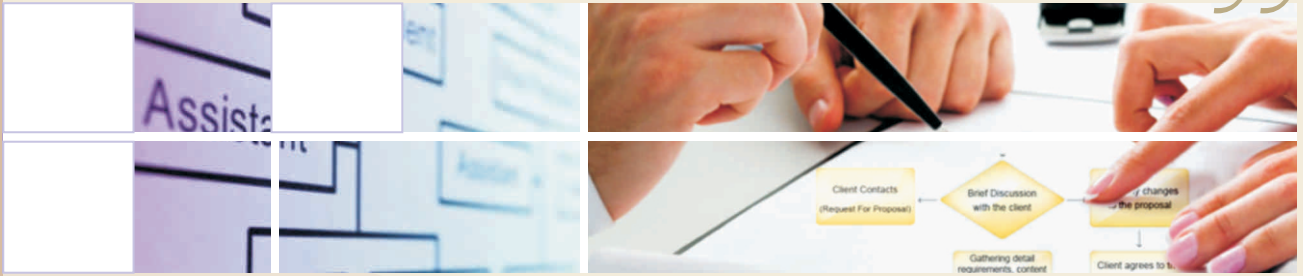# WORKFLOW MANAGEMENT SOLUTION

FineFlow is an extremely capable BPM Solution (Business Process Management) from the FineDocs ECM Product Suite and Solutions.

FineFlow enables Organizations to completely map and automate their Work-Processes. It helps in Intelligent Coordination of People, Tasks and Information. It makes Work-Process more Efficient, Effective, and Adaptable to Change.

FineFlow lets organizations handle frequent changes in the process with advanced, robust and a very agile solution. It lets stakeholders accommodate changes to existing business process without pain, within code-free environment and with the capabilities of advanced process-manager which allows changes on the fly.

ACYUTAH

Fine Flow™
Workflow Management Solution

FineFlow BPM

FineFlow is a comprehensive BPM Solution (Business Process Management) that helps Organizations and its Resources come together, analyze, collaborate and solve complex business situations.
FineFlow is Lan efficient BPM Engine with all the advanced features and functionalities of a true BPM Solution which spans Process Designer, Form-Builder, Reporting-BAM & Analytics, Queue, Calendar and ECM Integration along with the Process Manager.

It allows code-free, wizard driven design of your Process and WorkFlow. Process Model designed once is easily re-used and a new design can be quickly achieved by reusing components and best practices from the previous design.

Seamless integration between FineFlow BPM and FineDocs ECM adds to its agility. FineDocs ECM extends its content repository to FineFlow BPM and a document is always available for use within FineFlow BPM environment throughout a workflow process.
Excellent Reporting and BAM Capabilities allows managers to monitor and have real-time view of business metrics to Improve on them according to the ever changing business needs.

" Use the Process Simulator and run the Test Scenario before the actual implementation"

Manage With FineFlow

FineFlow Web Work Desk
FineFlow provides features that are rich in functionality for workflow designing, tracking and management.
FineFlow provides a virtual desk to the end users to access their work item list (Inbox). It provides comprehensive view of data as well as documents associated with a work item.

"It enables real-time view of business metrics"

Form Builder
The Form Builder feature is used for generating customized web forms by the FineFlow process administrator. The Form Builder eliminates the requirement of a pre-defined web form providing a great degree of flexibility as the administrator can design the form at run time according to the workflow requirement.

Calender
The Calendar consolidates the functions of Organization Calendar and Resource Calendar. It has a property, which, if set will display the control in the Resource Calendar mode. The Calendar control adds a great deal of flexibility and significantly improves usability.

Process Modeler/Designer
FineFlow Process Modeler is a complete web based canvas which is used to convert concept into powerful solutions, design workflows graphically and configure the workflow properties without writing a single line of code.

It makes it easy for developers and business analysts to collaborate on design of business processes with comprehensive set of standard activities which can be easily dragged and dropped on a design mosaic and linked to design your processes.

- ▶ User-friendly drag and drop interface
- ▶ Helpful wizards to configure business activities and properties
- ▶ Reusable process modelers for sharing
- ▶ Process simulator to help in running the test scenarios

Reporting
The BAM Control has extensive reporting capability and true BAM functionality. It provides users with several out of the box reporting and activity monitoring views. It provides real time visibility into the process. In addition, it permits users to configure Data Points and KPIs (Key Performance Indicator) for comprehensive business activity monitoring.

"We have made the system intelligent and a lot of human interaction is supported with the System."

Enterprise Content Management Features
FineFlow is fully integrated with FineDocs ECM (Enterprise Content Management) providing all the functional features of a comprehensive ECM Solution in sync with advanced workflow operations. This integration provides a "Software solutions that manages and integrates business processes and enterprise content."

"It is complex to design a non-complex system. What we mean is that most of hard work is already done and what you get is an intelligent and efficient solution"

Process Manager
Get the ability to manage processes as stakeholders. Identify bottlenecks and delays and use the Process-Designer-Execution-View to Stop, Put-on-Hold, Re-Assign and even Update the Workflow Activities on the Fly.

Queue

Queue Control helps assign tasks to groups of users which are formed on the basis of parameters like skill levels, roles etc.
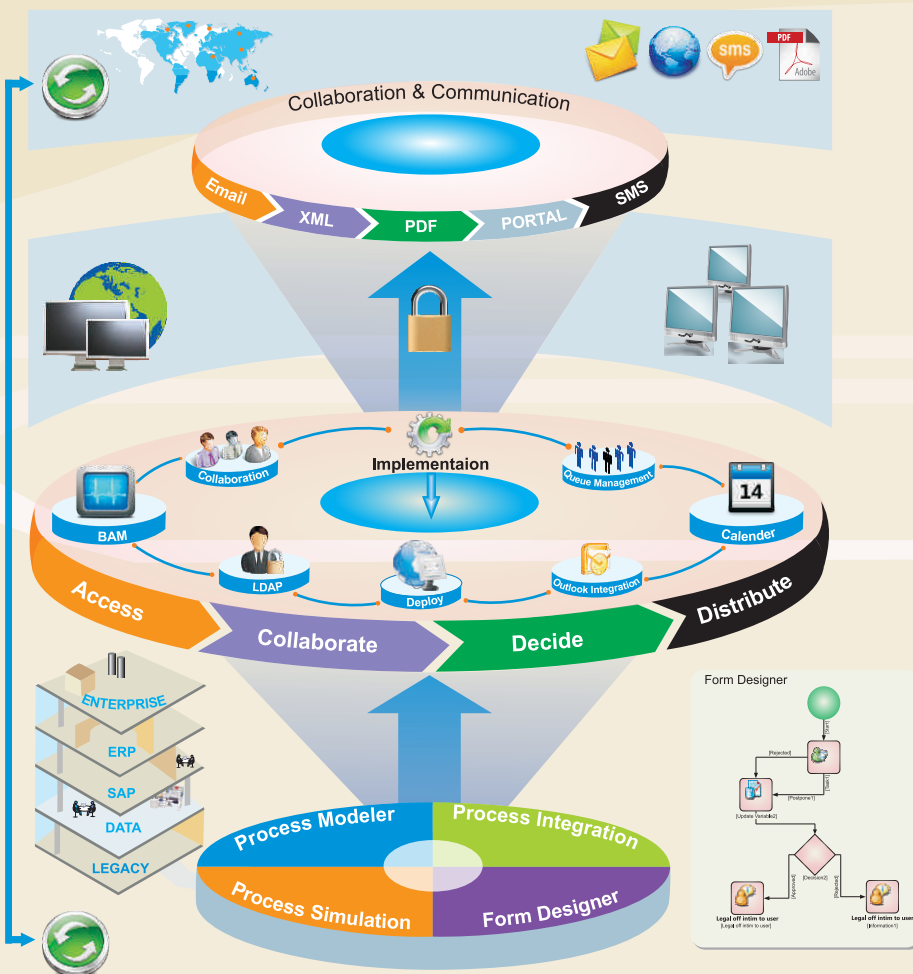
The **Acyutah** FineFlow Queue Control has the following features:

- ▶ Supports Push-Pull patterns
- ▶ User can be specified as Participants
- ▶ Access rights for User
- ▶ Queue level escalations
- ▶ Automated/ Manual Allocation of tasks to actors
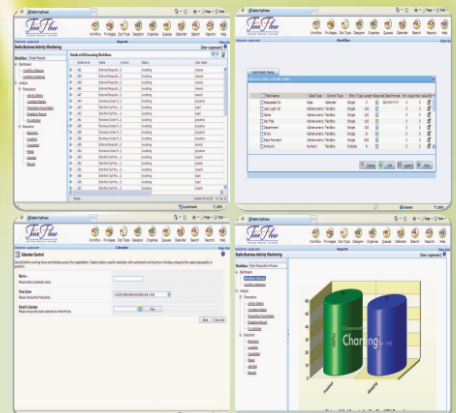
FineFlow Architecture

FineFlow is based on three tier application architecture. The architecture has highly cohesive and loosely coupled modules which are reusable. Hence the product can be extended easily according to the need.

- ▶ FineFlow Presentation Layer displays the user interface. This layer interacts directly with the client and is responsible for the look and feel of the application.

- ▶ Business Layer (Business Access Layer) hosts all the functionality of FineFlow application. This layer contains all components and communicates with all other layers.

- ▶ Database logic (Data Access Layer) is responsible to interact with database. All Data Access components interact with it and it is the responsibility of this layer to interact correctly with database. All saving, query and updating in database take place through it only.

"It is complex to design a non-complex system". What we mean is that most of the hard work is already done and what you get is an intelligent and efficient solution. We have made the system intelligent and a lot of human interaction is supported with the System. The system provides Process Simulator and lets you run the Test Scenario before you move to actual implementation and it also lets the business managers have a real-time view of business metrics.

FineFlow BPM differentiates from other BPM (Business Process Management) products by integrating seamlessly with the FineDocs ECM (Enterprise Content Management) Solution which extends its centralized repository to FineFlow BPM through a tight mutual interconnection between the two products. This provides FineFlow an unhindered access to content and documents for it use within workflow processes.

Location

Application Areas

Domain	Solution
Banking & Financial Services	Check Processing, Loan Processing, LC Processing, Bill Discounting, New Applications, and Customer Query Management among others.
Insurance	Claims Processing, Policy Issuance, Customer Acquisition & Query Resolution etc
Tele-Communication	Activation and Account Processing, Query Resolution, Audit & Service Quality Management among others.
Manufacturing	Shared Service Centers, Project Management and more.
Financial Management	Accounting issues such as Reimbursements, Pre-billing and billing along with Strategic firm Analyses and Planning activities
Business Development	Marketing Programs, Conflict Checking and New Matter Intake, Client Services, Billable Work, Staff Collaboration and Reporting Tasks such as E-billing
Human Resources	Recruitment, Employee Orientation and Account creation, Staff Reviews and Transitions.
Advertising Agency	Quoting, Accepting customer orders, Customer work reviews (jobs in progress), and Archived Work.
Government Sector	Excise and Customs, Passport, Education Boards, Election Commission and more of such departments where citizen and government have interactions and government has to follow a workflow process.

Benefits

FineFlow has robustness, features and agility that can handle the Process Automation of small and large size organizations.

Why Go Fine Way!

▶ Powerful and easy to use graphical canvas called Process Designer that makes it easy for developers and business analysts to collaborate on design of business processes.

▶ Fully web-browser based interface for users to manage and complete their tasks. These actions may include manual intervention to resolve exceptions, review of business data to make decisions, and download/upload of documents.

▶ Compelling reporting and dashboard capability enabling real-time view of business metrics in a self-updating dashboard as well as user designed reports.

▶ Human Task supports human interaction with process flows to view data, review documents, manage exceptions and make decisions.

▶ FineFlow is fully compatible with FineDocs DMS and can use its document repository. Business users can view, approve, process and forward the documents using their web browser while the physical location of the document remains static.

Brief Glimpse to Benefits

▶ Highly Intuitive and User friendly drag and drop based Web-Interface
▶ Process Model Reuse
▶ Task Allocation using the Automatic, Manual or Combination methods
▶ Notification Channels through PDA/Text SMS, Outlook, WebForms, Rich Forms, Messengers, and Telephony
▶ Manage Exceptions and Well Supported Human Interaction
▶ View, Review and Make Decisions
▶ Detect bottlenecks before or after actual implementation and Tweak it on the Fly
▶ Embeddable Web Parts ; Process Designer, Work-Items, BAM
▶ Reporting and Calendar
▶ Fast Initiatives, Roll Outs and Results
▶ Manage Changes Better than Before

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Business Enquiry

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