

KC ProcessManager™

The Complete Business Process Analysis and Creation Tool

The need for enterprises to understand and manage their business processes is now well established. Companies that implement efficient and well-managed processes achieve huge benefits in terms of Business Agility, Customer Service, Compliance and Reduced Operating Costs. But for many businesses, tackling the inefficiencies in their existing processes is a daunting task, not least because they lack the tools to do the job.

KC Process Manager is the solution to that problem.

Drawing on experience of having implemented many successful Workflow and Document Management solutions, KnowledgeCenter is uniquely positioned to offer KC Process Manager – a Process Analysis and Creation tool that has all the features needed to create real life process solutions.

KC Process Manager Facilities

Designed to be used by Business Analysts, KC Process Manager offers a complete toolkit for the analysis, creation, testing and even implementation of highly-efficient automated processes.

At a high level, the product provides the ability to:

- Model the data classes used in the processes
- Model the organisational structure in terms of the users and roles that operate the processes
- Graphically create process maps, each embodying the full, self-documenting, definition of a process
- Test the processes with live links to other systems in the infrastructure
- Manage the process maps as business assets, with full version control
- Implement the processes for production use, either directly in KCenter, or in a range of other process engines.

Each of these capabilities is described in further detail, below.

Data Modelling

KC Process Manager allows the definition of data Categories each of which is made up of multiple data Attributes.

The definition of each Attribute not only allows you to specify the screen label, data type and the input type, as you would expect, but also allows you to define how Attributes are linked to external data sources and Service Oriented Architecture web services. These are not just models of those links, but are actual operative links.

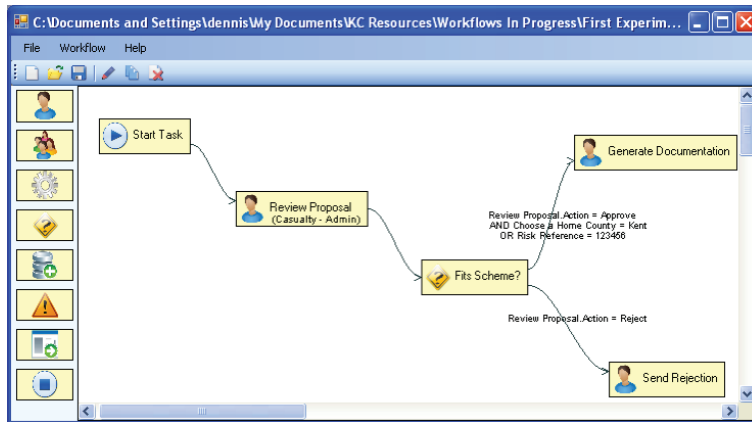
Each Category models a data entity that is used in the processes. Categories may be contained within other Categories, allowing definition of a rich data model that truly represents the complexity of the data structures in the business. Optionally, you can also define a specific form layout for a Category, by detailing the co-ordinates of each Attribute on the screen.

User and Role Definition

KC Process Manager allows the creation of multiple user groups. Each user group would typically represent a defined role in the processes. Individual users can also be defined and placed in one or more groups. Thus, a complete model of the participants in the processes can be built, representing the defined job roles and organisational structures of the business.

Process Definition

The process definition tool allows each process to be drawn as a series of linked steps. The main features available are:



- Drag and Drop process mapping
- A complete range of step types including manual actions, automated actions, decision points and milestone definitions
- Sophisticated definition of who performs each task
- Definition of parallel tasks and rendezvous points
- Definition of the business logic that controls how the flow proceeds at each decision point
- Definition of the data that is operated on, down to specifying which individual fields are visible, modifiable and mandatory at each step in the process
- Inclusion of design notes in the process map
- Definition of re-usable sub-flows
- Definition of time limits per task

The automated steps in the process can execute SQL stored procedures or DLL functions. As with the links in the data modelling, these are not just representations of invoking the automated processing, but actual live links to the processing which will be executed at process testing time.

Once a process has been mapped in KC Process Manager, it becomes self-documenting. Full documentation of the process can be automatically created with just two clicks of the mouse.

Process Testing

Using KC Process Manager, any process that has been mapped can be instantly run. With real-life links built into the data model and the process maps, when you run a process you are not only testing the business logic of the process but you can actually test how it integrates with other systems in your infrastructure. In effect you are running the process as it would run in production use.

This provides the most powerful way possible of verifying the modelled processes with the business community. The processes can be run with real-life test cases so that the users can see how the processes behave in real-life situations. And all this can be achieved without a single line of code being written by a programmer.

Process Management

KC Process Manager includes a repository for the storage of process maps, with full check-out and version control. A sophisticated permissions model controls who is allowed to view, modify and run which process maps. Similar permissions apply to the data model assets too. Together, these capabilities provide everything that is needed for control of the process analysis assets. This is particularly valuable in a collaborative team environment.

Process Deployment

Users of KnowledgeCenter's KCenter workflow can deploy the processes that are built by KC Process Manager directly into production use. In a forthcoming release, KC Process Manager will also be able to export process definitions in the Workflow Management Coalition's "XPDL" format (XML Process Definition Language). This will allow the processes to be deployed using a range of other workflow engines that offer an XPDL interface.

Would you like to know more?

If you want to know more about the product and/or KnowledgeCenter, get in touch. Call us on +44 (0)20-3004-7100 or email info@kcenter.co.uk