Top Ten Reasons to Leverage Solutions Business Manager

OpenText™ Solutions Business Manager (SBM) is the IT Process Automation platform of choice for companies that want to rapidly create and adapt process-based applications for human and system work management to improve enterprise agility, productivity, and accountability.

Over 1,600 global companies rely on SBM to prototype applications in weeks to quickly demonstrate business value and then take an agile, iterative approach to optimizing these solutions. Our customers state that unlike traditional approaches to business process management, using SBM is cost-effective, speeds implementation, and helps rapidly deliver fit-to-purpose applications. Here's our top ten list of why you should consider leveraging SBM.

1. **Rapidly Create Process-Based Applications.** Process application design is simple in SBM. Quickly map out business processes. Use swim lanes to organize the activities performed by different roles. Associate forms with steps in the process. You can choose to build out your process-based application either offline or online. Visually compare different versions of a process app and manually merge them. This lets yours application designers work in parallel. Jump-start your process improvement initiative and reduce time to deliver value by downloading and extending one of our pre-built applications—choose from solutions for employee onboarding, travel approval and much more.

2. **Easily Design Dynamic Forms.** Create rich forms. Drag and drop fields from a palette, insert images, bring in information from external sources using flexible widgets and present it to your users to help make them informed decisions and get work done quickly. Build dynamic forms that present different values and options to your users based on their interactions with the system. You can even convert forms into pdfs to make it easy to share with other process participants.

3. **Seamlessly Connect to Existing Infrastructure.** We've made it easier to leverage your existing infrastructure and gather information from disparate sources and present it to your users in real-time, using Web services and REST based APIs. You can integrate with systems within and outside of your organization—right from your process application design environment. Design an orchestration once; reuse it across multiple process-based applications.

4. **Confidently Manage Change.** With SBM, you can confidently move your process-based applications across environments such as test, staging, and production thanks to a full set of change management capabilities. All your process-based applications are fully versioned so that you can easily track versions across environments or even choose to rollback to an earlier version. Enjoy greater ease of use, with complete control and versioning.

Key Benefits

- Reduce time spent on paper-based processes and manual approvals
- Increase visibility and transparency providing actionable insight
- Efficiently collaborate and communicate among stakeholders
- Eliminate resource waste

5. **Accelerate and Bullet-Proof Installations. Visually Compare Apps Before Upgrades.** Let our graphical configuration wizards guide you through the process of installing SBM on your servers. Choose to perform a complete installation or customize how you install different SBM components on separate servers. You can save your configuration settings and even import settings from a previous installation. This significantly eases the process of upgrading to our newest release. Visually compare two versions of a process app and manually merge items from one version into the other to simplify upgrades. With SBM, an application can be moved in its entirety to a new destination, as a single package, eliminating the need to re-build the app with every change in environment. This reduces the administration overhead.

6. **Fast-Track Approvals—Right from within E-Mail or Mobile Tablet.** Leverage SBM's channel agnostic approach to work and task management, and view, act and approve within e-mail or from Work Center's Mobile enabled UI. From pricing proposals to high priority support escalations and financial transactions that need immediate review—you remain productive no matter where you are.

7. **Zero-In On Process Bottlenecks with Rich Reports at Your Fingertips.** Use the new out-of-the-box reports to quickly drilldown to the root cause of a process bottleneck and then remediate the situation. With SBM, you can easily define your own custom reports within the process application designer and choose to embed these reports within SharePoint or a portal of your choice. Take advantage of custom calendars. Escalate and report on tasks based on true business hours, which results in more accurate reports.

8. **Find Experts and Foster Collaboration with Social IT Capabilities.** Let your users choose avatars, present working group information and areas of expertise alongside their contact information within forms. Foster collaboration and instantaneous access to experts by providing your users with a ranked list of individuals that have worked on similar items in the past.

9. **Ensure Timely Notifications.** Save time, money and increase user satisfaction by getting notified of the key actions and items without ever having to leave the system. Leverage the enhanced notification engine to send/retrieve notifications via channels such as e-mail and SMS.

10. **Configurable Dashboard.** A single interactive and drillable view of multiple reports and URLs simplify visibility and insight into key process metrics.

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