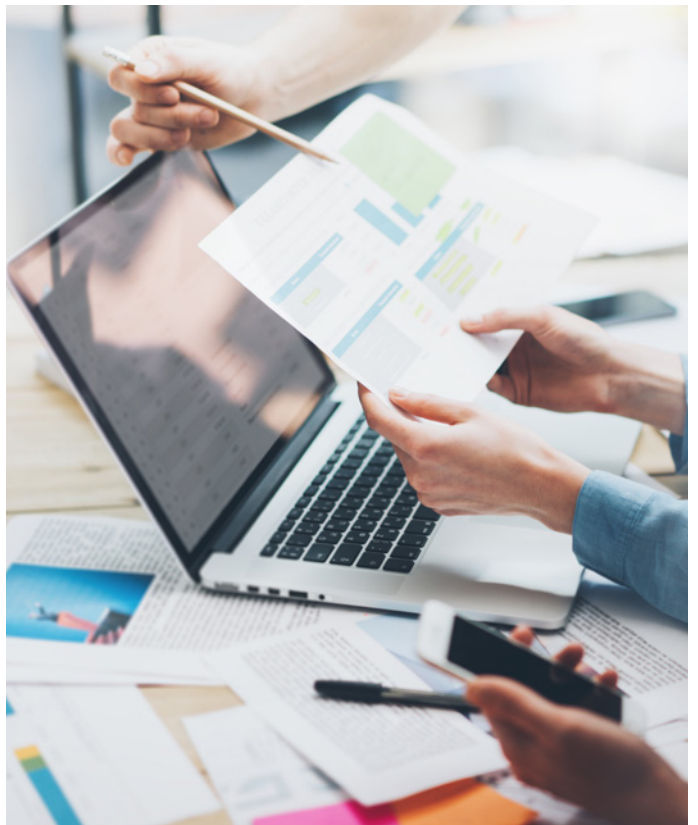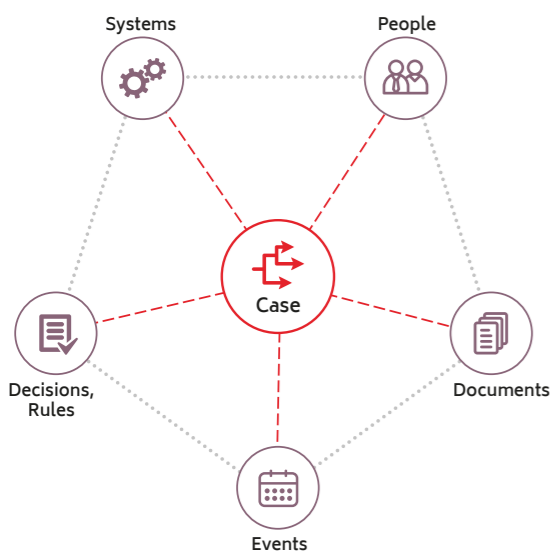# Mi Flows

Are Your Processes Managed?
Are Your Processes Audited?
Are Your Processes Compliant?

Mi Flows enables the management of content whilst giving workers the flexibility to apply their expert knowledge to the flow of a business process or case. Whether it is an insurance claim, project development, new applications or a contract negotiation, Mi Flows will streamline the business process by creating a hub of knowledge.
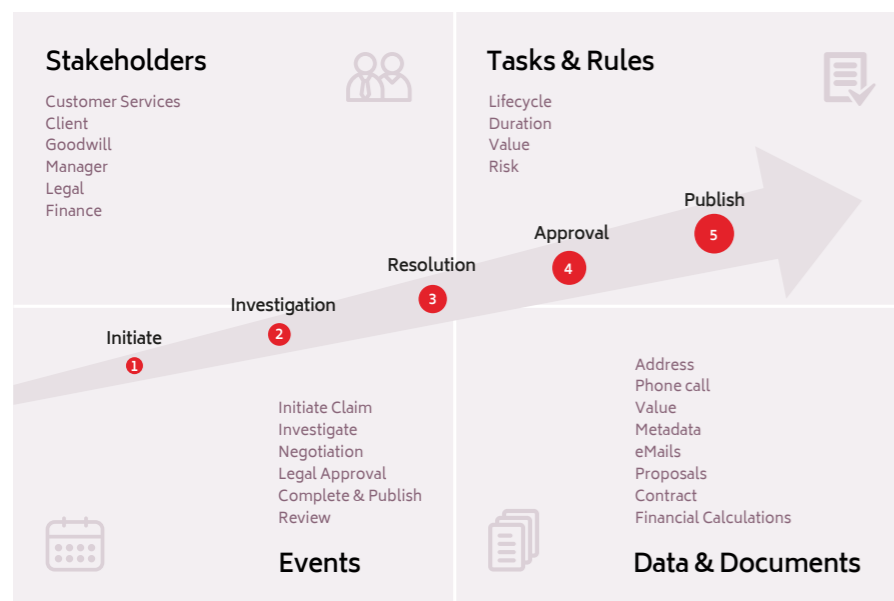
Mi Flows manages and delivers the complete solution, from integration to automation. The dynamic workflow engine along with analytics and content allows knowledge workers to make the right use of processes for the best outcome

ARCivate can help your business realise the benefits:

- Decrease transaction cycle times improving customer and colleague responsiveness
- Improve decision making with 360-degree view of your business process to improve communication
- Ensure Governance is achieved with regulations; GDPR, SOX, FSA, FOI...
- Compliance with internal controls via comprehensive audit logs
- Improve efficiency by eliminating paper handling and potential loss due to human error
- Gain control by ensuring enterprise content is fully searchable, managed and controlled
- Enhancing the power and capability of the organisation by enabling
  - Full visibility
  - Reduce Costs
  - Collaboration
  - Speed up discovery

Systems   People
Case
Decisions, Rules   Documents
Events

Mi Flows is about bringing the knowledge and intelligence of your teams to bear in a way that maximises the effectiveness of a set of processes, whether defined as automated, manual or, in fact, completely undefined.

Mi Flows puts the users back in control by guiding them through the decision process by utilising Business Rules, Activities, Stakeholders and Milestones. It is centred around dynamic relationships between stakeholders and the information of a business process or case.

Mi Flows collaborative & adaptable approach leads to optimised processes.

Why Mi Flows?

Empower knowledge workers to progress the business document and enable routing dependant on user decisions, actions, events, and policies. Instead of mandating interaction of people, content and policies, changes can be made at runtime. For example, adding new stakeholders enables new actions. Collaborative for decision making with an adaptive approach to the unpredictable process variance.

Mi Flows capabilities:

- Management by objectives; participants choose action to meet goals
- Knowledge worker – having the knowledge to effectively manage cases is essential for case management
- Collaborate in the context of the business document/process
- Provides overall co-ordination of the process – These are continually evolving and the ability to have a relevant folder enables the flow of information to be routed to a case rather than a person
- Document Intensive – Single source of information for all documents relating to the process with ability to add, update and comment on documentation
- Automated Project Phase Milestones/Gates
- Mobile - supported on all devices
- Manage high value processes without undue constraints

Stakeholders
Customer Services
Client
Goodwill
Manager
Legal
Finance

Tasks & Rules
Lifecycle
Duration
Value
Risk

Publish 5
Approval 4
Resolution 3
Investigation 2
Initiate 1

Events
Initiate Claim
Investigate
Negotiation
Legal Approval
Complete & Publish
Review

Data & Documents
Address
Phone call
Value
Metadata
eMails
Proposals
Contract
Financial Calculations

Knowledge driven response to events

- Lifecycle Events
- Activity Events
- Document Events
- Data Events
- Milestone Events
- User Defined Events

For more information, please contact sales

ARCivate