SYSPRO Workflow Services

SYSPRO Workflow Services (SWS) gives users the capability of designing, orchestrating, managing and enabling business processes through a fluid and easy to use user-interface. This allows greater visibility, clarity, transparency and integration throughout the organization's business processes.

SWS enables you to streamline end-to-end business process, as well as create efficient interaction between SYSPRO and external applications.

Built on the Microsoft .NET 4.0, SWS enables you to apply rules-based control over business processes, thereby promoting process cohesion, as well as collaboration amongst process role-players.

In addition to providing out of the box workflows and activities, the visual designer tools in SWS enable you to create and model custom activities unique to your business environment.

Workflow status and performance information can be tracked and monitored through the workflow monitor. This information can help you identify the progress of any instance of a workflow. Using the tracking data, workflow processes can be analysed to alleviate bottlenecks and streamline business processes.

The version control system built into SWS allows you to easily modify and manage different versions of workflows, as your business needs and processes change. Outstanding transactions or in-complete processes do not have to be completed before a new version of workflow is deployed as different versions of the same workflow can run side by side.

The **SWS Professional** Version consists of 3 additional functions, namely: Activity Pack, Unlimited access to Business Objects and Notification Services

- The Activity pack is a collection of pre-developed activities that make developing workflows simple. It consists of activities ranging from sending emails via SMTP or Microsoft Exchange, Calling business objects, creating and maintaining user tasks, XSLT transformation and workflow to workflow communication.
- When calling business objects from within a workflow using the range of call business object activities, access to all business objects are allowed. The organization does not have to have any of the business object functional areas or the system manager licenced.
- Notification Services provides for user tasks to be combined into a single task list that increases productivity, because users are not hindered by trivial tasks or over-whelmed with information. The task list can be configured by user or by role allowing collaboration throughout the enterprise.
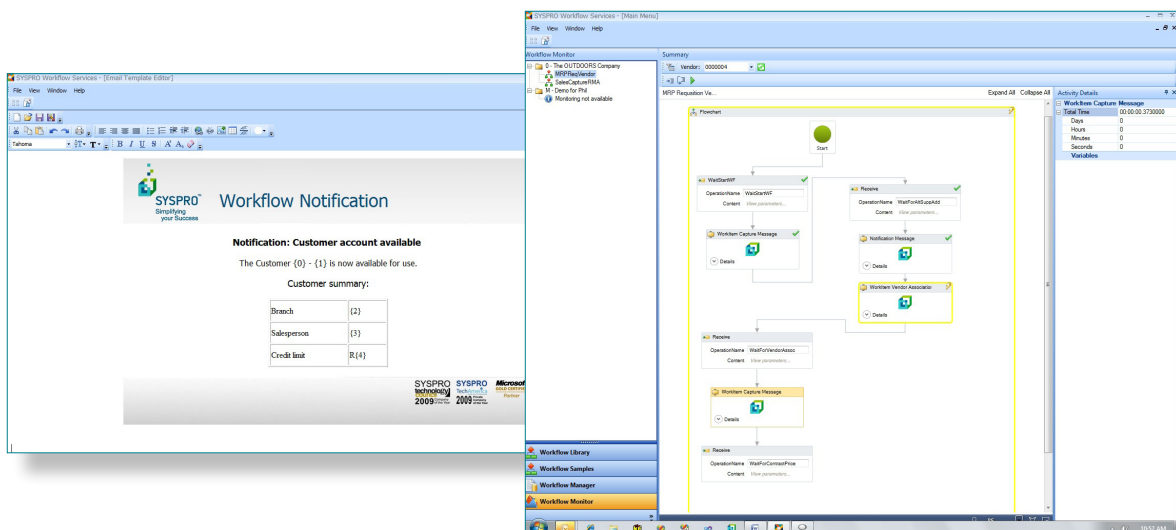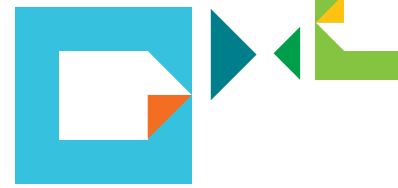
The Facts

The Benefits of SYSPRO Workflow Services

- Being able to "workflow enable" any part of the SYSPRO ERP or external applications according to your business requirements
- Workflow processes can be initiated both within SYSPRO and externally
- Completely built into the SYSPRO ERP system
- Design, build, deploy, manage and integrate workflows seamlessly
- Monitor and streamline business processes
- Promotes collaboration between process role-players
- Enables you to apply rules-based control
- Process workflow transactions remotely and without necessarily having SYSPRO installed on the desktop

SYSPRO Workflow Services Features

- Central host engine to host all workflows
- SOAP and http communication enabled
- Workflow Monitoring and tracking to centralized database
- WYSIWYG workflow and activity designer
- Notification services
- Workflows accessed from 3rd party applications
- Comprehensive test environment in which to test workflows prior to deployment
- Accommodates existing resources and screens

- Visual representation of the processes
- Version control allowing multiple versions of same workflow process
- Task lists to increase productivity
- An activity designer to develop custom activities
- A workflow manager to suspend, complete or move the workflow process to the next state or purge existing workflow instances
- Apply role-based security to workflow access
- Allows for manual workflow intervention
- Ability to purge unused workflows and associated data
- Notification services (Professional version only)
- Access to SYSPRO data, and through SYSPRO Business Objects (unlimited access Professional version only)
- SYSPRO Activity Pack (Professional Version only)

Integration with SYSPRO

- SYSPRO Workflow Services is built into the SYSPRO ERP system and is therefore fully integrated with SYSPRO and any 3rd Party application

Audit trails and Reporting

- Workflow status and performance information can be tracked using tracking data, and monitored through the workflow monitor
- All reporting is done using SYSPRO Reporting Services (SRS)
- Workflow Analysis is done using SYSPRO Analytics

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