



- Flexible workflow management system
- Graphical process and form modeling
- User-specific views and roles
- Integrated dashboard for process monitoring
- Standard integration with FNT Command



// FNT ProcessEngine

Automation and Orchestration for Increased Efficiency in
Recurring Business Processes

The challenge that many companies are facing today, especially in the era of digitization, is how to set themselves apart in highly competitive markets. They need to be able to adapt their business processes quickly and efficiently to take maximum advantage of emerging trends and leverage disruptive technologies.

But despite general industry developments, many processes are still performed manually and are therefore prone to error. A lack of integration between systems means that users often struggle with additional admin efforts that makes workflows slow and inflexible. The lack of transparency of business processes also makes it difficult to find effective ways of improving them.

FNT ProcessEngine addresses these issues by automating and orchestrating recurring IT processes between FNT Command and third-party systems and applications. All processes are synchronized in a single end-to-end view within a centralized

workflow management system. Integrated dashboards and analytics allow detailed evaluation of important parameters and provide the transparency required for process analysis and targeted optimization.

The intuitive graphical editor for process modeling enables rapid adaptation and provides the flexibility required for the entire process organization. And with its web-based user interface, FNT ProcessEngine is available to users around the clock and all around the world.

The FNT ProcessEngine's easy integration into existing application landscapes supports a platform wide automation of business processes. In doing so the integration ability into other systems simplifies the interaction and synchronization of different systems and thus increases the process organization's efficiency long term.

FNT ProcessEngine can be used to implement a wide range of scenarios, including:

- Automated deployment of virtual servers
- Automated management of maintenance tasks
- Handling orders for new software installation
- Complete workflow for processing orders
- Centralized provisioning and deployment of telecommunication services
- Structured process for provision of fully equipped workstations for new employees

Graphical Process Modeling

The graphical editor in FNT ProcessEngine is based on proven BPM 2.0 notation and enables easy drag-and-drop modeling and configuration of processes. The user-friendly interface provides all the function calls and task modules required to describe all the steps in an end-to-end business process. The subsequent definition of workflows, roles, and responsibilities is also performed in a graphical form editor, which allows realistic documentation of organizational structures that takes account of internal business processes. This approach enables fulfillment of compliance requirements, a reduction in error rates thanks to predefined options, and shorter process times due to simple check-boxes.

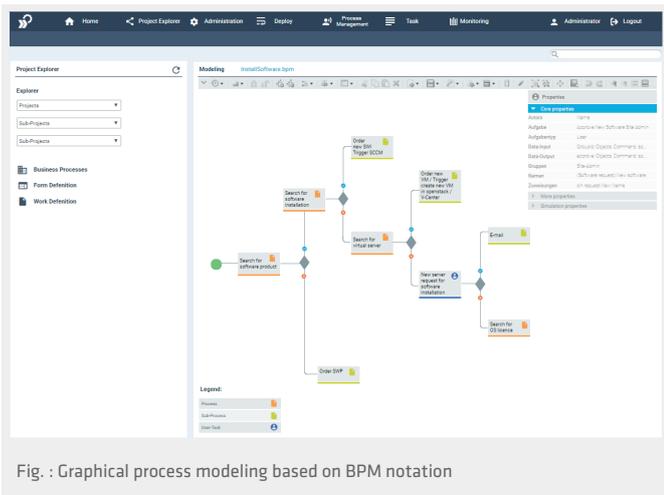


Fig. : Graphical process modeling based on BPM notation

Since FNT ProcessEngine is integrated as standard with FNT Command, the user can access all function calls as an extensive library of predefined tasks that allow faster modeling of new processes. It is also easier to adapt existing processes in a targeted manner to meet changing requirements with minimum delay. Thanks to the predefined task modules, there is no need for programming skills or input from system administrators.

Process Versioning and Management

In order to facilitate cross-departmental collaboration, process definitions with version numbers can be published to migrate new or modified processes. This enables early implementation and establishment of process optimization within the organization, while retaining maximum overview and control. Other features include rule-based control of complex

distribution and allocation tasks within business hierarchies or between departments.

Role-Based User Interface

The role-based interface can be specially configured for each individual user, including their role within the organization and the respective access permissions. Functional elements not required for the role are not displayed – leaving the user to focus on their specific tasks.

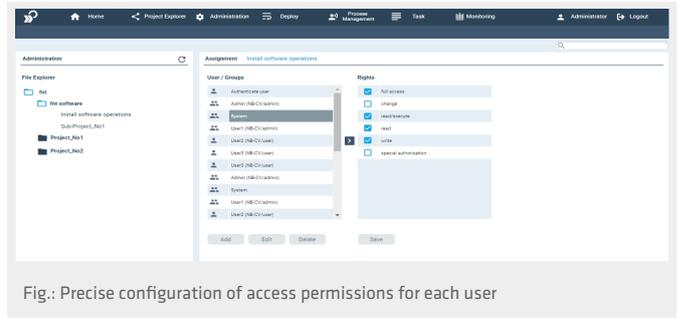


Fig.: Precise configuration of access permissions for each user

Permits/authorizations for example can be defined and adapted on an individual level for the following roles:

- Business Process Designers are responsible for modeling and optimization of processes. They have all the permissions required for modification and approval of individual tasks as well as definition of workflows with events, rules, schedules, notifications, and other dependencies.
- Active Users are users who participate in the respective business process and to whom prioritized tasks are assigned via a personal inbox. The user then performs these tasks within the FNT ProcessEngine user interface. All necessary information is provided directly from FNT Command or third-party systems in clearly arranged forms.
- Administrators are responsible for centralized management and control of individual user accounts, including roles and permissions. The Administrator role has additional permissions for the implementation and management of interfaces to third-party systems.

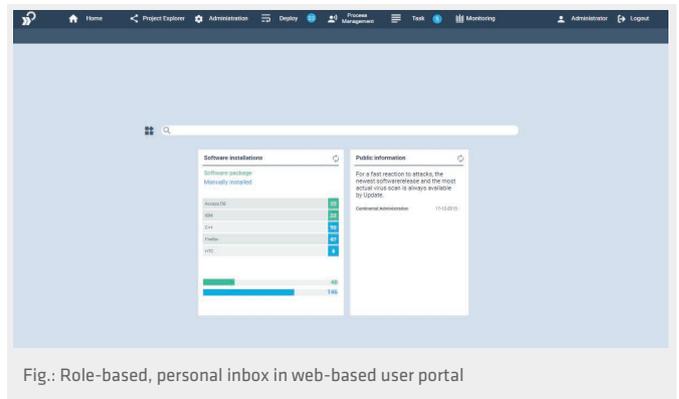


Fig.: Role-based, personal inbox in web-based user portal

Personal Inbox

Each user is assigned the tasks for their respective role via a personal inbox in a web-based portal. All the necessary work processes are performed in the FNT ProcessEngine interface

with the aid of pre-defined forms. Assigning individual tasks in this way allows the user to work more efficiently with fewer distractions. In addition, the use of automation ensures that all process steps are fully coordinated.

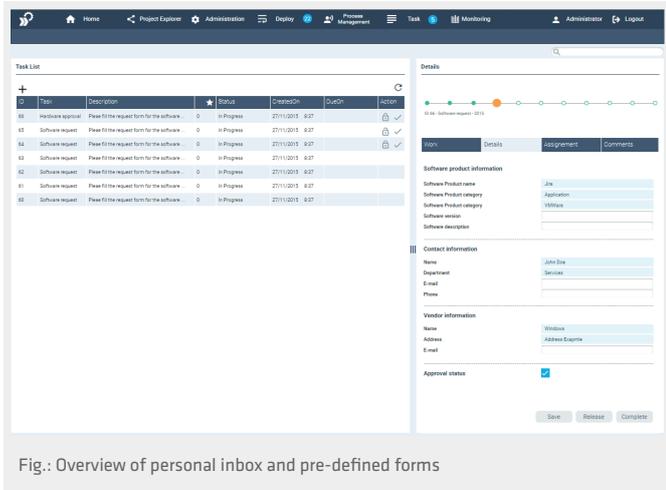


Fig.: Overview of personal inbox and pre-defined forms

Business Process Orchestration with Third-Party Applications
 FNT ProcessEngine has a modern, scalable system architecture with a full range of integration options, allowing cross-platform automation of business processes. External applications can be connected directly via web services or ESB (Enterprise Service Bus), enabling both the organizational and functional integration of third-party systems. The extensive integration capability also supports targeted initiation and control of process interactions both inside and outside of the organization.

The user performs all work steps within a single system, with a single sign-on, and with all relevant applications fully integrated in the background. The user will be provided directly and according to the workflow with all the required information for a smooth process operation. Additional automated plausibility tests can be created for a coordinated execution of automated business processes in order to increase the process quality on a long term level

Business Activity Monitoring and Reporting

To ensure an easy administration, the integrated dashboards display all essential key numbers graphically and provide a quick overview of the productivity and efficiency of the process organization. Additional reports provide detailed analysis of the instantiated processes, enabling easier identification of capacity bottlenecks and scope for optimization. The access to such evaluation can be controlled via special permits in order to comply with data protection directives and compliance requirements.

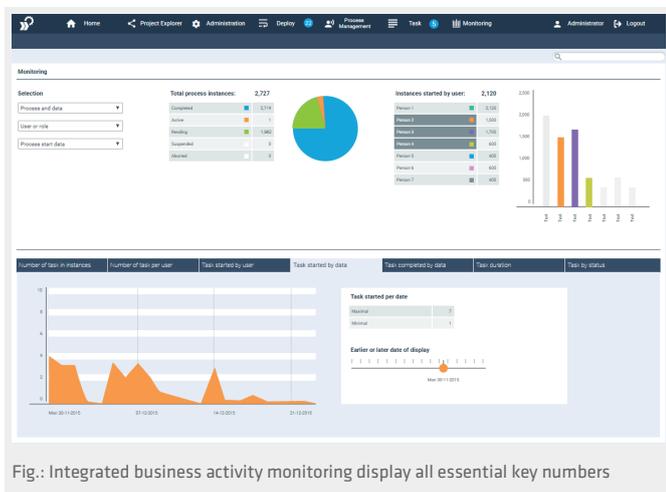


Fig.: Integrated business activity monitoring display all essential key numbers

Key Facts

FNT ProcessEngine is a business process orchestration tool that helps to automate and orchestrate recurring IT processes. Predefined dashboards and analytics provide detailed insights into your process organization and thereby support targeted process optimization. Increased flexibility helps businesses respond to changing market and business environments in a timely fashion. In addition, the system offers the following benefits:

- Increased productivity and reduced error rate due to automation of recurring IT processes
- Complete transparency of the entire process organization and prioritization of process tasks, sub-processes, and business processes
- Web-based user interface allows location-independent data access anytime from any device
- Reduced effort for process supervision thanks to detailed reports, enabling continuous and targeted process improvements
- Automated IT management and infrastructure management processes shorten time-to-market and time-to-deliver
- Increased organizational flexibility due to accelerated process modeling and execution ensures fast adaptation to changing business requirements
- Standard integration with FNT Command and extensive API options guarantee easy implementation into existing system landscapes and integration with 3rd party applications