



Westbrook Technologies' Professional Services

Workflow Services

Productivity is measured by the efficiency in which a business process is executed. Westbrook Technologies' Professional Services offers a tailored action program to meet the growing need for workflow analysis and deployment. Our consultant will work with your project team to analyze the current business processes, recommend enhancements through re-engineering daily work routines and implement our **Fortis Inflo™** product. The defined processes will be mapped and integrated into the Fortis design.

Where do we begin?

A critical factor in the success of any process analysis project is to define goals and objectives. Goal defining allows the consultant to identify key elements that must be evaluated, as well as expectations, perceptions and concerns that must be addressed. Additionally, a rough time line can be developed and the subject of cost can be addressed. By clearly prioritizing the goals, we can examine the areas of business that are most important to your company or department.

In order to develop solid processes, existing processes must be defined and understood by the project team. In some cases, process maps may already exist within an organization. In other cases, all aspects of a process are documented only within the minds of those people who perform specific tasks. Consultants work with your project team to understand and agree on the existing processes and how the work is completed.

Consultants must meet with Department Heads, Managers and the staff that carries out the business functions on a daily basis. Many of these people may already be a part of the Project Team. Through this process, a high level overview of the business can be developed and a business function map can be created, assisting the workflow system designers in understanding how the business functions. Extrapolating on the business function map, processes within specific business functions can be identified and relationships between business functions and sub processes can be defined.

What Next?

Once processes are defined and related to business functions, the documents that flow through those processes can be defined and their relationships to each other can be identified. At this point, the consultant should have a good idea of what documents exist and how they flow through the organization. This information must be validated by the project team and when an agreement is reached, this phase of the project is signed off on by all key members of the team.

Similar to any design project, the success of a workflow implementation with document management depends heavily on the people, the team and company commitment. Westbrook Technologies' Workflow Services combines

business process analysis with tangible documentation and, ultimately, implementation of the workflow plan. By using a workflow methodology that has been perfected through the years, Westbrook Technologies' Professional Services delivers the most cost-effective, efficient and reliable method for deploying workflow into an organization.

Please contact Westbrook Technologies' Professional Services at 203 483 6666 for details.



westbrooktech.com

Westbrook Technologies, Inc.
22 Summit Place, Branford, CT 06405 U.S.A.
Tel: +1 203 483 6666 · Fax: +1 203 483 3350

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