



Document Workflow Solutions

Automate document-centric business processes to boost employee productivity, accelerate service delivery and improve responsiveness

Workflow Solution Highlights

- Quickly configure and deploy rich document workflow applications
- Capture and process business documents and casefolders
- Route work to responsible teams for optimal handling
- Track and monitor work items through every stage of the process
- Easily adjust workflow logic and business rules to adapt to change

Business process management (BPM) solutions automate work handling and streamline process flows to help companies improve operations and keep up with the pace of change. But while BPM technologies have continued to advance, many solutions fall short when it comes to automating document-centric processes. Paper documents such as orders, invoices and enrollment forms are the source for many business transactions but almost seem an afterthought to many BPM vendors.

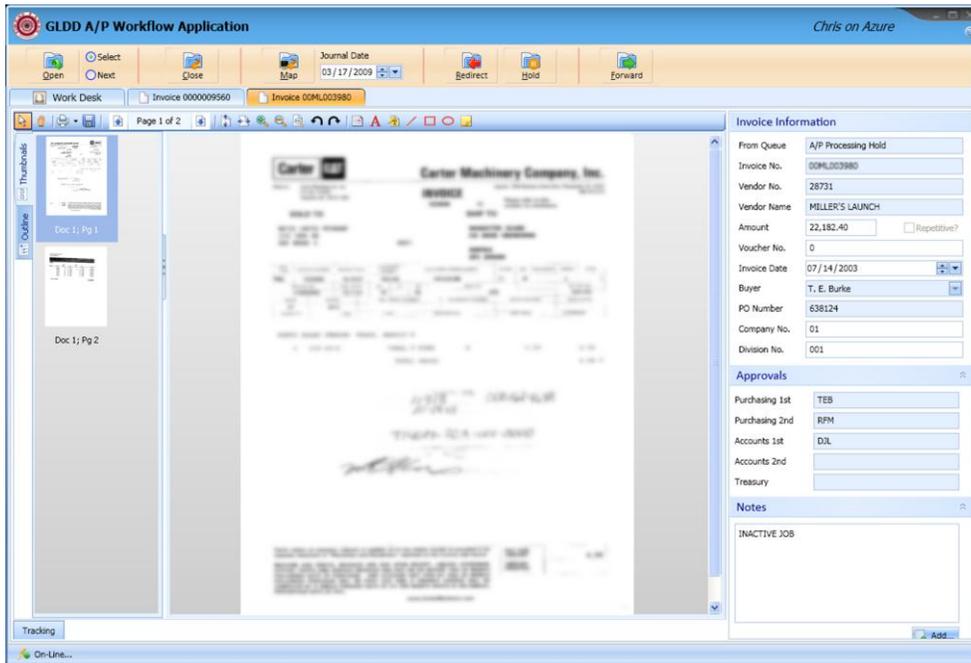
InSite Document Workflow Solutions are designed to automate paper-bound business processes from initial capture and indexing to final review and storage in an enterprise document repository. InSite seamlessly brings together business processes with the documents that initiate the process and the people who handle them. The result is an end-to-end document workflow solution that improves responsiveness and accelerates service delivery by allowing users to make more rapid and informed decisions.

High volume, transactional document workflows

InSite enables automation of transactional document workflows that can include high volumes of documents and hundreds of production workflow users. Workflow solutions can address both item processing applications such as accounts payable and order entry to case-oriented applications such as member claims resolution. InSite enables processing of any kind of document, streamlining the workflow to eliminate the bottlenecks that inhibit user productivity and reduce responsiveness to customer demands.

Rapid application configuration and deployment

Based upon a robust document workflow application framework, InSite solutions can be rapidly configured and deployed to address even the most complex workflow handling needs. Business rules and process logic are completely separated from user applications, allowing workflows to be modified as business needs change. InSite user applications feature an all-in-one interface with a Microsoft Office look and feel that is intuitive and easy to use. Workflow applications can also integrate with existing line-of-business and legacy systems to provide a single point of access to both current business data and workflow tracking information.



The unified document workflow application user interface

InSite document workflow solutions help overcome these business challenges:

- Slow response time due to processing bottlenecks.
- Recovering lost information as a result of misfiled paper files.
- Responding quickly to customer work status inquiries.
- Balancing workloads and resources to match current business conditions.
- Demonstrating process control for regulatory compliance.

Key document workflow capabilities

- Robust workflow engine with work items managed via state transition definitions enforced through “check & balance” verification.
- Complete data abstraction from the process model, enabling easy process modification.
- Workflow models can include steps for work item routing, branching, merging, tracking, user interaction and system integration.
- Work items can be individual documents or casefolders containing collections of documents and other items.
- Rapid configuration of dynamic user workflow applications via InSite application frameworks.
- Complete tracking of all workflow steps, user actions and state transition changes.
- Automated agent services enable unattended execution of workflow actions such as data import or export.
- All workflow models, queues and workitems are stored and managed in unified InSite repositories.
- Available web services-based API enables 3rd party applications to participate in workflow processes.

Take the next step with InSite

To learn more about on-demand document workflow solutions from InSite, visit www.insitedatasystems.com or email us at info@insite-mail.com.



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