The 2009/10 IT Training Programme for SMEs

Document and Workflow Management 2.0

Expertise

Provide enterprise content management software and solutions with expertise

- Document Management
- eForm and Workflow
- Email Management
- Record Management
- Digital Asset Management
- Web Content Management
- CRM and eMarketing

THE NEED FOR DMS

The Challenge

- Too many information to handle everyday
- Too many versions
- Too difficult to find out relevant documents
- Cannot keep track of the progress

Email Management Problem

- Thousands of email everyday

Architectural, engineering and construction firms rely on hard copy documents, such as letters, correspondence, reports, drawings, memo, etc., as their daily communications.

Running multiple projects simultaneously each person might have to deal with hundreds documents daily that creates much burden for the project manager to keep track on the status.
Documents to be Handle

- Financial Services (Lots of paper and bound by regulations)
- Architectural / Engineering / Projects (Project documentation)
- Transport / Logistics/Distribution (Proof of delivery dockets / cash flow)
- Manufacturing (Invoices, statements, specifications)
- Legal (Case / matter documents, lots of paper)
- Outbound document management (Print to PDF/store-retrieve output)
- Property / real estate (Lots of paper/end of month/ landlord statements)
- Anyone who values their documents (Dollar or legal value)

What Needs to be Managed?

- **Physical Objects...**
  - Printed documents
  - Letters
  - Film
  - Certificates
  - Fax
  - Forms

- **Electronic Files...**
  - Office documents
  - Email
  - Images
  - Website content
  - Databases
  - Audio / Video files
  - Wiki entries
  - Blog posts

What File Server Cannot Do

- Documents stored centrally on Windows network drives, once deleted, do not go into a recycle bin as commonly believed. They simply disappear, and must be restored slowly from tape backups (if you’re lucky enough to have those).

- No record exists of precisely who has viewed and/or edited a document.

- Thus, impossible to audit a business process to uncover mistakes or inefficiencies.

Traditional Processing of Paper Base Business Flow

1. Participants need to review paper forms and documents
2. Filling out the relevant sections of paper form
3. Documents will be copied as backup
4. Check and determine who will process the form next manually
5. All materials will be sent to next participant by hand to carry on
6. Careless mistakes will be corrected slowly by routing back the forms

Manual Flow Scenario

Knowing your problem.

Employee fills in the form

- Time consuming
- Error prone
- Cost of document management (creating and filing)

Send to manager by in tray

- Lost
- Delay
- Cost of document management (transit)
- Tracking

Sit in the in tray

- Unawareness
- Holidays
- Long delay
- Reference document required

Sign and approve

Today’s I.T. Solution Didn’t Eliminate Paper Forms

**Today’s IT Problem**

- Difficulty in automating business processes
  - Multiple overlapping systems
  - Error prone manual procedures
  - Paper base human decision process
  - Unrealized benefits from CRM, ERP and SCM investments

- Complexity in accessing different systems
  - No consolidated views into the business
  - Little data standardization

- Rigid, difficult to change IT Infrastructure
  - Proprietary connections, custom logic
  - Limited skillset re-use, fragile to change
what edms platform can do?

- turn physical into electronic

physical records

solution overview

dms + email + workflow

document management
Document Management Features

- Scan
- Index
- Capture (Flexible Capture)
- Store
- Search
- Security
- View
- Integrate

One Stop - Scan, Store, Share, Search

Scan - One Touch OCR (English, Traditional Chinese)

The Solution:

Scan - Kodak i1220

Index – Zonal OCR

Each scanned document is displayed on the right and the field being entered is enlarged and displayed on the top. After that the document is uploaded and submitted to the Asta DMS in a batch process.

OCR Verification

Accepting the scan batch, the operator closes the batch and proceeds to the next step.
**Capture - Intelligent OCR**

**Set Up: Layout Studio**
- Creation of *Layouts* - flexible description of semi-structured documents layouts that allows to locate data fields on various semi-structured documents including multi-paged ones.
- Pre-defined types of fields: text, date, currency, barcode, table
- Powerful tools to test and adjust Layout on a set of images:
  - hypotheses tree
  - reference layouts,
  - Layout language

**Set Up: Document Template Editor**
- Creation of Document Templates that allows to identify a document in a stream and process it accordingly
- May include fixed or flexible layouts
- Specifying document structure: the order and number of pages
- Setting validation rules
- Setting verification options for each field
- Data View editor to design the way the extracted data are presented.

**Sample of Cover Page and Separator Sheet**

**Functionality Overview**

**Document Search & Retrieval**
View - Web Base Document Viewer

Windows Explorer Integration

Email Management

ISO Document Control

Before Using DMS
After Using DMS

Start

- 使用單位申請
- DCC文件變更時
- 系統通知外部單位
- 外部單位自行下載

End

Information Right Management

Edit while cannot print or copy to USB Drive

Workflow Management Features

- eForm Designer
- Process Designer
- Organization Chart Designer
- Web Client
- Workflow Engine
- Administrator
- Software Development Kit

Inter-Enterprise Workflow Services

- Cross-Enterprise Collaboration
- Business Process Automation
- Integration with Enterprise Applications

INTEGRATION WITH WORKFLOW

eForm and Workflow Automation
What is Workflow?

Turn Paper Base Form into Electronic Form

eForm Designer

Various form components

VB / Delphi like design environment

Powerful Form Components

- General
  - Text Box, Memo field, Radio button, Push button, Drop down list, Table etc.
- Attachment
  - Multiple document / image attachment
- Date / Time component
  - Date selector
- Database component
  - Query / Update database through JDBC
- Component SDK
  - Allow to add javabeans component easily

Organization Chart and Company Hierarchy

- Tree like Organization Chart Designer
- Integrate with HR system
- Integrate with LDAP
- Unlimited hierarchy level
- One role multiple persons
- One person multiple roles

Graphical Process Designer

Use different color to represent different logic

Drag and drop to design workflow
**Components of BPMS – Workflow Engine**

Support different types of workflow to meet the complex business need

- **Workflow Engine**
  - LinearShape
  - FanShape
  - Loop
  - CounterSign
  - CriteriaJudgment
  - DynamicRouting
  - CallProcess
  - SubProcess

**Friendly User Interface**

- Fully customizable task list interface
  - Red – Overdue
  - Green – Remaining time
- Manage deadlines
  - Reassign tasks
  - Suspend tasks
  - Change tasks
  - Perform tasks in batches
- View workloads and progress
- Track relationships between processes and tasks
- Processes blocking on tasks
- Tasks holding up processes
- Query all task history on various criteria
- Archive records of tasks
- Support multi-lingual

**Intelligent Agent**

- Similar to ICQ, alert the latest workflow status
- Single sign on with desktop
- Alert new tasks and overdue tasks
- Automatically launch routine task periodically

**Components of BPMS - Administrator**

- Monitor the workflow process
- By pass or reassign tasks by administrator
- Search forms

**Optional Features – Report Designer**

- 33 ready to use reports
- WYSIWYG Report Designer
- Department / Personal workflow metric
- Workflow statistics
- Workflow time analysis
- Unit Workload analysis
- Web base reporting

**Single Sign On – AD / LDAP Authentication Service**

- Used for OS-integrated security
- Integration with Directory Services for user authentication to ensure maximum security
- Synchronizes with directory service for user/group information
- Supports Windows NT and 2000 Active Directory, iPlanet and NDS services
- Supports single sign-on for authentication
**ECM platform**

**XML Services**
- Native XML database is now an integral part of the Document repository
- Optimized for performance of XML operations: simpler, faster queries, component reuse, etc.
- Structured information archival
- Foundation for Web 2.0 content mash-ups, navigation, and visualization

**Application Example**

<table>
<thead>
<tr>
<th>Department</th>
<th>Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales &amp; Marketing</td>
<td>Order fulfillment (PO, RFQ...), Quotation Approval, Order monitoring.</td>
</tr>
<tr>
<td>HR &amp; Administration</td>
<td>Employee Self Service, Travel Claim Expense, Staff Appraisal</td>
</tr>
<tr>
<td>Supplies</td>
<td>Purchase Request, eProcurement</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>Engineering Change Request, Project management, Inventory control</td>
</tr>
<tr>
<td>Construction &amp; Engineering</td>
<td>Incoming and Outgoing Registration, Letter and Memo Filing</td>
</tr>
<tr>
<td>Accounting &amp; Finance</td>
<td>Account Payable and Invoice Processing</td>
</tr>
<tr>
<td>R&amp;D</td>
<td>Product development process, Quality control.</td>
</tr>
<tr>
<td>Customer Service</td>
<td>Complaint query, CRM</td>
</tr>
</tbody>
</table>

**SDK / API for Document Centric Applications**

- Static, interactive, user-driven content

**Platform for ECM applications**

- Shorten the time to build & deploy ECM applications
- An extensible platform with more frequent delivery of new service components

**Incoming / Outgoing Registration**

- Incoming and Outgoing registration
- Reply To / Reply From
- Search by different criteria
Application Areas

Before Workflow Applications

- Fragmented, Partially Automated Processes
- Slow response to rapid changing market

Normally take 5 - 10 days to complete a process

After Workflow Automation

Complete End-to-End Process Automation

Shorten the process to 1 to 2 days

Return on Investment (ROI)

- Well documented business process
- Reduction of business process time
- Capability of monitoring business process

Business Process Management Life Cycle

Assume an organization with 300 people and use 100 forms per day

Cost Saving On Paper $ 12,500 per year

Paper Less : Paper less: $50(1 package)*1(Quantity for every day)*250(working day for a year) = 12,500

Cost Saving On process $ 450,000 per year

Process Less : $300,000(1 HC per year)*1/100(The using frequency)*1/2(Efficiency coefficient )*300 (Employee)= 450,000

Total Cost Saving $ 462,500 per year
Customer Reference

Banking & Finance
- BDO
- Ferrier Hodgson
- ABN AMRO Asset Management

Education
- IVE
- TCT

Manufacturing and Commercial
- HCL Space
- Toyota
- 3M

Non-Government Organization
- SFC
- Monetary Authority of Singapore
- Hong Kong Housing Society

Others
- EventClicks
- PERSPECTIVE

Why ASTA SYSTEMS?

- ONE SINGLE SOLUTION
  for both scanned electronic file and electronic copies
- TOTAL SOLUTION
  - we provide software + scanner + hardware

Kodak
ASTA
Adobe

Companies you can trust to make Document Management more efficient.

- The End -