



ACTION TECHNOLOGIES, INC.

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For more than 20 years Action Technologies (www.actiontech.com) has delivered award-winning Business Process Management (BPM) software that increases the productivity of knowledge workers. Our leading global customers reduce the time and cost of knowledge-driven processes by 40-60% and typically generating returns of more than 300%. The ActionWorks Suite enables our customers to analyze, redesign, implement and continuously improve their operations through a patented system for managing negotiations and commitments.

ActionWorks® Product Suite

ActionWorks 5 is the only BPM solution built to meet the needs of knowledge workers: that's why our Manufacturing, Financial Services, Government, and other customers win major industry awards every year. As businesses face competitive price pressures and global price competition, ActionWorks provides dramatic gains in efficiency and effectiveness. Action holds 5 patents¹ on its software and methods.

Your Business Challenge

Knowledge workers—people whose experience, judgment and innovation are critical to organizational success—constitute more than half of the expense of modern corporations. Unfortunately, most business process management (BPM) software facilitates only structured and repetitive work. Knowledge work, on the other hand, is filled with uncertainty and risk. Knowledge work goes beyond structured processes to include projects, collaborations, and ad hoc interactions to invent new responses to new issues.

Business Interaction Model

The patented ActionWorks Business Interaction Model embodies the “natural” ways that knowledge workers interact, not the artificial command/control methodology found in workflow software solutions. This allows individuals to negotiate agreements on what is to be done, by when and by whom, monitor the work, and accept the final product to close the process.

Customers

Our customers include: Credit Suisse Financial Services, USAA, Salomon Smith Barney, Citigroup, Swiss Reinsurance, International Truck and Engine (Navistar), Ford Motor Company, L’Oreal, Lubrizol, and Lockheed Martin.

Awards

Action Technologies is the only five-time winner of Excellence in Business Process Management awards in the annual WfMC/Waria competition—three gold and two silver medals, including two Gold awards in one year, for EMEA and North America. Action also is the only three-time winner of the Microsoft Industry Solution award; and holds editors’ choice awards from publications including *Network Computing* and *PC Magazine*.

¹ US Patents 6,073,109; 5,630,069; 6,058,413; 5,734,837; and 5,208,748