



# Workflow Management System





## Business Challenges – Why a Workflow System?

In the business world today, technology and globalization have created a frenzied level of competition that has forced a transformation in the way companies do business. Customers, spoiled for choice, inevitably grow more sophisticated in their demands. As a result, the imperative for today's businesses is not just to find the right business model but also to keep changing it to meet the pressures of unprecedented competition and stay ahead of customers' demands.

Businesses today need to be efficient and agile in order to sustain themselves and grow amidst the fierce competition. They need to predict and anticipate customer demands, to innovate and adapt quickly to changes...for everything is in a state of change.



How then, do businesses manage these changes in their organizations? How does this affect the way they do business, run and operate their organization?

Companies are often inundated with ubiquitous processes in myriad ad-hoc patterns, endless routing and exchanges of documents and forms, changing organizational structure and personnel. Running a business is anything but easy, much less having to deal with ever-changing organizational processes and business structures.

Faced with these daunting challenges, businesses today demand solutions that not only help them manage these changes, but also customized to address their own unique requirements, equipping them with the ability to make changes to the solutions as their needs evolve.

Imagine having a system to optimize and automate your organizational processes, updating them as organizational structure or business rules changes – all fully designed and deployed by you ... independent of technology vendors.

Workflow systems not only help you manage change in your business, they introduce structure and organization into your otherwise unorganized disparate business processes.

## What is tmsWORKFLOW?

tmsWORKFLOW is a people-driven, form-based workflow application development tool. This stand-alone application can manage and automate the most complex and mission critical processes which are unique to each organization, creating added value.

The system serves as a platform for users to design, deploy and run different types of workflows for different types of organizational processes. Workflow designers can create dynamic workflows that can be updated at anytime. Not only can processes be defined and designed using the workflow system, each activity can be mapped with a form to capture the user's input, while serving as a plug-in for system intervention.

**tmsWORKFLOW** is XPD compliant and has a plug-in architecture to extend its usability. The system can be used on its own to manage the flow of processes and data captured from forms, or it can be seamlessly integrated in various ways to your existing systems to build complete applications tailor-fit to your unique needs. Capable of synchronous and asynchronous integration, **tmsWORKFLOW** provides the ability to automate, manage and continuously improve business processes, while reducing the burden of paper-based work. It can be integrated to other portals or system applications using JSON or Java API.

Mission-critical processes can now be supported and maintained, deployed across the enterprise and quickly modified as processes evolve. **tmsWORKFLOW**'s simple and rapid deployment, coupled with its graphical point-and-click tools, built-in workflow logic and reusable object libraries, enables even complex processes to be easily designed and deployed with minimal programming skills.

## Key Benefits of tmsWORKFLOW

### Increased Efficiency and Productivity

- unnecessary steps are eliminated due to automation of business processes
- manual processes can now be performed more quickly and consistently, with fewer errors

### Improved Process Control

- standardization of processes and availability of audit trails
- predefined and documented steps
- consistent business practices
- transparency in processes results in improved efficiency in organizations

### Focus on Business Needs

- business managers can now focus on important business decisions rather than routine task assignments and reporting
- consistency in business processes allows better anticipation of customer demands, and greater predictability in levels of customer response

### Business Process Improvement

- flexibility over processes enables quick redesign in line with evolving business needs
- focus on business processes leads to better streamlining and simplification
- improvement of internal processes

### Ease of Use and Simplicity

- visually configurable rules and actions, allowing business processes to be automated without custom programming
- point-and-click configuration enables rapid development and deployment
- accommodates all business needs regardless of process complexity
- easily model work processes with intuitive user interface

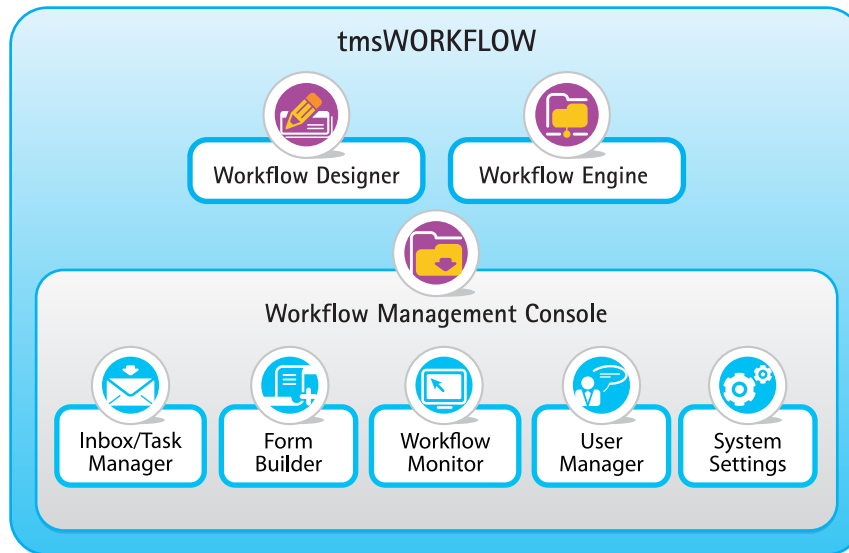
### Lowered Cost

- fewer mistakes and work delays results in increased productivity and faster delivery
- employees can be guided through complex procedures, hence reducing cost of training

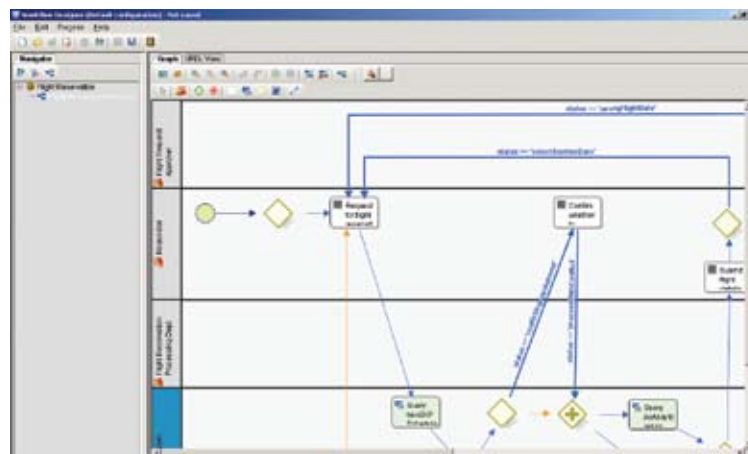




## Features of tmsWORKFLOW



### Workflow Designer



Workflow Designer is a graphical tool which enables the creation of visual process flows of business processes.

In order to design the process, participants, activities and business rules are defined based on the organization's business policies and procedures. The design is then deployed to the Workflow Engine directly from the Workflow Designer.

From routing, verification, and escalation of tasks to reminders and email notifications – these can all be easily addressed and created with Workflow Designer.



## Workflow Engine



The Workflow Engine is the heart of the system – it executes processes deployed from the Workflow Designer. Supporting the XPD L standard, the Workflow Engine allows for easy integration to external systems by providing a simple HTTP-based API along with Java and JavaScript libraries.






Processes are deployed and configured by mapping the activities with participants, forms and tools using the Workflow Management Console. Workflow participants can be mapped to actual users, while workflow activities can be mapped to Forms for user input. System-based activities are mapped to plug-ins to perform system processing.

Once the mapping is completed, the users can start and run the process to perform the task. This feature enables you to make changes to your forms and processes whenever you need to, allowing you to continuously improve your processes over time.



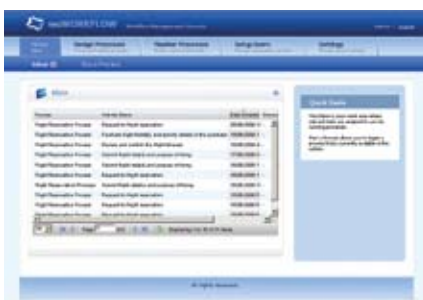
## Workflow Management Console

The web-based console consists of the following:

-  Inbox or Task Manager
-  Form Builder
-  Workflow Monitor
-  User Manager
-  System Settings



## Inbox/Task Manager



The Task Manager or Inbox allows users to view the relevant process tasks and real-time status of tasks assigned to them in one quick glance.

Users can either view and act upon their tasks from the Workflow Management Console or have it integrated to their portal for easy access, search and retrieval.





## Form Builder



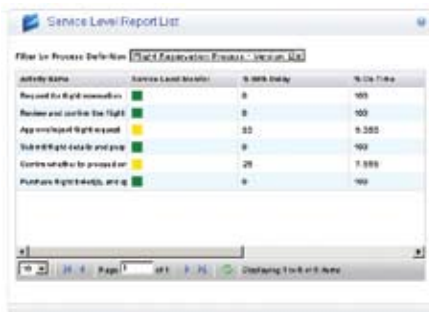
The Form Builder allows the creation and management of forms through a drag-and-drop environment for building multi-page forms of any size and style.

Forms can be designed and edited using the vast range of dynamic form elements available in the Form Builder. Alternatively, a readily available custom-built form can be easily incorporated into the Form Builder.

Completed forms can then be mapped to activities defined in the workflow.



## Workflow Monitor

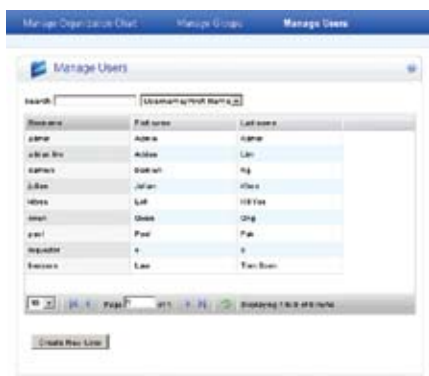


The Workflow Monitor enables the system administrator to monitor the workflows and update the activities as and when necessary.

The system can monitor running processes as well as completed and aborted processes. Not only that, it can generate real-time audit trails, plus browser-based performance and service level reports and statistics for business process improvement.



## User Manager



The User Manager enables the system administrator to create and manage organizational charts, groups and individual users in the system. The users will then be mapped to the activities of the workflow.

Alternatively, user directory implementations such as integration to LDAP or Active Directory can be done using the Directory Manager plug-ins for seamless user integration.

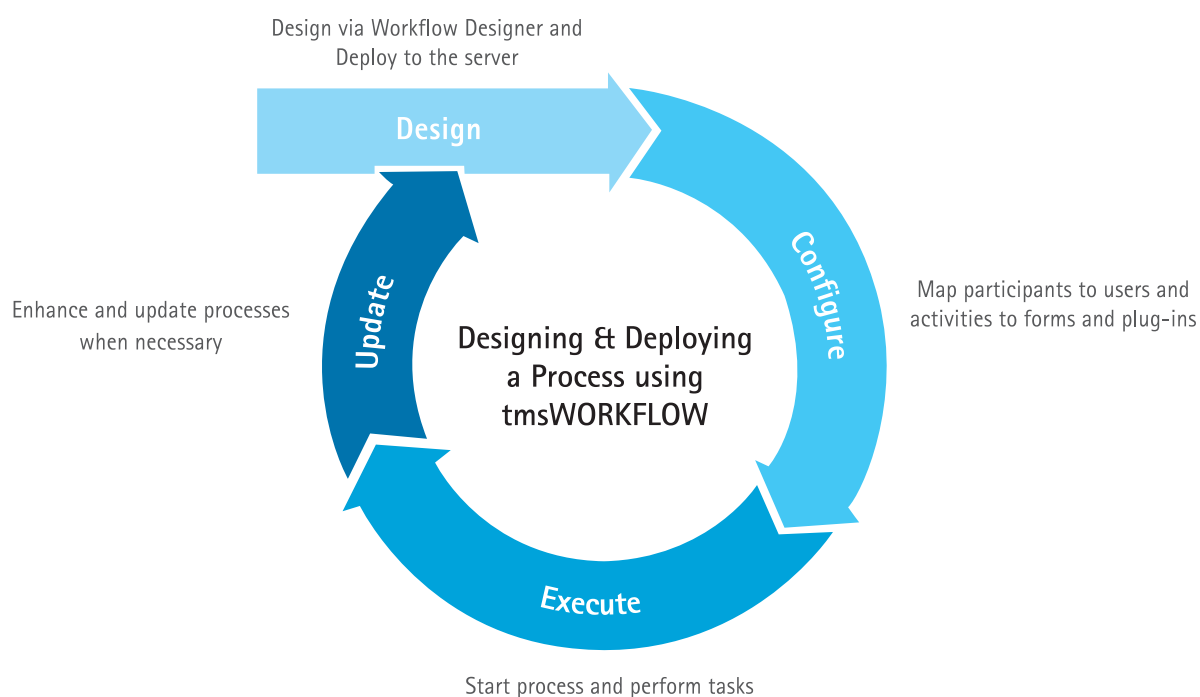


## System Settings

The System Setup feature allows the system administrator to set the CSS, system paths, locale and intervals for the system. Multiple profiles of data sources can be created and modified to enable dynamic switching of profiles as and when required.

Besides that, the system also supports different types of plug-ins which can be uploaded and updated on the fly without restarting the system, via form variable plug-ins, application plug-ins, participant plug-ins, audit trail plug-ins and Directory Manager plug-ins. The system administrator can add, update and manage system plug-ins dynamically to extend the functionality of the system.

The form variable plug-ins allows users to provide options for multi-valued form fields such as drop down list, checkbox, etc. The application plug-ins allows users to extend the processing capabilities by mapping it to the tool activities in the workflow, while the participant plug-ins facilitates the custom selection of participants. There is also the audit trail plug-ins which allows the monitoring and interception of process events in order to trigger specific actions such as sending email notifications.





**THE MEDIA SHOPPE BERHAD** (383028-D)

C-01-3, Block C, Plaza Glomac  
No.6, Jalan SS7/19, Kelana Jaya  
47301 Petaling Jaya, Selangor  
Malaysia

Tel: (603) 7885 8030  
Fax: (603) 7885 8035



[www.tmsasia.com](http://www.tmsasia.com)