

Workflow

What It Is

A company's ability to manage its business processes and adapt quickly can determine its success in the market place. OnBase Workflow is an electronic document routing system that enables users to process work more efficiently, faster, and more accurately than with traditional paper processing. From processing applications to approving expense reports to managing remittance processing, workflow streamlines collaboration and accelerates the completion of critical business tasks.

How It Works

The OnBase Workflow module uses a configurable set of rules and actions to consistently route documents through a user-defined business process. The point-and-click configuration of OnBase Workflow enables organizations to quickly deploy robust workflow solutions, streamline business processes and create the opportunity for continuous improvement. Documents enter workflow in a variety of ways: electronic forms filled out on the Internet, input processors, document imaging, or they may be imported manually.

The OnBase Workflow rules and actions ensure that documents are distributed in a standard and controlled manner ensuring that business rules and practices are followed. Workflow can prompt users for input or automatically process documents based on information such as a keyword, the type of document, when the document arrived, the presence of a supporting document, or information from a line of business system.

Documents can be processed with employees handling only exceptions; in a conventional manner, where the processing requires heavy human intervention; or by some combination of the two.

Who Will Benefit

Companies in manufacturing, insurance, financial services, healthcare, distribution and many other industries can benefit from utilizing OnBase Workflow departmentally or throughout the enterprise. OnBase Workflow is a product for any company that is planning to increase productivity, reduce errors and increase customer satisfaction by automating business processes and optimizing employee efforts.

Technical Features

- Point and click configuration
- Alternate routing logic
- Automatic criteria calculation
- Rendezvous
- Simultaneous notification
- Load balancing
- Timers for follow up and processing
- Ad-hoc workflow
- VB scripting for integration with legacy systems

Business Benefits

- Workflow solutions can increase the efficiency of business processes by 25 to 75 percent.
- Workflow ensures that your business practices are followed.
- Provides a clear audit trail
- Empowers a user by giving the all the relevant information when making decisions.
- Delineates a clear picture of a document's status in a given business process.

System Requirements

- Workflow Departmental or Enterprise Server
- Workflow Client licenses
- OnBase E-Forms, if electronic forms support is desired
- Windows 98, NT 4 Workstation/Server, 2000, XP
- Supported SQL Database (SQL Server 7/2000, Oracle 8+, Sybase SQL Server 11.5, Sybase SQL Anywhere 5.5.04/7.0.1/8.0)

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