

@ENTERPRISE

Business Process Management

Why Business Process Management?



Increase Productivity

The overall processing time can be reduced significantly by the avoidance of transport times and the reduction of idle times. The automation of steps or process parts leads to improvements in productivity and significant cost reductions.

Increase Quality

When using @enterprise, the work flow adheres to the defined processes, ensuring compliance with the specification. The system controls the constraints and deadlines - overlooking due dates or ignoring them is no longer possible. Each step in the system is recorded, the complete process execution is documented, one of the main requirements of quality certifications.

Increase Transparency

Search and reporting functionality can be used to find specific process instances, to see the history, the documents, etc. Reports can give a comprehensive overview of the process executions and summarize these results into KPIs (key performance indicators). Especially in big organizations, a BPMS helps to keep track on what's going on.

Flexibility

When your processes have to be changed, these changes can be done easily in the modeling component of @enterprise. New instances of the process automatically follow the new definition.

Why @enterprise?

- Complete: @enterprise contains all components necessary for the automation of your business processes: modeling of processes, execution in the workflow engine, graphical interfaces for end users and administrators, document management, reporting and application integration points.
- Scalable: From the quick prototype, that can be created in a few days, to big installations for several thousands of users you use the same tool.
- Flexible: We support complex, highly structured processes as well as administrative or ad-hoc processes. Run-time functions like delegation, go-back, or the insertion of steps provide full flexibility.
- Platform independent: @enterprise is implemented in Java and runs on every platform, on the client a Web-browser is sufficient.
- Multilingual: The language can be defined per user. The whole user interface, including the forms, the process descriptions, etc. is shown in the language the user prefers.

Modeling

Process model

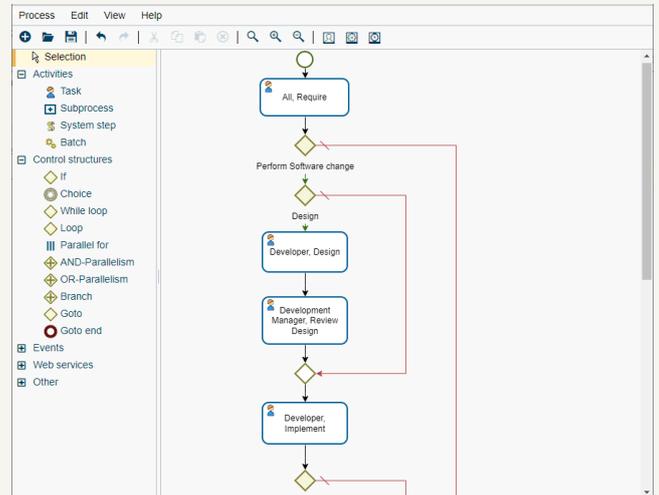
The formal description of processes is the core of workflow modeling. @enterprise uses the standard BPMN (Business Process Modeling Notation). The process editor enforces the creation of structured processes via support of well known concepts from programming languages like *if*, *switch*, *while*, or *repeat*. This facilitates the modeling of quite complex processes which are still comprehensible and maintainable.

Data structures

Data handled by the processes may be structured or unstructured, may be private to individual processes or used across processes, may be read-only or editable. The form editor of @enterprise allows to model these data structures, together with the user interface. Types and value ranges of fields can be defined and visibilities can be defined on field level for each process step. Documents can be attached to the processed either freely or in a controlled manner.

Organization structure

Since processes are executed in the context of the organization, modeling the organizational structure, the roles and responsibilities is a precondition for BPM. In @enterprise you can model highly complex organizational structures, hierarchical roles, different substitution models and complex permissions. Synchronizing organizational data from a directory (LDAP, AD) and single-sign-on is possible.



Process editor

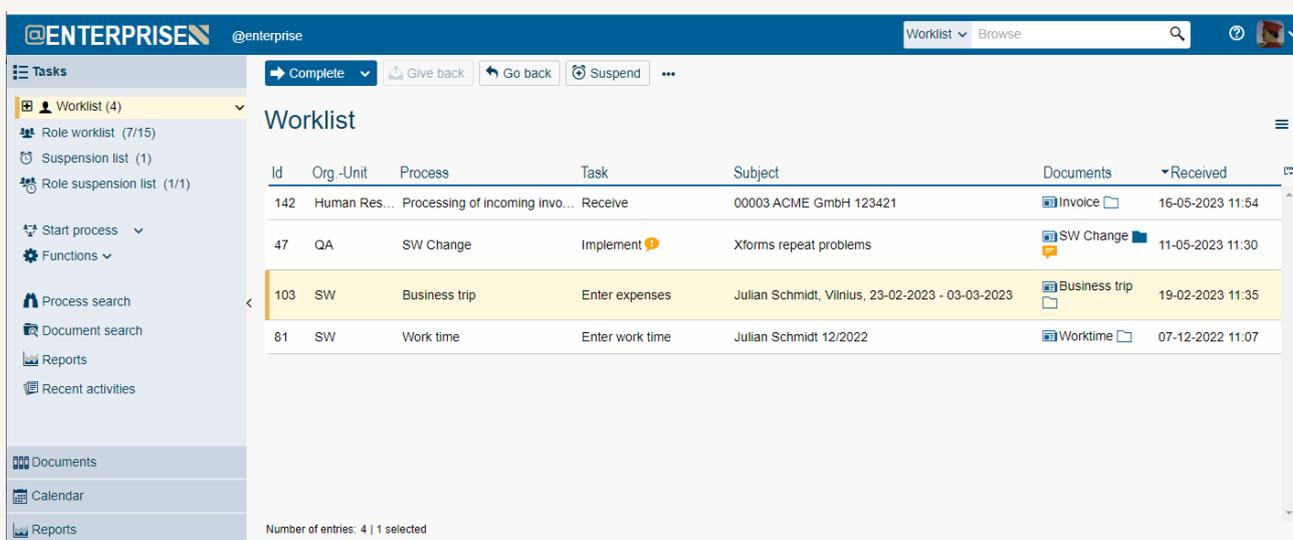
Form editor

Process Execution

Web-Client

A main strength of @enterprise is the powerful and flexible Web-client. Lots of functions and views are available. Work items can be grouped, suspended, moved to user-defined folders with drag-and drop. The client is highly configurable, an administrator can define, which views and functions are available for the users (depending on their rights). Specifically tailored interface variants can be provided for certain groups of users (according to their needs).

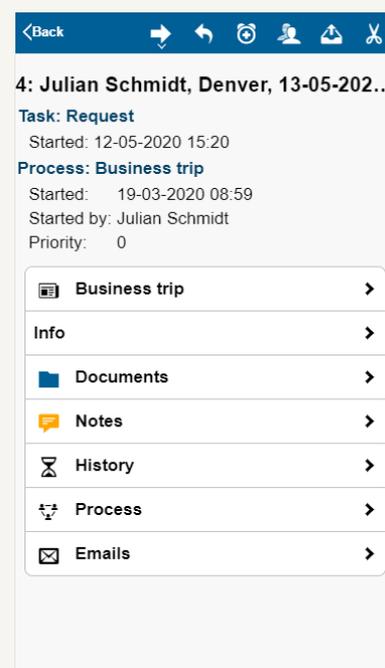
Every action in the BPMS, either done by a user (filling in a form, reassigning the work item) or a system (automatics step, web service call) is recorded. This information is available for authorized users at any time, form changes can be tracked down to single field changes.



Worklist in web client

Mobile Client

Additionally, a mobile client is available. Its interface is adapted for the screen size and interaction modes of smartphones. The integration with other functions of the device are available: phone calls, messaging, location based services



Process details in mobile client

Document Management

A powerful document management system is part of @enterprise. Documents can be attached to process instances or organized in a process-independent folder structure. The highly flexible permission system allows to restrict access to users, or groups of users.

Documents can be viewed directly in the browser. For office documents the protocols WOPI and WebDAV allow direct editing. Drag-and-drop can be used to add documents to the system.

Additional functions are:

- Electronic signature
- Versioning
- Attachment of notes
- Starting ad-hoc workflows with documents
- Flexible definition of document types with type-specific structured meta-data
- Customized presentation of folders, for example show document meta-data in the table
- Thumbnails of images, PDFs and Office documents.

The screenshot displays the @enterprise web interface. On the left is a navigation sidebar with a 'Documents' section containing folders like 'Julian Schmidt', 'Common', 'CRM', 'Personalprozesse', 'Prozessstruktur Muster', 'Releases', and 'SRM'. The main area shows a document list with columns for Name, Type, Last changed at, and Size. Two documents are listed: 'Z_2023_017_LH_VATmobile' (1261 KB) and 'rel110' (314 KB). The 'rel110' document is selected, and its details are shown in a form below the list. The form has tabs for 'General', 'Access', 'Notes', and 'Versions'. The 'General' tab is active, showing fields for Name (rel110), Extension (pdf), and Keywords (Add keyword). Below these fields, the document's metadata is displayed: Type: Standard document, Size: 314 KB (321096 Byte), Created at: 16-05-2023 12:02, Last changed at: 16-05-2023 12:02, Created by: Julian Schmidt, and Last changed by: Julian Schmidt. A 'Save' button is at the bottom of the form. The status bar at the bottom indicates 'Number of entries: 2 | 1 selected'.

Document management

Reporting and Analysis

Business overview with reporting

A main aspect of business process management is the continuous control and analysis of the activities in the system - to discover bottlenecks and delays and keep track on the big picture.

The reporting tool integrated in @enterprise allows the easy definition of complex queries and statistics using the various entities of master data and run-time data.

The report definitions can be stored. Execution rights for those reports can be flexibly granted to users or groups.

Flexible Presentation

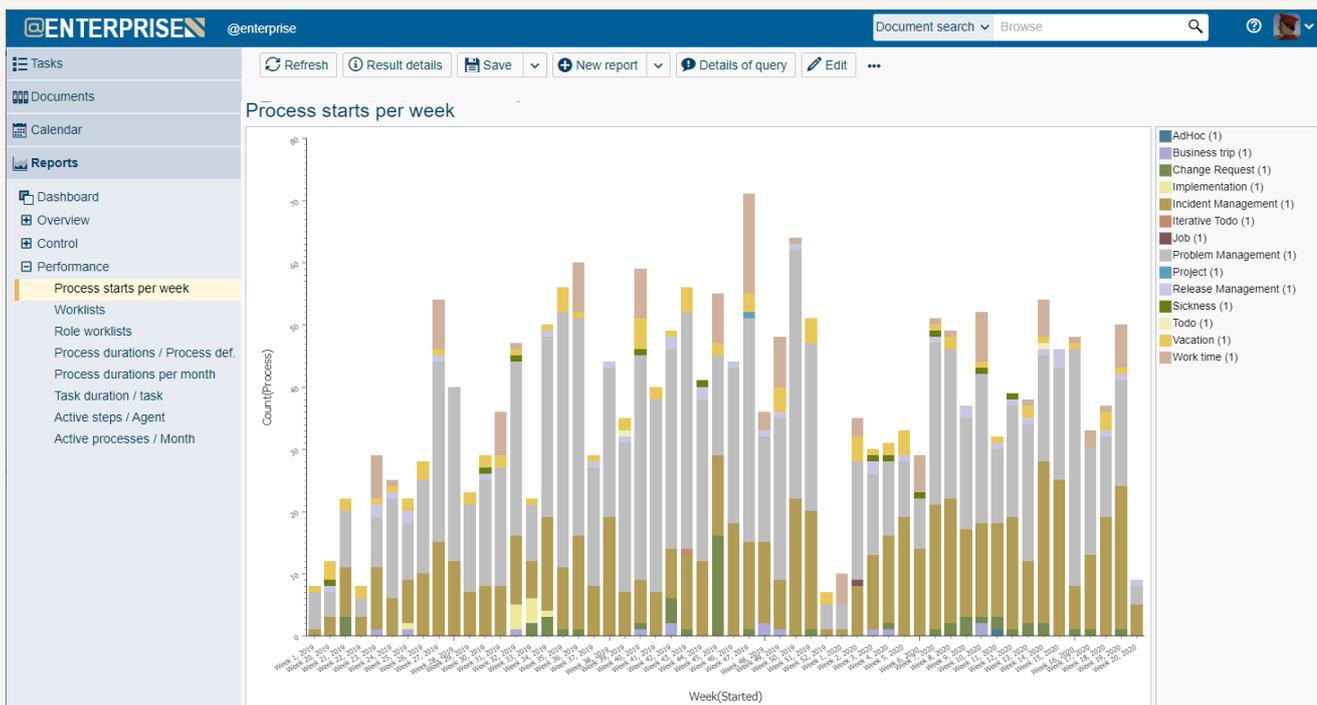
Reports can have parameters, either taken from the context (current time, user) or explicitly entered when executing a report. Using drill-down functionality, reports can be connected and navigated.

Formats for reporting results:

- Table
- Business graphics
- PDF
- Excel, CSV for processing in other systems

Process-Cockpit

The process cockpit provides an overview about the processes in the organization. It shows the process definitions as well as condensed information from the run-time data (KPIs). It gives the management the necessary information for controlling and helps to react in critical situations.



Graphical report

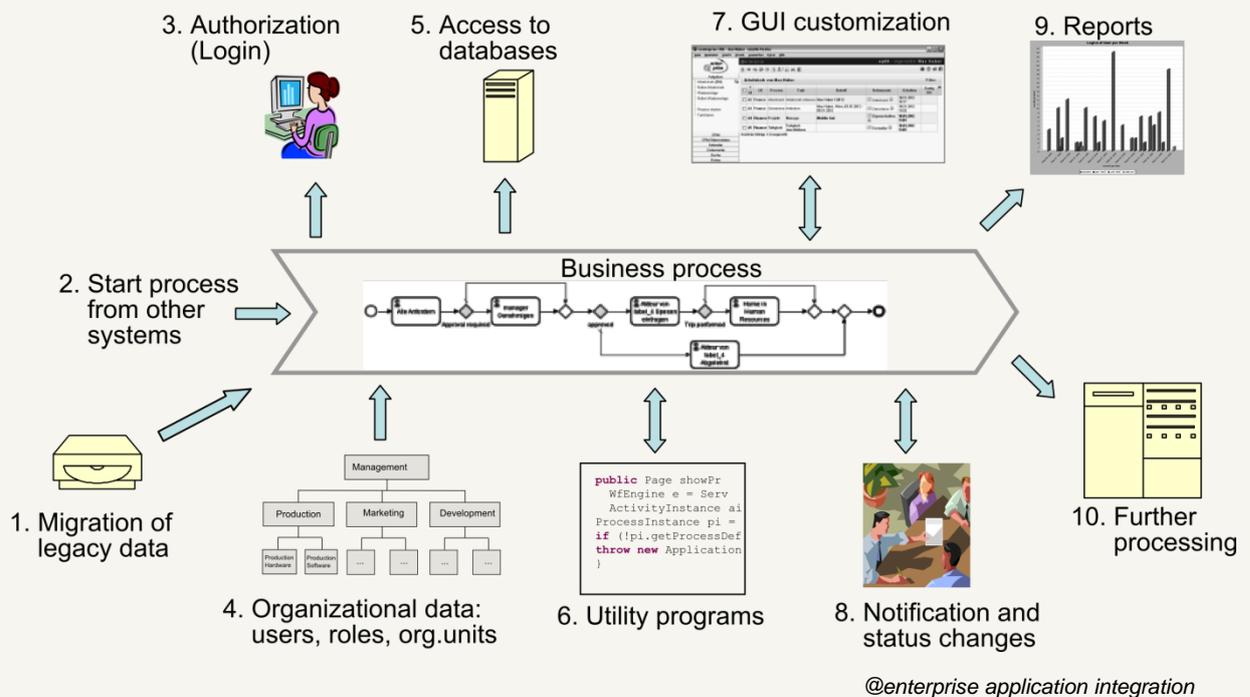
Application Integration and Architecture

Integration of applications

A business process management system must be integrated into the IT landscape of the organization. In fact, the proper integration of applications and services is one of the most important issues when deploying a BPMS.

@enterprise has a rich set of interfaces, adaptors, and APIs enabling smooth application integration:

- Adding actions to the process flow: Preprocessing, postcondition, system steps, event handlers for form actions, etc.
- single-sign-on
- Web-Services (active and passive)
- REST interface
- XML Import/Export for master and instance data
- E-mail interface for notifications and to start processes
- LDAP/Active Directory Interface for synchronizing master data
- Extensive and mature API for all kind of actions in the system



Platform independent

@enterprise is completely implemented in Java and runs either standalone or as Web application in a JEE application server.

On the client, just a Web browser is needed, for the end users as well as for the administrators or for the process designers. Therefore platform independence is ensured on client and server.

As data stores, all important database products are supported: Oracle, SQL*Server, DB2, Postgres. Developers can use zero admin databases (Derby, H2).

Download and try

The installation is done in a few minutes. Convince yourself and download the demo system from our homepage.

Industrial sectors and application areas

@enterprise is used in a wide area of industrial sectors and applications:

Industrial Sector

- Public Transport
- Air traffic control
- Military
- Public Administration
- Telecom
- Banking
- Insurance
- Universities
- Software-Development
- Publishing
- Retail

Application Areas

- ITIL
- Human Resources
- Electronic Files
- Procurement
- Damage management
- Change Management
- Case Management
- Production process
- Document approval
- Project management
- CRM
- Six Sigma
- B2B Provisioning

About Groiss Informatics GmbH

Our company was founded in 1998 with the vision to deliver state of the art business process support to the market. For more than two decades, the development and continuous improvement of our platform @enterprise has been our key mission. Another central aspect is the realization of workflow projects for customers to improve the quality and efficiency of their processes.

We develop these solutions in cooperation with our commercial partners, who contribute domain specific know how and expertise.

For further information please do contact us!

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