An Agency Process Management Solution:

The Edge Workflow ™ is a key product for complete process control and task tracking. The Edge Workflow ™ gives you the ability to:

- automate and initiate an action,

- approval,

- review,

- FYI,

- monitoring,

- establish business rules and

- any other process that is definable in your agency

Unlike many workflow products in the market Edge Workflow™ is a true rules based product, not messaging. Employee turnover, vacations, mail that arrives late, and tasks that are completed late or not at all, stand in the way of carrying out many office functions. Automated workflows bring speed, accuracy, and consistency to processes that traditionally have multiple points of failure. Edge Workflow™ can successfully replace error prone processes with a smooth operating workflow that saves time and money.

Some of the key features that make the Edge Workflow ™ so powerful are:

Business Rules Logic – Edge Workflow™ inference engine uses prerequisites to control if and when a step in a workflow will start. You can define simple and logical prerequisites to control the execution of steps create sophisticated work processes that run in parallel and specify conditions under which a step's prerequisites are met. You can also specify voting prerequisites where a step will only take place if a predefined number of recipients select a desired response.

Data-Based Rules Logic - Users can determine the direction their flow will take from step to step based on a specific value in application data. Data fields on a form can be automatically populated based on information in the flow and data placed in a form's data field can

automatically be mapped to application data in a flow. Streamlines and automates organizational workflow locally and across an enterprise via e-mail and web delivery.

The Edge Workflow™ software lets organizations streamline and automate the flow of transactions, interactions, decisions, tasks, knowledge assets and mission-critical functions. It is deployable for departmental use, interdepartmental work processes and business-to business work processes extending across the Web. The easy-to-use Edge Workflow™ interface allows most customers to design and deploy sophisticated work process automation applications within 30 to 90 days. Workflows are limitless and they can involve just one or hundreds of participants, and be located in a single department or distributed worldwide across the Internet.

Roles Based Recipients

Edge Workflow ™ allows you to specify who will participate in your workflow. You can name a specific individual or define a Custom Role (such as "Project Manager"). You can also specify a role that already exists in Microsoft Exchange.

Support for attachments

Edge Workflow™ integrates with Edge2004™, EdgeVault™, Microsoft Exchange 5.5 and greater, allowing users to forward a secure mission-critical document to a list of individuals for review, annotation, revision and approval. Edge Workflow™ also integrates with document repository systems and the Windows file system. You can include messages, links to files or links to Outlook messages. You can allow or prevent originators from accessing the flow's attachments to edit, delete or supply additional attachments when they start the flow.

Flexibility to Change Work Processes

The Edge Workflow ™ Designer allows users to change a running work process in minutes. Users can also Consult and Delegate within running work processes, allowing them to forward a copy of a task to one or more people for their opinion before responding to a task.

Alerts

You can specify when recipients must respond to a task. You can send a message (alert) to the Flow Manager and/or recipients when a response is overdue. Additionally, you can automatically delegate the response to another user after a specified period of time to prevent bottlenecks in your flow if a recipient is out of the office.

Web Integration

Users can read and respond to work process messages over the Internet using Microsoft Outlook's WebAccess (OWA), URL notification and Web Workflow with Netscape Navigator and Microsoft Internet Explorer browsers on Windows 2000 and 2003 platforms. Participants can see and respond to workflow requests without installing any client software. Users can log into a Web site to see their list of tasks (like a workflow inbox) and the status of a flow.

XML Forms Integration

Using the optional Edge Forms™Server , you can easily design and deploy XML "smart forms" that act as the client front-end and which can be accessed using standard Web browsers. Forms created with Edge Forms™ offer rich functionality, including field validation, calculations, and database lookups integrated in a workflow and connection to enterprise work process applications.

Reporting Features

Edge Workflow ™ supports transactions and data logging through ODBC connectivity to Microsoft's Access or SQL Server and Oracle databases. Users can graphically monitor and track the status of active work processes throughout the organization, measure the productivity of individuals and/or groups and track the impact of your work process automation application and it's ROI. Reports and charts can be created that contain information on each flow, including flows currently running, recipient tasks outstanding and completed (with time of completion) and relationships of application data to processes.

Scalability, Security, Fai lover Protection

Edge Workflow™ is an out-of-the box Edge2004™ option, ready-to-deploy, scalable enterprise solution built on the Microsoft BackOffice-Internet Information Server, Exchange,

Windows 2000 and Windows 2003. Workflows and XML-based forms can be designed that use predefined XML schemas (your database layouts). You can use a schema to facilitate receiving, handling and processing of XML documents as part of a business process. In this way, your organization can build visual XML front ends and Web sites for a wide variety of applications.

Edge Workflow™ Features

A simple, yet robust business tool that ensures the right people has access to the right information at the right time and workflows are efficient and effective. Integrates with Microsoft Outlook and can be deployed in a single department, across an enterprise, or in business-to-business environments. Enables organizations to control operations and manage their success to gain the competitive advantage.

> Provides an easy-to-use Workflow Designer that uses a visual design interface for modifying, defining, and implementing simple or complex business processes throughout and beyond the enterprise.

> Provides extensive XML capabilities that allow customization and integration flexibility, sending and receiving messages as XML to interact with XML aware clients, agents, and servers.

> Provides server side scripting that allows custom processing, with easy access to workflow data, databases, and third party OLE automation objects.

> Utilizes an Intelligent Workflow Server to evaluate business rules and data-driven logic, and determine which action(s) to take.

> Allows forms, documents, and links to be attached securely with a workflow, enabling participants to input and view data or to review and edit documents associated with the workflow.

> Allows participants of a workflow to be a specific individual or determined by defining a custom role, such as Budget Manager.

Supports dynamic 'on-the-fly' changes to running work processes and allows users to delegate tasks or consult with other users.

Integrates with Windows operating systems and the Microsoft Exchange Server, and supports Microsoft Outlook and Web-based clients.

Provides built-in forms capability that enables replication of current paper-based forms in electronic format.

Edge Workflow™ Benefits

A simple, yet robust business tool that ensures the right people has access to the right information at the right time and workflows are efficient and effective. Integrates with Microsoft Outlook and can be deployed in a single department, across an enterprise, or in business-to-business environments. Enables organizations to control operations and manage their success to gain the competitive advantage.

Saves time and money by streamlining business processes electronically throughout and beyond the enterprise-easily, accurately, efficiently, and consistently.

Allows participation in workflows via a tightly integrated Microsoft Outlook client or via a browser-based web workflow client.

Provides built-in forms capability that allows paper forms to be replicated in an electronic format, or allows integration with .NET or ASP web-based forms.

Enables users to complete electronic forms while disconnected from the network.

Provides rapid implementation of complex business processes using a flexible workflow design tool and its XML capabilities.

Enforces business policies and procedures by defining business rules, participants, and the documents and information associated with each workflow.

Makes intelligent routing decisions, manages exceptions, and reduces or eliminates bottlenecks presented by staff absences and turnover.

Tracks the progress of each process or transaction while providing full audit capability.

Allows users to view the status of a workflow, and to modify a running workflow dynamically to respond to changing circumstances.

Protects and leverages existing infrastructure investments in Windows and Microsoft Exchange.

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