Enabling Business Process Management
**Business Process Modeler**
The web based Process Modeler is a user-friendly drag & drop modeling tool that lets different users (Business Owner, Business Analyst, Process Architect, IT User) to work collaboratively on designing the Business Process. Different process view modes like Project view and Treeview mode enable administrative users view a process with milestones for collaborative process design management. Designers can leave a comment with their designing which can be visible to other process designers or can chat with other designers while creating the process model. The Modeler provides different types of steps (Human, System Decisions etc.) to compose a business process. It complies with BPMN, BPEL, XPDL, WfXML standards.

**OmniFlow Engine**
The OmniFlow Engine is the heart of the solution. It controls workflow processes and maintains the integrity of process definitions. It provides standard workflow operations such as initiation of work, processing rules, sequential, parallel and ad-hoc routing of work, etc. The Workflow Server carries out certain periodic housekeeping functions to maintain the integrity of the workflow processes, check for expiry of documents and determine if any process is stalled. The Workflow Server is designed to cater to high-volume transaction processing environments, by providing Load Balancing to prevent bottlenecks. The OmniFlow Engine can be deployed on any standard Application Server like BEA WebLogic™, IBM WebSphere™, JBoss, and Oracle 10g.

**Process Manager**
OmniFlow provides a user-friendly interface for Process Managers to administer and monitor their business processes. It provides various tools for controlling and refining business processes. It is further empowered by reports to find out performance of process as well as users.

**Business Activity Monitoring Dashboard**
Business Activity Monitoring dashboard provides complete information about the execution status and progress of the process in various levels of detail, including statistical tables and graphical charts. The administrator can then take actions accordingly to modify certain attributes of the process to improve performance. Thus it provides a way to monitor and evaluate key performance indicators, the prerequisites needed to implement continuous improvement in business processes.

**Form Builder**
Form Builder Electronic Forms provides the interface to quickly deploy user friendly forms for entering data into the system. The electronic form retains the exact look and feel of the paper form and contracts. Form Builder provides a methodology for enabling dual data entry, associating zones and auto scrolling of forms for faster data entry and validating fields through scripts. Different type of controls enable rollout of form very easily and quickly.
OmniFlow has been successfully used for automating processes in deploying "untested" processes.

Dashboards give visibility into process performance and make decision making faster and effective.

Business scenarios to develop the most performing "what-if" analysis around specific processes and outsource the non-critical parts to SSC's or BPOs while maintaining entire control over it.

Enterprise Applications of OmniFlow

### Process Automation

Business Process in an organization can be automated using OmniFlow. The OmniFlow Rules and Roles based engine maps exactly onto the process, its participants, business rules and exceptions. This along with a strong Monitoring & Control mechanism enables quick turn around time, transparency and higher productivity. The challenges faced by organization’s yet to begin their BPM journey are that, people have silo view of the process, work is error prone due to lot of manual handoffs, exceptions take lot of time to get resolved and decision making is affected due to lack of real time data. The first step is to automate the core business processes. Automation brings in process visibility across stake holders and makes the process explicit. Real time dashboards give visibility into process performance and make decision making faster and effective.

OmniFlow has been successfully used for automating processes in:

<table>
<thead>
<tr>
<th>Industry</th>
<th>Solutions</th>
</tr>
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<tbody>
<tr>
<td>Banking and Financial Services</td>
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</tr>
<tr>
<td>Retail Banking</td>
<td>Account Opening, Account Maintenance, Customer Query Resolution</td>
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<tr>
<td>Wholesale Banking</td>
<td>Inward Outward Clearing, Signature Management System, Cheque Clearing, PDC, Remittance, Trade Finance, Corporate Credit, Accounts Payable, LC Issuance &amp; Amendment, Commercial Loans</td>
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<tr>
<td>Customer Finance</td>
<td>Loan Origination, Loan Servicing</td>
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<tr>
<td>Insurance</td>
<td>Claims, New Business, Policy Servicing, Customer Query Resolution and Electronic Statements</td>
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<tr>
<td>Health Care</td>
<td>Member Enrollment, Complaints and Grievance Handling, Contract Management Provider Credenatalis</td>
</tr>
<tr>
<td>Government</td>
<td>e-Gov Office, Office Automation, Complaints and Grievance Management, Citizen Centric Processes</td>
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</table>

### Optimization

Once successfully automated the next logical stage is process optimization. The process and its performance is now visible to all stakeholders and with their collaborative effort. Bottlenecks can be identified and resolved. User workload can be monitored and planned for better utilization. For e.g. we may find that a particular type of exception is happening too often and delaying the cycle time. Such exception cases can be routed to a specialist. Similarly we may find substantial differences in productivity of people. Causes could be identified and proper training provided to handle it.

This results in huge business benefits to the organization such as reduction in cycle times, productivity improvement, improved SLA adherence and meeting compliance norms.

### Continuous Process Improvement

The organization may then choose to use BPM as a platform for continuous process improvement encompassing an ever increasing set of organizational processes across various line of businesses. Here the ability to standardize processes across regions, roll out new processes quickly and change existing processes frequently in tune with market requirements is crucial. This is done in a collaborative manner by Business and IT. To drive a continuous process improvement program its is important to setup a COE with executive support.

### Business Transformation

Once the processes are standardized and the organizations has identified its future goals and vision, they can look at transformational changes by deciding to focus more on key business processes and outsource the non critical parts to SSC’s or BPOs while maintaining entire control over it.

### Process Simulator

OmniFlow Process Simulator enables businesses to simulate processes prior to their deployment using historical data or performing “what-if” analysis around specific business scenarios to develop the most effective business processes. By determining the effectiveness of those processes upfront, organizations ensure deployment of the best and most optimal process to deliver maximum value and mitigate risks associated with deploying "untested" processes.

### BRMS

Newgen’s OmniRules, is a completely scalable web based Business Rules Management System that helps organizations achieve new levels of agility and integrity in managing their business operations. It allows business users to easily define, control, change and deploy business policies. OmniRules empowers the business user to take charge of the business completely without any dependency on technical assistance.

**Features & Functionalities:**
- Define Business Rules in a simple language For e.g. English
- Maintain multiple versions of business rule sets
- On the fly change management in Business rules
- On the fly change management in Business rules
- Expose the deployed rule-sets as Web-Services without any coding
- Define Applicability, Priority and Expiry of the rules.
- Secured Web based interface.
- Standard JSR 94 API toolkit for easy integrations

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Business Process Management for Enterprise Agility

A 'Business Process' is a complete and coordinated thread of all serial and parallel activities needed to deliver a specific business result. Business Process Management seamlessly integrates these series of activities based on Business Rules. It also links activities to people or technologies performing predefined roles. A 'Managed' Business Process allows the corporation to adapt and respond to changing markets and environment demands quickly. Additionally process management solutions integrate metrics at all levels, allowing end users to monitor processes and build management consoles that enable process improvement.

OmniFlow - Benefits

Newgen's BPM suite promises business results in one business quarter with assurance of:

Customer Delight
- Customer On-boarding - Reduced Cycle time
- Customer Service Delivery - 100% visibility

Agility & Market Responsiveness
- Faster Change Management - Reduce from weeks to days
- Time for new process rollout - Reduce from months to weeks

Compliance & Quality
- SLA Adherence - Increase to 99%
- Auditability & Adherence to Regulation - Increase to 100%

Scaling Capacity
- Increased Productivity
- Doing Right First Time
- Reduced Process TAT (Cycle Time)
- Standardization of processes

Manage Cost
- FTE Reduction
- Reduced Document Handling Cost
- Leveraging past IT investments

OmniFlow is designed to ease the creation, deployment, modification and management of Business Processes with no programming effort and differentiates with other Business Process Management products in its ability to deploy rapidly to automate a complete process.

OmniFlow is a complete software solution to design, deploy, manage, optimize and improve business processes. It involves minimal programming effort, and is easily deployable thereby enabling enterprises to streamline their business processes for greater efficiencies. It facilitates the complete digitization and automation of your business processes, encompassing the various phases of design, documentation, execution, monitoring, control and even extension of your business processes, thereby providing a platform for continuous improvement.
**Architecture**

OmniFlow Server is a multi-tier, platform independent solution built using robust server-side Java and J2EE technologies. It works on Windows, Linux, Solaris and Unix.

**Operating Systems:**
Windows, Linux, Unix, Solaris

**Multilingual Support**
OmniFlow is unicode based and can be localized to work with any national and regional language.

**Scalable Server**
The system can be deployed on multiple servers for fault tolerance and load balancing. These Servers are responsible for Transaction Management, Connection Pooling and Session Management.

**Seamless Integration Capability**
OmniFlow supports seamless integration with external business applications via XML-based APIs, Java Messaging Server (JMS) and Web-Services. It also supports Business Integration platforms like Biztalk, MQ Series. OmniFlow also facilitates integration with external systems through the wide range of integration capabilities supported through Forms and Automated Tool Agents, Terminal Emulator and Screen Scraper etc.

**Minimum System Requirements**

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<thead>
<tr>
<th>Server</th>
<th>Hardware</th>
<th>Client</th>
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<tbody>
<tr>
<td></td>
<td>Server Grade Machine, Dual Processor, 2 GB RAM, 80 GB HDD</td>
<td>Hardware</td>
</tr>
<tr>
<td></td>
<td>Database: Oracle 10g, MSSQL 2005/MSSQL 2008 Application Server / Web Server: JBOSS, Weblogic, Oracle 10G</td>
<td>Software</td>
</tr>
<tr>
<td></td>
<td>Other Software: MS Office 2000, IE 6.0/7.0, Firefox3.5</td>
<td>OS: Windows XP/Windows 7</td>
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