

Business Process Management

The Business Process Management solution from GFT offers you a high-performance platform for the complete automation of your business processes.

With GFT *inspire*, delays, discrepancies and disruptions are things of the past. Now you can link diverse IT applications together and direct the flow of documents and data in clearly defined directions.

The result: you increase transparency, tighten up procedures, drastically reduce costs and release your employees from tedious chores.

To put it plainly: make your processes sharper!

GFT *inspire*



Be inspired: see your business processes in their entirety, then optimise them

All companies use a large number of different systems and programs, each of which controls a small part of the overall business process. The result is:

- Communication delays and deficits between the departments involved in the various process stages
- Organisational difficulties arising between various locations
- Problems in co-ordinating specialist, technical and organisational competences

The delays, discrepancies and disruptions to the business process that result from this situation pose an unnecessary burden for your core business. The GFT *inspire* business process suite, on the other hand, allows you to analyse, model, graphically depict, systematise and control your entire business processes – in short, to optimise them.

Reduce costs and optimise processes

The requirement for efficient business processes continues to increase. Under pressure of competition, new products and services offering new functionality and attractive extras are constantly appearing. Customers demand that the quality rises but not the

price. Businesses are coming under ever increasing pressure to provide precisely tailored solutions using the resources available to them on favourable terms. All this calls for a more effective structuring of business processes. A case for GFT *inspire*.



A complete solution for business process management

The comprehensive functionality of GFT *inspire* makes it the ideal instrument for harmonising and optimising your business processes.

- An analysis instrument: GFT *inspire* monitors all the various IT applications and resources operating in your company.
- A structuring instrument: GFT *inspire* models your entire business processes as required by the range of products.
- A control instrument: with GFT *inspire* you specify which steps are carried out in what time sequence and with which resources.
- A monitoring instrument: GFT *inspire* lets you monitor the performance of your processes and business activity at any time using real-time reporting.
- Should intervention or alteration be necessary, GFT *inspire* allows you to change the structuring and control parameters of your business processes, quickly and simply.

Modelling made easy: the Process Designer

The specially developed Process Designer within GFT *inspire* gives you the choice of creating customised in-house buttons and symbols or making use of those included in the object library supplied. Intuitive to use, the Process Designer allows users without specialist IT knowledge to define business processes quickly and easily.

We provide personnel with specialist know-how relevant to your business area to offer advice during the modelling process. Once this is complete, you receive a graphical representation of the processes, partial processes and process components within your business activities, linked to the required programming code that allows you to steer the flow of documents and data intelligently.



All resources in hand: the Process Server

The heart of GFT *inspire* is the platform-independent Process Server. This device allows access, via standard interfaces, to the various different IT applications in your company, and gathers together the data from each. Regardless of which office applications, ERP systems, databases, CRM, e-mail and content management systems you run or what customised in-house

applications you may have, GFT *inspire* creates a homogenous IT structure. All flows of documents, records and information within your business may thus be controlled from a single centre. What is more, GFT *inspire* knows no capacity limit since the workload is scalable over multiple servers.

Everything under control: the Process Administrator

The Process Administrator performs the central monitoring and control functions within GFT *inspire*. You use it to define the specific details of your business processes in the IT structure. You specify which partial processes occur together and how.

You control the authorisation, groups and roles for individual processes and actions. The Process Administrator also allows you to adapt existing processes flexibly to new conditions and to optimise them.

Learning from experience: the Process Reporter

It is obvious that in order to optimise your process flow, you need to have a complete overview and analysis of the processes, at any given moment and for any time period. The Process Reporter gathers the necessary information, calculates the relevant data and reports it in graphic form. It will also compile a

report at given intervals (daily, weekly or monthly as desired). Furthermore, the Process Reporter alerts you whenever a problem arises, such as when the workflow deviates from projected timeframes, calculations, budgets, etc.

Benefits at a glance

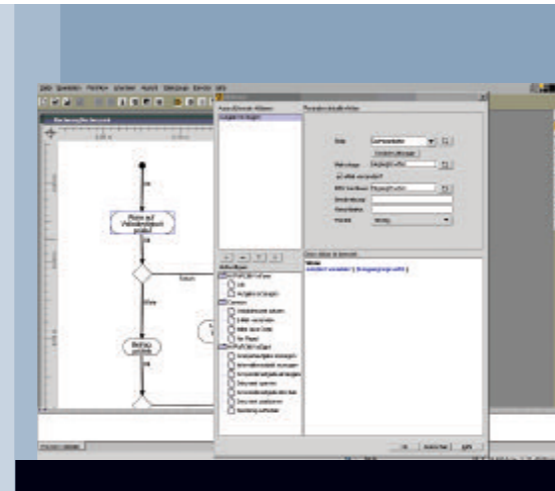
Whether your company is active in manufacturing, the administrative or the services sector, GFT *inspire* gives you a solution that optimises your business processes.

- Rapid prototyping of processes
- Significantly higher transparency
- Tighter business processes
- Accelerated flow of documents within your company
- Process flows that are fully traceable at any time
- Greatly reduced production times
- More efficient use of available resources
- Optimal networking of existing IT structure
- Analysis of process costs and indicators through integrated reporting module
- Flexible and quick adaptation to changes in conditions
- Greater planning and future security
- Significant cost reduction

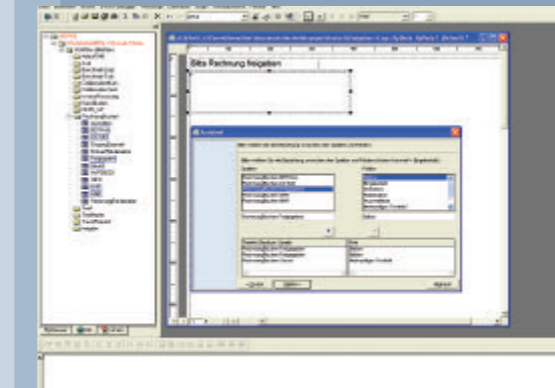
Possible applications

- Automated processing of incoming mail
- Automated incoming invoice processing
- Automated application processing
- Applicant management
- Help-desk applications
- Purchasing management
- Electronic form systems
- HR applications (holidays, travel costs, engagement of new employees)
- Level management
- Order management
- Permission and authorisation procedures
- Sales and marketing optimisation
- Networking of existing IT equipment
- Quality management applications
- and many more

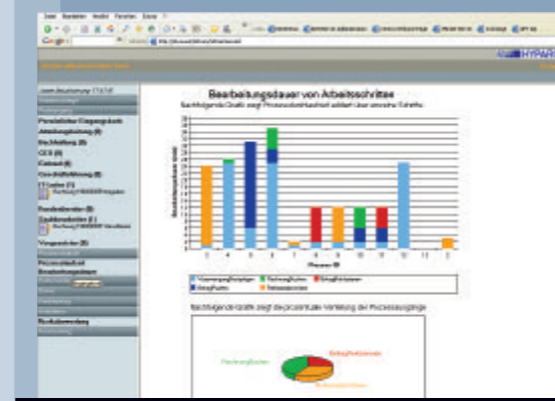
Intuitive to use: the Process Designer in GFT *inspire* makes modelling your business processes a simple task.



Electronic forms with full functionality may be easily created with the aid of an intelligent assistant.

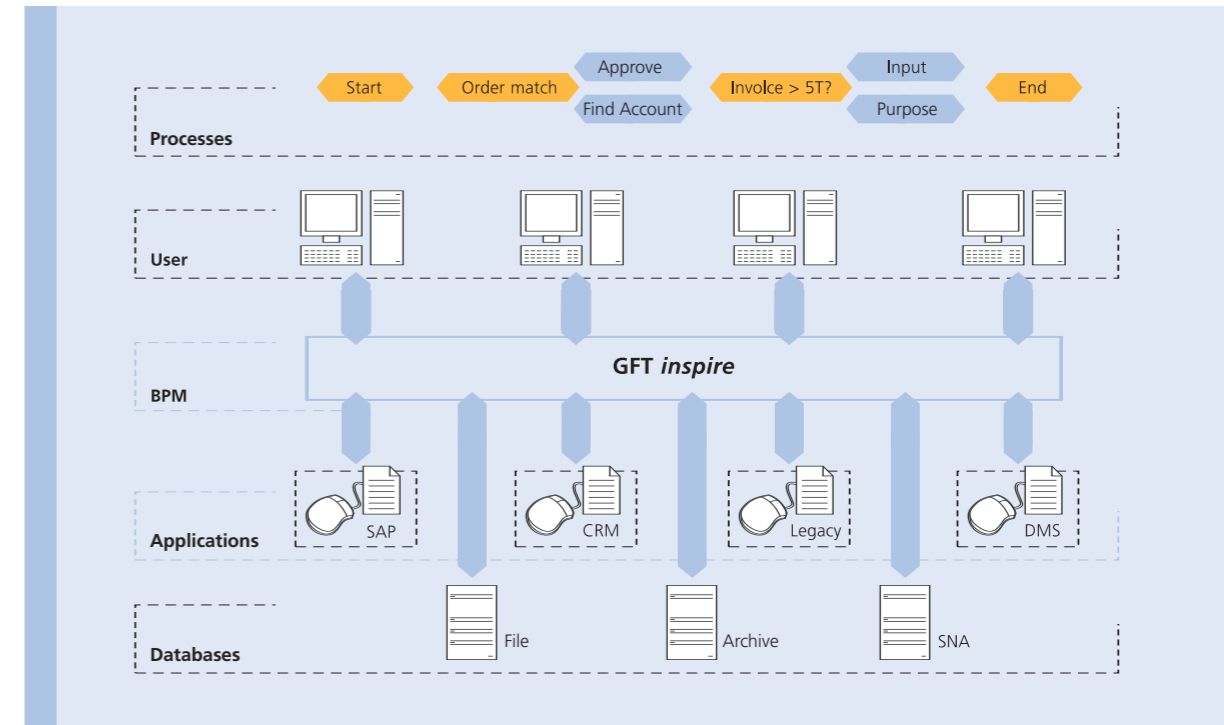


Integrated reporting functions: check and optimise your business processes. (Here: processing time of individual tasks.)



Everything at a glance: detailed process analysis and complete process history.

Prozessname	Start	Ende	Status
1	10.10.2010 10:00	10.10.2010 10:05	Abgeschlossen
2	10.10.2010 10:05	10.10.2010 10:10	Abgeschlossen
3	10.10.2010 10:10	10.10.2010 10:15	Abgeschlossen
4	10.10.2010 10:15	10.10.2010 10:20	Abgeschlossen
5	10.10.2010 10:20	10.10.2010 10:25	Abgeschlossen
6	10.10.2010 10:25	10.10.2010 10:30	Abgeschlossen
7	10.10.2010 10:30	10.10.2010 10:35	Abgeschlossen
8	10.10.2010 10:35	10.10.2010 10:40	Abgeschlossen
9	10.10.2010 10:40	10.10.2010 10:45	Abgeschlossen
10	10.10.2010 10:45	10.10.2010 10:50	Abgeschlossen



GFT *inspire* brings users and applications together throughout the business processes

GFT Solutions is a wholly-owned subsidiary of GFT Technologies AG (GFT).

GFT is a leading European provider of IT services, software and outsourcing. GFT offers innovative solutions to companies in the most diverse areas of activity who wish to future-proof their processes with innovative IT applications. These solutions offer a quick and long-term edge over the competition.


GFT has over 1000 employees worldwide and many years of comprehensive experience, making it your ideal partner for developing complex IT projects.

We will be happy to meet with you in person to explain how your company can also use GFT *inspire* to automate and optimise business processes in the future.

We look forward to meeting you.

Call us on our free Service Hotline, +49 800 497 272448.

Alternatively, contact us by e-mail at solutions@gft.com.



GFT Solutions GmbH

Brooktorkai 1
20457 Hamburg
Germany

T +49 40 35550-0
F +49 40 35550-270

solutions@gft.com
www.gft.com