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The Process Suite

Process Suite accelerates the time from request to results. It is a complete process automation and case management system that enables organizations to become more agile, more productive, and more competitive. It includes the OpenText Cordys platform, applications, and add-on products that enable organizations to craft the optimal process and case automation environment for their particular needs. It includes social and mobile capabilities, allows deployment via the cloud, on premises, or hybrid, provides a broad set of application development options and tools, and allows organizations to build applications that leverage a wide variety of Enterprise Information Management (EIM) capabilities from a single vendor.

TOP FIVE FEATURES OF THE PROCESS SUITE 10.5 PLATFORM

- **OpenText Cordys 10.5:** Combines process and case management in one system to help you automate everything from the simplest to most complex processes.
- **BPM Everywhere:** A social user interface that lets knowledge workers easily communicate and collaborate on cases.
- **Process Component Library:** A library of case management and service delivery components to help you assemble applications, shortening your time to value.
- **AppWorks Gateway:** Developer resources and RESTful APIs to easily integrate the full set of OpenText EIM products into your process automation initiatives.

The Changing Nature of Business

Business is changing for most organizations. The clock speed of changing market needs, competitive forces, and growth initiatives is quickening and organizations are forced to become more nimble as a result.

But the problem lies in how to increase agility with traditional IT systems and core applications, including ERP, SCM, CRM, HR systems and custom applications. IT organizations talk about how their software initiatives cannot keep pace with needed business changes. Research shows that a high percentage of IT professionals indicate their IT budgets are absorbed by maintenance and updates, that system inflexibility limits their ability to change process, and that their core systems have poor cross functional processes.

The agility problem is apparent in the fact that the typical cycles for change in business operations is 3-6 months, the cycle for change in business strategy is 1-2 years, but the average change cycles for core software solutions and IT infrastructure is 6-10 years. By the time a process automation solution is

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rolled out to the business group, the needs have often changed and the system is not considered effective or successful.

The other aspects of a changing business environment involve the new expectations of service requesters or the knowledge workers that are providing services.

Service Requestors – Those individuals requesting services are employees, customers, constituents, and partners, and are often kicking off a process. When automating the processes that touch them, from a business transaction to service request, to employee benefits enrollment, to applying for a loan or permit, they initiate the process with a communication. With the nature of society being more online, and less tolerant of clunky complex interfaces, and now accessing services via a tablet or mobile phone, organizations must keep up with these expectations. The age of the complex, poorly designed, and redundant paper form are over. And these users want to initiate a request, check status and receive their resolution, all online and 24/7. Normal business hours no longer apply in service delivery.

Service Providers – These are the knowledge workers who are providing services within a process or case. They may be HR professionals, customer service representatives, or work in state and local governments, and their expectations for the systems they use are also changing. In the era of the "millennial worker" and bring-your-own-device (BYOD) workplaces, we have workers that actually want to mingle their work lives and personal lives online. Managers must provide systems that work the way they work, meaning integrating social and mobile interfaces and collaboration capabilities inherent in the systems they use.

The core systems of record can't keep up. The siloed applications that take excessive resources to just maintain are not powering the operational innovations that organizations need. There needs to be "systems of engagement" to cover the core systems, and bridge that gap between those applications and the needs of the business.

Process Improvement in the Business and IT

Some organizations feel the solution to the problem is to move process innovation and automation into the business units and away from IT as an attempt to speed up the process. The feeling is that the business units know the requirements better and will therefore build a better solution.

The trouble lies in how the solutions are created and maintained. Often we find that IT-oriented systems, with the power and capabilities to create unique and differentiating applications are too complex and technical for the LOB. The business analyst role is not the same as an app developer and they struggle to create the right app.

There are process automation systems designed for the business analyst within the LOB, but these systems are often too limiting and inflexible for solutions that can power the needed changes. IT is capable of creating more robust solutions, but these tools limit their ability.

There needs to be a system that lets an IT organization develop solutions the way they want, but also provide capabilities for the LOB to customize and configure solutions to better meet their business needs.

OpenText Process Suite

OpenText Process Suite is the right solution to meet the broad set of process automation needs from providing the needed speed and agility, to supporting the right engagement experience for users, to offering a broad spectrum of development options for IT and the LOB.

It is a bundled solution that makes it easy to understand the scope of a full featured BPM solution and also to purchase the required components to meet specific organizational needs.

The Process Suite Platform

The bundled platform for the Process Suite includes:

- OpenText Cordys
- BPM Everywhere
- OpenText Directory Services
- OpenText AppWorks Gateway

By the time IT has delivered the solution to the LOB, the needs have changed and the solution often does not meet the original objectives.

The core automation capabilities are delivered by OpenText Cordys functionality, which is a process and case management platform all in one system. It includes features such as:

- A Composite Application Framework
- Master Data Management
- An Enterprise Service Bus (ESB)
- A rules engine
- Business activity monitoring
- Process and case management design environments

... And a host of other capabilities to automate process from the most simple all the way to the most complex.

OpenText BPM Everywhere

With the platform comes BPM Everywhere, our new social user interface that lets knowledge workers communicate and collaborate on cases within a very intuitive and modern "social" feel. It supports skills searching, tasks, activities, and tracks communications within the framework of the case environment. It also supports mobile deployment so users can be managing cases from their tablets and smartphones.

The Process Component Library

Also with OpenText Process Suite platform comes the Process Component Library. This is a library of case management and service delivery components which includes reusable services for tasks, escalation management, self-service, knowledge management, IM style collaboration, personalization, and reports and analytics. This set of components can be used by IT or the LOB to "assemble" applications, which shortens the time to design and deploy, and creates the agility so many organizations are looking for.

OpenText AppWorks Gateway

AppWorks Gateway, included with OpenText Process Suite, includes RESTful APIs for our full set of OpenText EIM products and capabilities, and also includes access to a developer community for support, code snippets, and other resources to help developers create more easily integrate EIM (document management, content management, automated correspondence, information discovery, and information exchange) capabilities into their automated workflows.

Process Suite Application

The application included with Process Suite include:

OpenText Cloud Provisioning – A feature rich solution that allows organizations to create new application services, and automatically provision and orchestrate both on-premise and cloud-based services that make up a new product, value added service or application, despite the fact that these capabilities come from many providers and sources.

Process Suite lets IT and LOB organizations develop and deploy solutions the way they want - from packaged applications to code-level development.

Process Suite Add-Ons

The Add-on products available with Process Suite 10.5 include:

- **Process Intelligence (formerly managerView)** – Provides comprehensive process analysis and visualization from Birst technology for high levels of business insight and intelligence.
- **OpenText ProVision** – For business architecture analysis for process initiatives, to understand the broader set of impacts from a process automation initiative.
- **OpenText Capture Center** – Includes OCR and ICR capabilities to provide a digital onramp for process automation.

How Process and Case Management Applications are Created

Process Suite lets IT and LOB organizations develop and deploy solutions the way they want - from packaged applications to code-level development. We have structured our solution to empower four types of solution development, including:

Packaged Applications – Our application capture best practices and domain specific components and packages them into "turnkey" applications that require only configuration and light customization to meet the need of an organization. This is perfect for the LOB environment looking for the fastest time to value and least amount of customization.

Assembled Process Applications - This style refers to the assembly of applications using our Process Component Library. These prebuilt and reusable components allow developers in the LOB or IT to build applications using dropdown lists and prebuilt case system elements, reducing the time to value, and utilizing the service delivery best practices built into the components.

Model-driven Development – OpenText Cordys also provides robust modeling environments to develop applications using BPMN-based process modeling tools, or CMMN-based case modeling, the emerging standard for case management modeling. The platform also includes a SOA-compliant framework so developers can create, utilize, and reuse web services in the development of applications, and also leverage the ESB functionality for more complex integration work that goes beyond typical web services integration.

Code-level Development – Our system also accommodates code-level deployment with the OpenText AppWorks Gateway. The AppWorks environment allows developers to create more sophisticated and differentiated applications that more effectively utilize EIM applications by OpenText.

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PACKAGED PROCESS APPS	ASSEMBLED PROCESS APPS	MODEL DRIVEN DEVELOPMENT	CODE-LEVEL DEVELOPMENT
Solutions fully developed by OpenText	Pre-built solution frameworks	Rapid app development	Full custom development
Fastest time-to-value	Rapid time-to-value	Develop using BPMN and CMMN-style modeling	Maintain and update in house
Customized by customer	Assemble and configure	Native cloud platform	APIs into EIM services
Deploy in as little as 30 days	Components are based on industry reference models	Integrations with OpenText EIM technologies	Development tools and resources

How the Process Suite 10.5 is Different

When it comes to speed and agility, the Process Suite can bridge the gap between the systems of record and the users both inside and outside the organization that need services and processes to reach them in the way they want. Process Suite provides this agility and short time to value with pre-built service components, web services creation and reuse, and pre-configured integrations and UIs.

Much of the agility is achieved by providing the IT and LOB organizations the tools they want to develop and deploy applications in the styles and methods that fit the business needs. The Process Suite 10.5 is unique in its ability to accommodate a wide variety of development styles, including packaged applications, application assembly and configuration with pre-built components, model-driven development with process and case modelers, and code-level development APIs, tools and resources.

OpenText can also provide a very broad set of information management application services from a single vendor including, content and document management, records management, information governance, automated correspondence inside and outside the firewall, information exchange capabilities and enterprise information discovery capabilities.

Finally, the Process Suite meets the needs for flexible deployment across an organization, and includes deployment options which include SaaS, PaaS, on-premises, and hybrid deployment. ■

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