

Directory Monitor & Regional Routing

Get Your Work to the Right People

If you're like most companies, you receive content from in-house proprietary systems, outside vendors, faxes, and more. This content is often in the form of a PDF, image, Word or Excel document, and even simple text files. If you're smart, each of them has an associated data file to provide you with information about the content being received. For many, this content will sit out on a network drive and achieve some level of latency with waiting for someone or something to pick them up for processing. If it's a human-based process, issues arise on knowing who works on what and in what order, someone locking a document which prevents the right person from doing the work, and how effective is security implemented? Are all of these network shares properly secured?



Integration is a powerful thing but partial integration - the kind that stops short of delivering work to the right people, is a big challenge. That's why ClearCadence has developed a solution that helps address these common constructs via monitoring a configured network share, interrogating what the share is holding, and then creates digital work items and routes them to the appropriate people based on your business rules. We call it our Directory Monitor and Regional Routing Solution (DMRRS). A big name for a big process.

Automate Work Entry

By building the DMRRS on the **K2** Business Process Management Software (BPMS) platform, we provide the following:

File Service Broker

An automated, customizable and scheduled process that polls a specific network share, reads any associated data file, captures the metadata and the content itself to create a work item.

Structured Workflow

DMRRS then takes that work item and logically routes it to the appropriate work queues. For example, if a company has its processing centers or workers divided by state, DMRRS would read the STATE value on the work item and deposit it into the state specific work queue.

Why is Directory Monitor & Regional Routing Important?

With the ability to monitor network shares for new work, ClearCadence can help you bridge the integration gap between your systems and your people to get work done more quickly and efficiently.

Your Work Based on Your Priorities

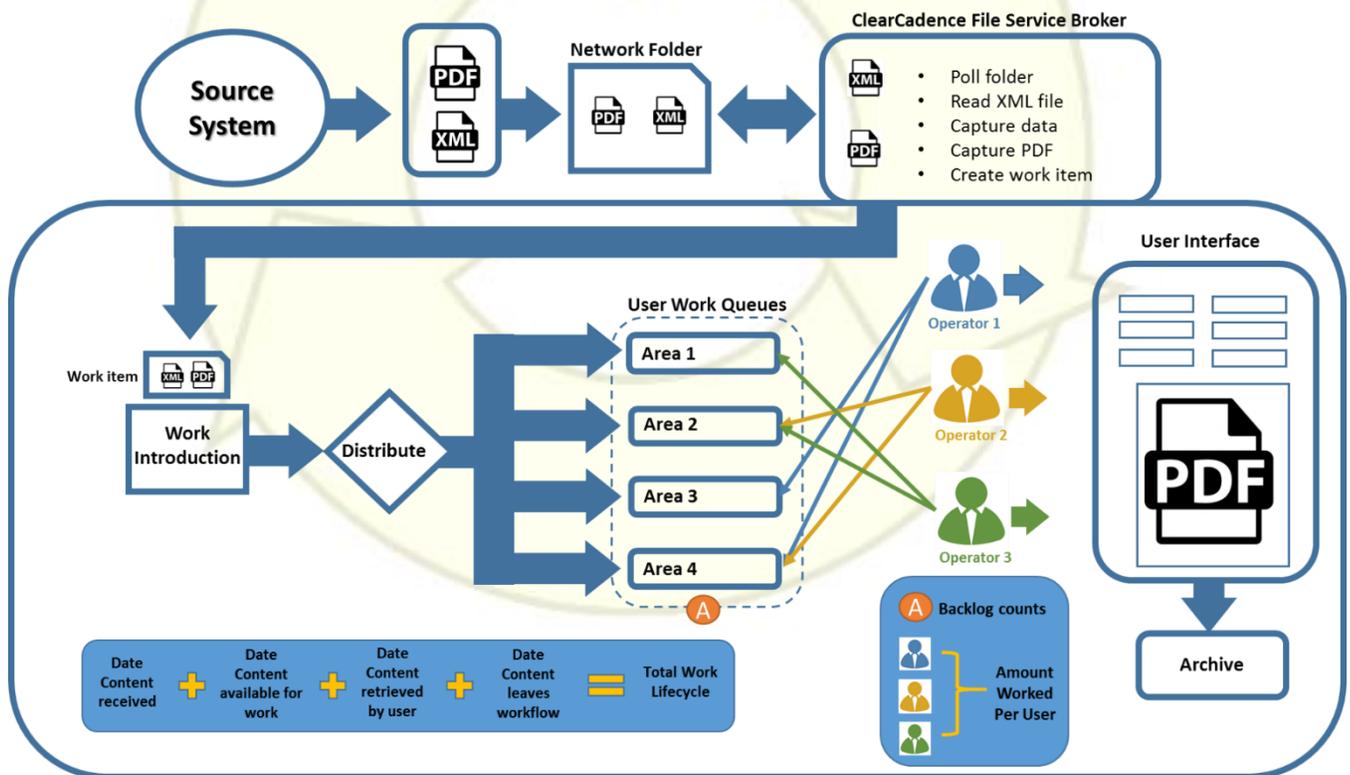
By organizing the work items into queues, it can be sorted the way you want the work completed – first-in/first-out, last-in/first-out, by assignment, or by using specific metadata as the sorting criteria - you can ensure the most important content is being worked on first. And since the system automatically locks the work item to the user who selected it, there is no longer any confusion with multiple people working the same item.

Know What's Going On

Built into the workflow are key performance indicators to help you keep track of the work item's total work lifecycle. From knowing when the content was received, to when someone retrieved it from a queue, to when the item exited the workflow, DMRRS keeps track so you know how long it is taking for work to be completed so you can staff appropriately. In addition, DMRRS can provide queue and user counts to keep you informed on what needs to be done, what has already been done, and who specifically is doing the work.

Deliver the Information the Way You Want

Customized user interfaces can lay out the data in the best manner possible to make it easy for your users to get to the exact information they need.



We Know BPM

ClearCadenace can provide BPM assistance from learning, defining, developing, and maintaining your Business Process Management Strategy and provide expert-level skills from analysis to implementation. Our services allow you to have the right path for success in executing your BPM strategy at the department and/or



Highlights

- Customized workflow rules – your business rules automated
- User roles and groups – make sure the right work is seen by the right people
- Customized forms with populated with your business data
- Work activity monitoring – from knowing each step a work item went through to how much time it took at each step

Benefits

- Automated timers to ensure timely follow up on business critical work items
- Support for desktops, web, and mobile user interfaces
- Out of the box integration to third party applications like SQL, Oracle, SAP, Exchange, SharePoint, and more

enterprise level. Our expertise in the BPM field is provided by certified professions with real-world, practical experience.

Proven Delivery Methodology

The ClearCadence Delivery Methodology is a complete and adaptable approach to rapidly deploying your Business Process Improvement initiatives. Developed and continuously enhanced by the industry experts of the ClearCadence Professional Services team, the best practice delivery methodologies help you increase speed to value and establish a solid foundation for on-going process and system improvements by fully leveraging the depth of capabilities and flexibility offered in BPM software solutions.

With a strong customer focus and emphasis on collaboration, the ClearCadence Methodology helps ensure your implementation is easily understood and embraced.

Throughout the entire engagement, you maintain full project visibility and participation, allowing checkpoints and milestones to be easily tracked and measured by everyone involved. The ClearCadence approach to implementation enables the transfer of knowledge and skills to your team, and helps you achieve a rapid and successful solution roll-out that delivers immediate results.

Why ClearCadence?

ClearCadence has the experience and resources necessary for successful planning, architecture, design, development, customization, project management, technical support and education to help you get the most out of your BPMS investment. We offer the right combination of the industry's top people and solutions to help you meet your business objectives. ClearCadence Professional Services deliver:

- ✓ Expert consultants who truly understand BPM, integration, and business process challenges in your industry
- ✓ Experienced trainers experienced in knowledge transfer
- ✓ Superior customer service for immediate response and results with 100% client satisfaction

ClearCadence is committed to your success and to building a long-lasting relationship that helps you realize a strong return from your investment – both now and into the future. Let our Professional Services team help you take full advantage of BPM disciplines and technology by analyzing your business and system processes, identifying issues, and transforming them into efficient solutions.



ClearCadence
Process, Improved.