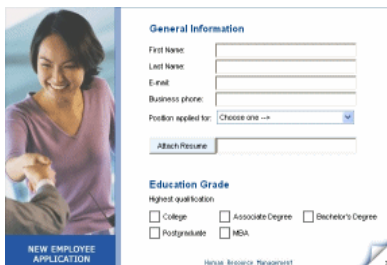


FormArtist WorkFlow Whitepaper

Automating Your Business Processes with
FormArtist WorkFlow

Workflow Management Software from Quask



General Information

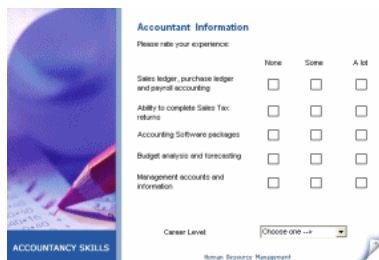
First Name:
Last Name:
E-mail:
Business phone:
Position applied for:

Education Grade

Highest qualification:

College Associate Degree Doctor's Degree
 Postgraduate MBA

NEW EMPLOYEE APPLICATION
Human Resource Management 1



Accountant Information

Please rate your experience:

	None	Some	A lot
Sales ledger, purchase ledger and payroll accounting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to complete Sales Tax returns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accounting Software packages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Budget analysis and forecasting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Management accounts and information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Career Level:

ACCOUNTANCY SKILLS
Human Resource Management 2



HR and Accounts Information

Employee Information

First Name:
Last Name:
E-mail:
Home Phone:
Address:
City:
State / ZIP:
Job Title:
Monthly salary:

NON NEW EMPLOYEE
Human Resource Management 2

Automating Your Business Processes with FormArtist WorkFlow Workflow Management Software from Quask

The Importance of Business Process in an Organization

An essential ingredient to the overall success of a business or organization is how that organization controls its processes. Most organizations have between 10 and 100 or more processes that cover functions such as approvals, compliance, applications and registrations, requests, administration, as well as surveys, feedback and general data collection.

Processes are generally put in place to meet customer demands and expectations or for internal or administrative purposes. In most organizations, these processes are carried out as individual unconnected tasks, with no one person responsible for the business process function. Processes are often paper-based, and the need to use some form of central master document means that only one person can work on a task at any given time. This can lead to tasks becoming long and drawn-out, with huge amounts of time and effort being wasted, and general inefficiencies arising. Not having structured processes and formal communication procedures in place can also make it slower and more difficult for an organization to respond to change.

In reality, much inefficiency arises from the processes which connect tasks, and this is where significant improvements can be made and significant costs saved.

The Benefits of Process Improvement

Organizations that have taken control of their business processes are reaping the rewards in terms of improved productivity, profitability and competitiveness. They are seeing:

- Significant cost savings.
- Productivity gains.
- Improved service to customers at all levels.
- Greater flexibility to adapt to changing business conditions.
- Improved communication amongst employees.
- Better accountability.

Quask's Workflow Management Solution – FormArtist WorkFlow What's Different About it?

There are many software packages on the market today to assist in designing, analyzing and managing business processes, and they fall into two distinct categories:

- Business process modelling tools
- Business process automation or workflow management systems

Forms Driven

FormArtist WorkFlow falls into the latter category but adopts a unique e-forms driven approach to automating business processes. Quask has always had a strong background in the provision of online data collection solutions (e-forms and surveys) with its established and award winning FormArtist product which is currently in use in tens of thousands of businesses and organizations worldwide. FormArtist WorkFlow, launched in January 2005, has built extensively on FormArtist's e-forms capabilities and has approached workflow management from a forms driven route. Most business processes in organizations can be

mapped to workflow forms and with FormArtist WorkFlow, businesses can map these processes to electronic forms, encapsulating the routing, notification and workflow logic into the form itself.

Easy to Use and Implement

As with all Quask's products, FormArtist WorkFlow has been designed with 'usability' high on the agenda, and for a complex and powerful application, FormArtist WorkFlow is very easy to use and implement, with no technical knowledge or programming skills required. Simple or complex workflow scenarios can be designed quickly and intuitively and a typical workflow form can be built, deployed and tested within one day! This is extremely unusual as most workflow management systems are generally quite complex to get to grips with and lengthy to implement.

Top Class Form Creation Capability

Creating forms with FormArtist WorkFlow is very straightforward due to its PowerPoint like WYSIWYG and drag-and-drop interface, and its pre-defined style sheets. Both HTML and PDF forms can be produced, and all access to forms is browser-based with no plug-ins required to display or complete forms. FormArtist WorkFlow incorporates a comprehensive library of data collection objects and form design features (including its patent pending emoticons) allowing users to create highly attractive forms which will look exactly the way the user wants them to look. The workflow rules and routing logic can easily be built into the forms using a simple dialog-driven script manager or by writing JavaScript. Intelligence can easily be built in allowing dynamic form behavior such as page skipping, custom validations, calculations and other logic to be incorporated.

Evolution Not Revolution

Many workflow management tools offer a 'top down' approach to automating processes, and will look to 'revolutionize' the way businesses work. They deliver solutions that look to address the entire needs of the enterprise and all the processes within the enterprise. By the very nature of this approach, solutions can easily become very complex and drawn-out, with long implementations and high costs. It is very easy in this situation for projects to lose their impetus and returns on investment can take a long time to be realized. Quask's approach, on the other hand, is a 'ground up' approach to workflow management, where organizations can start automating one or perhaps a few processes initially, see the benefits, then expand the solution in line with their business needs. Quask is able to offer this approach as the product itself is very attractively priced.

Low Cost of Ownership

FormArtist WorkFlow offers excellent value for money and delivers functionality that reaches far beyond its price tag. The total cost of ownership is low and for this reason, organizations can afford to purchase FormArtist WorkFlow even if they wish to automate just a single process. There is no limit to the number of people who can become involved in workflows and there are no limits to the number of workflows and forms that can be created. FormArtist WorkFlow has been priced to appeal to SMEs and departments within organizations, as well as the larger enterprises.

Intelligent, Global and Rapid Information Flow

In addition to its workflow capabilities, FormArtist WorkFlow also offers an excellent forms repository for data collection and analysis. All organizations can benefit from a structured approach to information gathering and communication, and FormArtist WorkFlow facilitates global, intelligent and rapid information flow, as well as collaborative data collection.

FormArtist WorkFlow enables employees, customers, suppliers and partners to share information much more effectively.

ROI – Cut Costs and Increase Efficiency

There are three scenarios that may apply in your own organization:

- You manage all stages of internal forms processing electronically already.
- You process forms already, but the process is paper-based or involves printing and/or faxing.
- You have no formal procedures for processing business forms.

Only in the first case do you not stand to save considerable time and costs from automating your business processes with a tool such as FormArtist WorkFlow, and even then it can help you make further improvements. There are many types of forms that can be used to manage processes within an organization, and some organizations have as many as 80 forms that are used to ensure that correct procedures are adhered to. Approval processes, compliance management, expense claims, order fulfilment, purchase requests, purchase orders, website enquiries, employee feedback and surveys, job applications, and many other processes can all be mapped to workflow forms. All of these forms invariably require input from multiple people and perhaps multiple departments across multiple locations. By far the easiest way of administering these processes is through e-forms which can be located quickly and easily by anyone who has access to a browser.

The Cost of Processing a Form with no e-Forms Capability

There are a number of steps on a business process form's path, and each contribute to cost, delays and inefficiencies.

- A typical form will be routed through to between 2 and 4 or more people before it is completed. Whether faxed, mailed, or placed into a tray, this takes time.
- Cost of printing, faxing and mailing.
- Forms can invariably 'get lost'.
- Before a form is completed it may need to be located several times along the way before it is finalized. Locating a form in a large organization can take up a lot of time.

The cost of processing a form is estimated as being between \$2 and \$20 (excluding time costs) depending on the nature of the form and the organization, and the example below shows how much an organization processing 20 forms a year could save if they adopted an e-forms process approach.

Overall cost of processing a typical form excluding time costs	= \$5
Total number of forms filled-in per employee per year	= 20
Cost to the company per year per 100 employees	= \$10,000
Cost saving (excluding time costs)	= \$10,000

Organizations also stand to save much more than this in terms of increased efficiency and time savings.

Real-Time Reporting and Analysis

FormArtist WorkFlow will enable you to report on all your forms based workflow processes and comes packaged with Quask's browser-based real-time reporting and analysis tool, FormArtist LiveStats. FormArtist LiveStats enables anyone in an organization to configure reports containing bar charts, pie charts, tables, lists and OLAP cubes for others to access. Full access rights management allows reports to be viewed both within and outside an organization.

Tracking Workflow Forms

Initial notification of a form is made via email, but where people have many active forms they're working on, it is much easier to search for forms through a dedicated, browser-based look-up. FormArtist WorkFlow provides this facility and offers a range of search options, including form name, date the form was created, date last modified, and workflow stage or user level. The user can also search by a form instance ID which is a unique reference field for each form. Once a form has been located, it can easily be viewed and edited, and a full locking capability ensures that forms can be accessed by many people, whilst maintaining their integrity.

Technical Information and Integration

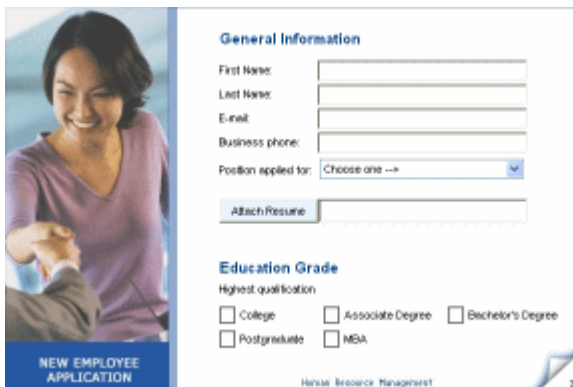
FormArtist WorkFlow requires Windows 2000 or Windows 2003 Server running IIS and Microsoft SQL Server 2000. Any degree of customization is possible and FormArtist WorkFlow integrates at the form or field level with almost any database or system. Forms applications can either be fully Event Driven or API Driven. Event 'Triggers' allow users to hook forms into any system or application based on form related events such as form requests or data submissions. FormArtist WorkFlow can channel entire forms or just individual form fields into third party databases, cutting out manual data entry and clumsy import processes. Information can be placed immediately into back-end systems the moment a form is submitted.

Workflow in Action Multi-Form Business Process

Multiple process forms can be linked together to provide very high levels of efficiency. This example explains how an HR department might use a set of forms to increase efficiencies within the department.

As you will see, this starts off with a simple streamlining of job applications and ends up as a full-blown employee management system. The example below can be customized and tailored to any extent.

Step 1 Form A – Job Application Form on Website



A general application form is posted on a website allowing prospective employees to apply. Information requested includes:

- Name and contact details
- General skills area
- Last position held

Upon submission, relevant department heads and the HR Manager are notified of the application. The system will look at the skills area of the applicant and automatically email the next form (Step 2).

Step 2
Form B – Detailed Skills Form

Accountant Information

Please rate your experience:

	None	Some	A lot
Sales ledger, purchase ledger and payroll accounting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to complete Sales Tax returns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accounting Software packages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Budget analysis and forecasting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Management accounts and information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Career Level:

ACCOUNTANCY SKILLS

Human Resource Management

If, for example, the position being applied for is a Credit Controller, then a Credit Control skills form will automatically be sent.

The applicant then enters specific information that can be used to determine suitability.

Again, workflow rules are easily built into the form to determine whether a notification should be sent to the applicant.

Step 3
Respond to Skills Form

Once the detailed skills form has been submitted, the department head receives the form and completes it as follows:

- Not suitable, inform
- Not suitable, do not inform
- Interview applicant, inform
- Comments

The system will then notify the applicant as appropriate.

Step 4
Interview Results

Once the candidate has been interviewed, the interviewer completes the form as follows:

- Reject and inform candidate
- Provisional acceptance
- Confirm acceptance and inform

A successful interview will result in Forms C and D being sent to the manager to complete.

Step 5
Form C – New Employee Resource Request

New Employee Resource Request

Employee Name:

Required Email Address:

Job Title:

Business Card: Yes No

Type of office:

Computer:

Network: Yes No

CRM account: Yes No

NON NEW EMPLOYEE

Human Resource Management

The new employee will require new materials to get him on his way. This form ensures that the right questions are asked and the relevant people are notified of the requirements automatically.

Typical questions could include:

- Type of office (shared, private etc.)
- PC (laptop, desktop, screen size etc.)
- Network connection required
- CRM account required

Step 6 Form D – HR and Accounts Information

HR and Accounts Information
Employee Information

First Name:

Last Name:

E-mail:

Home Phone:

Address:

City:

State / ZIP: --> Choose

Job Title:

Monthly salary:

NON NEW EMPLOYEE

Human Resource Management 2

HR and Accounts also require notification of information such as:

- Contact details (piped in from application form)
- Salary
- Benefits
- Job title

Now that the hiring process is complete, you have employee details in your system and you can use the advanced form, survey and feedback capabilities within FormArtist WorkFlow to carry out further HR activities such as:

- Employee satisfaction and feedback surveys
- 360 degree management feedback surveys
- Internal employee related process forms eg sickness forms, expense forms etc.

Contact Information

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