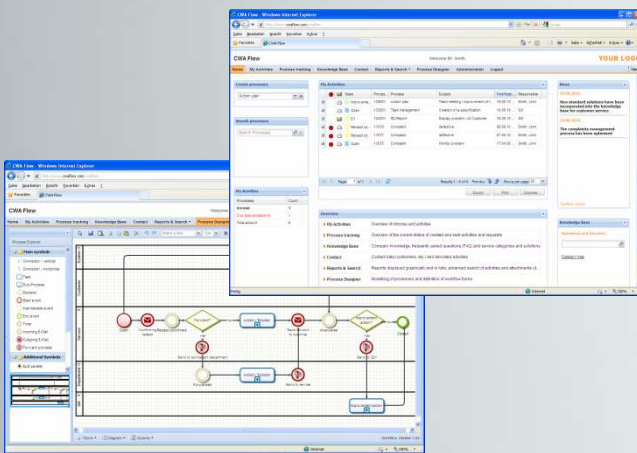


CWA Flow

Workflow management with integrated process designer



Workflow and web-based solution

Reducing processing times and improving processes

Workflow-based processes reduce costs

Fast and reliable processes represent an essential competitive advantage in today's market and lead to considerable cost and time savings.

CWA Flow enables the automation of still commonly paper-based procedures and of unstructured electronic processes that are based on e-mails or decentralised task lists.

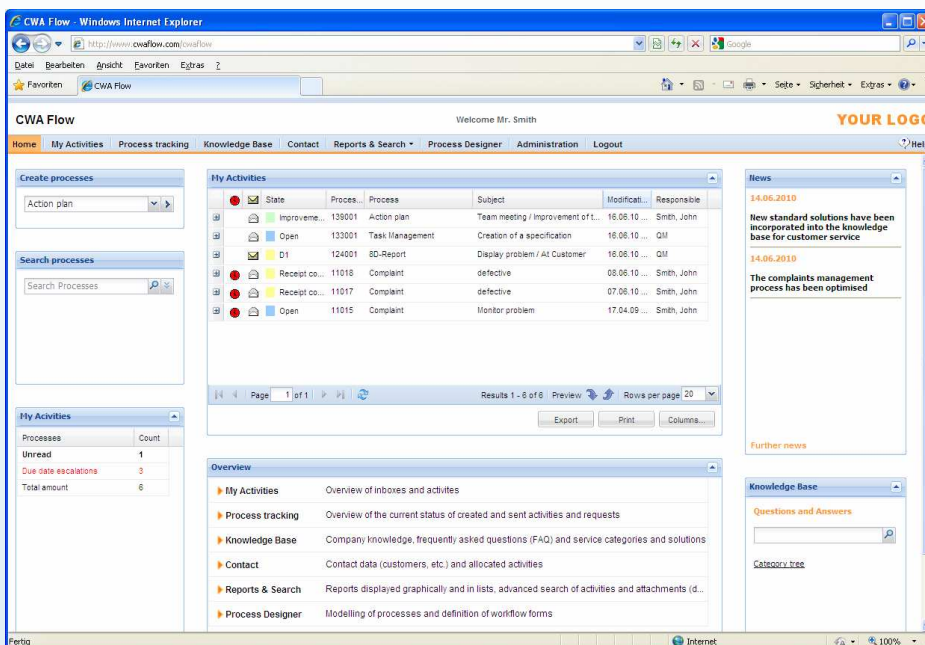
In addition to workflow-based transaction control for tasks and forms, CWA Flow offers other functions like e-mail integration, escalation management, knowledge base and reports in order to optimise business processes. A high degree of integration is possible via an import module or a web service interface.

User-friendly workflow and knowledge portal

The portal design offers a fast and simple overview of the most important information. The user receives personalised functions and menus in accordance with his role and user rights.

CWA Flow is ideally suited for use by internal and external users as a central portal for the recording, control and processing of transactions, forms and tasks. The portal page also offers direct access to incoming transactions, news, status tracking, the knowledge base, contacts and reports.

If the LDAP module has been integrated, no additional password is required to log in (Single SignOn), and the users and organisations can be directly imported from an active directory service (e.g., from MS Active Directory/Exchange).



Form procedures

- Administrative procedures
- Approval procedures
- Document workflow
- Incoming post processes
- Requests / orders
- Etc.

Project management

- Task management
- Allocation of tasks
- Task tracking
- Order control
- Escalation management

CRM processes

- Customer service
- Customer enquiries
- Complaints and claims
- IT service management
- Etc.

Other processes

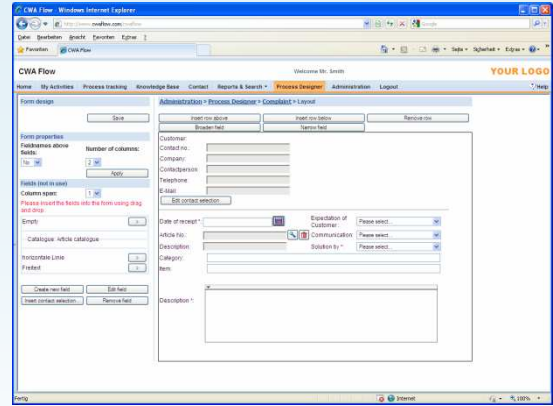
- Innovation management
- Idea management
- Compliance management
- Risk management
- Etc.

Designing and automating processes

Form designer: Simple and customised design of forms and screens

The form designer provides the design of the forms as a basis for workflow management.

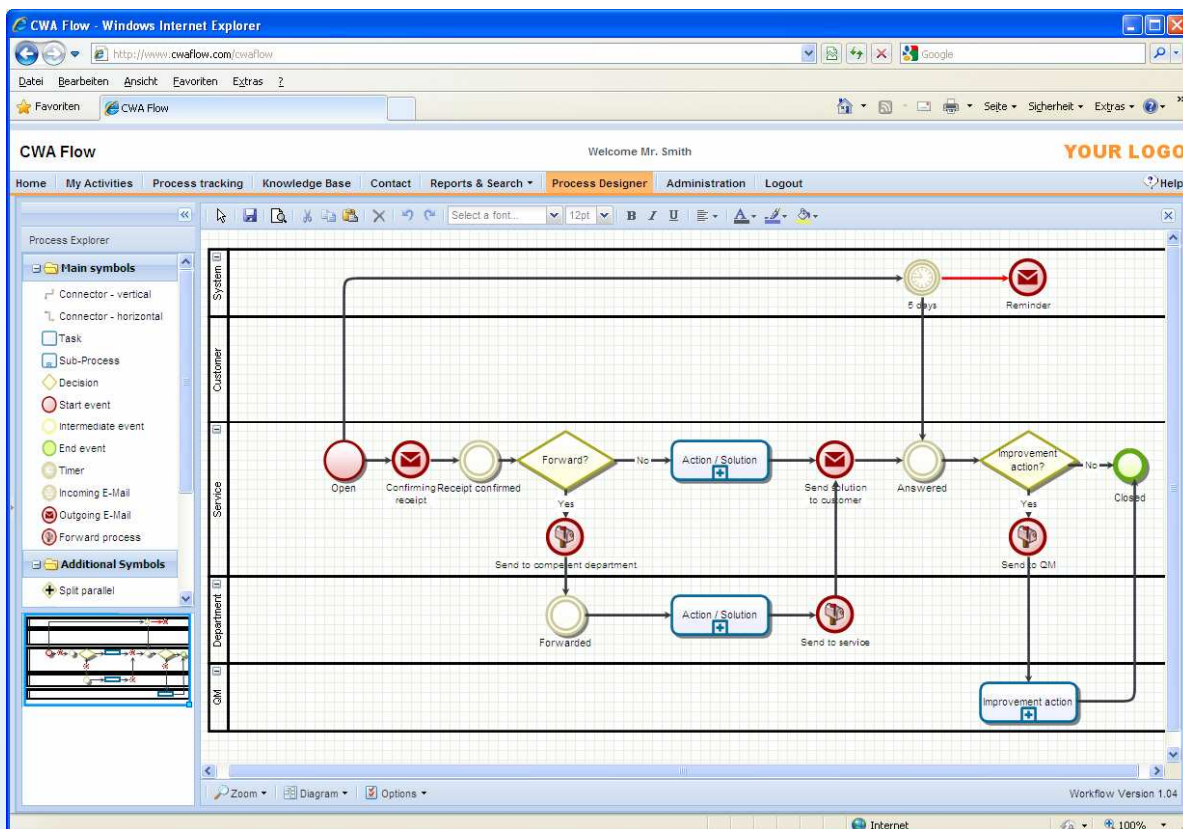
The workflow types, forms, fields and default values in the input screen and in the activities can be flexibly configured by the administrator so that every company can implement and use their own specific forms and screens. The administrator can drag and drop fields to position them in the form.



Process designer: Web-based process design using drag and drop

The integrated process designer allows workflows to be planned simply and with the aid of graphics. The scheduled processes are leading to efficient workflows with clear responsibilities, deadlines and active workflow control. An event-based workflow engine performs an analysis while a workflow is being carried out to determine the correct activities and processing agent in each case using the stored processes, rules and roles. CWA Flow supports manual (ad-hoc workflows) and predefined workflows as well as parallel and serial processes. Activities and e-mails can be triggered automatically.

Web process designer



Transparent processing: Externally and internally

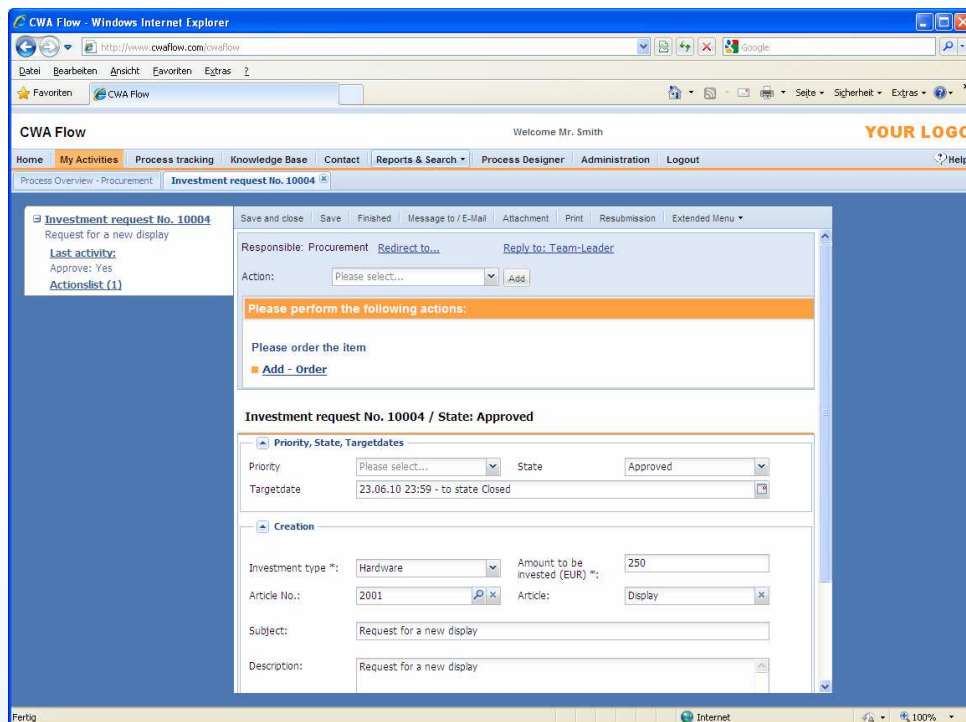
Task management

Processes like tasks, service enquiries, requests, approvals, etc. can be recorded simply and intuitively using a web browser. CWA Flow allows you to record tasks directly in the system or using external web forms on the Internet/intranet.

Using contact management, you can integrate customers, suppliers and partners directly. Data such as article numbers are available using freely definable catalogues. The forms are also freely definable.

In the case of a previously designed process, the individual processing steps and activities are interactively displayed to the processing agent by the workflow engine.

CWA Flow supports user-defined (ad-hoc workflows) and predefined processes.



Calling up tasks by email or using task lists

The task list enables transparent task management. Depending on your role and user rights, you can view the inboxes, transactions and activities for every user, substitute and group as well as the status and date of each one. The structure of the overviews or task lists is fully configurable.

In addition to notification in the web browser, processing agents can also directly call up transactions via a link in an e-mail. This ensures that transactions and tasks are processed quickly.

Task management

- Input forms can be custom defined in the system
- Record new transactions in the system or using external web forms
- Forward transactions to users, groups or roles
- Call up transactions using task lists or by e-mail
- Define substitutes
- Serial and parallel processing
- Define standard and customised deadlines
- Resubmission
- Send e-mails
- Import e-mails
- Link transactions
- Request statements
- Integrate catalogues
- Customers and external partners from contact management
- Import or interfaces possible

Dates, evaluations and continuous improvements

Escalation management: Linked to deadlines

CWA Flow makes it easy to identify when a deadline was missed during a transaction and at what escalation level. Escalation measures can be controlled automatically. Before a deadline is missed, a resubmission or reminder can be automatically or manually triggered in the system and by e-mail.

Channels of communication: Web, fax, post, importing and sending e-mails

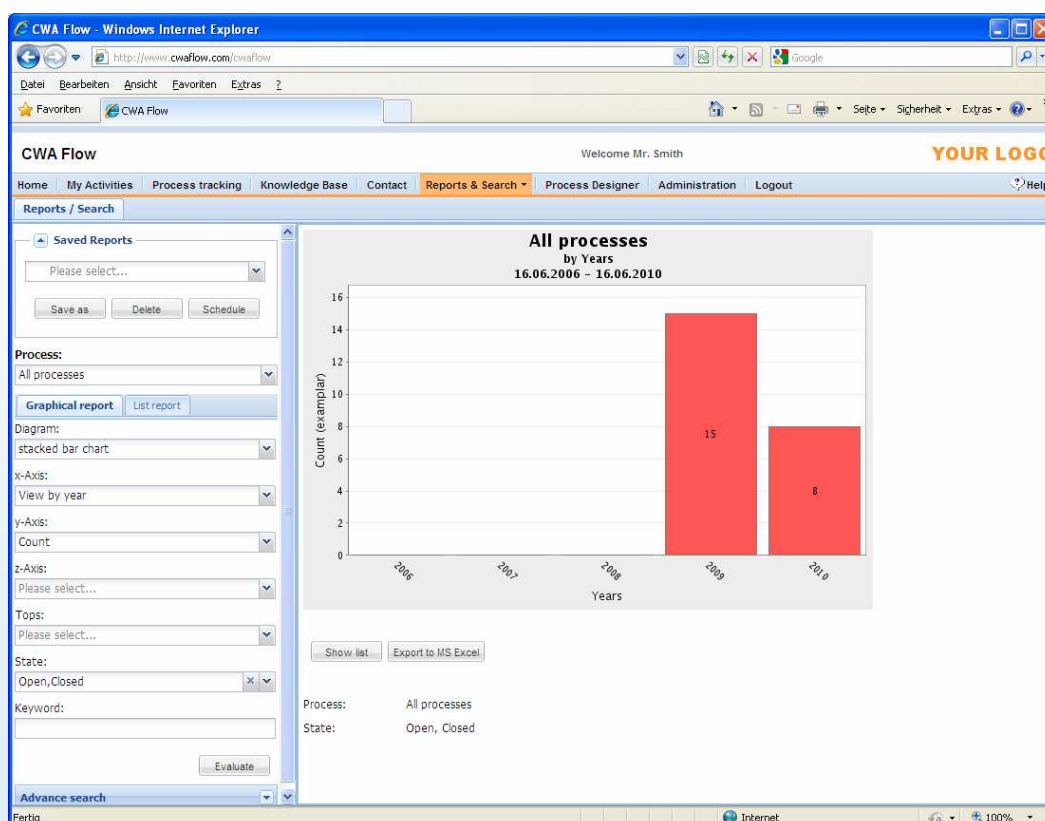
Information like replies, tenders, etc. can be made available on the Internet or by e-mail, fax or post. The use of standard texts facilitates uniform and professional relations with customers, suppliers and partners. The incoming e-mails are automatically imported into CWA Flow and assigned to the proper transaction.

Reporting: Analyses and continuous improvements

Intelligent analyses offer you the chance to consistently improve products and processes. CWA Flow is capable of performing comprehensive evaluations. The system can carry out analyses based on every form field, e.g., customer, category, and according to different figures, for example, quantity, percentage, turnaround time, costs.

CWA Flow allows the user to define standard reports. Reports can be created automatically by the system in a time-controlled manner and sent out by e-mail. The evaluations can be displayed as configurable lists and graphics using the web browser and may also be exported into MS Excel®. Improvement measures can be controlled as workflows in CWA Flow.

CWA Flow: Reporting



Functions - Base

Overview - Base

Web-based application

- The tool can be accessed independent of the platform, in an integrated web-based application.

Graphical process and form designer and workflow based management

- Graphical process designer for defining workflows
- Access to operative roles, fields and values when defining workflow rules
- Showing of instruction texts for operative execution
- Supports ad hoc and/or fixed workflows

Integrated layout manager for designing forms

- Editable design (per drag and drop) and adding of forms and fields
- Definition of different types of processes (claims, actions, demands, ideas, requests etc.)

Task list and worklists per group or user

- All processes and tasks are clearly listed for each group or user
- E-mail notification of new transactions for each task list
- The task lists can be sorted, configured and exported according to various criteria
- Different access rights (View, Edit) for each user

Collecting and processing of transactions

- Collecting, forwarding and processing of transactions
- Optional use of an external service form from the website
- Management of attachments and costs
- Forms for external statements
- Classification by priority level (special deadlines can be set for each priority)
- Automatic sending confirmations via e-mail
- Complete overview of all activities related to the process

Sequential and parallel actions

- Sequential and parallel processing of actions
- Free design of fields and layouts of actions
- 8D report
- Separate state and schedule tracking for each action

Knowledge base and Categorising of problems

- The Knowledge base provides an easy way to collect and retrieve knowledge, solutions and FAQ lists
- The Knowledge Centre can also be used as a Self Service Centre
- Categorising of problems (Multiple Choice) and questions and assignment of standard solutions
- Display of repetitive problems

Deadline and escalation management

- Automatic deadline monitoring and e-mail alerts
- Management of default and individually set deadlines
- Creation of reminders (in the worklist)
- Automatic escalation

Numerous reports available and export to Microsoft Excel®

- Reports in chart and list form (by error type, customer, quarter, month, week, etc.)
- Configure, save and automatically dispatch reports
- All fields and values defined and used in the process are automatically available for use as a filter
- Export of reports (lists, values and diagrams) to MS Excel®

General information

- Multi-language application
- Right and role concept
- Customers and suppliers can be authorised with certain rights for the system.
- Open definition of catalogues
- Document management with version control and document search

Functions – Additional modules and SAP® interface (optionally)

Overview - Additional modules and SAP® interface

Communication via web, e-mail, fax, post and receiving of e-mails

- Sending of process-related e-mails, faxes and letters
- Automatic receipt of e-mails and attachments to the process
- Creation of new processes from incoming e-mails
- Set up of letter formats/heads
- Creation of dynamic text blocks / templates

Contact management (customer and supplier management)

- Management of customer and supplier data with contact persons and all activities
- Management of companies, private individuals and consumers
- Direct transfer of contact data into processes

Import module for catalogues (for products etc.), users and contacts

- Time controlled and ad hoc import of data per file (MS Excel® XLS or CSV file)
- Import of product and contact data (clients, suppliers etc.)
- Free assignment of the fields from the import file and automatic check of doubles

Computer telephone integration (CTI)

- Incoming phone calls are automatically displayed in the web browser with phone number and name taken from the CWA Flow contact module
- Automatic dialling of phone number from the CWA Flow contact management

LDAP-Module – Active Directory / Automatic login

- Synchronization of users and groups with Active Directory (for example MS Active Directory / Exchange)
- Automatic login via windows password (check against domain controller)

SAP® interface (optionally)

- Interface to SAP® R/3® or SAP NetWeaver® per Java Connector (JCo) by using „Business Application Programming Interfaces“ (Standard BAPI®) from SAP
- Web Services

Internal server or SaaS (Software as a Service)

Internal server or SaaS solution (hosting and software rental)

CWA Flow can be installed as licensed software on the internal server in the company or rented via the Internet with encrypted access (SaaS, software as a service).

When operated as an SaaS, CWA will take over the operation of a server in a high-performance data centre for you.

User friendly like an e-mail system

CWA Flow is just as easy to use as an e-mail program. Thanks to the familiar user interface, every user can operate the system intuitively without the need for extensive training.

Designed for use at small and large companies

CWA Flow is fully scalable. The application can be used by a small or large number of users. CWA Flow is today used at both medium-sized companies with five users and large corporations with over 1000 users.

CWA Flow can be very easily integrated using web services.

The system can be easily integrated and customised using industry standards like JAVA, XML, SQL and web services. Interfaces to SAP®, to the host, etc., are also possible.

System requirements

Web browser	Microsoft® Internet Explorer from Version 6, Firefox from Version 3.0 or others on request
Server:	
Operating system	Linux, Unix or Windows
Database	MySQL, Oracle ®, Microsoft® SQL Server® or others on request
Web server	Apache Tomcat, IBM® WebSphere® or others on request

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CWA Flow: Benefits

- Reduce processing costs
- Shorter turnaround times
- Greater degree of transparency
- Better team work
- Parallel processing
- Reduce errors
- Stable processes using interactive control
- Reduce employee workloads
- Adhere to deadlines

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