

## Streamline your organisation

The tools that move content throughout an identified business process, such as claims processing is called a Business Process Management (BPM) solutions. These are frameworks that can be used to develop, deploy, monitor, and optimize multiple types of process automation applications-including processes that involve both systems and people.

Consider which processes are candidates for automation, and whether they require some degree of ad hoc processing or manual intervention. Workflow is now commonly associated with the manual processes of managing documents. Workflow handles approvals and prioritizes the order documents are presented. In the case of exceptions, workflow also escalates decisions to the next person in the hierarchy. These decisions are based on pre-defined rules developed by system owners.



## What is a business process?

A business process or business method is a collection of related, structured activities or tasks that produce a specific service or product (serve a particular goal) for a particular customer or customers.

It can often be visualized with a flowchart as a sequence of activities with interleaving decision points or with a Process Matrix as a sequence of activities with relevance rules based on data in the process.

## Why use a Document Management Solution (ECM)?

**Increase Efficiency** – By assigning, tracking and monitoring corporate resources and processes.

**Improve Reliability** - Receive accurate information as and when needed to make important business decisions.

**Regulatory Compliance** – Will help to keep track of obligations and ensures compliance.

**Increase Accountability** - By tracking and monitoring expenditures to ensure deliverables are met.

**Increase Transparency** – BPM can provide information on process at all stages increasing transparency

## How ViciFlow BPM works



## Some of our prestigious customers



## Topaz Energy and Marine never misses on a signature...

Topaz Energy and Marine is a leading oilfield services company providing marine solutions to the global energy industry with primary focus on the Middle East and the Caspian Sea. Headquartered in Dubai with 40 years of experience in the Middle East, Topaz operates a fleet of more than 90 offshore support vessels of an average age of 7 years, well below the global average of 12 years. Topaz is a wholly owned subsidiary of Renaissance Services SAOG, a publicly traded company on the Muscat Securities Market, Oman.

As part of its project execution, Topaz Engineering follows a rigorous process of review and approval called 'Recommendation For Award (RFA)' for any CAPEX purchases for the project. Topaz Engineering had a specified template as per which the details of the procurement being done are captured and are routed through several people cutting across departments and different offices. By using ViciFlow form based workflow solution, the total lead time for review and approval was brought down significantly while also ensuring complete maintenance of audit trails of the process.

We implemented ViciDocs and ViciFlow modules for different departments of Topaz Engineering (Procurement, Finance, Engineering, HR etc). Our solution entailed the following:

- Structured folder hierarchies were set up for classifying various documents into ViciDocs ECM
- Capture Client was used to capture various documents into these folder structures
- OCR and Full Text Search were enabled to facilitate retrieval of documents based on content searches.
- Form based workflow was designed for managing the Recommendation for Award Process electronically.



### Why? We work already...

Yep, fair point! But...do you know what's really going on in your organisation? Where is the work, who does what and when? Any ideas??

That's why BPM solutions are important. They will show you the performance of your staff, show you the bottle necks and will help you to increase your efficiency.

Maybe even more important is your customer service. Can you tell your customers the status of their order, claim or request? With ViciFlow you can.

### How do I automate my company?

ViciFlow is our comprehensive and intuitive business process management solution that automates business processes that involve routing of documents and forms across different users for review and actions. The solution includes a process modelling application which has immense flexibility to design new and modify existing processes.

### About Vicisoft Technologies

Vicisoft specialises in information management solutions to structure unstructured content like images, forms, emails and documents for medium and large enterprises. In 2000 a team of highly educated professionals found each other and bundled their knowledge to bring their vision alive in the Vicisoft Enterprise Pro solution. The experience has shaped the solution to one of the top players in today's Enterprise Content Management (ECM) market with a proven track record.

The design, development and delivery processes are all ISO 9001-2008 certified by UKAS since 2006. This ensures you the highest standard in the market.



**For more information or a presentation about information management please contact us.**