

ActionWorks 5 is a comprehensive set of capabilities, methods, and tools for creating and managing people-driven business processes to produce dramatic increases in effectiveness and efficiency.



The Business Issue

Businesses exist to make money. They prosper by organizing their work so they can offer products and services that meet their customers' needs efficiently and effectively. Experts generally recognize that organizations that have capable, well-controlled processes are more productive and profitable than other, less capable firms. And processes *driven by people*—and *dependent on people's* knowledge and creativity—dominate business: 60% of the business processes in manufacturing, and all of the business processes in services are knowledge-worker-drive processes. Competitive differentiation depends on understanding and helping knowledge workers work exceptionally well. But knowledge-worker processes are different from material processes: materials follow the paths set for them; people *interact*—ask, negotiate, perform, and evaluate—to get work done. Understanding, analyzing, redesigning, implementing, and continuously improving knowledge-worker processes require a different way of thinking, but can create *huge* cost and speed advantages.

Resolving the Business Issue

ActionWorks 5, the leading visionary product in business process management, works the way people work. ActionWorks 5 is the only¹ Business Process Management (BPM) application that facilitates *all* the different ways that people work together.

ActionWorks 5 is the *only* BPM application that gives organizations the *structure* to manage dynamic, decision-driven, interactive processes, projects and collaborations, as well as the *flexibility* to handle the ad hoc activities that inevitably occur in business, even within structured activities. With ActionWorks 5, people can work through exceptions to structured processes by inserting changes on the fly, rather than *leaving* a less flexible system in order to resolve problems. A collaborative team can draw on outside resources and expertise immediately, without calling

IT. A Project Manager can initiate an interactive negotiation with a new supplier to obtain a critically needed part. A Relationship Manager in a private bank can quickly assemble a team of experts to meet the specific needs of a wealthy client.

Business Benefits

Action Technologies, Inc. continues to lead the way in business process management with award-winning products that create clear business benefits for our customers. Organizations that use our business process management 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
 - Productivity increased by 15-30%, including highly compensated knowledge workers
 - Cycle times reduced by 25%–85%
 - ROIs routinely exceeding 300%
 - Dramatically improved competitive positions
- Extremely high business process project success rates because of the ease of process modeling, one-click deployment of the working process, and intuitive use

ActionWorks 5 uses *one* system to manage people's business coordination across *all* modes of work — structured, semi-structured, and unstructured — so people can do *real* work the way they *really* work together, bringing their brainpower to bear on business. Managers can understand how work is progressing, where the bottlenecks are, and what performance risks they face. 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. The readily customizable interfaces

Work Mode	Description	Characterized by...
Process	Highly structured, repeatable work steps	Process Map
Project	Planned sequence to achieve an objective	Gantt Chart
Collaboration	Collection of loosely structured interactions	Collaboration "Space"
Ad Hoc Interaction	Find a way to do it!	Messaging

¹ActionWorks, the Action Technologies business process analysis and redesign methodology, and the Business Interaction Model are protected under US Patents 6,073,109; 5,630,069; 6,058,413; 5,734,837; and 5,208,748

provide the information and process options necessary for people to accomplish work quickly and accurately.

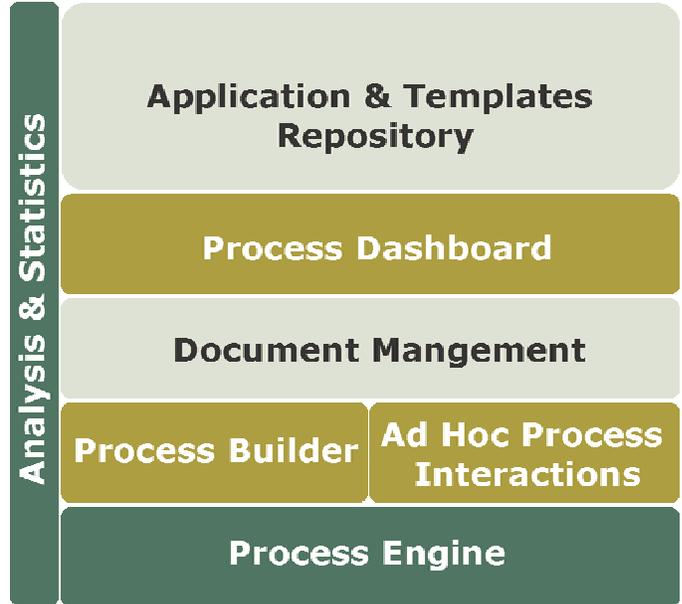
ActionWorks 5 Overview and Features

The ActionWorks 5 system includes the Process Builder, with one-click deployment of processes to the run-time Process Engine (itself based on the superior functionality of the patented Business Interaction Model), a real-time, people-friendly Process Dashboard (or portal), a complete Document Management system, automatic monitoring and tracking of process instances, and built-in statistical analysis of process performance. It brings important new, exclusive, and compelling capabilities to Business Process Management:

- Design, initiation, and management of structured processes, projects, collaborations and ad hoc interactions, together in the same work item
- Management of all documents associated with any interaction or process
- robust collaboration, project management, and administrative tools for executing work in dynamic team environments, including collaboration with external contacts.
- Management, monitoring, statistical analysis of, and participation in, processes through the fully customizable ActionWorks 5 Process Dashboard that brings to the fore only those items that require attention
 - View work in the ActionWorks 5 dashboard, the calendar, the work list, or as part of a project
 - Receive assignments, deliver work, and synchronize calendars and tasks across departments and companies using tight integration with Microsoft Outlook® — without leaving Outlook
 - Integrate with external systems using web services, WSDL, SOAP, XML, along with COM, ODBC, and Action’s published schema and APIs
 - Add functionality with add-on modules, either from Action or built in-house.

Add-on modules provide additional process management capabilities.

- Corporate Performance Manager allows executives to create, track, and measure business performance commitments



ActionWorks® Business Process Management Suite

- Contract Manager helps you to negotiate contracts and ensure obligations are met over their lifetime
- Standards Coordinator manages and facilitates the complex web of data coordination, negotiations, interactions, and commitments essential to complying with standards such as ISO 9001.

Finally, Action customers can build their own modules to meet specific business requirements.

System Requirements

Server Software requirements

- Windows 2000/2003 Server with latest service pack
- Microsoft SQL Server 2000 with SP3 or latest service pack
- Microsoft Internet Information Server (IIS) 5.0
- E-mail notifications require access to an SMTP server

Client Software requirements

- Microsoft Windows IE 5.5 browser or later

Server Hardware recommendations

- 2 GHz Pentium 4 processor or better
- 1 GB RAM or more
- 12 GB HD recommended
- At least 800 MB free disk space

Now more than ever, ActionWorks is superbly suited to 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 and Solutions pages.