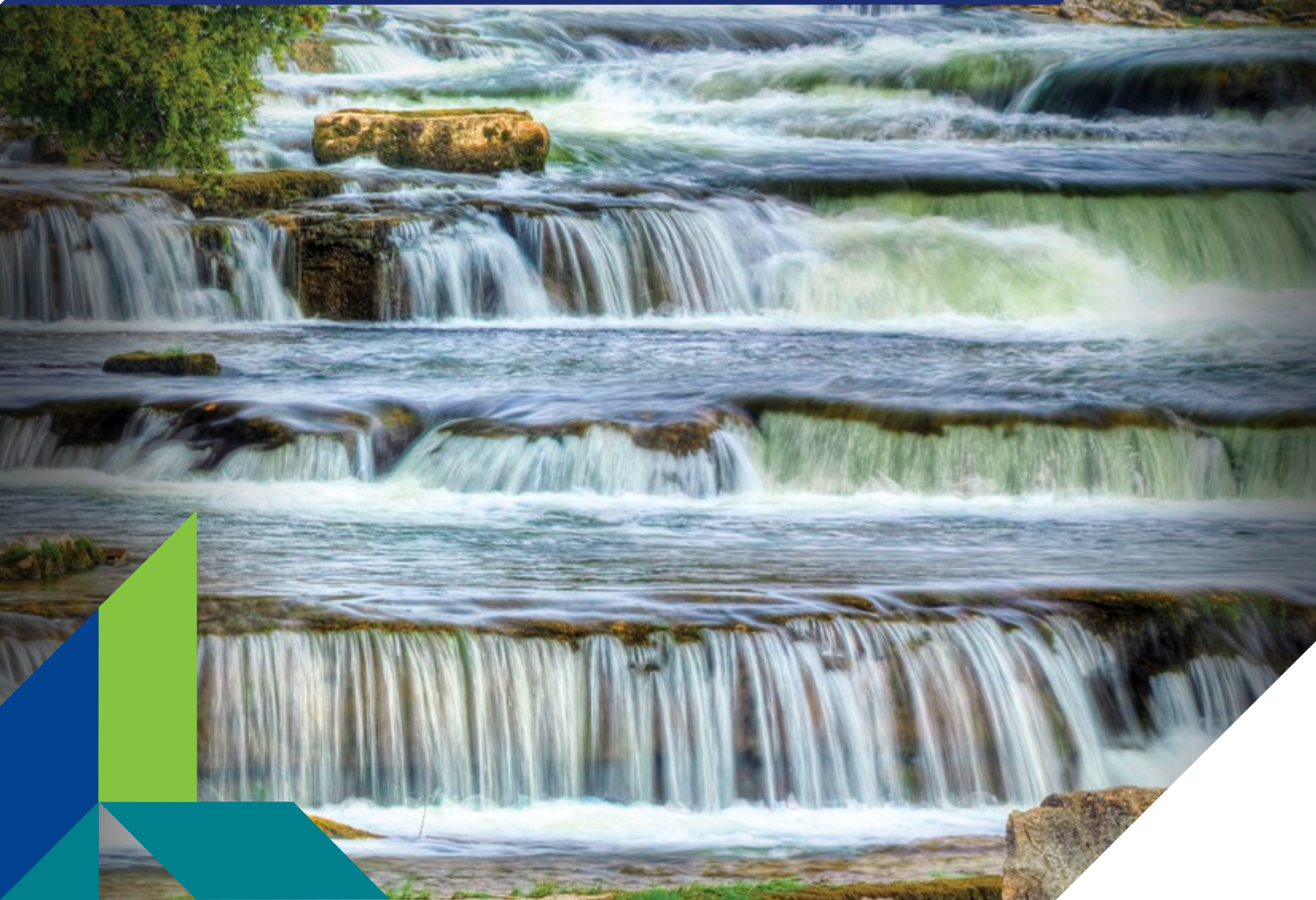




# SYSPRO Workflow Services




Simplifying your Success

## Introducing SYSPRO

SYSPRO is an internationally-recognized, leading provider of enterprise business solutions. Formed in 1978, SYSPRO was one of the first software vendors to develop an Enterprise Resource Planning (ERP) solution. Today, SYSPRO is a global company, represented on six continents and by more than 1600 channel and support partners. Thousands of companies across a broad spectrum of industries in more than 60 countries trust SYSPRO as the platform on which to manage their business processes.

Customer focus is a core component of SYSPRO's corporate culture and one of the key reasons for SYSPRO's strong leadership position in the enterprise application market. By focusing on people and building lasting relationships with customers and partners, SYSPRO consistently excels at guiding customers through all aspects of their adoption and ongoing usage. The aim is to deliver world-class solutions that gives customers the control, insight and agility they need for a competitive advantage in a global economy. As such, SYSPRO provides a unique combination of robust, scalable technologies that ensure minimal risk and a high return on investment.

SYSPRO continually develops remarkable software that simplifies operational effectiveness and keeps customers in control of their businesses. Our vision is focused on meeting customer needs today and in the future.



The most integrated, uncomplicated  
and effortless business software solution  
for small and medium enterprises

## What is Workflow?

Workflow can mean different things to different people, so to avoid confusion, here's a simple definition: Workflow is the collaboration between people, documents, software and systems. Each workflow has a beginning and an end, and contains a process flow (set of tasks) which produces a result. Workflow systems can allow control over authority levels, security, policies and procedures.

## Introduction to SYSPRO Workflow Services

SYSPRO Workflow Services (SWS) aims to provide users with an easier way to orchestrate or describe complex processing of data in a visual form, much like flowcharts but without the need to understand computers or programming.

SWS provides increased business process visibility, system integration, real-time visual monitoring and the ability to improve your processes continuously. It empowers lower level managers' decision-making capabilities without sacrificing control and ensures segregation of duties among role players. It enforces compliance to rules, policies, procedures and legislation.

SWS allows for collaboration between people, documents, software and systems and can stretch across various organizations and around the world. It seamlessly integrates information from various sources and extends the scope of the SYSPRO solution.

In essence, SYSPRO Workflow Services offers a solution which integrates with our ERP software and other applications. Flexible enough for customers with diverse business processes, the workflow solution was developed using Microsoft® Visual Studio® 2012 and the Microsoft® .NET Framework 4.5, and makes extensive use of the Windows Workflow Foundation and Windows Communication Foundation.

"No two companies have the same business processes. Instead of hard-coding a generic solution, we wanted to give our customers a tool set to build their own workflows according to their business processes."

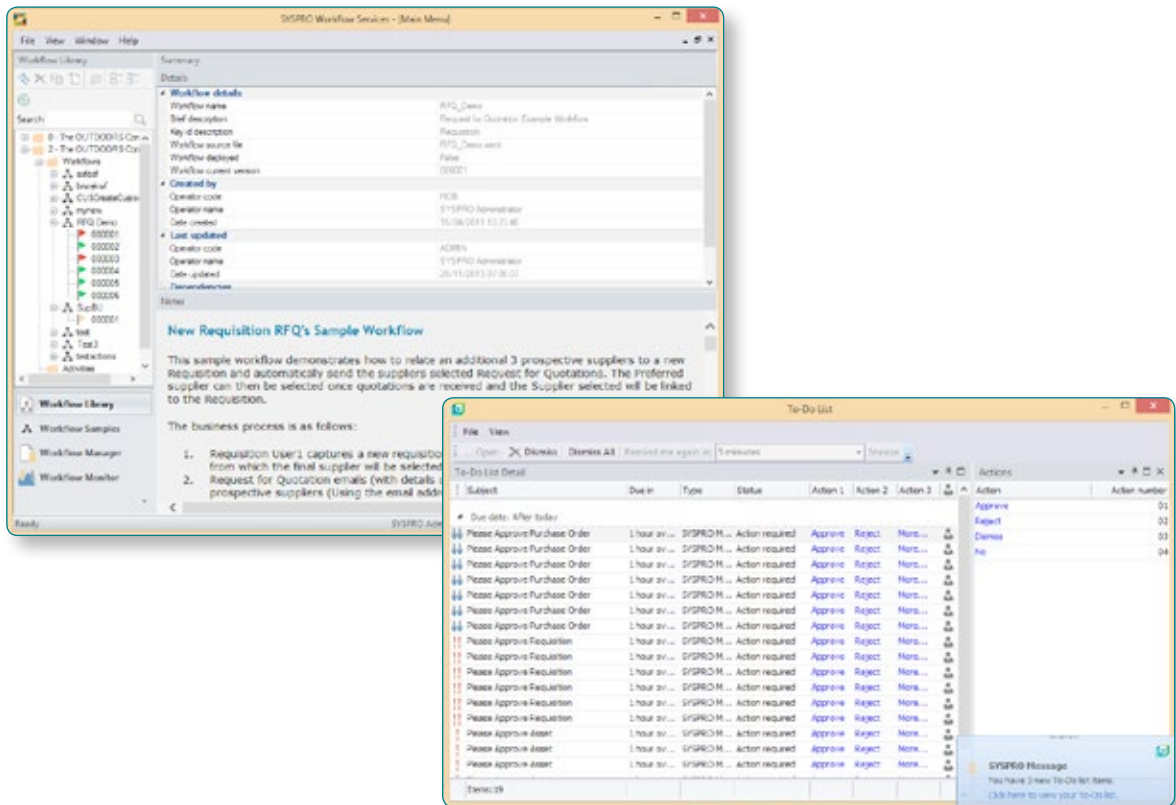
- Kevin Dherman, Software Architect, SYSPRO



# How does SYSPRO Workflow Services Work?

Think of it as a toolbox with four main tools: Workflow Designer; Activity Designer; Workflow Monitor; and Workflow Service. These tools allow you to orchestrate workflows and create custom activities that can execute with the ERP software or external applications. You will also be able to monitor workflows and generate reports to see how long it takes to complete each process.

The result: greater clarity, transparency and integration throughout the organization's business processes.

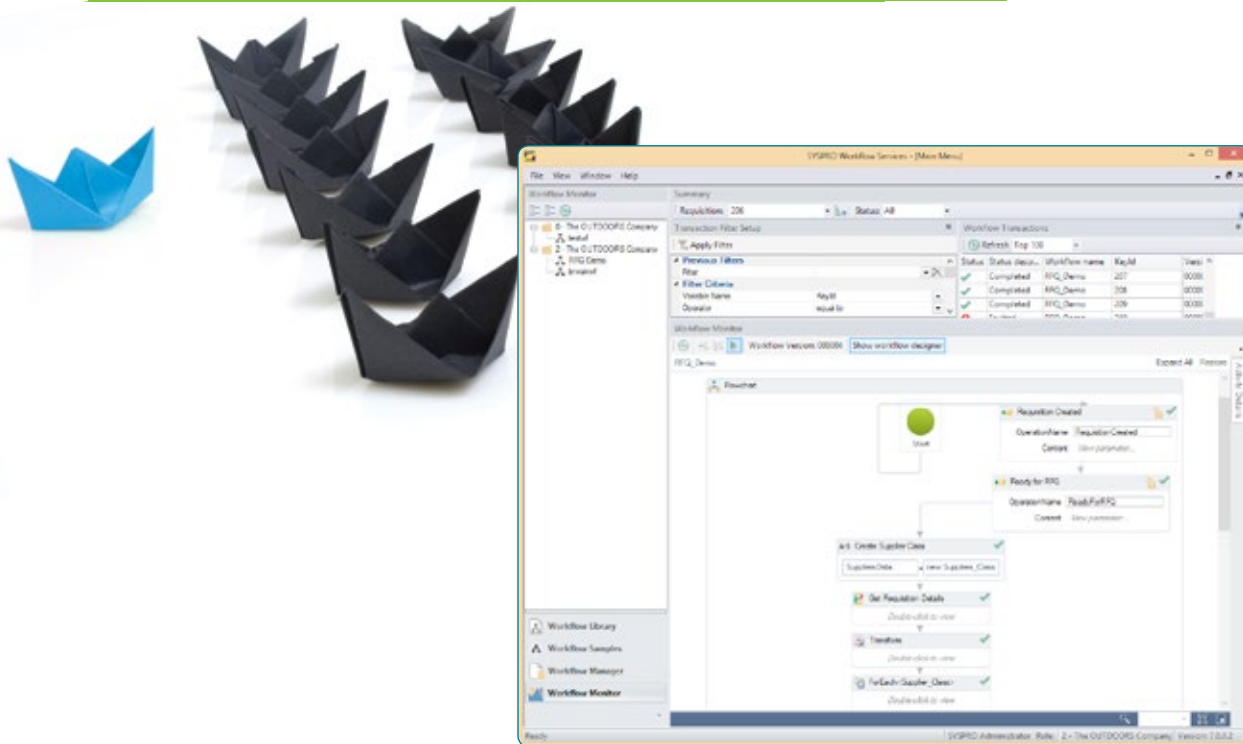


**Workflow Designer** – The WYSIWYG designer allows for the orchestration of the workflow by dragging and dropping activities from the toolbox pane to the designer pane. By providing a visual representation of the process, the entire process can be traced using the workflow monitor. A set of standard activities is included for ease of design; however, custom activities can be developed using the Activity Designer. The designer also allows you to test your workflow from end to end before you deploy it to the organization.



Better

# INTER-OPERATION



**Activity Designer** – A code editor which allows you to create custom activities or functions to be used in your workflows e.g. if you need to send email, call a business object or even perform some complex algorithms.

All custom activities are seamlessly integrated into the WYSIWYG designer. The Activity Designer supports both VB.NET and C#.NET as development languages.

**Workflow Monitor** – Allows you to track workflows visually. If you want to know what state customer 852 is in, what stage the workflow sales order 198 has reached, or who is holding up requisition 874, the Workflow Monitor allows you do this with ease. It provides you with process management – so, if you have a workflow process for your sales orders, and you want to know why the goods took five days to get to the customer, the monitor process along with the tracking data will help you to find the bottleneck within your business process – quickly and easily.

The Workflow Monitor provides a visual representation of active processes, thus enabling them to be monitored in real-time. Bottlenecks can be easily identified, concerns reviewed and performance measured at each activity. Transparency with a full audit trail enforces the control you have over your processes.

**Workflow Service** – Is a Windows WCF Service which resides on the SYSPRO Application Server. It also tracks information about each workflow and its activities.

The Workflow Service host persists, tracks and gives you the ability to store custom data without having to create custom databases.

## Benefits

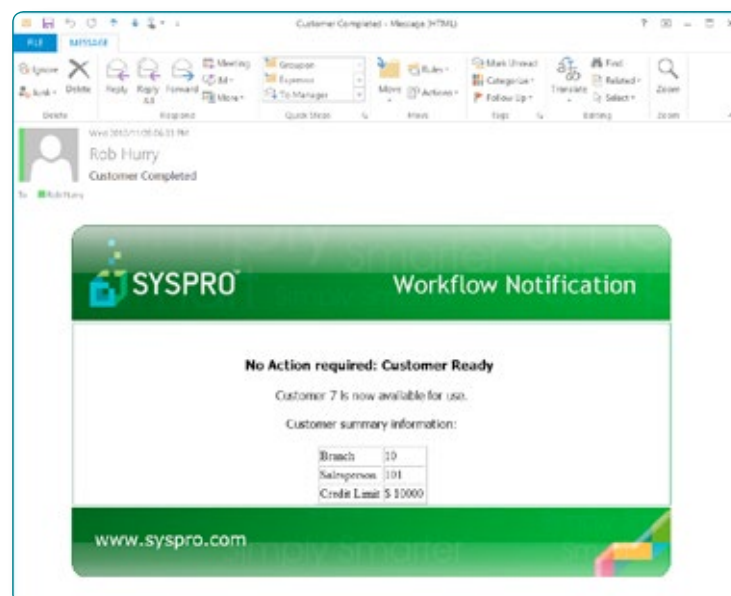
The benefits to you and your organization delivered by SYSPRO Workflow Services include:

- It's proactive and simple
- Increased productivity
- Manage and control risk
- The ability to identify concerns and bottlenecks, and to measure performance
- You have a visual representation of the process
- Reduced paper-based and manual processes
- Promotes suppliers and customers to collaborate in the same eco-system
- Eliminates duplication of tasks

## Features

The features of SYSPRO Workflow Services include:

- User tasks are combined into a single task list which can be configured by user or by role, allowing collaboration throughout the enterprise
- Processes can be monitored in real time
- Transparency with a full audit trail enforces your control over processes
- The WYSIWYG designer allows for the orchestration of the workflow by dragging and dropping activities
- Create custom activities or functions to be used in your workflows
- The entire process can be visually traced using the Workflow Monitor
- Version control allowing multiple versions of the same workflow to be active side-by-side
- Internal and external documents can be managed and stored as part of the process
- Enables other applications and systems to seamlessly integrate into the workflow in and beyond the enterprise
- Security configured using SYSPRO roles directly in the designer
- Document interchange (eg purchase order to sales order) can be performed directly in the workflow
- Manually intervene and suspend, complete or move the workflow process to the next state.



## Features cont...

- Purge workflow instances through the use of a filter and review process.
- Interactions and communications between the various enterprises are tracked and stored
- A collection of pre-developed activities that simplifies Workflow development (Professional Only)
- Access to SYSPRO Business Objects (Professional Only)
- Combined user tasks into a single task list by User or Role (Professional Only)

## Architecture

SWS consists of two major components:


- SYSPRO Workflow Administrator – A client-side application which allows you to design, test, administer and deploy workflow processes to the enterprise
- SYSPRO Workflow Service – A server-side WCF service created by SYSPRO to host any workflow processes.

## To Sum Up....

With SYSPRO Workflow Services, you have:

- Full control of your business processes
- The ability to monitor, track and streamline those business processes
- Complete interaction with other applications and systems
- A fully integrated designer

## Workflow Made Simple



Take a simple transaction, like capturing a new customer – and break it down into multiple transactions to form a business process. The business process would be:

1. Capture the customer's details.
2. Notify another user to assign a branch and sales person (perhaps for commission or locality purposes).
3. When the branch and salesperson information has been captured, notify another user to assign a credit limit.
4. When the credit limit information has been captured, notify another user to approve or reject the requested credit limit.
5. The 'On Hold' flag is removed once the credit limit has been approved.
6. The customer is ready for use.

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