



Workflow Services

INTEGRATION

SYSPRO is committed to continually deliver powerful, agile, easy-to-use solutions that add value across your organization, today and into the future.

SYSPRO Workflow Services (SWS) provides the capability to design and enable the streamlined flow of business processes across the eco-system through a fluid and user-friendly interface. It creates a seamless flow between your software and the activities of your employees, suppliers, and customers by putting control in your hands. It gives your organization structure for managing, monitoring, and documenting what's been done, what needs doing, and what didn't get done (but should have!).

Workflow Services is about identifying and improving processes to make your business more efficient, more disciplined, and better able to adapt to changing conditions. However Workflow Services alone cannot provide the agility you need to get and stay competitive – you also need software that is flexible in order to fully automate and accommodate your business processes as they change.

Built on the Microsoft .NET 4.0, SWS enables you to apply rules-based control over business processes, thereby promoting process cohesion, as well as collaboration amongst process role-players.

In addition to providing out-of-the-box workflows and activities, the visual designer tools in SWS enable you to create and model custom activities unique to your business environment.

Workflow status and performance information can be tracked and monitored through the workflow monitor. This information can help you identify the

progress of any instance of a workflow. Using the tracking data, workflow processes can be analysed to alleviate bottlenecks and streamline business processes.

The version control system built into SWS allows you to easily modify and manage different versions of workflows, as your business needs and processes change. Outstanding transactions or in-complete processes do not have to be completed before a new version of workflow is deployed as different versions of the same workflow can run side by side.

The SWS Professional Version consists of 3 additional functions, namely: Activity Pack, Unlimited access to Business Objects and Notification Services:

- The Activity pack is a collection of pre-developed activities that make developing workflows simple. It consists of activities ranging from sending emails via SMTP or Microsoft Exchange, Calling business objects, creating and maintaining user tasks, XSLT transformation and workflow to workflow communication.
- When calling business objects from within a workflow using the range of call business object activities, access to all business objects are allowed. The organization does not have to have any of the business object functional areas or the system manager licenced.
- Notification Services provides for user tasks to be combined into a single task list that increases productivity, because users are not hindered by trivial tasks or over-whelmed with information. The task list can be configured by user or by role allowing collaboration throughout the enterprise.

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The Benefits of Workflow Services

- Streamlined business processes
- Promotion of inter-departmental collaboration
- Comprehensive test environment in which to test workflows prior to deployment
- Role-based security
- Notification services
- Accessible from third-party applications
- Central host engine for all workflows
- SOAP and HTTP-communication enabled
- Workflow monitoring and tracking to centralized database
- WYSIWYG workflow and activity designer



Workflow Services Features

- Design, build, test, deploy, manage and integrate any number of business workflows
- Initiate workflow processes, both from within SYSPRO and externally
- Process workflow transactions remotely and without necessarily having SYSPRO installed on the desktop
- Apply rules-based interaction and control



Integration with SYSPRO

SYSPRO Workflow Services is built into the SYSPRO ERP system and is therefore fully integrated with SYSPRO and any 3rd Party application



Audit trails and Reporting

- Workflow status and performance information can be tracked using tracking data, and monitored through the workflow monitor
- All reporting is done using SYSPRO Reporting Services (SRS)
- Workflow Analysis is done using SYSPRO Analytics
- Processes can be monitored and controlled to meet compliance