



Minimize Process Time,
Maximize Process Outcome



QPR

Quality. Processes. Results.

QPR WorkFlow:

Eliminate the Gap between Process Design and Process Automation

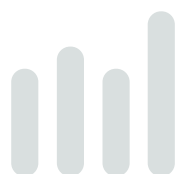


Proper management and execution of your operational business processes strongly influence your competitiveness: How your customers experience you, your ability to bring new products to market faster than your competitors, the costs of running your business and your ability to react quickly to changes in your business environment. Improving your business processes, making sure they are executed like you design them and providing a means that facilitates agile process development and execution therefore provide important drivers towards strengthening your competitive advantage.

Every day employees devote considerable time and effort to finding and entering data, transferring information, identifying bottlenecks, securing various authorizations, arranging information in accessible formats and creating local solutions to support these processes. The information sources they need to access during these manual tasks are numerous and varied: from documentation through various software systems, to email and intranet sites. The logic behind all information-related processes, however, is often dispersed throughout your organization. This makes it difficult for workers to identify the appropriate way to initiate and handle processes effectively.

Providing your employees with a tool that automates all these manual tasks will help them become more productive, and your organization more efficient. Until now, however, the ability to automate processes has been the stronghold of IT experts, using complex tools and high-level programming capabilities. This has made the transition toward automated processes cumbersome and time-consuming: the usual forced separation between process design and process automation, business and IT, developer and user, often means the difference between a valuable asset and a no-longer-relevant liability.

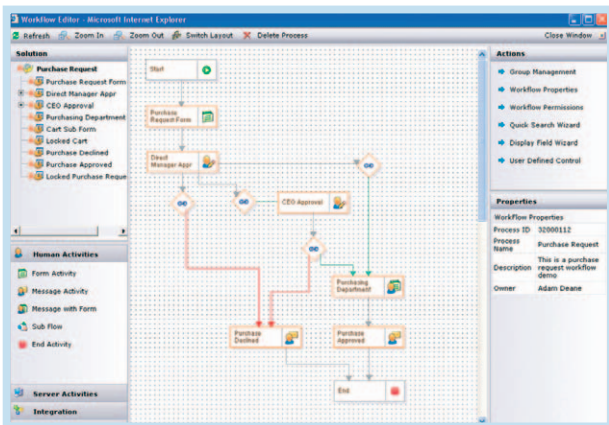
In order to help you alleviate these problems, QPR WorkFlow provides you with a rapidly deployable, completely web-based solution for automating your human-centric business processes that focuses on your business users. By linking all the necessary process components, like information systems, documents, databases etc. into a single package, QPR WorkFlow adds value to the way your organization currently manages its operations and provides a vehicle for continuous improvement at unrivalled cost-benefit advantages. With QPR WorkFlow you will reduce cost, improve cycle times, accuracy and quality, and increase transparency by eliminating the gap between process design and process automation.



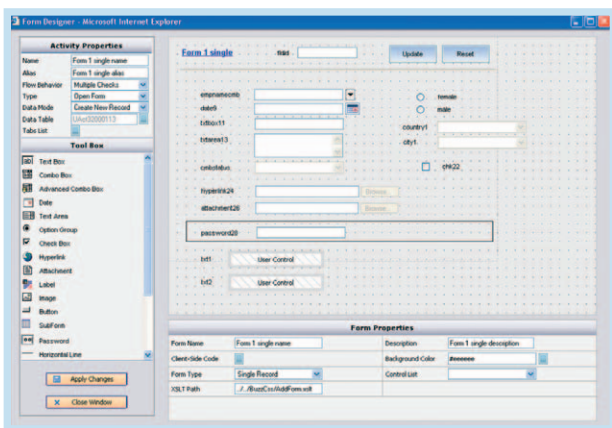
Convenient Process Design and Development

Placing automated workflow processes directly under the control of the people that use the system requires providing them with a convenient and easy-to-understand means for designing the processes: the activities they consist of, the forms that provide process participants with - and prompt them for - information or approval actions, and the business rules that govern how the process flow progresses through the workflow design.

The QPR WorkFlow Designer module provides your business users with all the tools to make workflow design and development a convenient "drag and drop" exercise. Its form editor allows constructing forms rapidly, simply by dragging a rich set of predefined fields on to a drawing canvas or reuse form content, while it eases the workflow design process further with numerous Wizards for defining the business rules, messages and routing rules. Because QPR WorkFlow Designer is completely web-based, all that your business users need to start designing complete workflow processes is Microsoft Internet Explorer.



QPR WorkFlow Designer – process map view



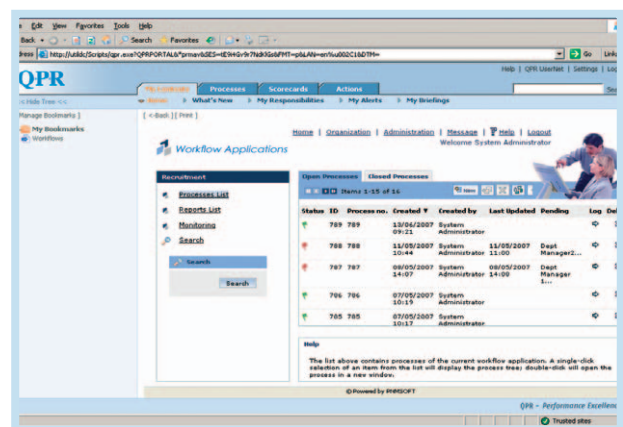
QPR WorkFlow Designer – form editor

Execute and Manage Workflows Effectively

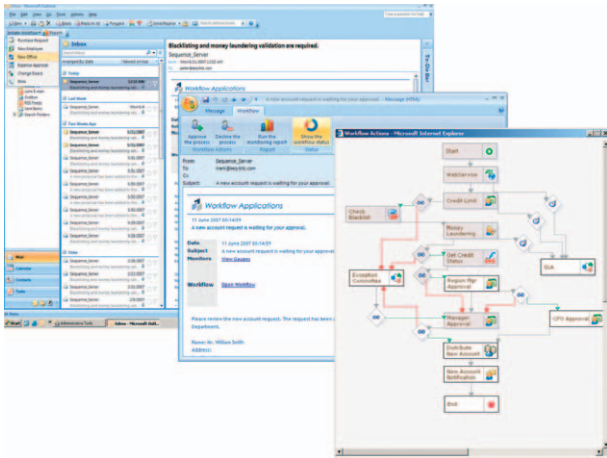
One of the most problematic areas of integrating a new system into a working organization is training required and actually taking it into use. For launching, tracking, completing and managing workflow processes, QPR WorkFlow provides you with QPR WorkFlow Portal, part of the QPR Portal, a user-friendly and flexible web-based graphical user interface that has the familiar look and feel of all Microsoft environments with one-click process initiation and built-in help and hints. This allows your end users to fully realize the potential of the QPR WorkFlow system without extensive training or need to learn and apply new working methods. You can be assured that the shift from introduction to day-to-day use of the system will be smooth and quick.

The QPR WorkFlow portal fully supports the use of multiple languages; the same workflow system can thus have multiple language definitions for various users on the same server, a feature that your process participants from different geographical locations are sure to appreciate.

To support effective workflow execution further, QPR WorkFlow provides an email interface, which allows users who are not logged on to the QPR WorkFlow system to receive tasks straight into their inbox, which will help reduce response times. The email itself will contain a hyperlink to the relevant system or task, and the task can be viewed or handled with a single mouse click. Microsoft Office users will benefit from the built-in integration with applications like Microsoft Outlook or Microsoft Word, allowing them to view and execute tasks without having to use any other tool.



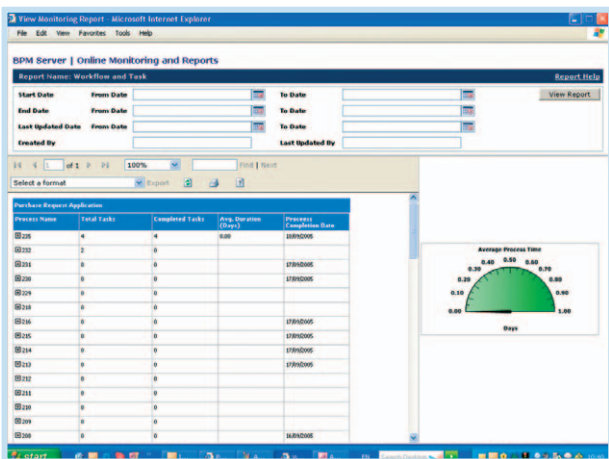
QPR WorkFlow Portal



Workflow execution from Microsoft Outlook

Even while being offline, QPR WorkFlow allows your users to continue working with it. When a user works offline, he or she can view tasks and messages, initiate processes, send messages, fill in forms etc. When the user returns to the office and/or logs the computer back on to the network, QPR WorkFlow will synchronize automatically and continue all processes and actions initiated during offline work.

For supervisors in charge of monitoring and analyzing workflows, the QPR WorkFlow Portal provides a powerful set of tools, such as real-time graphic display of task progress, progress and bottleneck alerting, a process record search engine that helps locating specific process instances when the number of users and processes increases as well as fully configurable reporting services.



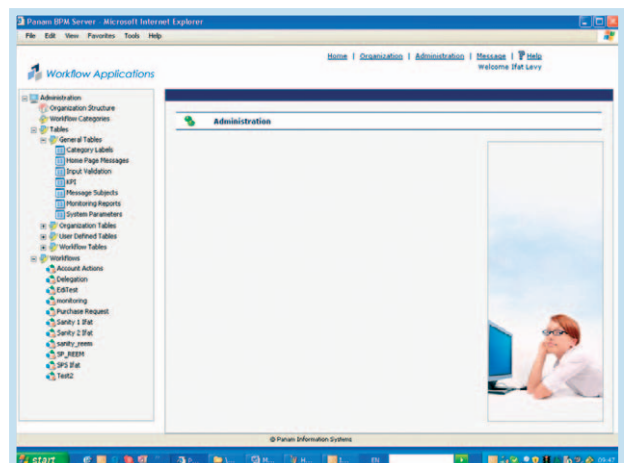
Monitoring reports in QPR WorkFlow

QPR WorkFlow Server

QPR WorkFlow's unique process engine, the QPR WorkFlow Server, is the heart of the QPR WorkFlow system and connects all the various elements related to workflow definition, management and operation of workflow applications. The process engine enables users to utilize the process flowchart for integrating external functions (processes from other organizational systems) and using the output of these to continue the process in QPR WorkFlow. Also data forms, html/asp, aspx pages and other forms can be integrated into the QPR WorkFlow-managed process, which extends the system's capabilities to support complex processes, providing system administrators and process-builders with virtually unlimited process implementation capabilities. Being used in organizations with thousands of users that run thousands of processes on it, QPR WorkFlow has proven itself in being highly scalable, supporting loads that range from single server set-up to network load balancing clusters.

QPR WorkFlow Administrator

Placing workflow automation under the control of your business users requires providing your system administrator an easy way to define, manage, control and monitor system entities from roles and permissions to tables and organizational structure. The QPR WorkFlow Administrator module provides a web-based graphical user interface for defining your organizational structure, roles and groups, personalization and management of user profiles, tables and values management and much more.

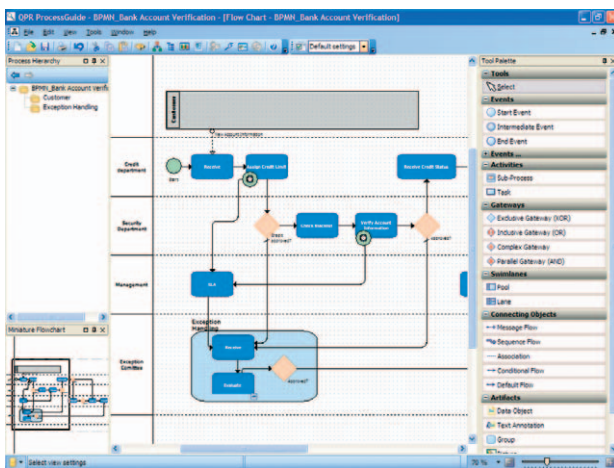


QPR WorkFlow Administrator

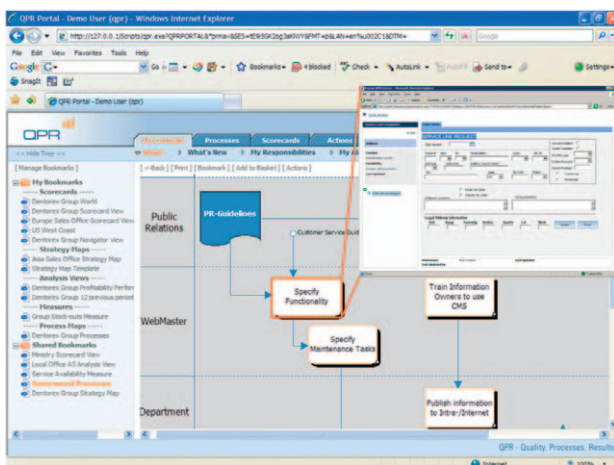
Business Process Management with BPMN

The ability to design and execute workflow applications conveniently and effectively using QPR WorkFlow is an important facet of QPR's Business Process Management offering. Together with QPR ProcessGuide and the QPR Portal, QPR WorkFlow provides a powerful, yet easy to use BPM tool set. QPR ProcessGuide serves as an effective process discovery, design, analysis and development tool that provides support for the industry-standard BPMN (Business Process Modeling Notation) and the automatic transformation of models in BPMN to BPEL (Business Process Execution Language), a standards-based XML format that many workflow engines, including QPR WorkFlow, take as input for orchestrating and executing process workflows.

The QPR Portal adds to this combination the possibility for your employees to communicate process information throughout your organization as well as with business partners, to collaboratively perform process discovery, launch initiatives for improvement and initiate workflows directly from higher level process models with a simple click of a mouse button.



BPMN workflow modeling in QPR ProcessGuide



Launching workflows directly from QPR Portal

Integrating QPR WorkFlow with Your Business Systems

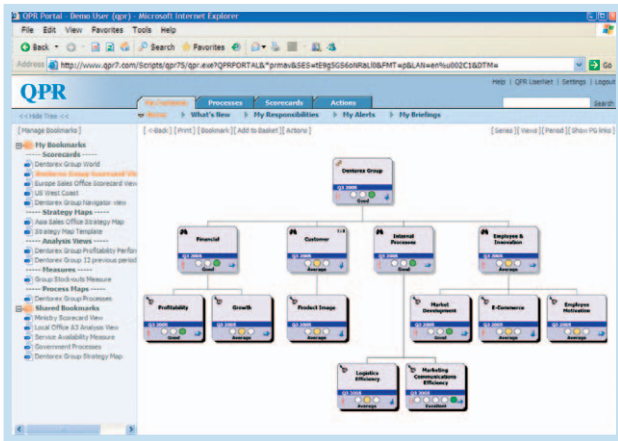
QPR WorkFlow's integration capabilities transform what is normally a time and effort consuming activity into an easy-to-perform exercise. Apart from the integration capabilities with other QPR products, such as QPR ProcessGuide and QPR ScoreCard, QPR WorkFlow allows for rapid integration with external databases for pushing and pulling information to and from workflows. In order to exchange information with external services, QPR WorkFlow enables code-free creation of Web Service listeners through a standard interface. The built-in integration with Microsoft products such as the Microsoft Office Suite, Microsoft SharePoint server and Microsoft BizTalk furthermore speed up your system implementation process by conveniently combining all the business systems your users normally work with into a single package. For any other integration needs that you may have, QPR WorkFlow comes with an API that will enable you to rapidly set up the integration.

A cornerstone of the QPR product development roadmap is enabling our customers to implement easy to use solutions fast and roll them out conveniently. Unlike most other workflow systems, QPR WorkFlow allows you to do just that.

A Complete BPM Suite

The QPR WorkFlow product is part of a full suite of products aimed at companies and communities that seek to take business process and performance management to a higher level via improved collaboration, more powerful analysis and automation. With QPR ScoreCard you improve your organization's performance by providing your employees with timely, accurate and relevant information about the factors that influence it. It will help your organization plan, implement, communicate and assess strategy, commit your people to objectives, improve performance and foster a collaborative management environment that will help you lead your organization to success.

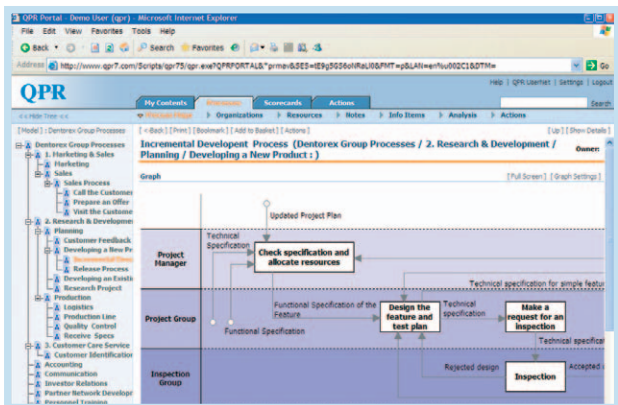
QPR FactView takes business intelligence away from your IT department and places it firmly in the hands of your business users with self-service, ad-hoc and swift business intelligence that no longer limits your BI initiative to the limitations and restrictions associated with traditional OLAP-based approaches. With QPR ProcessGuide you can seamlessly integrate performance data with process design and analysis to inform you on the true performance of your processes and the impact of changes to them.



QPR ScoreCard



QPR FactView



QPR ProcessGuide

Advantages and ROI

Compatible with any Intranet environment, QPR WorkFlow provides clear added value to the way your organization currently manages its operations and gives you unrivalled cost-benefit advantages. QPR WorkFlow has an open environment, supports the very latest standards and has an inbuilt ability to integrate between different systems, which will allow you to implement and roll it out quickly, and rapidly construct organization-wide automated processes.

- **No Programming, No Coding** – Eliminate the gap between developer and user. QPR WorkFlow is fully business-user oriented, and supplies a multitude of tools that not just enable but also help your users in creating and implementing the business processes they need.

- **Reliable** – QPR's close co-operation with Microsoft insures our customers of the highest quality and services, vetted by Microsoft. QPR WorkFlow offers full integration with Microsoft systems with no need for further R&D to ensure smooth operation with the familiar tools of the Microsoft Office suite. QPR WorkFlow is also designed to integrate with such Microsoft products as BizTalk and SharePoint in order to offer turnkey solutions that work.

- **100% Web-based Technology** – All QPR WorkFlow modules are fully web-based, offering the integrative, operational and development advantages of working in a web-based environment for designing, implementing, managing and developing organizational processes and procedures.

- **Robust and Scalable** – QPR WorkFlow accommodates layouts that range from single servers to Network Load Balancing clusters, able to cope with large loads, thousands of processes and users.

- **Flexible Interface** – QPR WorkFlow is designed to integrate smoothly with all external systems and databases. Users can access data from external systems, publish information from external sources and integrate external processes into the QPR WorkFlow design by using the system's user-friendly interface and tools.

Bottom line: QPR WorkFlow's flexibility and no-coding no-training approach, combined with its easy integration capabilities make your total cost of ownership consistently low – from initial purchasing, through implementation and integration to ongoing maintenance.

The rapid system implementation, its instant roll-out and minimal development time and the low training requirements all reduce time between process development and implementation, and work in helping you guarantee a consistent and immediate return on investment.

Minimum System Requirements

Server

Hardware

- 1024 Mb RAM
- Intel 1.8GHz CPU (dual recommended)
- 20 Gb disk space

Software

- Windows 2003
- MS SQL Server 2000
- MS IIS 6.0

Client

Hardware

- Hardware capable of supporting the required Operating System and Browser

Software

- Microsoft Internet Explorer 6
- Windows 2000
- Microsoft Outlook or other email client for optional email support

Please check the latest requirements at www.qpr.com/products/techinfo.html

QPR WorkFlow is powered by PNMSOFT SEQUENCE

Customer Reference

"There is no way we could have executed our explosive growth, going from 27 offices to 65 in one year without using the BPM to manage most of the processes associated with setting up locations all over the world"

- Peter Beck, President
SwiftTrade



Your Next Step

Find out how QPR WorkFlow can help you streamline your organization's processes effectively! Contact one of our Business Process Modeling experts for a personal online or onsite demo. Contact: customercare@qpr.com

QPR Software Plc

QPR Software Plc has specialized in building performance and process management systems since 1991. Our mission is to help people, communities and businesses achieve their goals. With QPR solutions you can execute better performing processes, get results fast and find out how QPR is easy to work with. QPR cooperates with an extensive network of talented partners in over 50 countries worldwide. QPR has its headquarters in Helsinki, Finland, has subsidiaries in South Africa and the USA, and is listed on the Helsinki Stock Exchange.

Web: www.qpr.com

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QPR Software Plc
Huopalahdentie 24
FI-00350 Helsinki, Finland

Tel. +358 290 001 150
Fax +358 290 001 151

QPR Customer Care: +358 290 001 155
Email: customercare@qpr.com

www.qpr.com



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