

OpenText™ LiquidOffice

Intelligent business process automation

In the modern enterprise, processes involving people, information, and content drive business. The efficiency and effectiveness of a firm's processes have a significant impact on productivity, risk, customer service, and the bottom line. OpenText LiquidOffice uniquely provides organizations with a means to streamline cumbersome processes while making them consistent and auditable, for more reliable outcomes, fewer errors, and reduced compliance risk. Moreover, LiquidOffice shines a light on otherwise hidden data in processes, so the data driving your business is known and understood in real time.

All organizations have a common challenge, which is a heavy dependence on human interaction with the physical and electronic information that supports processes. This challenge is compounded by the fact that people involved in processes are often dispersed across locations and different organizations. LiquidOffice delivers business benefits by managing a process from start to finish, and seamlessly connecting the necessary people and information.

LiquidOffice flexibly brings together people and any format of information. Whether the physical or electronic, structured or unstructured, LiquidOffice provides workers with all of the information required to automate decision making within processes. This capability allows you to optimize business outcomes by converting inefficient processes into operational fuel that drives a competitive advantage.

Intelligent Process Automation

By automating the capture, routing, validation, and integration of information required to complete a business process, LiquidOffice simultaneously increases revenue and decreases costs to maximize profitability. By integrating business rules into a workflow process, LiquidOffice can dynamically adjust the workflow, responding to business needs in real time.

PRODUCT BENEFITS

- **Proven and scalable:** OpenText™ LiquidOffice is a proven, scalable solution for capturing data and automating processes that integrate people, information, and content
- **Capture data with intelligent eForms:** Easily create and publish electronic forms to capture data and documents, and route for review
- **Flexible and powerful:** Use LiquidOffice to model business processes, manage workflow activities, and monitor progress
- **Increase efficiency and reduce risk:** LiquidOffice can be applied across a vast range of processes for servicing customers, suppliers, and employees, to improve efficiency and provide fast customer service
- **Integrated for comprehensive solutions:** LiquidOffice can access and update information and content in virtually any system to guide and automate decision making within processes

Customer Solutions

Onboarding

Securely automate and accelerate customer and employee onboarding processes and their related forms and documents

Government

Tax forms, vehicle registration, business licenses, benefit forms

Healthcare

Patient enrollment, insurance claims, prescription orders

Financial Services

Loan applications, credit reports, new account opening

Manufacturing

Service requests, job orders, change control

Education

Admission applications, financial aid, student transfers, grants

Human Resources

Employee self-service, employee onboarding, personnel and policy forms

Accounting

Accounts payable, sales order processing, purchase requisitions

Marketing

Campaign approvals, sales lead processing, customer surveys

Production

Work orders, change management

Sales

Sales forecasting, business reports, sales order processing

Support/QA

Bug reports, feature requests, customer feedback

Legal

Case management, client onboarding, contract management

Key Business Benefits

LiquidOffice offers unrivalled flexibility to manage, optimize, and streamline processes across the enterprise so you can:

- Transform unsecure, inconsistent business activities into lock-tight, compliant and auditable processes, minimizing the risk of fines and damage to business reputation that arise from non-compliance
- Achieve optimal business outcomes by providing workers with 100 percent of the information, both structured and unstructured, required to make good business decisions in a timely manner
- Drastically increase process speed by eliminating idle time between tasks, assembling 100 percent of supporting information and minimizing human touch points, resulting in better customer, supplier, and employee service and satisfaction
- Eliminate costly processing errors and omissions by automating task allocation
- Capture structured and unstructured information from paper and electronic documents to trigger business processes and automate business decisions
- Ensure adherence to best practices across a distributed workforce by enforcing consistency, facilitating collaboration, and enabling continuous process improvements
- Increase visibility into process bottlenecks and redundancies in repetitive tasks
- Impose deadlines, monitor task level detail, and raise alerts to improve outcomes

LiquidOffice can help you deploy process automation solutions rapidly, rolling them out across your enterprise using comprehensive, graphical workflow modeling and simulation tools.

A Single Platform for Automating all Processes

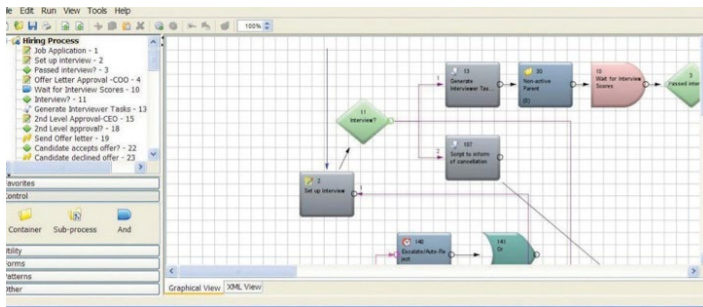
Most organizations operate using a vast range of processes to service customers, suppliers, and employees. Many are mission critical, and all influence the success of the business. LiquidOffice allows you to leverage the benefits of automation across all workflows and all information types, and allows access to tasks and information at any time and from anywhere.

Advanced process modeling

LiquidOffice incorporates a comprehensive, graphical workflow modeling and simulation environment that allows you to define processes involving enterprise-wide information, as well as human and automated tasks. These processes are orchestrated within a fully scalable process engine.

Powered by intuitive drag-and-drop interfaces, LiquidOffice accelerates the design and execution of structured processes for unique business requirements and regulatory compliance needs. No programming expertise is required. Designers can view and manipulate processes as they are creating them and simulate execution off line.

Using LiquidOffice, you can adjust processes automatically and dynamically to improve business performance.



Drag and drop business process modeling with OpenText™ LiquidOffice Process Studio.

Streamline your use of electronic forms

LiquidOffice provides a web-based solution for creating and deploying electronic forms and automatically managing the corresponding routing, tracking, and approval processes. eForms allow you to quickly put your forms online and present them to internal and external users.

LiquidOffice enables the rapid deployment of eForms through an intuitive point-and-click Form Designer, making it easy to create forms and add intelligence to existing forms. Integration with

Enterprise Content Management solutions and other systems provides an archive repository for completed forms and the ability to integrate information between systems and processes.

Manage and monitor business processes

LiquidOffice includes management, monitoring, and analytics features that provide visibility into process data to help you understand key performance information in real time. You can identify bottlenecks, audit usage, analyze process data and handle exceptions, allowing managers to make real-time improvements that drive your business.

Track processes and connect people

LiquidOffice securely connects all people across the enterprise and geographies with information and processes, whether inside or outside the enterprise firewall. Comprehensive tracking and auditing capabilities log user and administrative activities and present them in an easy to use management console, to help you meet compliance mandates.

Mobile process automation

LiquidOffice revolutionizes how you can influence in-flight business processes and real-time data using mobile devices. LiquidOffice lets decision makers access, review, digitally sign and approve steps in pivotal business processes from just about anywhere in a manner that is secure, auditable and compliant.

Integrated Workflow Solutions

LiquidOffice is integrated with OpenText™ TeleForm to enable end-to-end document capture and workflow solutions. With OpenText™ Exstream, LiquidOffice automates customer experience solutions. And with the many other integrated Enterprise Information Management systems, LiquidOffice enables customers to automate virtually any business process.

Learn more at engage.opentext.com/products/liquidoffice