

# Top 10 Reasons to Automate Workflow

A comprehensive overview of workflow automation and the benefits you can realize for both simple and complex business processes by using OpenText™ Workflow Server, .NET Edition

Every day, people throughout your organization perform tasks, route information, and make decisions as they perform business activities. Many, if not most, of these people-based activities are performed manually. This can be costly, error prone, inefficient, and difficult to monitor. Not only that, but these manual processes do not foster accountability and can jeopardize corporate compliance and customer relations.

You can turn these manual processes into a thing of the past. Today, effective organizations are implementing OpenText™ Workflow Server, .NET Edition to build and deploy approval and collaborative workflow solutions. It provides integrated and easy workflow tools that automate business processes to deliver dramatic improvements in efficiency, accountability, and compliance.

Here are the top 10 reasons to automate your business processes with OpenText Workflow Server, .NET Edition:

## 1. Streamlines Repeatable Business Processes

Workflow Server, .NET Edition automates repeatable business activities involving document management and delivery, from simple workgroup tasks to complete enterprise-wide processes, and it enables your business to standardize and streamline people-based activities and track their progress. This eliminates time-consuming, costly, and error-prone manual routines and simplifies business practices, allowing you to realize significant increases in productivity and operational efficiency.

## 2. Makes Continuous Process Improvement Easy

Workflow Server, .NET Edition leverages proven technologies and tools, such as Microsoft® .NET, to make it easy to define, develop, and deploy workflow processes, rules, and conditions. It also provides a step-by-step methodology and easy-to-use wizards that allow nontechnical people to build and deploy approval and collaboration workflows.

## SOLUTION SUMMARY

---

*OpenText Workflow Server, .NET Edition enables your business to automate document-centric business processes by using the latest workflow methods and technology. Its benefits include better business management through the ability to create a controlled, audited, and compliant business environment; time savings through accelerated processes and reduced completion times; and money savings through more efficient use of resources and the elimination of the “paper shuffle” and related costs.*

In addition, Workflow Server, .NET Edition integrates with common productivity tools, such as Microsoft SharePoint® Server, Microsoft Exchange Server, and others. By taking advantage of these flexible tools and integrations, your business can make it easy to adapt and improve processes over time.

### 3. Reduces Costs and Offers a Rapid ROI

Workflow Server, .NET Edition enables your business to achieve a substantial return on investment (ROI) by providing rapidly deployable process-automation tools that eliminate time-consuming, costly manual routines, and by connecting people to the information and processes they need to drive revenue and cut costs. It also incorporates the Microsoft .NET frameworks to enable you to connect to legacy (or future) systems, creating ongoing ownership benefits. This increases the productivity of current IT investments to deliver a measurable ROI.

### 4. Enforces Accountability and Compliancy

Sarbanes-Oxley (SOX), Health Insurance Portability and Accountability Act (HIPAA), International Organization for Standardization (ISO), and other regulatory mandates and internal reporting standards place strict rules on how organizations process, record, track, disclose, and disseminate information. Workflow Server, .NET Edition helps enforce accountability and support compliance by automating, standardizing, and tracking important business processes so you know “who, where, and when” with respect to information and tasks. It also enables your business to manage information access to protect information security and privacy.

### 5. Saves Time and Prevents Decision-Making Bottlenecks

With Workflow Server, .NET Edition, tasks are automatically assigned and delivered to individual or group TaskLists and email notifications are automatically distributed to inform users of their tasks. TaskLists can be delivered to Microsoft Outlook®, SharePoint, Workflow Server Web Access, or a web portal for ease and flexibility. The tasks remain in the TaskLists until completed and cannot be lost, ignored, or deleted. Tasks can be assigned with escalation rules that reassign the task if it is not completed in a timely manner. In addition, Workflow Server, .NET Edition provides Business Activity Monitoring (BAM) to enable managers to monitor ongoing activities. These capabilities enable people to perform tasks more quickly and consistently, thus improving efficiency and preventing decision-making bottlenecks.

### 6. Enables Tighter Connections with Customers and Suppliers

Workflow Server, .NET Edition integrates with productivity applications and can leverage embedded email links, web-delivered TaskLists, and XML and web services to include customers and suppliers within an internal workflow. This collapses the supply chain, reduces time lags, extends the workgroup beyond corporate boundaries,

and empowers people to quickly receive, analyze, and act upon time-sensitive information and tasks. It also provides a process history for audit trail purposes. By providing everyone with immediate access to process-centric information, Workflow Server, .NET Edition improves collaboration and streamlines transactions, thus enhancing customer and partner relationships.

### 7. Provides Timely, Easy Access to Accurate Information Across Your Organization

Without an efficient workflow solution, people in one department often cannot access key information from a different department or application. This wastes time and can cause unnecessary “fire drills” for workers. Workflow Server, .NET Edition can provide this data access and streamline information processing. It allows workflow to be designed to access information on behalf of users and then presents it within a specific task. It also allows the establishment of access rules to control and track data access within a given process.

### 8. Retains Operational Knowledge

Your business can lose important operational knowledge if key people are absent, reassigned, or they leave the company. This information void can be costly and time-consuming, resulting in unnecessary delays. Workflow Server, .NET Edition helps you retain operational knowledge by documenting and automating workflow steps and approvals electronically throughout the process, which helps ensure that vital information is retained and approved procedures are optimized and adhered to within the organization.

### 9. Provides Flexibility to Deploy and Refine Business Processes Workflows

Workflow Server, .NET Edition is simple and graphically intuitive. It provides wizards, drag-and-drop canvases, and templates, and it leverages technologies such as Microsoft Visual Studio .NET, C#, XML, and other flexible tools. Workflow Server, .NET Edition makes it fast, easy, and cost-effective to deploy, adapt, and extend workflow capabilities for technical and nontechnical people alike.

### 10. Offers a Single Source for Workflow, Document Management, and Information Delivery

Workflow Server, .NET Edition integrates with OpenText™ RightFax and OpenText™ Alchemy; giving your business a single source for all workflow, document management, and information delivery needs. RightFax is the market-leading enterprise fax and electronic document delivery solution, and Alchemy is the leading document and records management product for fixed content management. This comprehensive OpenText product family automates information and document flow throughout the information lifecycle, allowing businesses to quickly and easily generate revenue, cut costs, improve efficiency, and meet compliance goals.

[www.opentext.com](http://www.opentext.com)

NORTH AMERICA +800 499 6544 • UNITED STATES +1 847 267 9330 • GERMANY +49 89 4629-0  
UNITED KINGDOM +44 (0) 1189 848 000 • AUSTRALIA +61 2 9026 3400