

# Business Process Management

## A short sneak:

- + Optimizes core business processes across the Enterprise
- + Links people and systems to the right document and content at the right time

Gartner Group estimates that knowledge workers spend up to 40% of their time managing content related tasks like retrieval. Of that content, the majority is unstructured. A recent Business Solutions Magazine report estimates that still 80% of the information workers are dealing with is unstructured, like correspondence.

Today's Enterprise relies upon an increasingly wide variety of information to support its business processes and much of this content is trapped on paper.

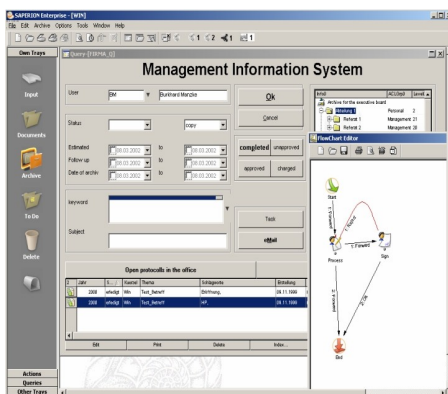
The abundance of information available in the Enterprise exposes gaps in productivity because of inefficiencies rife in many process-orientated organisations.

Yet moving paper around an organisation is time consuming, inefficient and a drain on already stretched resources. Furthermore, the increasing volume and regulatory requirements to keep and distribute information threatens to overwhelm organisations.

Since content is an asset, the solution for many companies is to implement Enterprise Content Management to help them take control, by streamlining their organisation and automating their document intensive business processes.

Improved business processes means the right information is delivered to the right person at the right time and instantly available on a fingertip. Customers get faster responses and delays in finding the right information are eliminated. The business regulatory requirements can be matched and the risks associated with the loss, damage or destruction of documents are minimised.

The SAPERION Enterprise Content Management (ECM) Infrastructure



helps businesses to take control of content through the capture, approval, indexing, publishing, storage and search of multiple content formats, including Microsoft Office documents, HTML/XML, Audio/Video

files, Correspondence, Email, Images, Reports, COLD and PDF files.

## The SAPERION Framework

The SAPERION framework ensures core business processes are aligned with enterprise objectives by seamlessly linking people, content, systems and processes.

SAPERION's Business Process Management (BPM) solution delivers maximum utility and ROI by enabling or-

ganisations to protect investments in legacy systems through integration, increase productivity with its intelligent Enterprise Content and workflow infrastructure and connect the right people and systems to the right content at the right time.

SAPERION's enterprise-class framework features the following components:

### + Capture

Document and content capture systems allow businesses to work faster and improve the quality of the captured content at lower cost.

### + Storage

Using a unique storage algorithm and logical format the system can store objects of any type on any storage device 100% secure. Documents are protected against non-authorized access or changes as the system does not make use of the file system. Thus, access is only provided through a single interface: the SAPERION client.

### + Retrieval

Powerful retrieval based on SQL databases, full-text search or the combination of both as well, allows instant access of any document and the content controlled by "need to know" security down to the individual data base-field level.

### + Administration

Defining database fields, user privileges, security, system control and configuration are done with a mouse click. A complete system audit allows

immediate user/administrator intervention in case of a system fault or handling failure in order to keep the system online.

### + Communication

The communication capabilities are unmatched in the industry. SAPERION servers are acting like application servers, not like network servers. Since SAPERION does not "know" a network, use of shared devices is obsolete.

The System administrator does not need to know what access rights a user may have to a certain network domain or what platform the SAPERION server runs on. Communication is established through Remote Procedure Calls (RPC's) regard-less of the network or the operating system in place. Powerful replication services, offering a true 7x24h fail save environment provides much more power and flexibility than a standard network server can offer. Network administration therefore is still manageable at reasonable cost.

### + Workflow

The SAPERION Workflow module drives business processes. Organisations can create, manage and monitor all of their workflow as well as integrate their line of business applications in a single environment. By combining a user-friendly drag-and-drop workflow design tool with a robust COM API, SAPERION Workflow is a powerful tool that both business users and IT professionals can use to automate processes and track work as it moves through the organisation, ensuring that the right work gets to the right person at the right time.

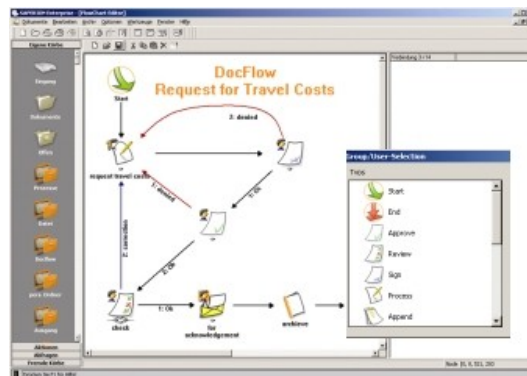
SAPERION's Workflow facilitates powerful and flexible process automation. To ease and improve process management, built-in process logic enables assignments, scheduling, routing and tracking each step of a job - regardless of the complexity. Advanced

management functions keep processes moving by alerting workers of impending due dates and times, automatically running specified escalation methods when a task exceeds its limit, or sending notifications of missed deadlines via e-mail.

SAPERION's Workflow audit trail tracks every action that occurs within the workflow system, including viewing, adding and changing associated documents and metadata.

Workflow was designed for high-end transaction volumes. SAPERION's distributed architecture and replication capabilities provide for both high-end transaction volumes and true 24x7h fail save redundancy. If one server fails, the next one in line will take over and processes the user's request.

SAPERION can be scaled from a de-



partmental solution to an enterprise-level Business Process Management solution that support thousands of concurrent users across multiple sites. Companies and organizations from a variety of industries, including manufacturing, finance, government, healthcare, pharmaceutical, telecommunications, public utilities, banking and others, have gained exceptional benefits by implementing a SAPERION Workflow

### Your advantage

- + Average ROI is 6 to 12 months only
- + Faster, more accurate decision-making cycles
- + Reduced cost per transaction
- + Faster-time-to-market
- + Lowering integration cost
- + Protection of legacy IT investments through EAI and Web Services
- + Increased productivity
- + Better customer service

solution. Business applications such as Accounts Payable, Clinical Trials, new Product Development, Supply Chain Management, Customer Service, Procurement, Payroll / Human Resources, among others, are ideally suited for process improvements and cost savings that SAPERION Workflow delivers.

### + EAI

Enterprise Application Integration is an essential component of the SAPERION framework. Interfacing with groupware systems like Notes or Exchange, ERP systems such as SAP, Navision or BaaN, allows the organisation to retrieve and update applications if work moves through a process, automatically or with user intervention. No cross training for the user is required, thus reducing the overall TCO. A powerful COM-based API offers ease of integration with all business applications.

### + RM

Records Management is another component of the SAPERION approach to BPM, enabling the storage, archival and retrieval of reports and documents like invoices, bank statements etc..

### More Informations

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