OpenText
THE CONTENT EXPERTS

OpenText Enterprise Process Services for eDOCS™

Control the flow of work throughout the organization

OpenText Enterprise Process Services for eDOCS provides organizations with a comprehensive toolset to control the flow of work throughout the organization.

Solution Highlights

For End Users

- Trigger processes from actions within eDOCS DM/RM
- Display information from eDOCS DM/RM on Enterprise Process Services forms.
- Agents within Enterprise Process Services perform eDOCS DM/RM tasks.
- Be alerted to overdue, incomplete and escalated tasks

For Administrators

- Easily define graphical workflows with steps, agents, form web controls, conditional branching logic, escalations, and business rules
- Quickly evaluate process successes and failures during the design stage
- Monitor status at a glance with views of all processes

For Organizations

- Move content through creation, approval and publishing lifecycle stages more quickly and consistently
- Maintain all information, content and metadata related to processes in a secure repository
- React quickly to opportunities, customer requests and changing market conditions

The Business Challenge

The ways in which the elements of modern business processes interact are increasingly complex. People, enterprise business systems, and content must work seamlessly together in order to deliver on the promises of optimal productivity, improved business relationships, and quicker decision-making timeframes.

OpenText Enterprise Process Services for eDOCS (EPS for eDOCS)

OpenText EPS for eDOCS empowers business owners and content managers to easily define, apply and reuse business logic and processes providing them with the ability to generate cohesive interactions among people, business systems, and content. This integration brings OpenText Document Management and Records Management, eDOCS Edition (eDOCS DM/RM) documents/records/folders into EPS workflows harnessing the power of both product lines.

OpenText Enterprise Process Services

ROI is often most easily measured when review and approval processes are automated. Reducing the time-to-market of a new drug or product, reducing the time contractors spend in manually administering complex projects, speeding up turn-around time on proposals even by a few days, all generate concrete cost reductions. As a Business Process Management tool, OpenText Enterprise Process Services manages escalations, delegations, notifications and reminders, to ensure business-critical processes are kept in motion and on track.

Unlimited Scalability with High Volumes of Complex Processes

OpenText Enterprise Process Services can effectively optimize high-volume processing environments that rely on highly structured workflows and thousands of tasks and users. Meanwhile, the modular, fully integrated architecture identifies, defines and maps all business processes and supports structured and partially structured ones.

Manage Business Process Lifecycle

Enterprise Process Services optimizes business processes by analyzing the data collected during processing and using it to improve the process. The design environment allows developers to use the analysis to create a better workflow, such as devising a new form for automating a specific task or transaction and then incorporating it into the process. The business process is continually improved by ongoing analysis and optimization activities.

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Create and Capture Critical Business Content and Processes

Whether creating a report, document, or project, content creators can start a business process from within the application they commonly use like Microsoft® Word or Outlook®. When content is created, edited, or made a record, a workflow process can be triggered automatically. Conversely the Enterprise Process Services system can further a process by performing functions within eDOCS DM/RM.

Rapidly develop processes, create forms, and centralize information

The Process Designer is a user-friendly graphical design environment that enables developers to rapidly define and administer business processes. Best practices, as well as sub-processes, can be developed and managed by a project manager. The system can automatically create forms or developers can use the forms development environment to design specialized forms that provide users with all the information they need to complete tasks with the highest level of efficiency and speed possible. The Process Designer enables customers to rapidly and easily design, test and implement business processes. The Process Designer helps users leverage knowledge from processed workflows to optimize processes by providing the flexibility they need to continually modify workflows.

Integration Features

- Search for and Attach documents, records and folders as content from eDOCS repository
- Access to eDOCS DM/RM functions within the Enterprise Process Services interface – profiles, view, history, edit, make record, etc. available both as user functions and form displays.
- eDOCS DM/RM functionality as an automated part (Agents) of an Enterprise Process Services process.
- Automatically trigger processes based on content lifecycle events like check-in, publish, dispose

OpenText Enterprise Process Services Features

- **Event-based processing**—Increases business agility and responsiveness by automatically reacting to transactions and business events within eDOCS DM/RM – lifecycle events like edit, publish and file part close.
- **Application Integration**—Integrate business applications, like ERP or legacy apps, not just to ensure the process flow, but to also provide an integrated user-friendly interface for end users struggling to work between different applications.
- **Process accountability**—Auditing, analysis and reporting ensure optimized business decisions by controlling workflows, perform detailed analysis of current and historical process information and validate process changes.
- **Escalation management**—Helps shorten processing cycles by monitoring timelines.
- **Process capabilities and scalability**—Manages diverse business processes, including complex ones with millions of transactions and thousands of users.
- **Graphical process design and modeling**—Fast and efficient implementation of business processes with the flexibility to handle changes.
- **Standards support**—Supports standards like XML and WfMC (Workflow Management Coalition Interface) to protect investments and provide integration capabilities.
- **Easy-to-use**—Web Interface, SharePoint Integration and Email notification allow for fast implementation and roll-out and ensures user acceptance and satisfaction.

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