

Novell Vibe OnPrem 3 Use Case

Process Automation

Novell®

About Process Automation

Every organization has its own set of processes, which might range from approving a document to ordering a product or managing candidates for a job opening. Since processes are central to getting things done in an organization, and getting them done right, it's important to manage processes efficiently.

Challenge

Lack of documentation has a major impact on an organization's ability to execute processes in a consistent, repeatable fashion. Frequent mistakes often occur with process tasks that are not well documented. Lack of documentation can also make it difficult for people to remember when certain tasks should be executed within a process. This can even lead to someone unfamiliar with the process moving the process forward before receiving required information or waiting on certain necessary tasks to be completed.

Processes distributed among different groups create their own unique challenges. Handing off the work baton from one group to another group doesn't always happen as seamless and smooth as desired, often causing process delays and interruptions. Sometimes this transferring or transitioning of work ends up being handled by the back and forth sending of e-mails and attachments. Too often these e-mails go unnoticed or lost in the clutter of overflowing inboxes. Sometimes, people critical to the process simply get left out of the e-mail interchange. E-mail is simply not the best way to manage a process, especially if discussions important to the process are contained in those e-mails.

Even if well-documented and well-managed, manual process are subject to human error. For example, if employees fail to stay current on approving their stage of a process, it can cause orders and other tasks within a process to be incomplete.

Another challenge for successful process execution deals with the ability to track when a process stalls at any given step or stage of a process. This is especially true for time sensitive processes or projects. Such stalls or process interruptions might require human intervention before the process can move forward. However, before any intervention or action can occur, an organization must have visibility into the process itself, such as what specific step is

the process stalled on, who ultimately has responsibility for this stage of the process, and any other important details about the current state of the process. Achieving this level of visibility can be quite challenging for manually managed processes as well as for processes distributed among different groups and departments.

Novell Solution

The built-in workflow capabilities in Novell Vibe OnPrem 3 Software enable you to automate simple manual processes to extremely complex business processes. Novell Vibe workflows provide automated, event-driven process flow with customizable business rules, event notification and message management with guaranteed and simultaneous delivery, an interconnected document management/retrieval system that supports multiple standard document formats, and easily accessible audit, status, and metric reporting that includes notifications for out-of-bounds conditions.

Novell Vibe workflows help you ensure that all process participants know when they are assigned to take action on a process. They can provide reminders if participants take too long to complete an action. They can keep managers informed on process status, who is assigned to process tasks and if any participants fall behind schedule in completing any actions or steps in a process.

As a browser-based solution, workflows in Novell Vibe eliminate geographic barriers to your processes. Whether in the office or on the road from a mobile device, as long as users have an Internet connection, they can interact with, view and track the progress of the processes they participate in by simply visiting the appropriate workspace or folder.

Novell Vibe makes it easy for anyone to create their own basic workflows to automate repetitive tasks and processes. Workflow creation is so easy, it can be done

without the assistance of an IT administrator or a developer. Even though Novell Vibe makes it easy to create and customize workflows, Novell provides an [online collection of free workflows](http://www.novell.com/product/vibe-on-premise/resource-library/) that you can use or customize to address specific business problems.

You can set up workflows in a specific workspace or folder to be used by your team, or your Novell Vibe administrator can create global workflows that can be used throughout your Vibe environment. Workflows can be moved or copied from one workspace to another, making them transferable and reusable by others in your organization.

Novell Vibe also provides advanced workflows, which include the ability to add workflow processing to entries. This lets you create an approval process for a file, blog, custom entry or any other information type in Vibe. Advanced workflows allow any entry to have one or more workflows assigned to it. Using the workflow tool, you can create custom workflows that carry out a wide array of critical business tasks. You can also extend workflows to integrate with other third-party systems, such as SAP, Salesforce.com, or a custom application.

Results

Novell Vibe workflows enable you to automate, streamline and enhance your processes to save time, eliminate errors and improve overall efficiency. Its workflow capabilities also allow you to create a more formal structure for collaboration processes, giving you precise control over how information flows through your organization. Unlike other collaboration solutions that offer workflow, users don't have to be programmers or developers to deploy the workflow capabilities in Novell Vibe.

People can participate in Novell Vibe workflows from the office, on the road, at home or anywhere with Internet access, including from Web-enabled mobile devices. This facilitates workflow participation with geographically dispersed teams. In turn, it can also reduce travel costs, physical goods costs (i.e., paper) and costs associated with maintaining separate systems for corporate knowledge and automated business processes.

Novell Vibe workflows can be easily customized to an organization's unique needs in order to optimize execution, save time, reduce effort, and enable team members to stay focused and keep business moving forward. Novell Vibe workflows facilitate process management so projects get done faster with more visibility and at a lower overall cost.