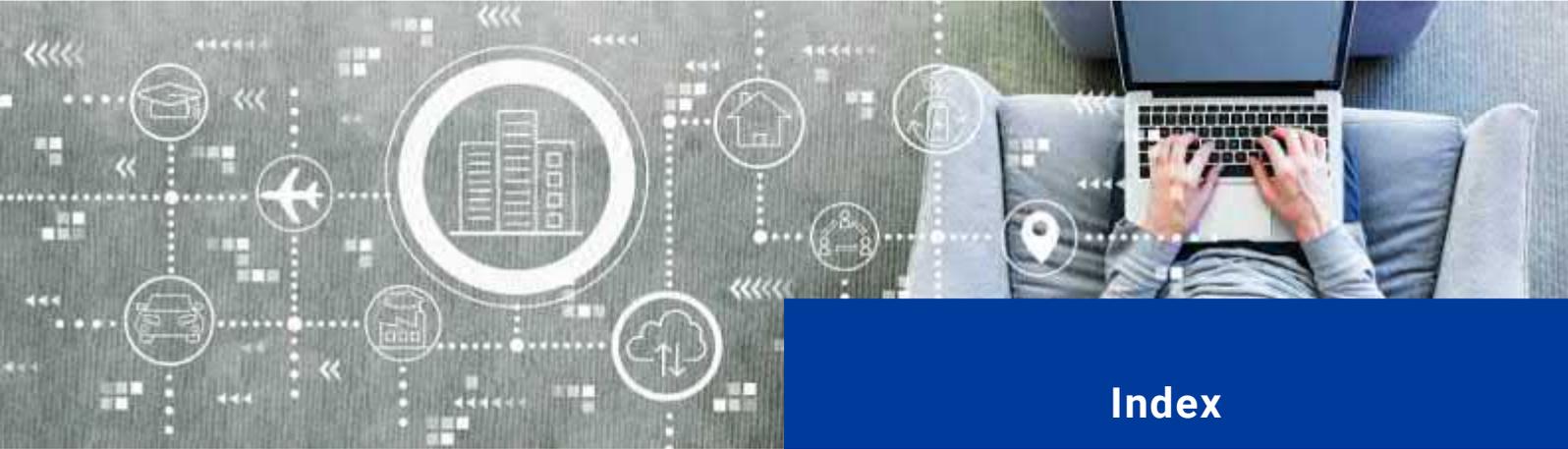




## FlowCentric Processware

FlowCentric Processware is a powerful BPM-based platform for building process-driven business applications





## Index

### Features and Functions of the FlowCentric Processware Platform

This brochure covers FlowCentric Processware's versatile features from a **Business** and a **Technical** perspective. Keep an eye out for the coloured markers, on the top right, to review the sections most relevant to you.

#### The Brochure Covers The Following:

**The Importance of Processes:** Every company uses processes to run their operations. Controlling the way that these procedures are performed can give organisations the competitive edge that they need.

**The Benefits of FlowCentric Processware:** FlowCentric Processware enables companies to quickly build, deploy, and evolve business applications without adding unnecessary complexity to their IT architecture.

**Navigation Framework:** With FlowCentric Processware, developers can quickly create and deploy visually appealing web interfaces. Users can navigate through their processes with ease.

**Notification, Routing and Escalation Engine:** Receive new task notifications via SMS or email, route tasks to other team members or escalate outstanding tasks. Make sure that the process continues effortlessly.

**Integrated Search Engine:** Find current and archived tasks or processes quickly and easily. No more searching through network drives or emails.

**Security Framework:** Ensure that each employee has access to the proper levels of information and authorisation rights.

**Integration Framework:** Manage system integrations effectively and with greater control.

**Versioning Framework:** Encourage process improvements. Manage process updates on a granular level, with no negative impact on productivity.

**Reporting and Analytics Framework:** FlowCentric Processware stores historical process and task data which means you can create reports at any stage.

**Company Profile:** FlowCentric Technologies Pty Ltd is an international provider of process management and automation software.

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**FlowCentric Processware**



## Benefits of Process Digitisation

### Structured Business Processes Keep Operations Running Optimally

Every business uses processes to run their operations. From ordering stock to selling a service to assembling a product, each employee, system, or intelligent asset needs to follow a collection of steps to achieve a favourable outcome.

By controlling the way that these processes are performed, your organisation can:

- Decrease its operating costs by reducing expenses.
- End unapproved and irresponsible spending.
- Increase the quality and speed of its service delivery.
- Collect and store accurate relevant data for statistical analysis and reuse.
- Standardise the output of products and services to ensure compliance and quality requirements are met.
- Reduce the risk of fraud, human error, non-compliance, and reputational damage.
- Accelerate employee onboarding, ensuring that new personnel are trained up, productive, and following the correct procedures in minimal time.
- Adapt to changes more efficiently, allowing it to outperform its competitors and take advantage of new opportunities in the market.

Business processes can be difficult to control, but thanks to ongoing innovations in technology there are tools available that are designed specifically to help busy organisations to run smoothly. FlowCentric Processware is one of these key tools.

**Use FlowCentric Processware to convert your unique business processes into the applications that your organisation needs to thrive.**



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## Benefits of FlowCentric BPMS

### Successfully Managing Business Processes With FlowCentric Processware

FlowCentric Processware is a business process management (BPM) platform which will allow your organisation to quickly build, deploy, and evolve its business applications without adding unnecessary complexity to its IT architecture.

With FlowCentric Processware your organisation can:

- Increase operational efficiency by digitising the unique business processes that make it so successful.
  - Automate and manage the complex workflows that span across systems, departments, customers, suppliers, and regions.
  - Control when and how each step in a process is executed and by whom.
  - Gather data from various sources and present the information to users in a single interface.
  - Securely connect people to the company's processes and data through various devices such as computers, tablets, and smart phones.
  - Automatically initiate processes based on data received from sensors, emails, and documents.
  - Implement companywide process changes with minimal change management or interruption to daily operations.
  - Ensure that tasks are completed accurately and in time, keeping users informed during each step in the process.
  - Set up escalation and routing rules to ensure that work never stands still and that service level agreements are met.
- Maintain a full audit trail of each action that users and developers take on the system.
  - Archive completed tasks, along with all the data and documents associated with the process.
  - Search and interrogate both currently running and archived processes if the need arises.



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# Connecting Businesses

## Who Uses Our BPM Software?

The FlowCentric BPM software touches both the everyday aspects of our lives, and the extraordinary.

From your morning coffee and rusks, to the beams that hold up your roof and the windows that protect you from the elements, FlowCentric Processware is driving process excellence in the lives of thousands of people..

These are just a few of the successful businesses that leverage the power of FlowCentric Processware.

## Will yours be one?



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### FlowCentric Processware



# FlowCentric Technologies

# A Powerful BPM Platform

## Introduction to FlowCentric Processware

The FlowCentric Processware software, developed by FlowCentric Technologies, is a powerful BPM-based platform for building process-driven business applications that are tailored to meet your company's unique needs. The FlowCentric BPM software allows organisations to digitise and automate recurring tasks in any process, regardless of the complexity or simplicity of the process.

The software is designed to run across departments and existing software systems, adding the layer of agility and responsiveness that modern businesses need to thrive. FlowCentric Processware is the ideal tool for organisations intent on enforcing legislative controls, improving operational efficiency, and making their data work for them.

## FlowCentric Processware Consists of the Following Fundamental Components:

### Web Navigator

This is the primary web client of FlowCentric Processware, and the only part of the product that most end-users see. The Web Navigator allows for greater customisation and extensibility, ensuring that developers can easily configure the interface to meet their client's corporate requirements.

### Process Suite

This is the primary design-time development environment for FlowCentric Processware. The suite provides developers and administrators with the ability to design and build processes and manage the corporate users along with the user's relationships within these processes.

### Activity Server

The Activity Server is the core of the FlowCentric Processware platform, it is the engine which executes the process instances that are built in the Process Suite, and services the runtime systems connecting to it.

### FlowCentric Processware Database

FlowCentric Processware supports Microsoft SQL Server, Oracle Database, and MySQL relational database backends.

**With FlowCentric Processware you can quickly build, integrate, and evolve process-driven applications without adding unnecessary complexity to the organisation's IT architecture.**



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# FlowCentric Processware For Business Users



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## For Business Users

### Out-Of-The-Box Features and Functionalities

FlowCentric Processware's out-of-the-box features are designed to save companies on time and development costs, while freeing developers to concentrate on creating and supporting powerful process-driven applications which are designed to improve corporate performance.

#### Navigation Framework

If you are not a developer or a process designer, your only interaction with FlowCentric Processware will be through the end-user interface known as the Web Navigator.

The Web Navigator delivers an optimised user interface designed to help information workers to navigate the system with minimal clicks and perform their routine tasks as rapidly as possible.

#### Benefits

- When a user logs into the Web Navigator they are presented with a personalised dashboard displaying the tasks have been assigned to them and the status of each task. This functionality allows the user to prioritise the items to maximise their productivity.
- The FlowCentric Processware navigation framework is security aware, which means that users can only see the items that they are authorised to access. This approach makes the user experience much simpler and gives users the confidence to work without the fear of overstepping their authorisation levels.
- Professional, consistent, multilingual screens standardise the user experience across departments and regions, making FlowCentric Processware the ideal platform for companies that want to expand locally and internationally.

- The intuitive screens enable new and inexperienced employees get to grips with corporate procedures and become productive in minimum time.
- Changes to existing form screens can be applied swiftly, and new screens can be developed in a fraction of the time it would take using traditional custom development methods. This means that change requests from business can be delivered quickly, and easily adjusted as operational needs evolve.
- Users can securely access their process screens through desktop, tablet, and mobile navigators. The ability to access processes on the go helps to promote shorter turnaround times on tasks and more efficient service.
- Each screen automatically has a note functionality associated with it, which allows users to easily collaborate with one another during every step of the process. These notes are archived with the process and add historical context.
- FlowCentric Processware supplies simple screens for users to update their personal information and change passwords without having to call the helpdesk. This provides users with a degree of autonomy and reduces support calls.

**Empower your team with a single intuitive platform to perform their daily tasks.**

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## For Business Users

### Out-Of-The-Box Features and Functionalities

#### Execution API

- The platform's execution application programming interface (API) allows FlowCentric Processware to be embedded in other applications, providing developers with the means to access, and leverage, the power of FlowCentric Processware from virtually any user interface.

#### Managed Code Engine

- The FlowCentric Processware Visual Studio Extension allows developers to program many of the technical aspects of the processes-driven applications using Visual Studio. This approach helps to increase their productivity, reduce manual efforts, and enhance security.
- This feature appeals to developers because they can manage their code from one platform, using any of the following object orientated programming languages: C#, VB.Net, or VBScript.

#### Notification, Routing, and Escalation Engine

##### Benefits

- FlowCentric Processware's notification, routing and escalation features allows businesses to optimise employee productivity, ensure that tasks are completed with minimum delay, and maintain service level agreements.
- When a task is allocated to a user, the FlowCentric Processware system automatically sends an email and/or an SMS notification to the user, informing them of the work item.

- Routing in FlowCentric Processware ensures that when users are out of the office, a task does not remain dormant, but can be rerouted to a peer for immediate attention.
- Escalation rules can be set up to periodically resend notifications until the task is completed, or to send an escalation of the task to the user's supervisor. This functionality ensures that tasks are addressed within required times.



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## For Business Users

### Out-Of-The-Box Features and Functionalities

#### Search Engine

Users occasionally need to access more information about processes, either ones that are still running or ones that have been archived. There are few things as frustrating for a business user as not being able to find the data that they need within a system, which is why FlowCentric Processware ships with an integrated search engine that allows users to search based on a range of parameters including:

- Date ranges
- Field values
- Task descriptions
- Who started the process

#### Benefits

- The platform supplies two search screens, one for current (running) processes and one for archived (completed) processes, simplifying the search even more.
- The search screens are easy and quick to use, which makes finding data effortless, saves time, and reduces user frustration.

#### Security Framework

##### User Authentication

- Authentication is the act of verifying the identity of a user, normally done with a username and password combination.
- FlowCentric Processware supports both Windows Authentication and a Form-Based Authentication Model. Business can decide which method to use.

#### Benefits

- Windows Authentication means users don't need to remember another password, they simply need to sign on to their computers and they will have access to their process dashboards.
- Form-Based Authentication means that external users, such as contractors or clients, can use the system securely, without being added to the Windows Authentication system.

#### User Authorisation

- Authorisation, or user rights, are predetermined by the business and all roles created in the system are based on those guidelines.

#### Benefits

- FlowCentric Processware uses roles to control access to tasks. This means that only a person associated with a specific role may access and action particular tasks. This feature promotes accountability and discourages unauthorised actions by employees and suppliers.
- When someone leaves an existing role and a new person takes over, the old user profile is disabled (to maintain existing audit trails) and the new user account is simply added and associated with the appropriate role. The new user receives unique login credentials and their own personalised dashboard, but the tasks, authorisation levels and escalations stay the same, making the internal handover much smoother.

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## For Business Users

### Out-Of-The-Box Features and Functionalities

#### Integration Framework

Companies invest a great deal of time, money, and effort into setting up various business applications, ranging from Financial to Human Resources to Manufacturing. These applications often have information that needs to be used in other systems. Instead of duplicating data out of these various applications, it is more efficient to integrate with them and use the data directly from the source application in the form of lookup data.

#### Benefits

- FlowCentric Processware can access data from other systems, then display that information within its screens with browse pages and lookups. Integration at this level means that users are always accessing the latest information directly from the third-party systems, such as the company's ERP. This method saves time, promotes data accuracy, reduces data duplication, and ends redundant data capturing.
- The platform's integration framework is particularly appealing to organisations that would like to phase out legacy systems, but still use the data stored in them, as users can access data from the older system directly from the new application.
- FlowCentric Processware is also attractive to organisations that would like to connect multiple systems with a single interface. This method makes it easier for employees to perform their tasks as they don't need to swap between multiple systems, and they can action their tasks from one consistent interface.

#### Previous Integrations

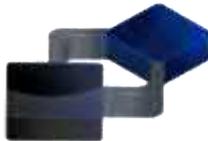
FlowCentric Processware has integrated with numerous applications including, but not limited to:

- Acumatica Cloud ERP
- Microsoft Enterprise Products
- Oracle ERP
- Pronto ERP
- Sage 300 (Accpac)
- Sage Pastel
- Sage X3
- SAP
- SYSPRO
- Various Bulk Mailer Products
- Various National Databases
- Various Web Services



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## For Business Users

### Out-Of-The-Box Features and Functionalities

#### Versioning Framework (Deployment Tool)

Processes are changed for various reasons (e.g. to meet new legislative requirements or to improve the process), however updating automated, integrated digital processes and be a complex job. It's not only the complexity, but the risks associated with updating business-critical applications that lead to delays. Developers will often wait until there are several updates that need to be done before fixing and deploying any process updates.

#### Benefits

- FlowCentric Processware simplifies the deployment of new processes, encouraging faster turnaround times on updates and process enhancements.
- Faster turnaround times mean that business processes can be rapidly adapted to keep pace with the changing world.
- When a process is updated, all processes that were started on the old version will run to completion, so there is no need for users to start any of their tasks again.
- With FlowCentric Processware's versioning framework there is less downtime and no loss of productivity or data during updates.



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## For Business Users

### Out-Of-The-Box Features and Functionalities

#### Reporting and Analytics Framework

Efficient reporting makes it easier to analyse and understand how your processes are improving and which areas of the business need more attention.

Below are just a few examples of reports that can be generated from FlowCentric Processware data.

- An overview of all uncompleted work items.
- The minimum, maximum, and average time it takes to complete a process.
- The minimum, maximum, and average time it takes to complete individual tasks.
- How often a task is rejected or rerouted.
- How often a task exceeds a deadline or breaches an service level agreement (SLA).
- How many tasks were initiated during a time period.
- How many tasks were completed in a set time period.



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# FlowCentric Processware For Technical Users



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## For Technical Users

### Out-Of-The-Box Features and Functionalities

FlowCentric Processware is a result of two decades of considered development and improvements. The product provides developers with the power to create business applications that deliver the same agility and continuity associated with off-the-shelf applications, without compromising on the diversity and flexibility that a custom-built application could provide.

### Navigation Framework

As a technical user you know that both custom and commercial applications need a navigation framework to guide users in the operation of the application. It can be challenging to create a user interface and ensure that the look and feel remains consistent across the entire application.

### Benefits

- FlowCentric Processware supplies a standardised navigation framework out-of-the-box, including login screens, worklists, dashboards, user maintenance, tracking screens, and a menu structure that provides easy access to processes and tasks.
- Working within the navigation framework allows developers to enforce consistent screen designs (e.g. alignment, sizing, and styling) from start to finish, compelling developers to create professional looking business applications.
- FlowCentric Processware supports different clients, so a screen built for a desktop browser will also run on tablet or mobile browsers. This functionality saves on time and development costs, as developers don't need to design different screens for each platform or form factor.



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## For Technical Users

### Out-Of-The-Box Features and Functionalities

#### Execution API

All of the functionality of the Web Navigator is exposed by way of the FlowCentric Processware execution API. This means that if your technical team wants to create a custom user interface (e.g. web forms, mobile forms, Windows forms) or integrate with Processware directly, the API will facilitate these goals.

#### Managed Code Engine

FlowCentric Processware's managed code engine allows developers to select either C# or VB.NET as their programming language of choice.

#### Benefits

- Developers can choose to add their script to process activities in the Process Suite or implement these activities via Visual Studio.
- Developers can leverage .NET's extensive class libraries, common APIs, and the powerful tooling environment provided by Visual Studio to develop high quality FlowCentric Processware powered applications faster than ever before.
- With the aid of Visual Studio, debugging code is easier, further supporting rapid application deployments.
- A simple Visual Studio plugin is provided so that developers can import their FlowCentric Processware templates into Visual Studio, once the import is complete the developer can code as usual.



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## For Technical Users

### Out-Of-The-Box Features and Functionalities

#### Notification, Routing and Escalation Engine

The notification, escalation, and routing engines are built into FlowCentric Processware. Developers don't need to concern themselves with building any of this functionality and can concentrate on developing applications.

##### Benefits

- Even if no provision was made for these features in the original application design, it is simple enough to configure these features later, and then deploy a new version of the process.
- Notifications, escalations, and routing are based on the role hierarchy, and any changes to the hierarchy will automatically be applied.

#### Integrated Search Engine

Developing fast and simple search screens is not an easy task, especially when the data fields differ from one process to the next.

##### Benefits

- FlowCentric Processware ships with two search pages, one for current processes and one for archived processes. Developers don't need to update these pages when deploying new processes as the search engine will automatically include these in the search criteria.
- The search engine automatically searches across all data fields, which means that developers can rest easy knowing that users can find their processes even after new fields have been added.



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## For Technical Users

### Out-Of-The-Box Features and Functionalities

#### Security Framework

##### User Authentication

Authentication systems are deceptively complex to develop, but vitally important, as this is the first point of attack by hackers.

Development teams don't always consider the following complexities before development begins:

- Which encryption type to use for passwords
- The use of secure protocols (https)
- Password expiry practices

##### Benefits

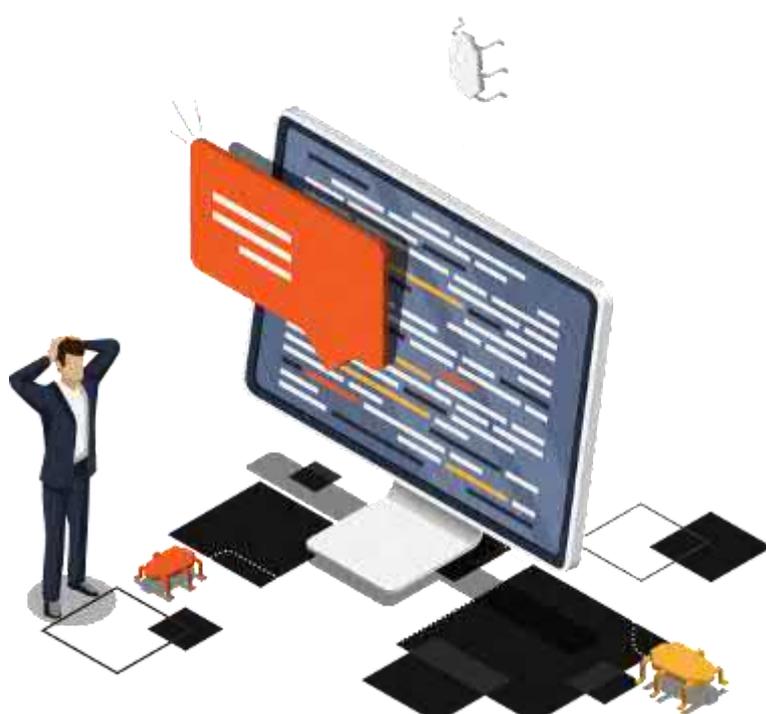
- With the security framework provided by FlowCentric Processware, developers don't need to develop and support these features.
- If security vulnerabilities are detected patches will be written and distributed to remove these vulnerabilities - one less thing for your development team to worry about.

##### User Authorisation

##### Benefits

- A role-based security model is built into FlowCentric Processware, and is automatically linked to the navigation framework, tracking, and other parts of the system, which means developers don't need to create these components.

- Developers don't have to create administration screens for user management as FlowCentric Processware ships with a management console, making the configuration of user permissions easy.
- When a user leaves a role, it is a simple case of disabling their access and adding a user profile for the new appointee. Audit trails are maintained, and business can continue uninterrupted.



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## For Technical Users

### Out-Of-The-Box Features and Functionalities

#### Integration Framework

FlowCentric Processware's system-level integration framework removes the complexity of integration from developers, allowing integrations to be centrally planned and managed.

#### Benefits

- Developers don't need to work out how to write to various databases, web services or .Net DLLs, they can simply select the required method from the endpoint and use as needed.
- This feature makes it is easier for developers with different levels of skill to understand and use integration points in their code. This method helps to reduce development time and costs.

#### FlowCentric Processware Database Support

- FlowCentric Processware supports Microsoft SQL Server, Oracle Database, and MySQL relational database backends.



#### Versioning Framework (Deployment Tool)

Updating systems that users depend on to perform their daily tasks can be complex. Concerns range from how long the system will be down, to how to manage processes that have started with the old code but have not yet reached completion.

#### Benefits

- As process definitions are versioned, existing process instances and new process instances need to be managed differently. FlowCentric Processware allows granular management of each version of a process instance. This makes process lifecycle management much simpler.
- For an update to take place, the new process definitions must be tested and then deployed into the production environment. FlowCentric Processware allows developers to view both the test and production servers, compare what exists on each, select what they want to move between servers, and move all the selected components in a single transaction. This feature ensures that the destination server is always left in a usable state.
- Without FlowCentric Processware's versioning framework, developers would typically need to write their own tools or scripts to aid in the deployment of code. This feature saves time and development costs, while promoting faster deployment of process applications.

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**For Technical Users**

## Out-Of-The-Box Features and Functionalities

### Reporting and Analytics Framework

Not all reports are defined at the beginning of a project, and traditionally adding or changing reports in an existing system can be problematic.

#### Benefits

- With FlowCentric Processware, all data from tasks is logged from the beginning of every process, which means reports can be written and defined at any time using this data.
- Developers can enable the reporting feature in FlowCentric Processware, ensuring that process data is logged into relational reporting tables, allowing them to develop reports without extracting any data from system tables.
- FlowCentric Processware can connect to BI Tools such as, QlikView, Power BI, or OQLIS.



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## Product Evolution

### FlowCentric Processware Release Matrix

X: Available XX: Improved –:No Longer Available

FlowCentric Processware Feature	FlowCentric Processware Version		
	2019	2016	2013
Runs on Microsoft SQL Database	XX	X	X
Runs on Oracle Database	X	–	–
Runs MySQL Database	X	–	–
.Net Framework	.NET 4.8	.NET 4.6	.NET 4.5
Supported Programming Languages	C#, VB.Net, VBScript	VBScript	VBScript
Visual Studio Extension	X	–	–
Supports Debugging in Microsoft Visual Studio	X	–	–
Database Level Auditing	X	X	–
Database Level Report Structure	X	X	–
Process Versioning	X	X	X
Deployment Tool	X	X	–
Execution API	XX	X	X
Integration Service	X	X	–
Integration Catalog Builder	X	X	–
Activity Server (Increased Speed and Performance)	XX	X	–
Activity Server Settings (Moved to Database)	X	X	–
Multi-Language Capabilities	X	X	X
Integrated Search Engine	XX	X	X
Windows Authentication	X	X	X
Form-Based Authentication	X	X	X
Notification and Escalation Services	X	X	X
Event Manager Service	X	X	X
Routing Engine	X	X	X
File Attachments	X	XX	X
Structured Reporting Tables	X	X	–
Classic Reporting (Via XML and XSLTS)	–	X – Deprecated	X
Administration Console	X	X	–
Site Content Utility	–	–	X – Deprecated
Package Maintenance Wizard	–	–	X – Deprecated
Web Navigator	XX	X	X
Classic Navigator	–	X – Deprecated	X
Web 2.0 Navigator	–	–	X – Deprecated
SharePoint Navigators	–	X – Deprecated	X
Outlook Plug-In Navigator	–	X – Deprecated	–
Upgrade Path	–	2019	2019

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## About The Company

### About FlowCentric Technologies

FlowCentric Technologies Pty Ltd is an international provider of business process management (BPM) software that is designed to support organisations in achieving their strategic business optimisation goals.

#### The company develops and provides:

- Proprietary BPM development software;
- Product training and certification;
- Consulting and implementation services.

Since its founding in 2000, FlowCentric Technologies has become an international operation, having expanded from its origins in Gauteng, to operating offices in South Africa, Western Australia, and the United Kingdom.

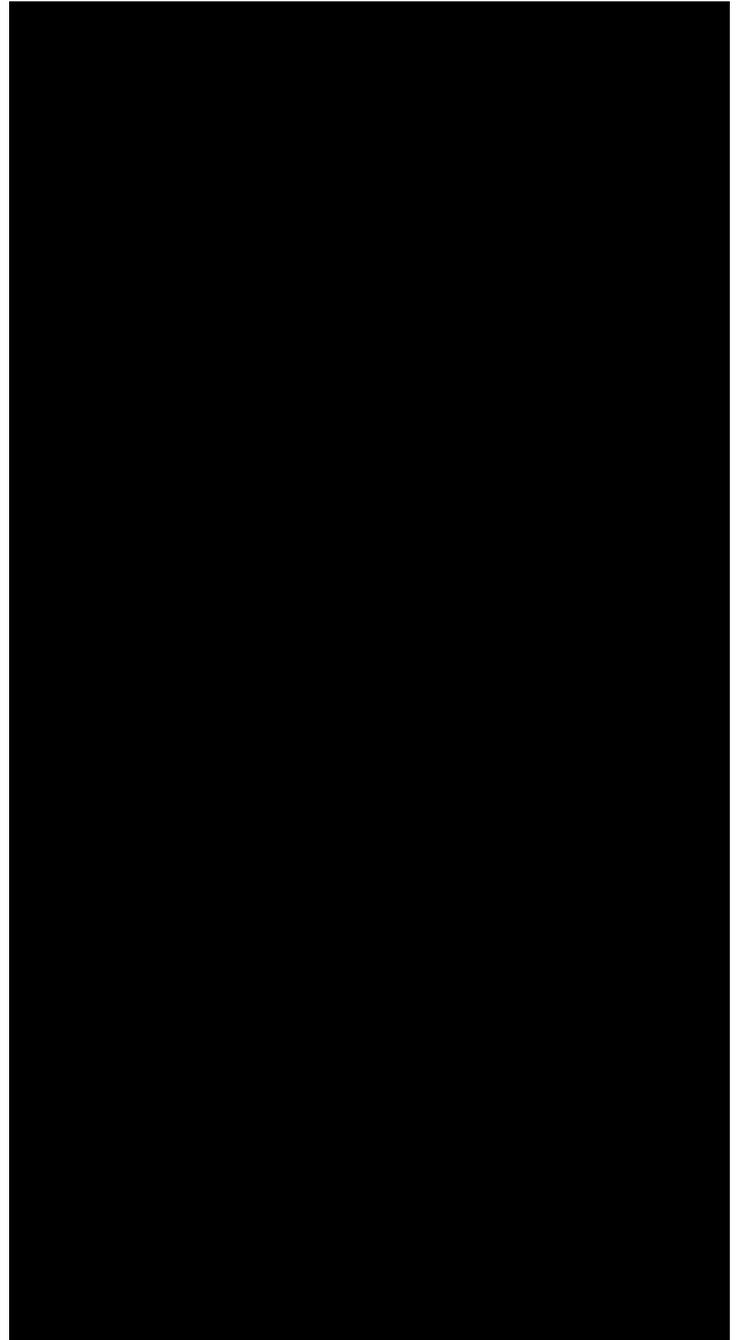
The company's proprietary software, FlowCentric Processware, is used to streamline and automate business operations in many major industries across the globe. A diverse range of companies, from large corporates to mid-markets, including mining, manufacturing, FMCG, and distribution companies rely on FlowCentric Processware to keep their business running smoothly.

#### Supporting Sites:

- [flowcentric.com](http://flowcentric.com)
- [blog.flowcentric.com](http://blog.flowcentric.com)
- [forums.flowcentric.com](http://forums.flowcentric.com)
- [training.flowcentric.com](http://training.flowcentric.com)

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