

# DeXpert

## Your Command on Change

DeXpert is a method of efficiently aligning an organization with the wants and needs of business. It is a holistic management approach that promotes business effectiveness and efficiency while striving for innovation, flexibility and integration with technology.

**DeXpert** is an entire business process management suite that aids business process re-engineering and automation with minimal effort and cost, saving both time and money. It is an integrated software tool for supporting the modeling, analysis and enhancement of business processes.

### DeXpert – a complete BPM Suite

**Agility:** Embed agility in your business via supple business processes that can evolve with customer needs and competitor threats.

**Standardization:** Ensure consistent process execution by clear definition of what ought to be done, how, when and by whom, and by effective management of process execution.

**Automation:** Automate manual tasks and large portions of an end-to-end process, while applying human skill, experience and judgment where it will have highest impact.

**Simulation:** Simulate reality before you live it, avoiding false starts and ensuring that revisions always result in improved performance.

**Exception Handling:** Catch exceptions and trigger intelligent escalation and process improvement.

**Innovation:** Drive a cycle of innovation and nurture a culture of continuous improvement by gaining new insight into what is being done, how, when, by whom, and how well.

**Visibility:** Gain the historical & real-time insight that makes your business operation more manageable, changeable, & improvable

**Compliance:** Meet service level agreements, regulatory stipulations and achieve intended outcomes dependably by unflinchingly executing well-designed processes.

**Integration:** Operate seamlessly and quickly by cutting out the white space between skilled people, well-designed activity, supportive technologies and insightful performance management.

**Performance Tracking:** Measure achievement of goals by gathering key performance indicators in real-time for immediate or retrospective.

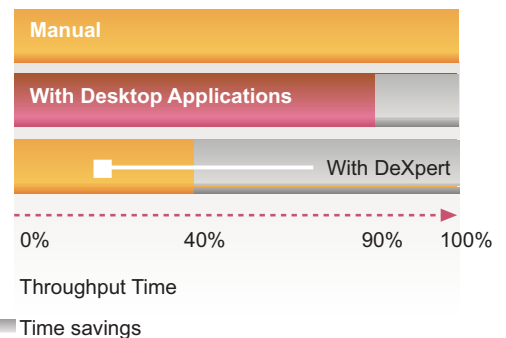
**Leverage Legacy:** Transform organizational and system inertia to your advantage by exploiting the power of mature assets in new contexts.

**Teamwork:** Promote shared understanding of processes and accountability for execution at all levels.

### Key benefits of DeXpert are:

- Improve process efficiency
- Ensure optimum resource utilizations and improve productivity
- Ensure process standardization
- Improve process control
- Enable process improvement
- Improved policy compliance
- Better decision support
- Decreased infrastructure investments

### Process Management

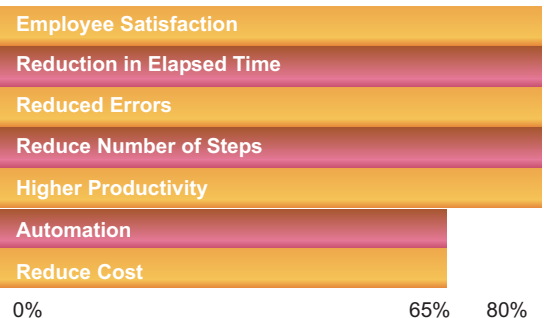


### Process Acceleration

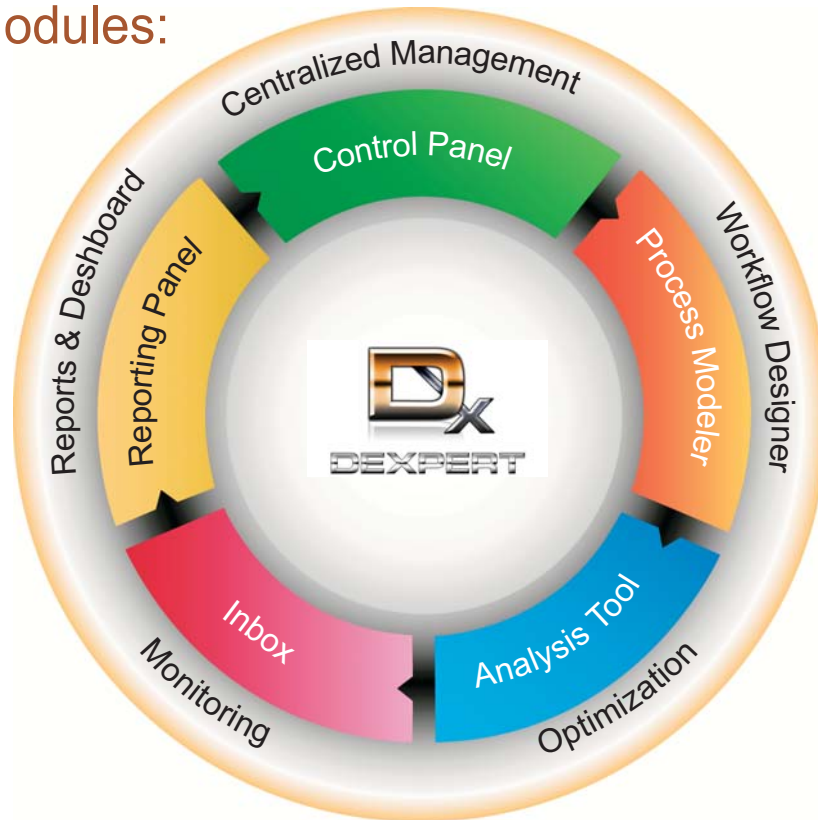
Using the DeXpert BPM Suite, the throughput time of processes can be reduced by over 60% in comparison to manual process execution.

The enterprise processes are controlled more effectively and the productivity greatly increased.

### Saving Potential

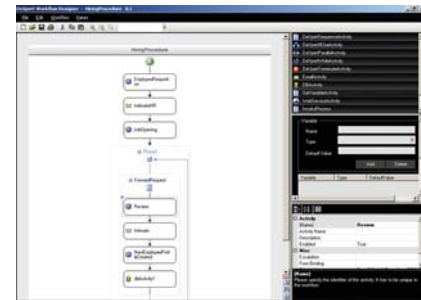


## DeXpert Modules:



### Process Modeler:

Process Modeler will reduce the complexity of designing workflows by offering powerful custom Human Activities in the Workflow Designer. Form Designer will enable a business user to design Forms for collecting data from the users at various steps of the workflow. Organization Chart Designer will let the businesses define the Organization Chart for the various industries under it.



### Key Functionalities

**Intuitive Process Modeling Environment** - designed for ease of use, DeXpert Modeling component includes simple graphical tools and icons familiar to most users. A zoom feature allows users to easily navigate their models, and the use of color and text has been designed for maximum simplicity.

**Forms Design & Management** - With DeXpert Form Designer, users benefit from a very flexible, yet dynamic tool for creating and managing interactive forms. Using intuitive drag and drop operations, users can create forms directly within DeXpert

**Advanced Workflow rules** - workflow can be routed among staff based on factors such as the utilization of human resources, staff availability, staff skill-set, or priority of the case being handled. Workflow approval can be routed to individuals or groups of users, and delegated up or down the organizational hierarchy.

### Key Benefits

**Improved Productivity** - Automation of processes implements best practices within your organization that reduce inefficiencies and drive productivity.

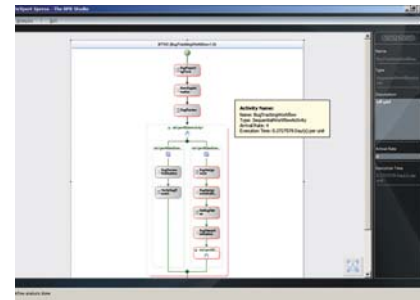
**Compliance** - Improve organizational compliance and overall quality by embedding regulatory standards directly into human and system workflows while creating complete process transparency for future audits, training and optimization.

**Zero Coding End - User Interface** - DeXpert offers fully configurable end-user interfaces enabling organizations to define unique menu structures and personalized desktops by user or job function. Information from external Web sites and data sources can also be presented directly within DeXpert views.

## Analysis Tool:

Analysis Tool enables execution-time improvement and self-optimization of business processes through its Process Optimization capabilities.

The Analysis Tool can be configured to support tactical operational decisions (e.g. use a different process to get rid of a backlog) or to identify longer term process enhancements.



## Key Functionalities

**Performance - driven Optimization** - the BPA can reconfigure any aspect of a process to ensure that pre-defined performance levels (such as cost or utilization thresholds) are optimized.

**Execution - time Process Optimization** – Business users are able to optimize resources and change the flow of the process.

**What If Analysis** – the BPA Studio will perform What If Analysis to identify resource allocation to high priority tasks and de-allocate from lower priority tasks. Recognizing resource utilization.

## Inbox:

Inbox platform provides visibility into the effectiveness of business processes and insight into overall business performance.

## Key Functionalities

**Process Execution & Monitoring** - Users can track all tasks to immediately determine process status.

**Real-Time Visibility** - Display the status of all work in real-time as it flows through the organization en-route to completion. Quickly identify bottlenecks that are holding up specific work items.

**Alerting and Exception handling** - the Inbox can be configured to either trigger alerts or entirely new processes when pre-defined thresholds are reached, for example when a backlog of customer cases reaches a specific level.

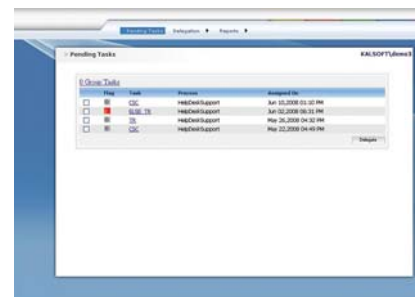
**Real-time Dashboard** - the management dashboard provides an easy-to-use view of process performance. The dashboard is fully user configurable, with the customer being able to choose which data to show and how it should be displayed (e.g. bar-chart, speed gauge or other format).

## Key Benefits

**Process Improvement** - Using DeXpert automation tools, process designers can identify process bottlenecks and high waiting time activities.

**Validation of Bottlenecks** - It works as a troubleshooter, quickly identifying bottlenecks for process recalibration and optimization

**Eliminating Redundancies** - BPA Studio facilitates organization to efficiently identify and eliminate redundancies in processes. This tends towards cost improvement approaches



Task	Process	Assigned To
Q2	HRD/HRSupport	Jan 22, 2009 10:22 AM
Q2	HRD/HRSupport	Jan 22, 2009 10:22 AM
Q2	HRD/HRSupport	Jan 22, 2009 10:22 AM
Q2	HRD/HRSupport	Jan 22, 2009 10:22 AM

## Key Benefits

**Visibility** - View the real-time status of an entire task's life-cycle. Know who is involved, their tasks, status, comments and deliverables.

**Control** - Act on information quickly to create, cancel, suspend and restart tasks. Modify tasks, add assign or reassign work upon acquiring new intelligence.

**Accountability** - Build a culture of organizational and personal accountability by tracking and auditing employee turnaround time and quality of responses.

**Agility** - Immediately initiate actions in response to changing market conditions, competitor news, or company goals and objectives.

## Control Panel:

In order to support Control Panel we require an administration module which will be responsible for managing the administrative attributes of DeXpert. This module allows system administrators to configure servers, monitor server performance, perform user & access rights management.

User authentication Mechanism will be maintained to authenticate a user so as to monitor whether user wants to import from LDAP supported Directory Service, DeXpert Directory Service, Custom Directory Service using DeXpert SDK, Microsoft Directory Service, Novell eDirectory.



## Key Functionalities

**User Profiles** - create, edit, view, and synchronize your employee profiles at Dex Manager.

**Directory Service** - A system that stores and organizes information as a directory, and provides access to relevant information.

**Attributes** - Manage attributes with DeXpert Manager where user can Import attributes from a Directory Service, create and edit attributes

## Reporting Panel:

Reporting Panel provides comprehensive, drill-down, web-based reports on process execution and performance. These reports aid business managers and process administrators to monitor, track and fine-tune processes for better performance.

They facilitate exception handling procedures and allow intervention for corrective actions. Presented in graphical as well as detailed formats.

## Key Functionalities

**Process Performance** - This comprehensive report shows following items with respect to each step and instance

**Work Load** - This report shows which task was assigned to which user and its further details like time of assignment and for how long it is pending.

**My Submissions** - This report shows the tasks submitted by the logged in user so that user can track at which stage the task is pending.

**Completed Tasks** - This report shows the actual time at which the task was assigned to him/her and when he/she took the action.

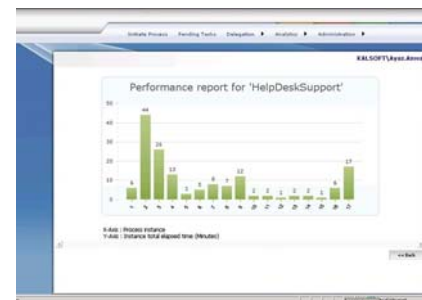
**Process Tracking** - This special report shows all the users involved at each step of every instance. This gives administrator a clear picture about the people causing the delays etc.

## Key Benefits

**Centralized Management** – DeXpert Manager provides powerful, centralized capabilities and conveniences for managing and administrating the DeXpert BPM Suite.

**Control & Configure** – It includes an advanced user interface to manage and configure associates, views and work related capabilities.

**Managing Exceptions** – It provides tools necessary to manage exceptions in the system, applications and in business processes that are common in every organization.



## Key Benefits

**Real Time Reporting** - Real-time reporting on current workflow statuses and instances. Detailed reporting on users, activities, variables, and activity statuses. Ability to customize and save report views.

**Analytical Reports** - Comprehensive analytical reports on transaction and activities and process execution. Business analyst view of current progress of a workflow.

**Graphical Views** - Drill down graphical views of execution of specific workflow instances. Ability to customize and save report views

**Key Performance Indicator** - Reports on KPIs and overdue for performance analysis

## DeXpert's Strategic Advantages:

### Business Edge

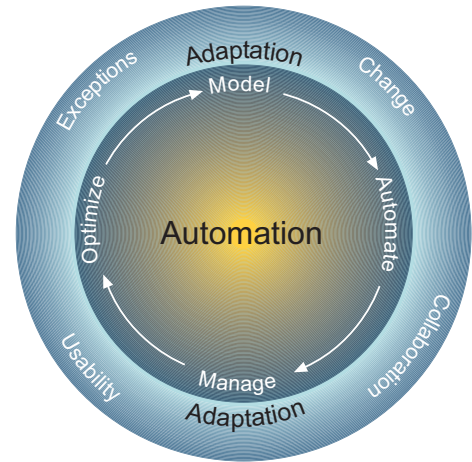
- Drive your business on your own methodology, don't amend your stance on software requirements
- Know what's going on in your business to know how to stay on track
- Manage the 'entire' process, not just the fragments
- Innovate your business, do it differently, change it quickly
- Greater Productivity—Improve relationship between business and IT
- Drive Innovation—Simulate business and process models before implementation
- Enhance Responsiveness—Establish insight driven processes by unifying BI, Content, and process management via best of breed technology to increase your responsiveness

### For Best ROI

- Improved customer satisfaction & loyalty
- Enables adaptability and flexibility to changing business dynamics
- Enhanced efficiency and reduced execution time
- Enhanced Transparency
- Reduced implementation costs
- Minimized human error

## The Competitive Advantage

- Process Designing with Zero Code
- Simple workflow generation
- Design dynamic organization charts
- Design e-forms to facilitate data gathering
- Easy integration with different Line of Business applications
- Validates workflows to:
  - Prevent bottlenecks
  - Identify critical path
  - Facilitate process



## STRATEGIC COMPETITIVE ADVANTAGE

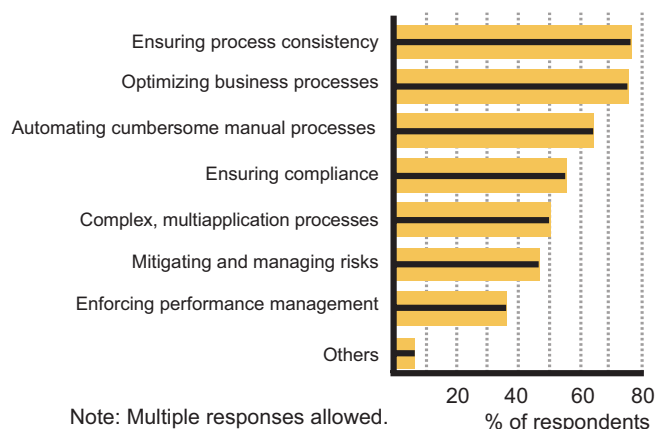
BPM enables accelerated process automation and adaptation.

## DeXpert's Technology Advantage

- Designed and developed using Windows Workflow Foundation and .Net 3.5
- Out of the box integration with MOSS 2007, AD and Exchange 2007
- Built in Connectivity with Industry standard Data bases

### Driving Forces

What factors are driving your BPM initiatives?



Note: Multiple responses allowed.

Data: Network Computing reader poll; 450 respondents