finanzbuchhaltung	admin	17.06.2004 15:42:55	0 Tage, 0 h, 1 m			admin
<input type="checkbox"/>	Eingangsbuchhaltung	10	3	Prüfung Fachabteilung		Eingangskontrolle	admin	17.06.2004 15:43:20	0 Tage, 0 h, 1 m			admin
<input type="checkbox"/>	Eingangsbuchhaltung	11	2	Prüfung Fachabteilung		Finanzbuchhaltung	admin	17.06.2004 15:43:33	0 Tage, 0 h, 1 m			admin

L Benutzername:

L Rolle:

L Bis:

Fig. 1: The person in charge of the process sees the business processes they are responsible for in the processing overview. The list can be sorted or filtered (ongoing, concluded, ...). Completed processes – not the document – are automatically deleted after a period of time which can be specified for every process.

Business processes: Roles and rules

Business processes can be described as a chain of individual consecutive steps. A specific function or place in the company – a so-called role – is responsible for each of these steps.

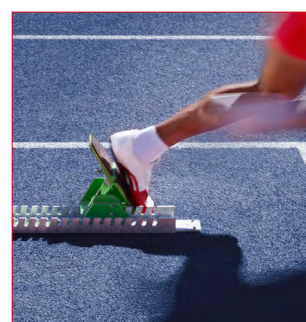
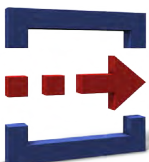
Every member of a role is informed via a special user dialogue which files have to be processed. Editing of the documents is carried out in this dialogue, in which the user can be requested to carry out certain actions as required. During processing the document is blocked for other members of the same role. Following conclusion of the task the user unblocks the step by pressing the Send button.

LDMS/p workFlow then evaluates the data for the step and, based on rules defined for the process, decides which actions have to be carried out. This could be forwarding of the file; the action can, however, also be something such as, for e.g., accessing an external database or sending an email.

Steps can, however, also be defined in such a way that the user is able to independently activate other and/or additional steps in the process.

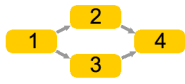
Forms of process management

In addition to sequential process completion LDMS/p workFlow supports parallel processing of work steps. A process can also be defined in such a way that several steps with varying dialogues and different roles can be activated at the same time.

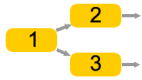




Sequential: Every step has a subsequent step.



Parallel: Several steps are simultaneously active as a step group and are inter-dependent. Subsequent operations are only activated when the entire step group has been processed.



Split: At a specified point in the process the operation is divided. Several lines of operation which can be processed parallel to each other

are created, are however not interdependent and do not wait for each other.

Advantages and benefits

The processing time for a document is reduced – an effect which is also intensified thanks to the simple user functions such as batch processing and the representative procedure.

The flow of information between employees, departments and locations is improved. The employees concerned are automatically informed about upcoming tasks – also by email.

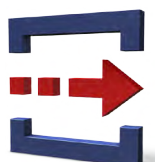
The status of a file is always transparent thanks to the clear form of display. All employees can immediately view the progress of files they have processed. The individuals responsible for processes can monitor all procedures and, if necessary, intervene. Every procedure is automatically documented and can, if required, be stored in the LDMS archive according to archive groups in a legally compliant manner. It can thus be accessed again at any time required.

Compliance with deadlines is guaranteed. If a time overrun occurs various escalation events can be activated immediately such as, for e.g., a notification to a superior.

LDMS/p workFlow makes short work of processes

Documents are still passed on by hand, photocopied, printed out and then filed in ring binders. And often large quantities of invoices, letters, delivery notes, contracts and emails are received every day before having to be processed by the employees responsible. The result: valuable time is lost because the documents generally pass through a number of departments within the company before they are approved or processing has been completed. The use of a document management system with an integrated workflow system can thus bring many advantages.

SI GmbH has integrated JobRouter from Mannheim-based workflow specialists WJP into LDMS, allowing LDMS users to automate document-based workflows at any level of complexity. LDMS/p workFlow allows documents to be passed through the company along individually definable routes before they end up in the central archive. This is of particular benefit to companies with large quantities of incoming mail since the indexing at the outset of every process is significantly accelerated. The automatic creation of processing comments



Functions & requirements

Functions

- Graphic display of business processes
- Overview of procedures & procedure monitoring
- Batch processing
- Reminders
- Representative procedure
- Escalation management

System requirements

- Installation of LDMS/P workFlow is carried out on a central server which can be accessed by all client PCs. Installation on the client PCs is not necessary.

Server requirements

- Operating systems: Windows NT, Windows 2000 Server, Windows XP Professional, Windows 2003 Server
- Internet server: Microsoft internet information services
- Database systems: Microsoft SQL Server 7, Microsoft SQL Server 2000, Microsoft Database Engine (MSDE), My SQL 4, Oracle 9i
- Email server: SMTP mail-enabled Email server

Workstation computer requirements

- Internet browser: Microsoft Internet Explorer (Version 5.5 upwards), Netscape Navigator, Mozilla

makes for greater transparency; each work step can thus be clearly documented.

LDMS/p workFlow makes for greater security and transparency for all business processes focusing on documents – and in a user-friendly manner. Incoming post is scanned into the LDMS/z central archive – e.g. using the LDMS/p scan client – and is provided with an index by means of a barcode or an input mask. LDMS/p workFlow then accesses each document in accordance with the corresponding specifications and electronically assigns it to the relevant employee. Changes to the document characteristics (“processed”, “payment received”, “paid” etc.) initiates automatic forwarding to the next employee in the chain. This reduces processing times significantly. Escalation phases ensure that deadlines are maintained. Thus for e.g. if time overruns occur the next highest superior is notified. Thanks to the elimination of media breaks (digital / paper) data quality is higher since there are fewer error sources. Processes are comprehensible, even years later, resulting in greater legal security for the company concerned.

LDMS/p workFlow can use the services of other LDMS modules via an internal interface. Since it is based on the new LDMS/p Web services the user can now access the LDMS/z archive using the Work-flow system at any time and search for or view documents of all kinds – assuming he has the corresponding authorisation. In common with JobRouter LDMS/p workFlow is also characterised by its user-friendliness and wide range of functions. With the help of symbols routine tasks in the company are modelled as standard procedures in a Web browser. The implementation of business processes using LDMS/p workFlow thus requires very little time and is even possible without detailed programming knowledge. No special software is required for display: compilation of new procedures or changes to existing ones can be carried out via a standard browser. Once the workflows have been defined in the system all procedures automatically take place in the background.