

Quality Management

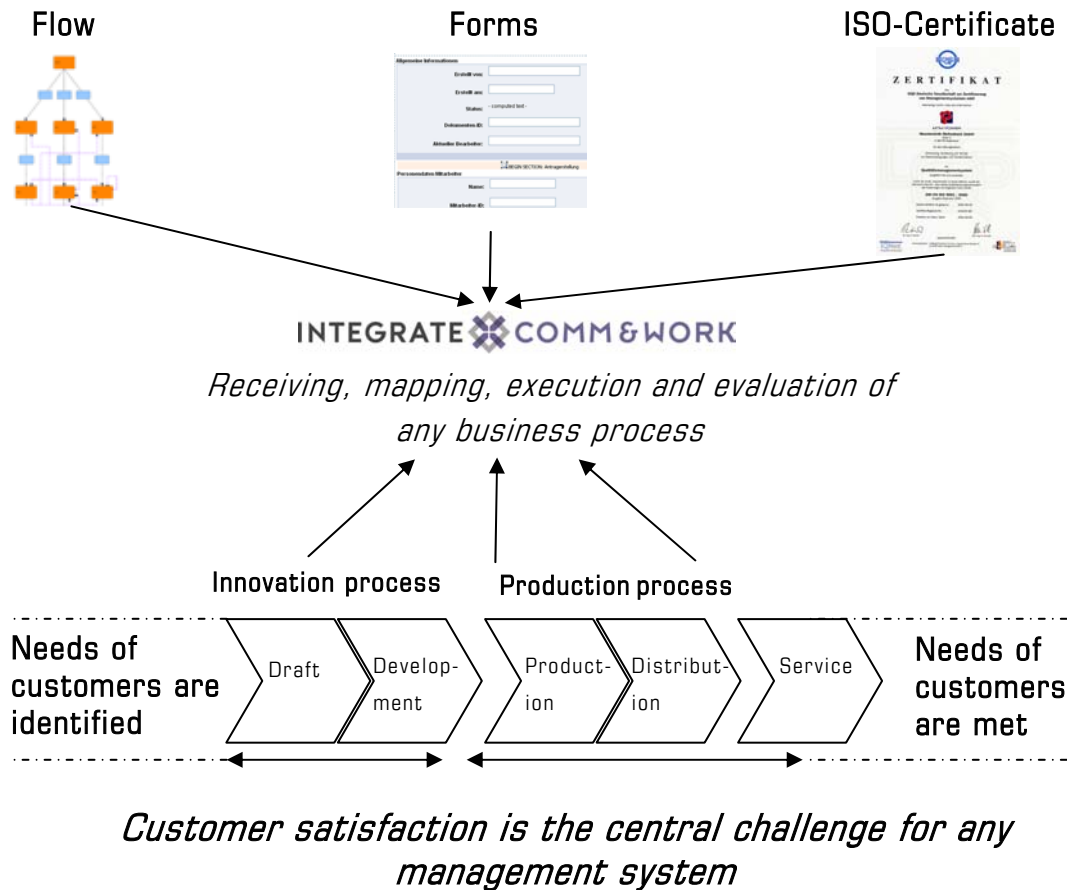
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**INTEGRATE
COMM & WORK**

Business Process Management System

Example: ISO 9001:2000 with "Comm&Work"

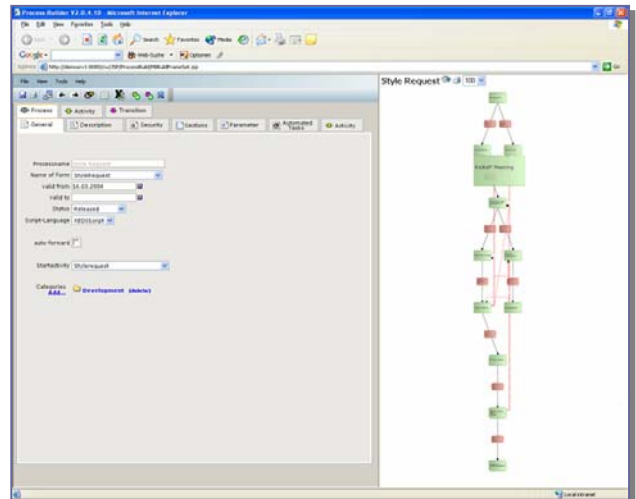


ISO 9001:2000 - Put into practise with "Comm&Work"	ISO 9001:2000 - Management, Learning and continuous improvement with "Comm&Work"
<ul style="list-style-type: none"> » Existing solutions can be used and integrated. » Requirements of ISO 9001:2000 can be integrated perfectly in business processes and business cases. » Secured processing as per needs defined in your quality management system. » Any changes which become obvious on account of permanent improvements can be made quickly, flexibly and are hard and fast. » Any business case can be fully traced and documented. » Evaluations can be made according to individual operational needs. 	<ul style="list-style-type: none"> » The structure of any business process can be traced and changes are clearly documented. » There is an active and passive information system with locking facility for important events defined by the quality manager. » There is an automated accumulation of knowledge for the use of "Kaizen" » Integration of other management systems such as ISO 14001, risk management and others is possible. » It is easy to integrate upper management concerning evaluation and reaction of new quality management guidelines.

“INTEGRATE!Comm&Work” is a cross-area / cross company process and communication system with groupware and workflow functionality. Internal as well as external (cross company) processes can be mapped, edited, routed and analyzed (Connect Partners, Consumers and Employees).

The system covers:

- » Communication processes to customers, partners, employees, internet users, etc.
- » Vacation requests
- » Travel application
- » Purchasing management
- » Invoice control
- » Appropriation requests
- » Budgeting
- » Execution of automatically initiated control processes on account of periodical reports (e.g. investment management)
- » Bank & insurance specific processes (e.g. credit check, Basel-2)
- » Extending existing “Document Management Systems” with powerful processes.
- » Complaint management / Problem request / Change Request
- » Control and guidance system for various office processes (process-oriented task management, editing of MS Office-files (Word, Excel) in workflows, etc.)



KEY BENEFITS

	All-In-One	Unique integration of workflow- and process management with electronic forms, data storage/connection/evaluation and communication systems.
	Revitalize your processes	Static processes from different process modeling tools (e.g. ARIS, ADONIS, VISIO) can be imported, digitalized and synchronized. The processes are structured, implemented and executed by the Workflow Engine. Workflows are assigned users dynamically based on various criteria.
	Integration	Real time-integration of existing IT-systems (Legacy/ERP-systems, host, etc.) with communication systems (groupware) using existing mail-, calendar- and authorization functions (incl. organization and user directories).
	Across Companies & Corporations	Business processes can be assigned, managed and synchronized across different locations and subsidiaries.
	Reduce Costs	Minimizing total process execution time, increasing quality, reminding and helping users in their daily tasks, reducing ERP-licenses.
	Knowledge	Knowledge is derived from the daily process driven work and made available at the appropriate work step.
	Tracking & Tracing	Logging and reporting facilitates comprehensive process-control and optimization.
	Step-by-Step	Step by step (modular) realization, easy expandability and maintenance without SW developer. High flexibility provides short response time and very fast changes.



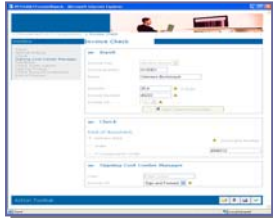
FUNCTIONS



“INTEGRATE!Comm&Work” - a collaborative Business Process Management System, that enables you to construct and define a variety of business processes (from single activities to multiple process chains including sub & parallel processes). The processes are handled with an extended workflow management system. – *All via Web Browser*

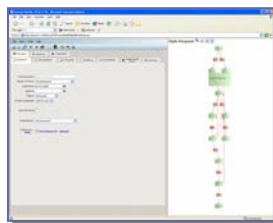
Modeling / Mapping	Flow / Form	Directories / Security	Reporting / Knowledge	Interfaces / Technologies
Process definitions through a graphical user interface	Form design through graphical, intuitive WYSIWYG-User Interface; Structuring forms via Sections	Native support of LDAP-Directories (internal or external)	Logging of any executed action (creating, saving, forwarding, ...)	Various Customer Touch Points (Scanner, Mail, PDA); User Interface Web-conform
Access Control Settings on different levels (process, activity, section)	Storage of form/process data in (automatically created) structured tables in RDBMS	Authentication functions (log in); SSL support	Tracking / tracing functions (definable)	File attachment handling
Synchronous and asynchronous Sub-and/or Parallel-processes	Fields - editable, computed, visible/hidden Buttons - saving, forwarding, address book, data mappings, file upload	Import, Synchronization of existing user-management systems (Lotus Notes, Exchange, Active Directory, Novell)	Manual and automatic reporting methods, integration of external reporting tools	Connectors to other RDBMS, Lotus Domino, LDAP and SAP/R3; customer specific connectors are available on demand
Mail notifications based on conditions and customizable mail-templates	Validations, mandatory/optional fields; different field types (Text, Number, Date, Password, ...)	Possibility, to work with group hierarchies (units, workgroups, roles)	Solution-, Knowledge-DB	Integration / connection of other Workflow-systems via Wf-XML, XPDL, Web Services
Unlimited Flexibility because of Conditions, Functions & Actions	Highly functional escalation management for all kinds of different processes, escalation & warnings	Internal definition, maintenance of user and/or groups possible	Configurable (user-specific) information-portal	Integration of MS Word, MS Excel

Form Builder - Form generator



Define a form for creating, editing, reading and printing of process (document) data (including fields, validations, tables, sections, buttons, etc.) via convenient WYSIWIG graphical user interface.

Process Builder - Process administration



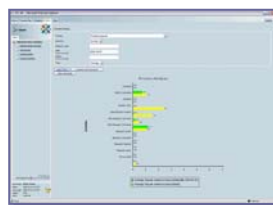
Define on your own: - activities (workflow status), - transitions, - conditions, - security settings, - access control, - various actions on multiple administration points, - mail sending, - read/write of external data, etc.

Access Control - Administration of access levels/authorization



Authorization and access control are done via LDAP directories and corresponding administration dialogs. It is possible to directly connect to multiple external directories as well as to synchronize with internal ones. In addition you can use SSL for secure data transfer.

View and Query Definition – Reporting (Tracking and Tracing)



Define queries, sorting, structure and layout of data views for the user via XML-files.

Process / workflow engine also includes:

- » escalation settings
- » computations / formulas (via internal script language)
- » mailing rules
- » data connections and mappings etc.



TECHNOLOGY



"INTEGRATE!Comm&Work" is a cross-company, fully browser-based J2EE Solution for simple and self-maintainable process-modelling, -execution and –controlling; supporting sub- and parallel processes, workflow- and escalation management.

The system uses "state-of-the-art" technology in software communication and architecture, data exchange and data storage to offer the most flexible and expandable platform for all your business needs.

Developed with J2EE and based on various international standards like

- » **XPDL** (XML Processing Definition Language - defined and standardized by the Workflow Management Coalition "WfMC", October 2002)
- » **SVG** (Scalable Vector Graphics; for graphical definition and administration of process/workflows via web browser)
- » **SOAP/Web Services** (for business-to-business-transactions (Clients and/or Servers))
- » **LDAP** (for Authentication, User/Group-Directories, organisational informations like Managers, Responsibilities, ...)

A comprehensive set of connectors for interoperability with many legacy systems is offered.

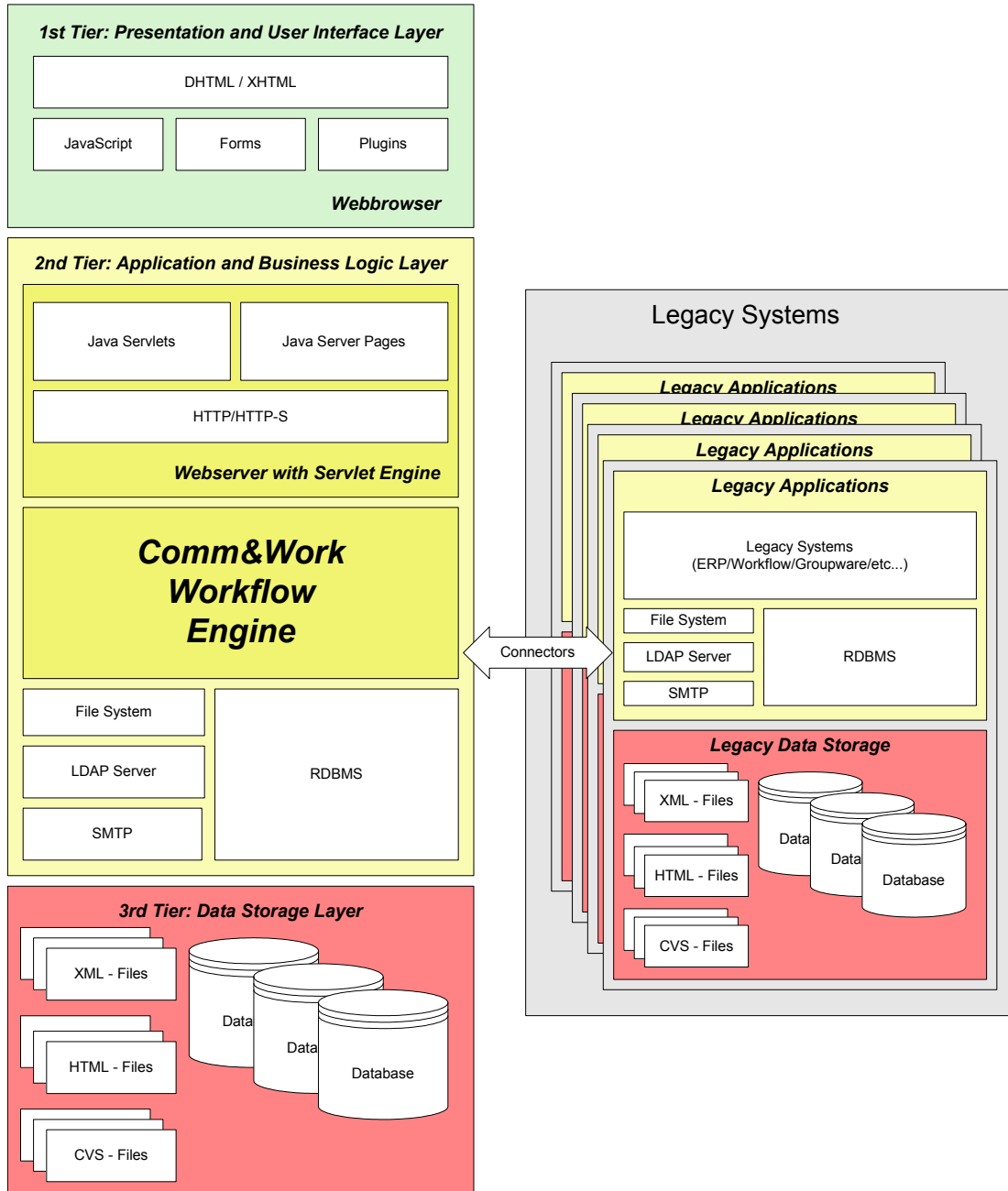
All data is stored in a relational data base as per choice (e.g. DB/2, Oracle, MS SQL, My SQL, ...).

Its **100% web browser based user interface** does not require any additional client installations!

The system offers a standardized web service interface, which enables other applications to call workflow functions (like "create process", "do workflow step", etc.) from outside.

It is built on rock-solid **3-tier architecture**, completely separating data storage, application and business logic, and the user interface and data presentation.

3-TIER ARCHITECTURE



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