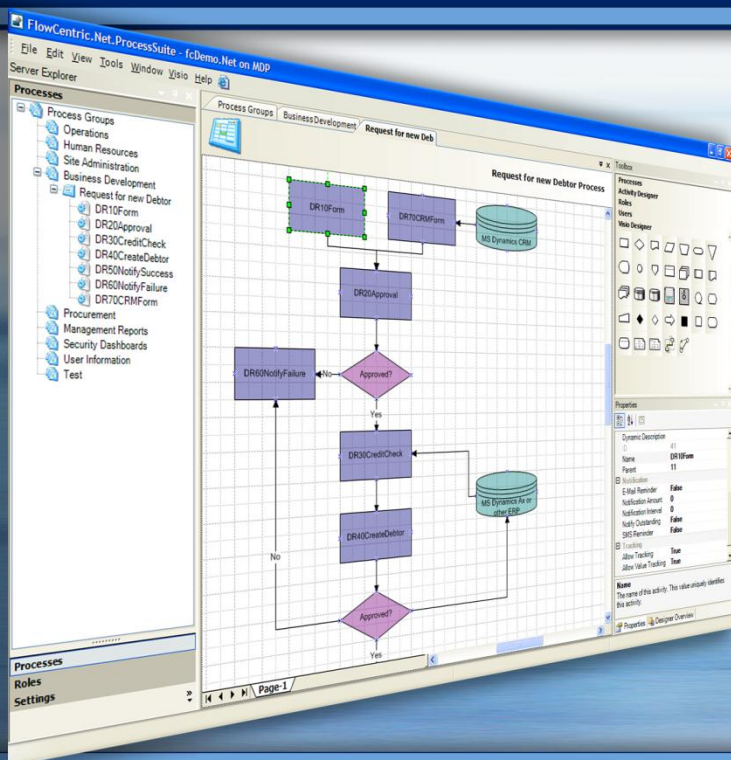


FlowCentric Process Suite

FlowCentric Processware is a Business Process Management Suite built on top of the Microsoft product stack. The latest offering of the FlowCentric suite includes a mixture of web applications, services, Windows applications and repositories; targeting the Microsoft.NET framework and leveraging Microsoft Office and SharePoint, SQL Server and IIS (Internet Information Services).





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The FlowCentric Process Suite

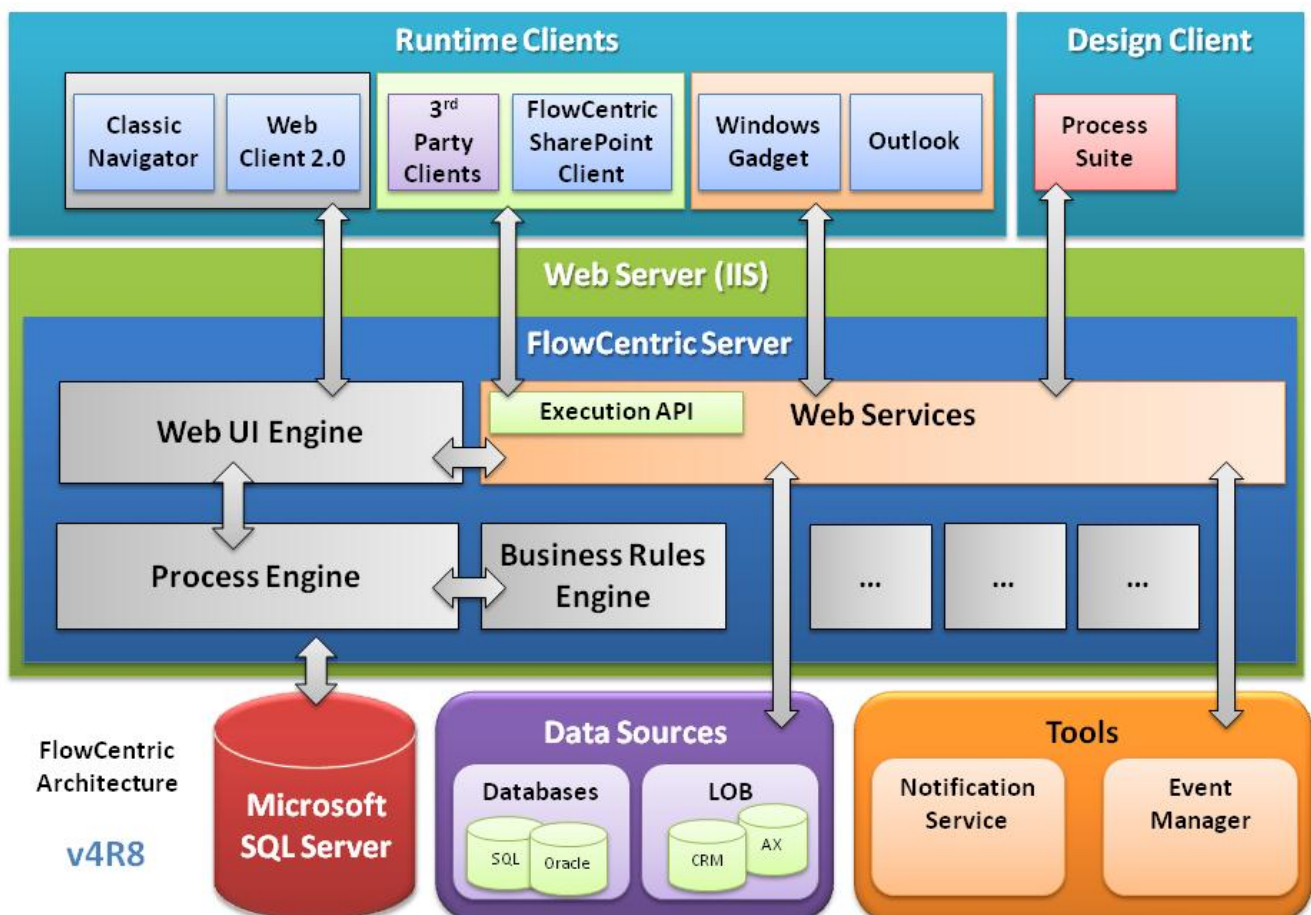
In 2000, FlowCentric came about as many great products have - someone saw a need and satisfied it.

The product was created with the intention of developing a software tool that would assist Business Analysts and non-programmers to define and deploy automated processes in typical user orientated organisations. ERP solutions were extremely inflexible a decade ago, requiring customised development to cater for the extended functionality most organisational processes required. The objective was to develop a product that a typical ERP consultant could use to define, integrate, and deploy process-based solutions on top of existing ERP implementations.

The FlowCentric Process Suite is the process-authoring environment for business users and it is based on the Microsoft Office 2007 look and feel. This ensures a familiar interface for quick adoption and fast results. Microsoft Visio is embedded in the Process Suite to simplify process modelling and deployment. Process Analysts and Solution Architects use the FlowCentric Process Suite to define, model and implement fully integrated process solutions. It extends the process information to user defined Business Activity Monitoring solutions and dashboards

- Business Rules Editor to create standalone business rules.
- Process versioning.
- Support for Active Directory integration.
- Single authoring environment.
- No compiled code.
- Security model for multiple process authors
- Access secure process sites remotely for ease of maintenance.

FlowCentric extends the reach of business information to not only ERP, CRM and other business applications through extensive integration capabilities, but also provides a SOA (Services Oriented Architecture) platform to integrate through web services across conventional organisational boundaries





FlowCentric Processware - Technology

FlowCentric Processware is a Business Process Management Suite built on top of the Microsoft product stack. The latest offering of the FlowCentric suite includes a mixture of web applications, services, Windows applications and repositories; targeting the Microsoft.NET framework and leveraging Microsoft Office and SharePoint, SQL Server and IIS (Internet Information Services).

The FlowCentric Process Suite, a .NET 3.5 (SP1)-based Windows Forms application, provides users with a Microsoft Office Visio-driven process designer that, through the aid of ASP.NET (ASMX)-based web services, realises an internet-enabled solution for configuring and administering workflow-enabled solutions. The resulting solutions are accessible to users via many (role-driven) client interfaces.

FlowCentric Process Suite Tools

The FlowCentric Process Suite also contains the following built-in tools:

- **Site Migrator** - Exports all selected process information from the database to file, which can then be migrated to other FlowCentric sites.
- **Version Manager** - Allows you to create and manage different versions of your processes.
- **Change Impact Analyser** - Assists with refactoring when you need to rename objects or activities.
- **Integrity Checker** - Checks the integrity of the user and role configuration in a site.
- **Language Editor** - Allows for the creation and configuration of different Client Interface languages.
- **Blocked Users Manager** - Allows the site's administrator/s to block and unblock users.
- **Users Importer** - Imports a list of users from a comma-separated text file (.csv) that can be generated from an Excel spreadsheet. It can also import users from an Active Directory.

Additional Tools

- **FlowCentric Client Installer** - Creates a new site on the server on which it was launched, prompting the server administrator for the site location, company name and licence, and whether to connect to an existing database or create a new blank database.
- **Site Content Utility** - Upgrades the database schema of older versions of the FlowCentric database to the schema of the latest version of the database that is compatible with the latest FlowCentric version. Also allows for backups of sites as well as their databases, and their respective restores as well.
- **FlowCentric Notification and Escalation Service** - Located within the Configuration Manager, it enables the process owner to configure, per activity, the time that a user has to complete the task. The user will be notified of new activities or tasks via e-mail or text message, and if he/she does not respond in time, the task will be escalated to another user.
- **FlowCentric Event Manager** – Configured/managed using the Configuration Manager, it enables the user to automate time-based events (in other words, events that occur on a regular daily, weekly, monthly or annual basis) as well as file-based events ie monitoring directories and responding accordingly/starting processes accordingly.

FlowCentric Processware Design Client

The FlowCentric Process Suite is the .NET 3.5 (SP1)-based Windows Forms (thick) application that enables users to design and implement FlowCentric workflow-enabled applications. All aspects of the eventual runtime solution is available for configuration, including

- **Multi-Language configuration** - allows for the modification of all the information pertaining to the text that eventually appears in the runtime clients - from static texts (e.g. menu items, welcome messages, log on screens, standard error messages, etc.) to entity texts (e.g. descriptions and display texts on all controls and



groups, activities, etc.) to the new dynamic texts introduced in v4R8 presenting language-related information to the scripting environment.

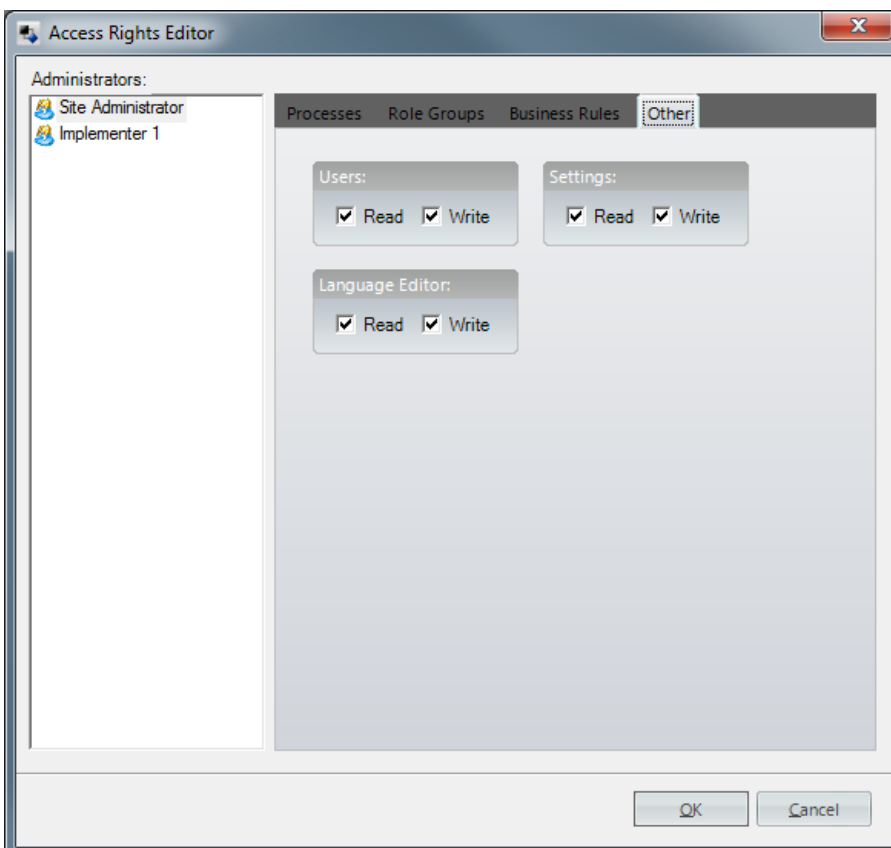
- **Process configuration** - using (the embedded) Microsoft Visio to design processes, and the rest of the Process Suite to configure the user interfaces (including associated logic), business rules, business logic and integration (via interpreted script), and process flow logic. Versioning support alleviates the difficulties associated with rolling out newer versions of processes, optimised or extended based on business need.
- **Participant configuration** - Mapping the organisation in terms of its users, and more specifically in terms of the roles that these users play in the processes that define these organisations, and grouped for coarser grain access to specific process elements.

FlowCentric Processware Database

The Processware product is designed to use Microsoft SQL Server 2005+ (2005, 2008, 2008 R2) as its database. The database contains the design-time FlowCentric workflow and participant definitions as well as runtime-oriented transactional data pertaining to live and archived workflow instances. An audit trail captures all of the configuration events that took place in the FlowCentric Process Suite as well as security-related events via the runtime clients.

FlowCentric Data Sources

There are multitudes of data sources FlowCentric can access. Some of these include Microsoft SQL Server, ODBC, Oracle, Line Of Business Applications. Information that can be accessed directly or indirectly via the Scripting environment in the Process Suite. FlowCentric Integration Adapters (iDapters) allow for out-of-the box integration with Microsoft Dynamics (Ax, GP, NAV, and CRM) as well as Syspro.



FlowCentric Security

The entire FlowCentric site can be configured and administered through the FlowCentric Process Suite. The Process Suite encompasses a security model to ensure that only relevant users can access the site in this manner.

All FlowCentric sites have a site administrator that can, by default, assign these access rights to process administrators.

The rights can be configured as Read Only, or Read and Write. It can be configured per administrator, per structure or entity that exists in the site. This includes processes, role groups and the roles they contain, business rules, users, site settings, and access to the Language Editor.

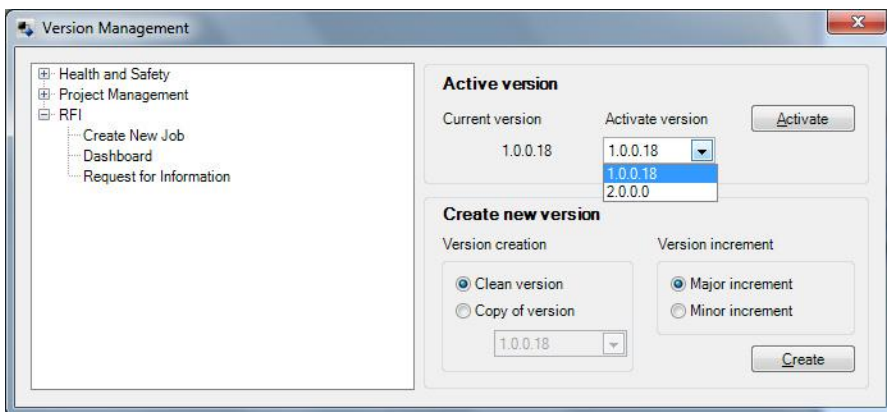
What makes this a very powerful feature of the product is that the site administrator can, for example, assign full access rights for the HR Manager to all the HR Processes, but not allow the HR Manager to make any changes to the Procurement Processes.

The Process Suite also keeps a full audit trail on any changes or additions made to anything in the site, which makes it possible to track issues when they arise.



FlowCentric Versioning

FlowCentric Processware supports versioning of existing automated business processes. This allows the process owner to modify and enhance a specific business process, and when ready, to activate the new version of the process. The audit trail of the business processes keeps a record of the version in which a process was started and completed. One of the many benefits of versioning is that, should there be an issue in the design or changes of a live business process, the process can be rolled back to any previous version in the site, ensuring no down time in the live environment.



The Version Manager allows the process owner to create versions, specifying whether the new version should be a major or minor increment, and provides the functionality to activate an existing version in the live environment.

FlowCentric Office Ribbon Bar

The Process Suite has been extended to include both the Original Menu Bar interface and the new Office Ribbon Bar. This familiar and versatile look helps new users navigate through the FlowCentric Process Suite with greater ease.

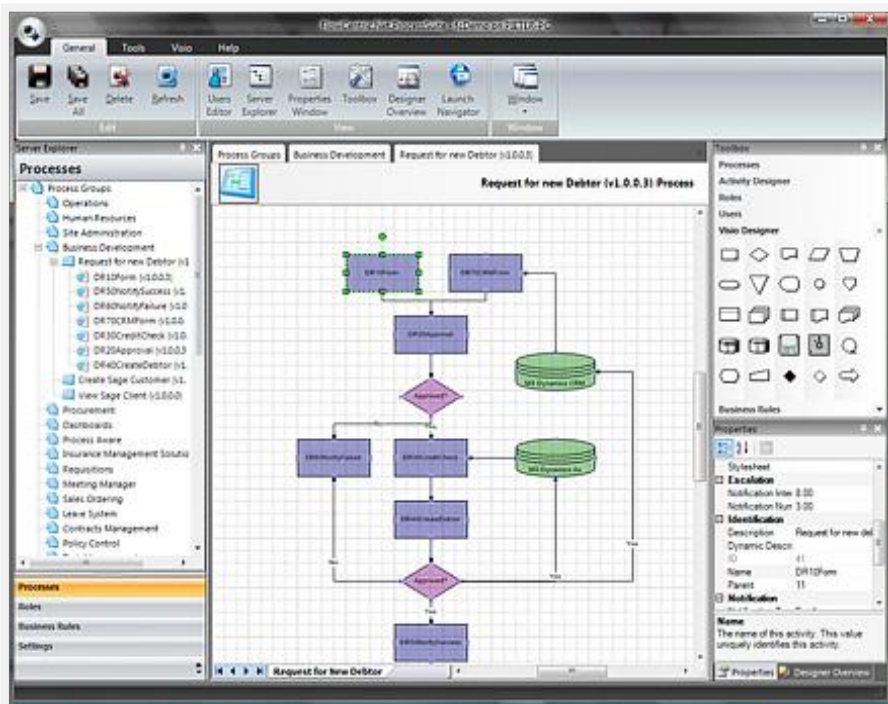


Microsoft Visio

FlowCentric skilfully leverages the power and popularity of Microsoft Visio, to provide our customers with a convenient, visually intuitive means of creating and maintaining their business process diagrams.

The Process Suite exposes a drag-and-drop Visio menu, designed to provide authors with a variety of on-demand stencil options. End-to-end processes can be designed and deployed from within the FlowCentric Process Suite.

Each process in the Process Designer is represented by a Visio diagram. Stencil shapes defined as Active Shapes will display their editable properties in the Process Suites property grid. Business users are able to use existing Microsoft Visio process diagrams by simply importing them into the FlowCentric Process Suite.



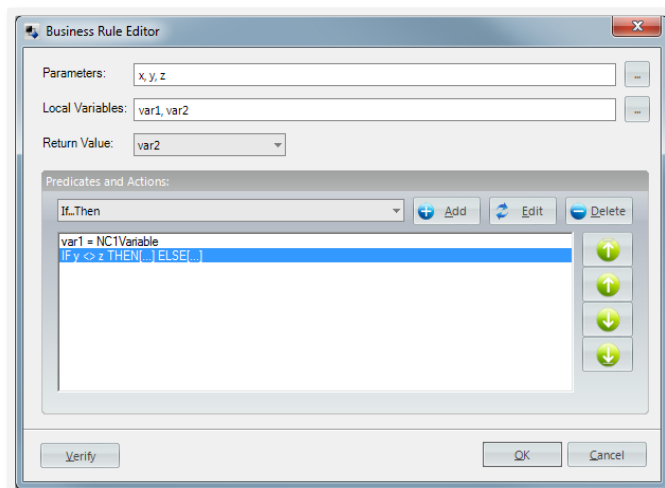
The Process Suite will automatically generate the associated process events in the FlowCentric process database. Within the Process Suite, users can edit Activity properties, add and remove Activities, and drill down to define or edit the underlying FlowCentric ActiForm.

FlowCentric Processware integrates with Microsoft Visio 2010 and previous versions.



FlowCentric Business Rules Repository

FlowCentric Processware ships with a basic Business Rules Engine (BRE). Users can create and maintain a set of Business Rules *outside* of any business processes and simply use them in the appropriate places within various processes. This makes updating the rules a breeze. You do not have to go to each instance of the business rule and update it, you can simply revise the business rule in one place, and the rule will automatically be updated in all the relevant processes. This saves vast amounts of time and goes a long way in ensuring accuracy.



The Business Rules Interface

The Business Rules Editor is a graphic tool that allows users to build and compile business rules within the required parameters. It should be noted, however, that the Process Studio is a role-based toolset that can be configured to display content in the context of an authenticated user. This allows you to expose a Business Rules Editor to one user and a fully-fledged process designer to another. The Process Studio is context and user sensitive, therefore will only load the modules the *currently authenticated user* has permission to view and modify.

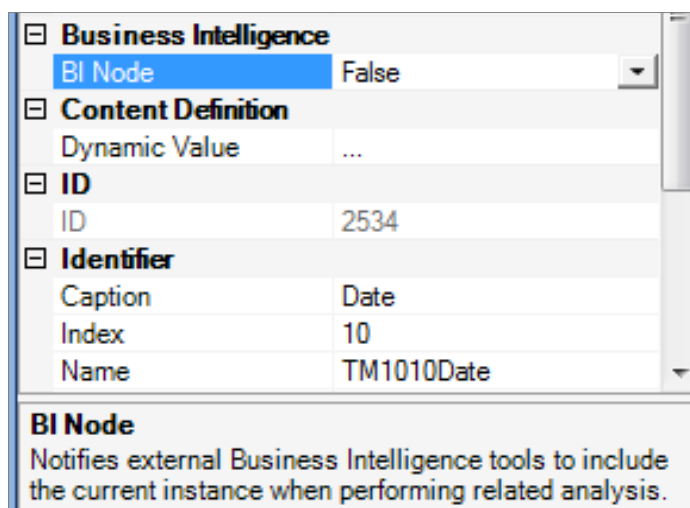
Reusable Business Rules

The advantage of having a Business Rules Engine within the Process Studio is the ability to create rules and effectively reuse them in various processes or even activities. This Rules Repository can be accessed via the FlowCentric Process Studio and maintained separately, outside the confines of the processes they form part of. This allows users to specify reusable Business Rules, without writing code, and negates the need to duplicate rules, should that rule be needed in more than one process.

KPI and PPI Modelling

Business mapping allows users to define Key Performance Indicators (KPIs) and Process Performance Indicators (PPIs) for the purpose of Business Intelligence (BI) [KPIs] and Business Activity Monitoring (BAM) [PPIs]. The modelling of both these Performance Indicators is done prior to building the actual processes. Decision makers decide, strategically, what these indicators will be and what values are important, in terms of BAM) (during the process) and BI (after the fact), before any development can begin.

This is an integral part of the FlowCentric Processware environment. Users may not be allowed to deploy a process if the required Performance Indicators, along with risk and business rules, are not implemented, as approved during the mapping phase of the implementation.



Notification and Escalation

FlowCentric Processware solutions provide both Notification and Escalation functionality. Notifications are designed to push information to people and pull them along predefined business processes. This assists in streamlining business, minimising risks, reducing costs and maximising productivity.

FlowCentric can be set up to Escalate tasks. This means if a task is not completed within a certain period it will be moved up the management chain. The escalation option reduces lag time, the risk of bottlenecks and ensures that



work is completed in a timely fashion. Management can track exactly how many escalations have happened and which staff members have been involved, making it simple to calculate what these unwanted scenarios have cost the business and where improvements are needed.

Microsoft Certifications

Compatible with Windows 7

Windows is all about making your life easier. To make it easy, Microsoft recommends “Compatible with Windows 7” applications because they have passed Microsoft-designed tests to help ensure they install readily every time and minimise the number of crashes, hangs, and restarts you experience. This all helps ensure a compatible and reliable experience with any edition of Windows 7 including 64 bit.



The FlowCentric Process Suite has been tested to meet all of the technical requirements to be Compatible with Windows® 7.

Hardware & Software Requirements

Hardware Requirements for the FlowCentric Process Suite (Administrator)

Component	Recommended Requirements
CPU and Processor	2 GHz or higher
Memory	1GB of RAM
Hard disk	512MB of available hard disk space for a complete installation including all prerequisite software.
Display	Monitor set to 1280 x 1024 pixels or greater resolution
Network Card	100/1000 Mbps
Other	A compatible pointing device

Software Requirements

- One of the following operating systems:
 - Windows 7
 - Windows Vista with Service Pack 2
 - Windows XP with Service Pack 3
- Microsoft .NET Framework Version 3.5 Service Pack 1

If you intend to utilise Visio as your default modeller the following software components are required in addition to the requirements listed above:

- One of the following versions:
 - Microsoft Visio 2010 x86 (32bit)
 - Microsoft Visio 2007
 - Microsoft Visio 2003