



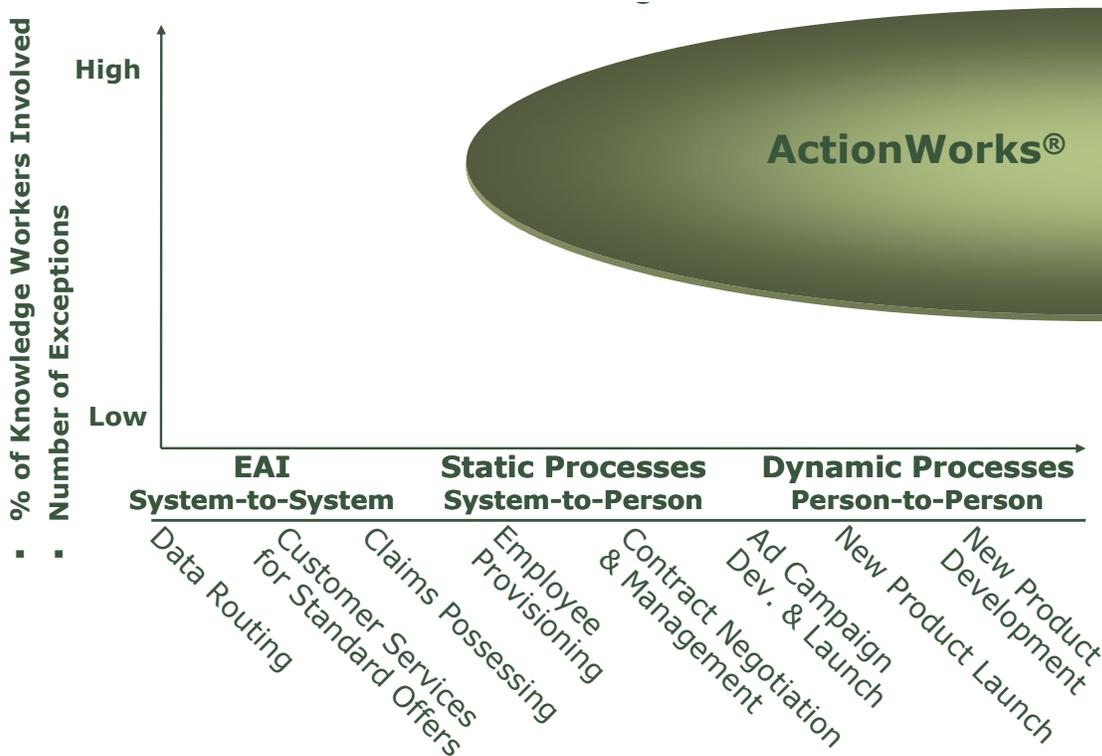
Product Description

ActionWorks® 5

ActionWorks 5 is a comprehensive set of patented¹ knowledge, methods, and tools for creating and managing people-driven business processes to produce dramatic increases in effectiveness and efficiency. Business processes driven by people—and dependent on their knowledge, experience, and creativity—dominate business. People interact—ask, negotiate, perform, and evaluate—to determine what to do, by when, and by whom. Understanding, analyzing, redesigning, implementing, and continuously improving such high-value processes require a different way of thinking, but can drive significant increases in speed and quality, and reductions in operating costs.

BUSINESS PROCESS MANAGEMENT

There are now three distinct sub-sections of Business Process Management (BPM).



- System-to-System – The world of transactions and EAI. Processes are simple and can be fully automated.
- Person-to-System – Here, tasks are segmented and serialized; people pull work from work queues, and put finished work back into the system, for the next person downstream.
- Person-to-Person – These processes are driven by collaborative work among people – work that must be prepared, negotiated, performed, and accepted before proceeding to the next step. Person-to-Person processes incorporate a richer model of what must be done at each step in the process. Person-to-Person processes include new product development requiring collaboration and agreement across Sales, Marketing, Finance, Development, and even suppliers and customers; and coordinating multiple contracting companies working on a large construction project.

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

ActionWorks 5

BUSINESS BENEFITS

Action Technologies is focused on the top of this triangle, providing the software and the methods that handle both Person-to-System and Person-to-Person processes. In particular, ActionWorks 5.0 offers a unique solution in the Person-to-Person segment. Organizations that use our solution gain significant competitive advantage and increased shareholder value through:

- Exceptional hard-dollar savings and financial returns:
 - Costs reduced 30+%, tens of millions of dollars
 - Increased productivity by 15-30%, including for highly compensated knowledge workers
 - Cycle times reduced by 25%–85%
 - ROIs routinely exceeding 300%
- Dramatically improved competitive position
- Extremely high business process project success rates because of the ease of process modeling, one-click deployment of the working process; and ready acceptance by users

ActionWorks 5 manages business processes across structured and unstructured work—significantly enhancing user adoption rates. The ease of creating, implementing, and deploying structured processes and unstructured process templates means moving quickly, saving money and time, and gaining a competitive edge. Our readily customizable interfaces provide the information and process options necessary for people to accomplish work quickly and accurately. The ability to track and manage both structured and unstructured work lets managers understand how work is progressing, where the bottlenecks are, and what performance risks they face.

ACTIONWORKS 5: A UNIQUE OFFERING IN THE BPM MARKET

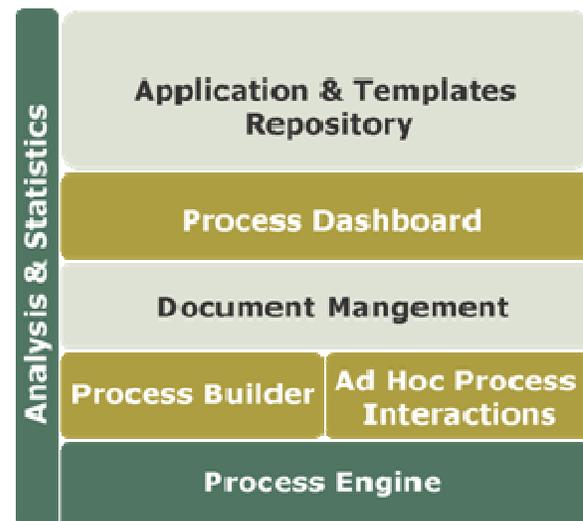
ActionWorks 5 brings important new, exclusive, and compelling capabilities to Business Process Management, enabling users to work in any of the four standard modes of work:

- Structured business processes,
- Team projects,
- Collaborative spaces, and
- Completely ad-hoc interactions.

ActionWorks achieves this by uniting a powerful user environment, the ActionWorks Dashboard, with the patented Business Interaction Model, ActionWorks Process Builder, and the ActionWorks Business Process Engine.

ActionWorks 5 allows:

- Design, management, and initiation of structured processes, projects, and collaborations with the Process Builder, and initiation and management of fully integrated ad hoc interactions
- Real-time management and monitoring of process flow with the Process Engine
- Management of all documents and other content associated with any process or interaction;
- Management, monitoring, and participation in processes and interactions through the fully customizable ActionWorks 5 Process Dashboard, which brings to the fore only those items that require attention
- Addition of functionality with Linked Application modules, either from Action or built in-house.

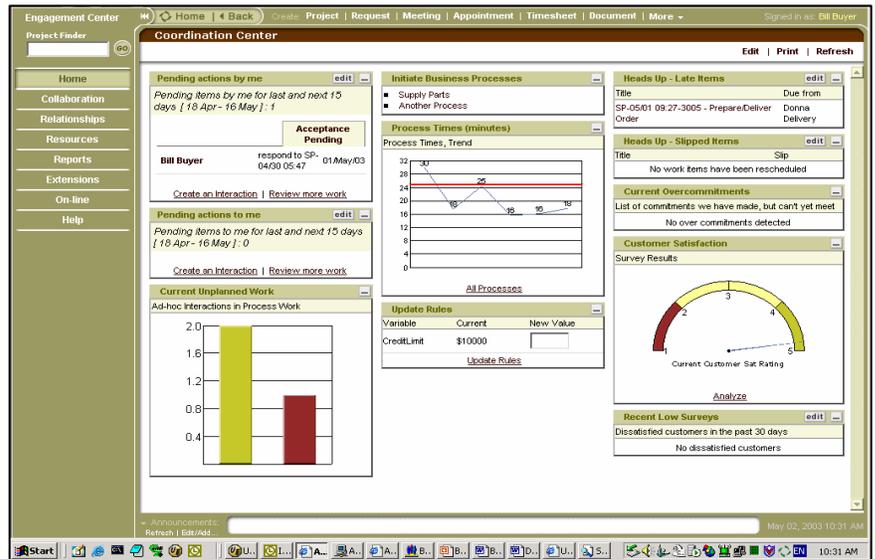


Let's take a closer look at the major components of ActionWorks.

ACTIONWORKS 5 USER DASHBOARD

The ActionWorks 5 Dashboard allows users to manage, monitor, and participate in all four

work styles—and to view the status of all those different work items in the dashboard, the calendar, the work list, or as part of a project in a unified environment. The Dashboard contains customizable “lenses” that show information about the processes—from the work items that are due *by* you and due *to* you, to charts and graphs of important process information, to alerts about items that require immediate attention. The Dashboard provides users with a sophisticated workbox — additional views, sorting and searching capabilities, and advanced



filtering. Tight integration with Microsoft Outlook means that people who have work assigned can receive assignments or requests via email—and they can act on that work without leaving Outlook. Outlook calendars and tasks are also synchronized.

Core capabilities

- Work management
- Document management
- User “Home” page
- Email integration
- Calendar
- Business Interaction Model
- Customers/Performers
- Office/Position
- Resource finder/organizational units
- Contacts
- Synchronize calendars and tasks across users

Project Work capabilities

- Microsoft Project import
- Project templates
- Project schedule management
- Notification
- Gantt charts
- Skill management
- Time allocation
- Financial reporting and earned-value analysis

Process Work capabilities

- Unified work
- Unique Ad-Hoc extensibility
- Process status view
- Real time process reporting
- Audit trail

Collaborative Work capabilities

- Shared space
- Document management
- Project overview
- Announcements
- Discussion threads
- Instant messaging

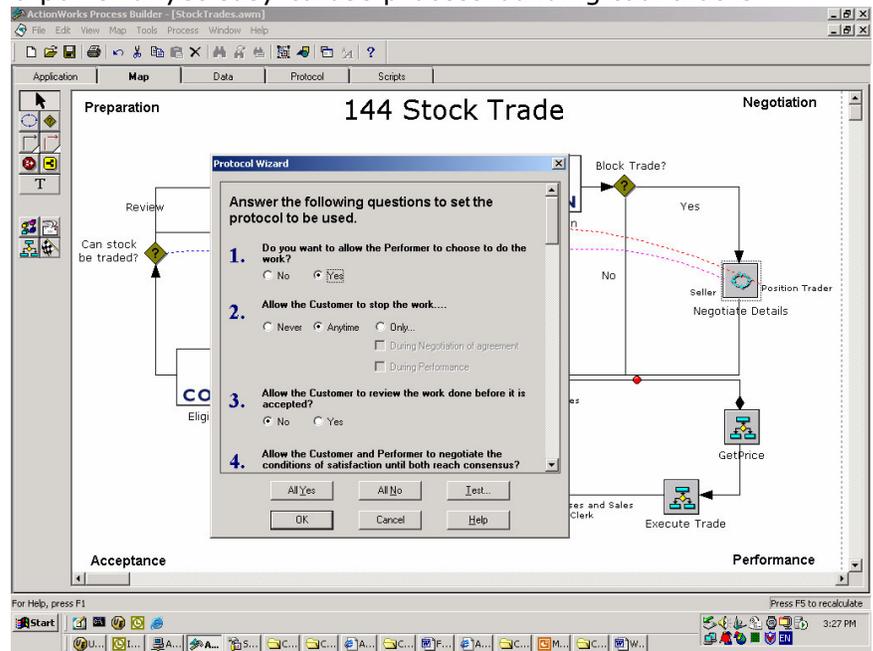
Ad-Hoc Work capabilities

- Basic request
- Meetings and group requests
- Work packages
- Approvals
- Templates
- Delegation/transfer
- Customizable requests

Because today's knowledge workers use one, some, or all of the four work styles in any one activity, they need a user interface that can do the same. The ActionWorks 5 Dashboard is it.

ACTIONWORKS 5 PROCESS BUILDER

Action Technologies, Inc. provides a powerful yet easy-to-use process-building tool that is unmatched in its ability to handle person-to-person processes, as it is based on Action's patented Business Interaction Model. The Builder supports easy drag and drop creation of business processes. Processes can be created by answering questions such as "Will the performer be allowed to revoke his or her agreement to do the work?" or "Will the customer be allowed to renegotiate the terms of condition after the work has started?" without writing a single line of code. Of course, Builder integrates with external database and transactional systems — and, in fact, to any system with a web-services interface.



Business Interaction Model

Simply stated, the Business Interaction Model recognizes that the way that people interact is different from the way machines interact. In particular, people do not blindly follow rules, but use their intelligence and judgment to negotiate agreements and then fulfill those agreements. Thus, the model identifies four clear phases in any interaction between two parties (the customer and the performer): Preparation, Negotiation, Performance, and Acceptance.

Process Design capabilities

- Business interaction model
- Easy to use
- Powerful components
- Protocol wizard
- Database wizard
- Point-and-click Visual Basic scripting
- Web service integration
- Access dozens of process maps and templates for common processes.

Application Design capabilities

- User interface creation
- Initiation forms
- Form inheritance
- Server-side scripting
- Custom views
- Timing services

ActionWorks uniquely combines its powerful business process mapping methodology with one click deployment to the process engine.

ACTIONWORKS 5 BUSINESS PROCESS ENGINE

ActionWorks 5.0 Process Engine executes deployed processes. It is based on the robust process engine that has been the foundation of Action's products for the last 20 years. Business processes running on the ActionWorks 5.0 Process Engine can span multiple applications, departments, and companies.

Architecture

The Business Process Engine has three architectural components, each of which can take advantage of multiprocessing and multithreading support from the underlying operating system. In addition, each of the three components can utilize fail-over clustering.

- ActionWorks Application Server — The web application server component that runs with Microsoft Internet Information Server
- ActionWorks Process Manager — The engine that processes workflow transactions by updating instance records, using the process maps embodied in definitional records
- ActionWorks database — The Microsoft SQL Server database that contains the definition records, role mapping, and instance

The Process Engine interfaces with external systems using web services, WSDL, SOAP, XML, along with COM, ODBC, and published schema and APIs.

Analysis and Statistics

Business Activity Monitoring provides for the efficient statistical analysis of all business processes by time, activity, cost, and customer. Each process can be analyzed in real time with results presented within a browser interface in a statistical summary with drill down capability. Instance data is also displayed in a graph or histogram, with drill down to the specific underlying data of each instance. Extensive filtering capability allows narrowing the data by date, performer, sub-process, etc. This capability is particularly important to those implementing Six Sigma process improvement programs.

DOCUMENT MANAGEMENT

ActionWorks 5 Document Management ensure up-to-date documents are "Ready to Hand" for all participants in a process, project, collaboration or ad hoc interaction — performers, decision makers, meeting participants, approvers.

CAPABILITIES

- Track revisions
- Check-out/check-in
- Comments and key words
- Searching and filtering
- Powerful access control
- Notification of changes to a document or addition of a new document



TEAM MANAGEMENT

ActionWorks 5 Team Manager integrates all of ActionWorks to provide robust team management, virtual workspaces, and a suite of web-based collaboration, project management, and administrative tools for executing work in dynamic team environments, including collaboration with external contacts. *Anyone*, across departments and companies, can negotiate, agree, and perform work as a participant in a business process. Team Manager enables organization of collaborative projects among users across corporate boundaries, and management of resources for those projects.

CAPABILITIES

- External contacts as observers
- External contacts as performers
- Project Collaboration

ActionWorks 5

- Classic & Dynamic Project Planning & Execution
- Gantt Views
- Project Calendar
- Project Analysis & Reporting, including earned-value analysis
- Resource & Skill Management
- Time Sheet Reporting
- Time Off Request Management
- Discussion Threads
- Best Practices Templates
- Collaboration with users other than those named as licensed

ADDITIONAL MODULES

In addition to the core components of the ActionWorks suite, additional modules meet specific application needs to expand and customize functionality. Of course, Action customers can build their own modules to meet specific business requirements.

Contract Life Cycle Management

The Contract Life Cycle Management (CLCM) module automatically monitors contracts' provisions such as termination notice, escalator clauses, date-specific or event-specific action items so that they are presented to the parties responsible for appropriate action and timely decision-making. Users create business rules for contract provision that is subsequently constantly evaluated. When the conditions of the business rule are met, CLCM triggers an associated business process, or interaction, that notifies the performer by email to take action. These rules can be as simple as a date trigger or as rich as a set of complex logical conditions. Business rules can access information stored in database systems or any information sources accessible via a Web Service.

Corporate Performance Management

The Corporate Performance Management (CPM) module allows chief executives and managers at all levels to negotiate strategic and operational *commitments* that focus everyone on achieving their contribution to corporate strategy. Performers can report, and managers can monitor, the progress of each commitment through the Dashboard. The Strategic Commitment request form (a customized request form) permits numerical, percentage, or milestone performance targets to be set by month, quarter, year, or date-to-be-negotiated-and-agreed-upon. The performer uses the same Strategic Commitment form to record actual results. It also includes a customer satisfaction rating at the commitment's conclusion.

Standards Coordinator

With ActionWorks Standards Coordinator, standards now become "actionable," "executable," and "auditable." What does that mean? Other products might allow you to tie a standards document to a description of what *should happen*. Or they might enable you to create a process map of what *should happen*. The crucial piece that only ActionWorks Standards Coordinator uniquely gives you is the tool to *ensure* that what should happen *actually happens* on a day-to-day basis. The tool is *defined* by customer satisfaction. In fact, only the customer of the process (whether internal or external) can define how he or she will be satisfied, and when that condition is reached. The metrics derived from this always-running engine help you insure daily continuous improvement

Now more than ever, ActionWorks is superbly suited to business processes where human knowledge, judgment, and creativity are crucial to process — and corporate — success.

For more information, please visit the Action web site, www.actiontech.com and review the Products, the Applications, and Industry Solutions pages, or call us at +1 800 967 5356.
