

exomin **XMPro**

# **XMPro v5.0 Product Overview**

Get Better at Getting Work Done



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## Introduction

Improved connectivity, the rise of social networking and increased self service options are changing the IT world. Business applications are no longer static “islands of information” that each function in their own organisational silos. Recording transactional data is no longer adequate and there is an increased demand to drive information across the business through flexible and dynamic processes, each with defined process outcomes or performance measures. Organisations are looking to reduce costs across the enterprise, grow revenue from products and service, and improve customer service to stay competitive in the new dynamic and interconnected organisational landscape.

Processes are not limited to “for profit” businesses and eXomin strives to deliver organisational process management (popularly referred to as Business Process Management or BPM) that improves the overall performance of the organisation in terms of their strategic, tactical and operational objectives.

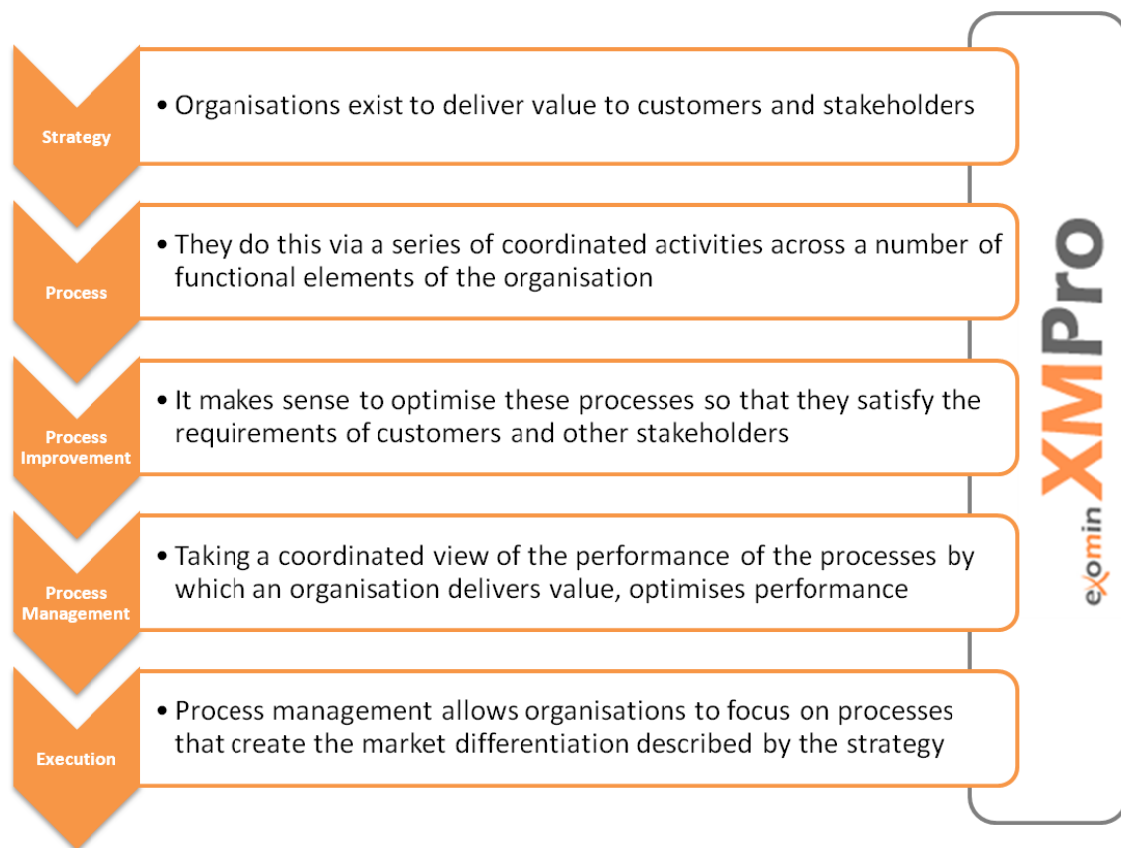


Figure 1 - From Strategy to Execution Adapted from Roger Tregear @ Leonardo Consulting

XMPro is designed to enable process management throughout the organisation and the complete life cycle of processes in the enterprise. It is arranged around the eXomin 3 Principles of Process (refer to Figure 2):

- *Visualise* - Define and Understand Organisational Processes.
- *Digitise* - Turn Processes into Digital Assets that deliver consistent and repeatable outcomes.
- *Optimise* - Use the insight gained from Process Analytics to improve the performance of your goal-driven organisational processes.

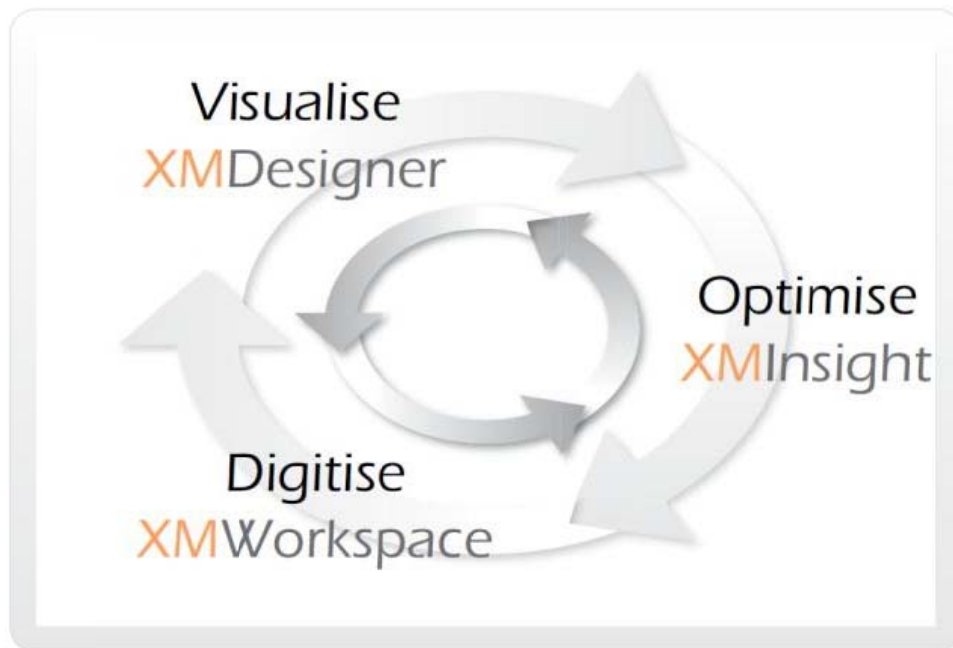


Figure 2 - The eXomin 3 Principles of Process

## XMPro v 5.0

XMPro is developed on the Microsoft platform. The Microsoft product stack provides a comprehensive set of components that supports our work management solution including the .NET architecture, Windows Server System, and the SQL Server database platform. Microsoft Outlook and SharePoint are reliable, familiar environments to deliver process information to the end user in addition to standard web pages and mobile devices.

XMPro supports Windows Azure to provide service based processes or processes in the cloud.

In a nutshell - XMPro is a Business Process Management Suite that provides all the functionality to manage processes throughout their lifecycle. It enables process owners and analysts to define and configure processes in the XMDesigner, end users to use it for day to day activities in XMWorkspace and managers to find innovative ways to improve business performance through processes in XMInsight. In addition, XMPro v5.0 includes several other important components, which will be discussed in detail later in this document. XMPro helps you get better at getting work done.

## Visualise

### XMDesigner

The XMPro XMDesigner toolset enables process analysts, ERP consultants and process owners to visualise and digitise processes. The process is thus defined and configured in XMDesigner by Business and /or IT resources, but with the added benefit that highly skilled IT professionals are not a prerequisite to design and configure processes.

The toolset is also used during the optimisation cycle to adapt processes for continuous improvement. This means your process solution is never set in stone. If optimisation of a process is required it can easily be done by business without expensive consulting fees as the case is with most ERP solutions.

Microsoft Visio is embedded in XMDesigner and is used as the primary modelling interface. The product allows organisations to use and re-use the full spectrum of Visio as well as 3<sup>rd</sup> party stencils. New modelling notations such as the Business Process Modelling Notation (BPMN) as published by the Object Management Group (OMG) can also be applied. XMPro extends the Visio model with additional information to define user screens, system integration information, risk analysis and business or process rules.

XMDesigner can be used to model and define both *structured* and *dynamic* processes. eXomin understands the need to have control of both rules based sequential, well defined processes as well as decision driven dynamic processes where action and routing are based on human decision making. XMPro’s unique “rules based, event driven” architecture enables the solution to deliver both types of processes in a single design environment. These business rules are central to the way that XMPro manages processes and are defined and maintained in XMDesigner.

**Sequential Workflow based Processes**

**Dynamic Event based Processes**

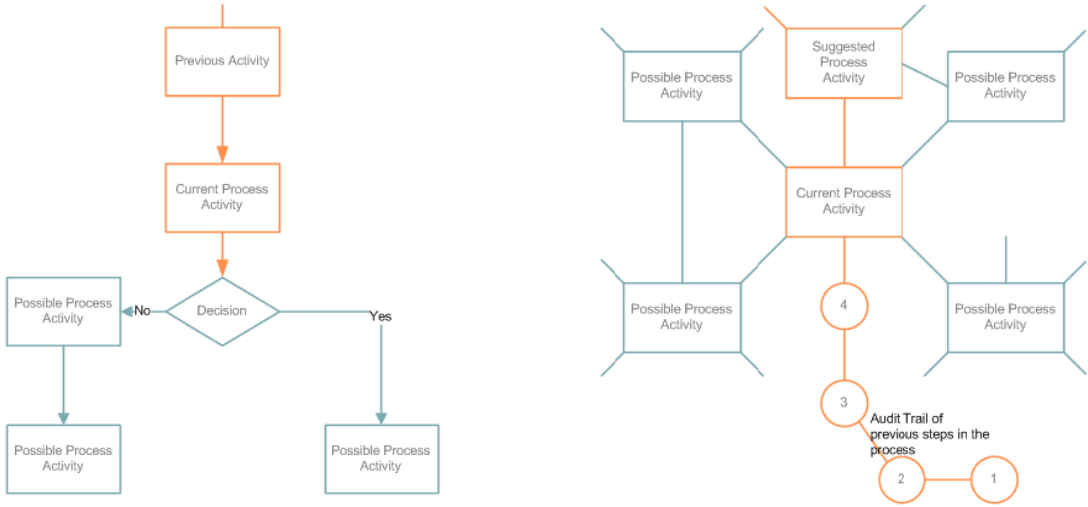


Figure 3 -Sequential Workflow based vs. Dynamic Event based processes

The following diagram provides an overview of the XMPro XMDesigner and XMWorkspace components and how they work together to provide the customer with an innovative solution:

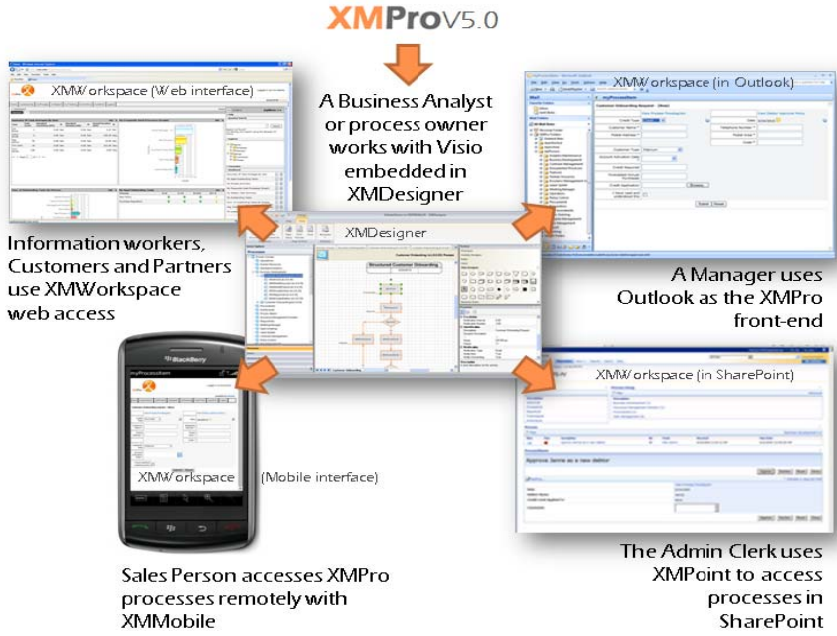


Figure 4 - XMPro Orientation

The first step in building your Business Process Solution is to perform the process modelling in XMDesigner. XMDesigner provides three different modelling approaches: Structured, Dynamic and BPMN. Figure 5, 6 and 7 represent the process modelling phase in XMDesigner.

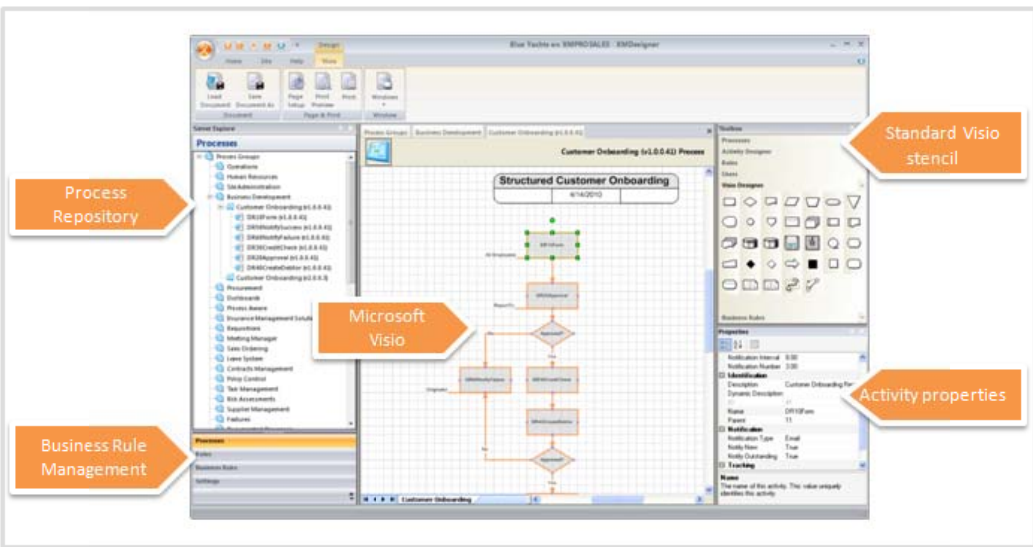


Figure 5 - Structured Workflow based process model in XMPro

An unstructured process model does not require pre-defined flow between activities.

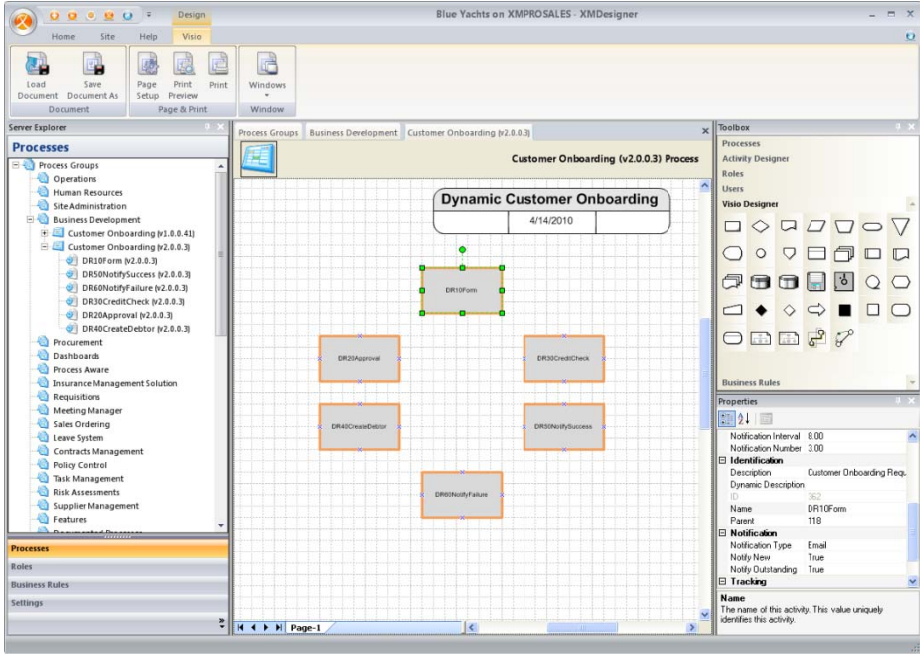


Figure 6 - Unstructured Dynamic process model in XMPro

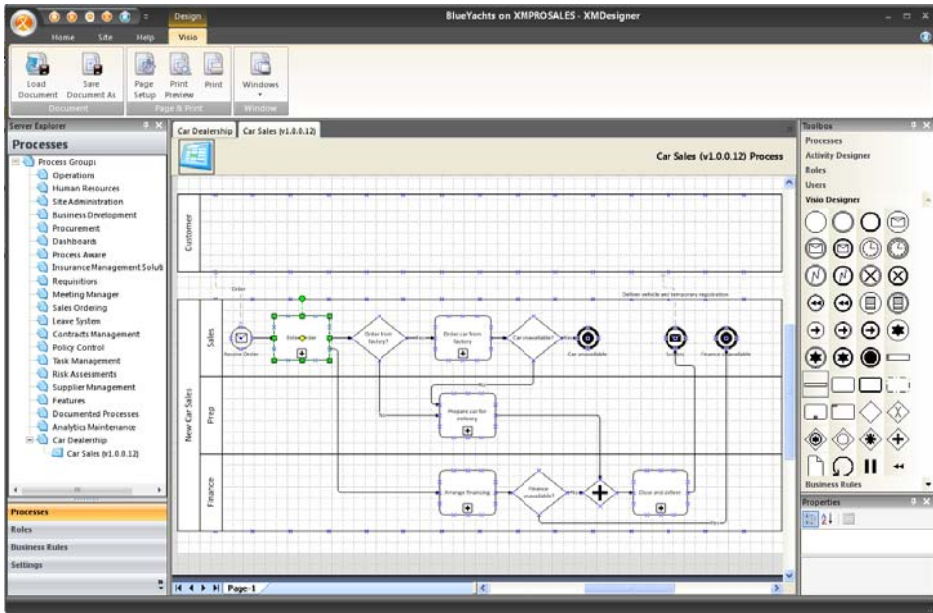


Figure 7 - Example of a process modelled in Visio using the BPMN stencil



Figure 8 shows how easy it is to design a front end screen after the modelling has been completed.

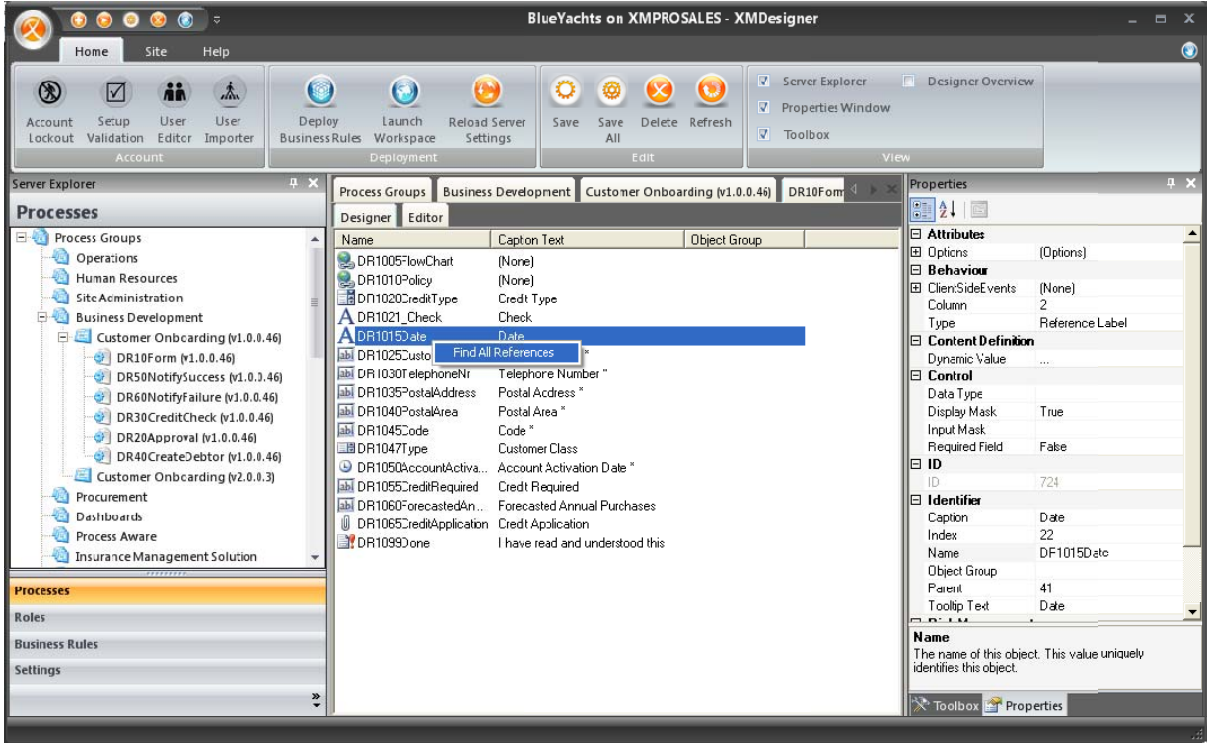
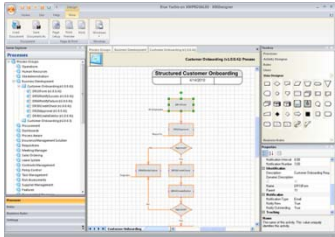


Figure 8 - Design of the Customer on-boarding screen

Attributes and Capabilities of XMDesigner include:

Attribute

Microsoft Visio embedded as graphical presentation



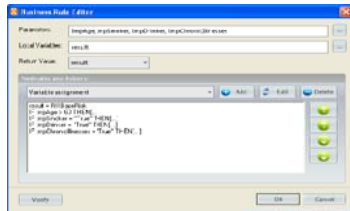
Capability

- Supports all the standard Visio flow diagram stencils.
- BPMN 1.x stencil for process professionals.
- Existing flow diagrams can be re-used.

## XMDesigner - Attributes and Capabilities (continued)

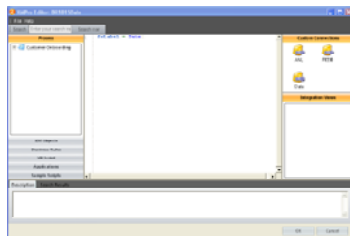
### Attribute

#### Business Rules Editor



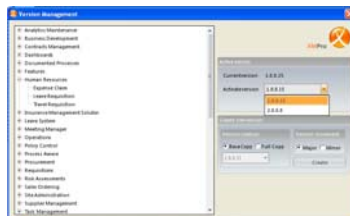
The Business Rule Editor is an editor that makes the task of configuring complex business rules simple. It can consist of “if then” statements, calculations, and/or variable assignments. When used correctly, business rules can limit complex scripts in the editor. All business rules are re-usable and can be used across multiple processes. Changes made to Business Rules will automatically reflect in the relevant processes. Rules are managed independently from processes.

#### XMPPro Editor



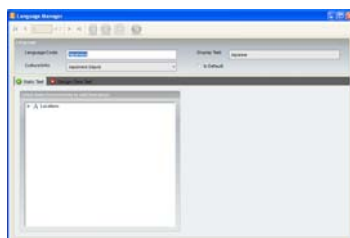
The XMPPro Editor was designed to make it easy to create fairly complex scripts. Most scripts can be created using drag and drop functionality. Scripting can ease the lives of many users on the system, since object values can be populated dynamically. These values can be calculated, and retrieved out of other systems and data sources, or derived from other objects on the form. XMPPro scripting is currently based on VBScript.

#### Process Version Control



All new processes created in XMDesigner will have a version number automatically assigned to it. The Version Manager enables the Administrator to create new versions of the solution, to increment the existing version, and to configure the active version for a specific process on the site. Separate development, testing and production environments can be created.

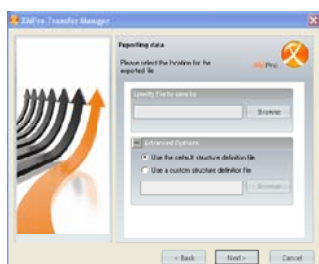
#### Language Editor



A list of languages supported by XMPPro is included as figure 9.

If the language required is not supported the Language Editor allows the Administrator to edit both static text and design time text for a given language in XMWorkspace.

#### Transfer Manager

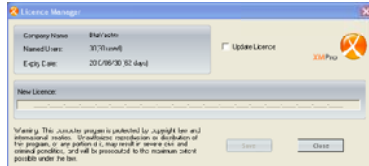


Exports all selected process information from the database to a XML file, which can then be migrated to other XMPPro sites.

## XMDesigner - Attributes and Capabilities (continued)

### Attribute

#### License Manager



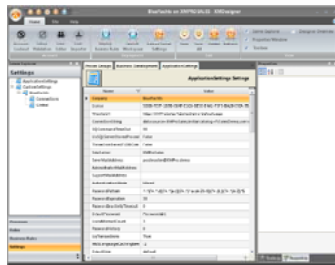
#### XMPPro User Import Wizard



#### User Editor

#### Support for BPMN

#### Configuration Encryption



#### Process Refactoring

#### XMDesigner Help System

#### Notification and Escalations

### Capability

Allows the Administrator to specify licensing information, and also displays existing licensing information.

The Administrator can import users into your XMPPro site from a .csv file, or from Active Directory. These importers will create role groups, roles, and users from the information you provide.

Tool to manage user administration. Create users, roles, group roles and define escalation routes.

Supports BPMN 1.2. (To support BPMN 2.0)

Allows the Administrator to encrypt the site's configuration file. This is done to hide sensitive information such as SQL Server passwords on the web server. The advantage of doing this is that the password, licence and other security information cannot be accessed via a text editor.

Allows the Administrator to re-use objects and object group scripts if an object or activity is renamed. It maintains the integrity of the processes after changes have been made.

The XMDesigner Help feature lists the steps the user needs to perform to complete a specific task, and it can provide him / her with tips and shortcuts.

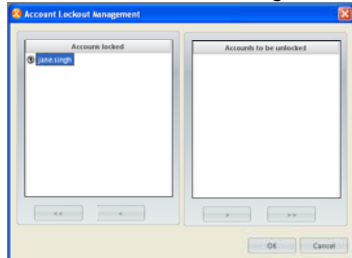
An activity might have defined notifications and escalations. A Notification property specifies the frequency between notifications and is measured in hours. A Notification number specifies how many notifications should be sent before the activity gets escalated. Notification can be performed by means of an email or a text message.

XMDesigner - Attributes and Capabilities (continued)

Attribute

Capability

Account Lockout Management



The Administrator can configure the site to block users after a defined number of unsuccessful login attempts. The number of allowed unsuccessful login attempts is configured in the LoginAttemptCount application setting. The Account Lockout Management tool allows the Administrator to lock and unlock user accounts.

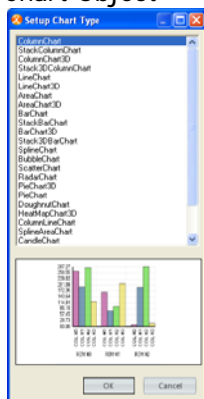
Access Right Editor

Allows the Administrator to manage access rights (read and write level) to processes, to manage the access of role groups and business rules.

Tracking

If this property is set to True, the user starting the process can track the process in the Tracking menu in the XMWorkspace. The activity can also be seen in the history of the next activity when the user accesses it using the Tasks menu.

Chart Object



The Chart object displays as a chart in XMWorkspace. This chart object provides the designer with a great deal of control over the chart type (27 different types), chart colours, the chart's axis, and other chart elements. Information is displayed visually by means of charts.

Charts can be embedded in a process form to provide users with contextual information. A manager can, for example, see a graph of current expenditure patterns for a specific account code before approving a purchase order.

File Attachments and Hyperlinks

The File Attachment object type allows the user to attach documents to the process. The Hyperlink object type provides a hyperlink on the activity screen.

Objects that ensure accuracy and validity of information

Input errors are limited by enforcing the use of:

- Radio buttons
- Lookup objects
- Drop down boxes
- Input masks
- Date pickers
- Check boxes

*Note: All attributes or properties are server bound. This means that all available properties and / or attributes could differ from site to site depending on business requirements.*

Figure 9 displays the list of languages supported by XMPPro. The XMPPro Language Editor enables the Administrator to support the language of his / her choice. (I.e. over and above the languages listed below.)

Afrikaans	Danish	Greek	Japanese	Polish	Swedish
Albanian	Dutch	Haitian Creole	Korean	Portuguese	Thai
Arabic	English	Hebrew	Latvian	Romanian	Turkish
Belarusian	Estonian	Hindi	Lithuanian	Russian	Ukrainian
Bulgarian	Filipino	Hungarian	Macedonian	Serbian	Vietnamese
Catalan	Finnish	Icelandic	Malay	Slovak	Welsh
Chinese	French	Indonesian	Maltese	Slovenian	Yiddish
Croatian	Galician	Irish	Norwegian	Spanish	
Czech	German	Italian	Persian	Swahili	

Figure 9: Languages supported by XMPPro

To summarize, XMDesigner is a rapid process deployment environment that empowers information workers to create a competitive advantage for their organisation. XMDesigner enables the process owner or business analyst to design the business processes graphically with XMPPro's drag and drop capabilities. Visio flow diagrams can be re-used, which significantly reduces the time to deliver process solutions. All related information such as roles and responsibilities, business rules and site specific information are defined using XMDesigner, which has a familiar Microsoft Office 2007 Ribbon "Look and feel". XMDesigner is thus used to build the user front end (XMWorkspace).

A technical document (XMDesigner.pdf) is available on request.

## Digitise

### XMWorkspace

The XMWorkspace is a browser-based end user interface, which employees in the company will use to perform their daily tasks. The “Workspace” is the result of the processes that have been created using the XMDesigner.

Figure 10 is an example of an end user interface in XMWorkspace - the Customer Onboarding process.

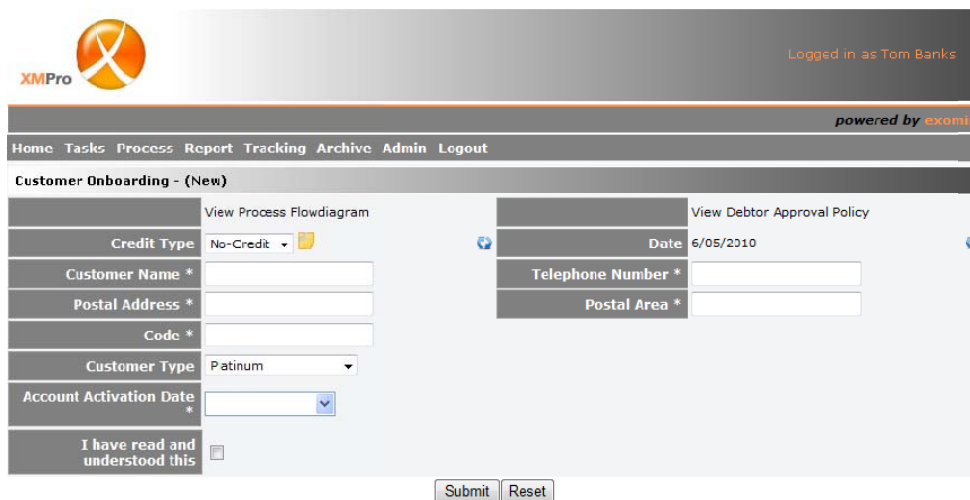


Figure 10 - XMWorkspace

The Workspace look and feel is fully customizable. The images, colours, fonts, and layout can be modified to fit the company's profile. These are called “skins”, and can be configured in the application settings.

XMWorkspace’s “dynamic form” end user interface is a very different approach to merely constructing a workflow for a pre-defined document. The end user’s screen or interface is dynamically created at the point where the user accesses the specific screen and what the user will see will depend on:

- The user’s access rights (i.e. the work or tasks that the user is “allowed” to perform).
- The current activity or step in the process.
- Pre-defined business rules.
- The type of delivery option (interface) selected.
- The context of the process that he / she needs to access.

The dynamic forms can be delivered to business users in a variety of interfaces that include the Microsoft SharePoint Portal (as shown in Figure 13), Microsoft Outlook Client (as shown in Figure 12) and mobile devices. Now, the nature of the employees’ day to day tasks can also be supported out of the office, increasing effective and efficient ways of work.

Even though menus are dynamic and change - depending on who is logged in, most of the main menus have the following options:

- Home menu takes the user back to the Home Page.
- The Tasks menu (dynamic menu) contains a list of all the tasks or activities that the user has to respond to. Users can use this menu as a "to-do list".
- The Process menu (dynamic menu) contains a list of all the processes that the user can initiate. Some users in a company cannot initiate any tasks, thus their Process menus will be empty.
- The Report menu (dynamic menu) contains a list of all the reports that the user can access. The Report menu is role based.
- The Tracking menu (dynamic menu) allows a user to track processes. A user can only track a process if he/she initiated it through the Process menu, or if he/she has tracking rights on the process. The Tracking menu also allows the user to search for active processes based on specific criteria. The user can search by Process Group, who started the process, keywords, and dates.
- The Archive menu (dynamic menu) allows a user to view the history of processes that have been completed and archived. A user will only have access to archived processes in the Archive menu if he/she initiated it through the Process menu, or if he/she has tracking rights on a process.
- The Admin menu allows a user to perform general administrative tasks on his/her account including updating certain personal information, to specify whether available or not, password management, user manuals and an email support function.

**Home Tasks Process Report Tracking Archive Admin Logout**

Figure 11 - The Menu Bar

*Process Notes* is another feature in the XMWorkspace that allows users to attach notes to processes that have not been archived yet. This can be done by any role player in the process, and also through the Tracking menu by any user who has tracking rights on the process. A user can thus add notes or read notes that were made by another user in the process.

## XMOutlook

Microsoft Outlook is probably one the most used and familiar applications in most organisations. It makes sense to include as much of a user’s day-to-day tasks in one environment. It improves user efficiency and additional training requirements and Change Management efforts regarding a new application implementation are limited.

XMOutlook provides all the standard functionality that is available through the web client. Users are authenticated through Microsoft Active Directory and once authenticated they will have access to their task list as well as be able to initiate processes. XMOutlook is XMWorkspace but within Microsoft Outlook.

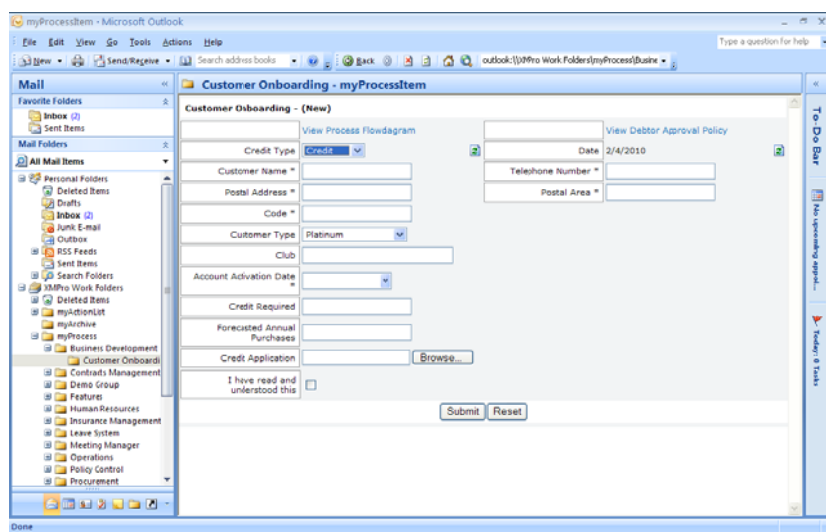


Figure 12 - XMOutlook



XMPPoint

Microsoft SharePoint provides a common business portal for enterprise content and collaboration. XMWorkspace can be deployed in SharePoint to provide access to processes, task lists and performance information. Microsoft SharePoint is ideally suited as a document repository for process content that is published and used in XMPro processes. SharePoint's document centric features can be accessed from XMDesigner during the design of the process.

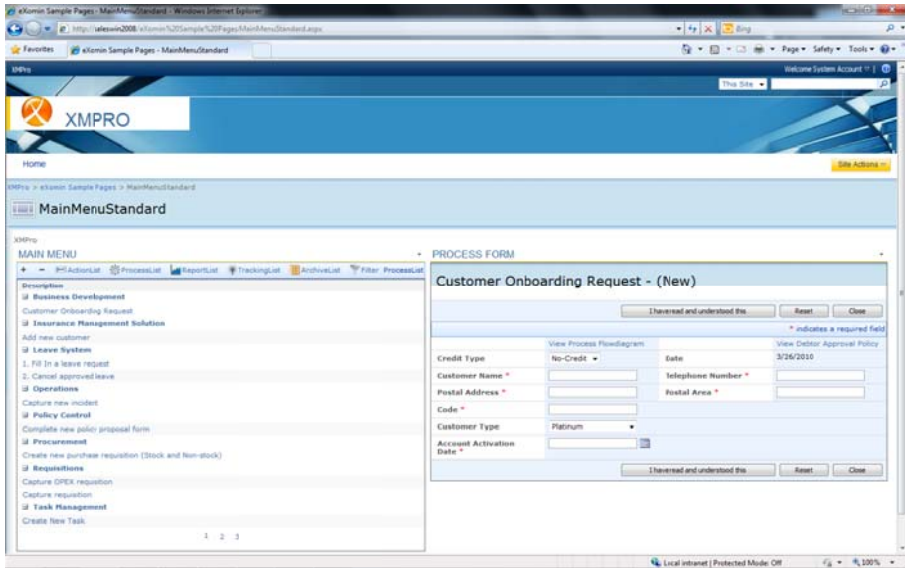


Figure 13 - The workspace in XMPPoint

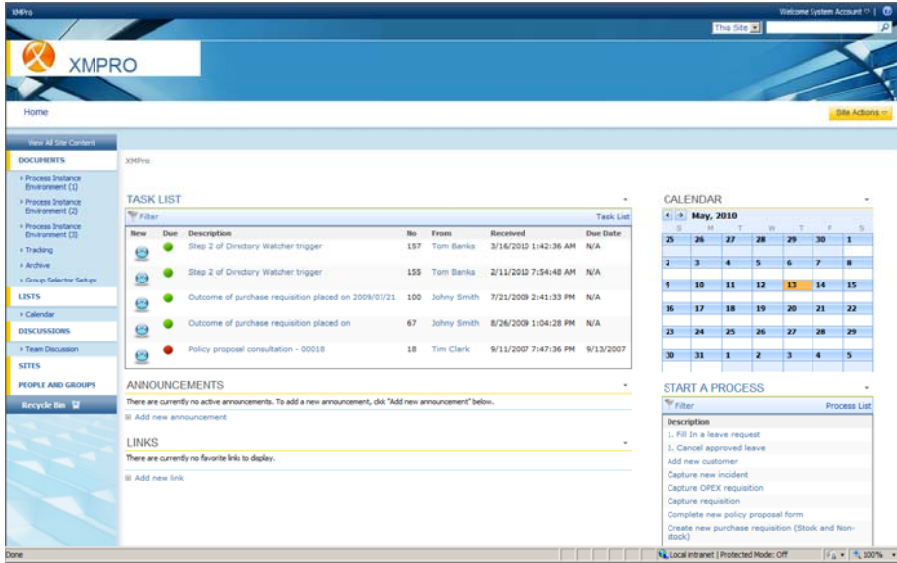


Figure 14 - The task list in XMPPoint

XMWeb

XMWeb is the most commonly used workspace or end user interface for process management. The screens are dynamically generated and require no authoring or external design tools. The screen is defined in the XMDesigner and any changes made in the XMDesigner will reflect in the Workspace. It provides a unique approach to managing complex processes that may change on a regular basis.

XMWeb is a fully customizable web front-end that allows organizations to deploy processes across geographical boundaries, technology platforms and distributed businesses. It provides the ideal front-end for Business to Consumer (B2C) websites as the customer can access business processes such as membership applications through an internet browser.

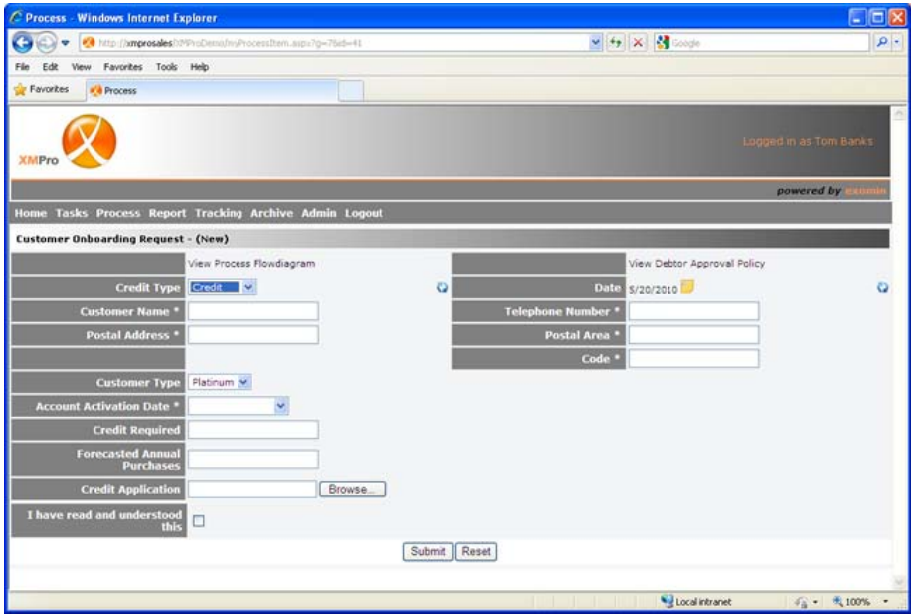


Figure 15 - The workspace in XMWeb

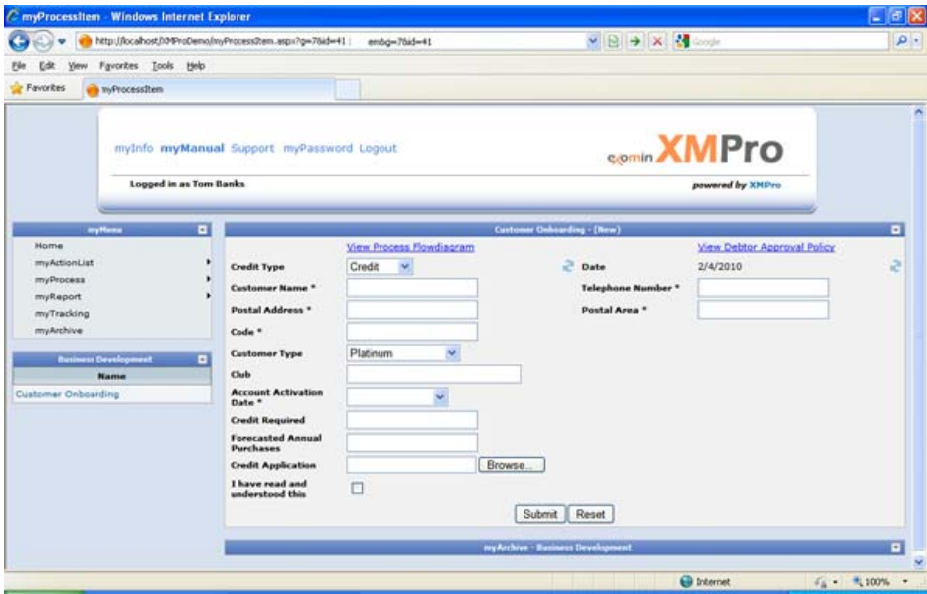


Figure 16 - Updating process information using XMWeb

XMMobile

XMPro's "Build Once, Use Anywhere" approach enables users to start, route, approve and manage processes from their mobile devices while they are on the go. It uses the exact same process definition as XMPoint, XMOutlook and XMWeb and delivers it to a mobile device such as an iPhone, BlackBerry, Android or Windows Mobile phone.

A manager can, for example, start a new employee recruitment request from XMOutlook, an executive can approve it on a BlackBerry through XMMobile, and HR can process the request through XMPoint (XMPro on Microsoft SharePoint).

Apple's new iPad will change the way that processes are digitised and delivered to end users in the future. The iPad image below shows an XMPro process delivered through XMCloud to the iPad. The iPad can be deployed in various configurations internal and external to any organisation.

*XMMobile*



*XMMobile for BlackBerry*



*XMMobile for iPhone and iPad*



*XMMobile for Android*



Figure 17 - Mobile processes

## XMTools

### XMManagement Console

The XMManagementConsole configures and manages (starts and stops the configuration of services) the XMAutomate and the XMAAlert Service.

### XMAAlert

The XMAAlert Service enables the process owner to configure, per activity, the time that a user has to complete the task. The user will be notified of new activities or tasks via e-mail or text message, and if he/she does not respond in a timely manner, the task will be escalated to another user. This service prevents bottlenecks from happening. (One user in the process does not do his/her task, resulting in people further down in the process being delayed in, or prevented from, performing their tasks)

### XMAutomate

The XMAutomate Service allows the Administrator to schedule tasks on a daily, weekly, monthly or yearly basis.

The task appears in the relevant user's Action List in the XMWorkspace at the scheduled intervals. The XMAutomate Service also allows the user to start processes based on files that are placed in a specific designated folder.

### XMGadget for Windows 7

The XMGadget allows users to access all XMWorkspace functions and features right from the Windows 7 desktop. The Gadget alerts the user of any pending tasks and takes him / her to the activity that needs completion. It increases the efficiency of the process and reduces the lag time that activities sit and "wait" in the user's To Do list.

#### *Install XMGadget*



#### *Tasks to be performed by the user*



#### *Expanding on the outstanding tasks*



#### *Complete the activity on the Desktop*

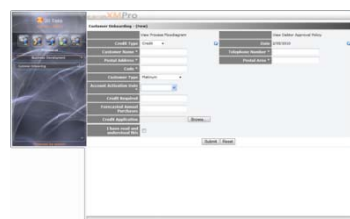


Figure 18 - The XMGadget

## Optimise

### XMInsight

XMInsight is a powerful Web-based reporting, analysis and dashboard framework. The objective of XMInsight is to present relevant information visually to meet key questions that a range of stakeholders, both users and management might have and to support them to effectively manage and optimise processes.

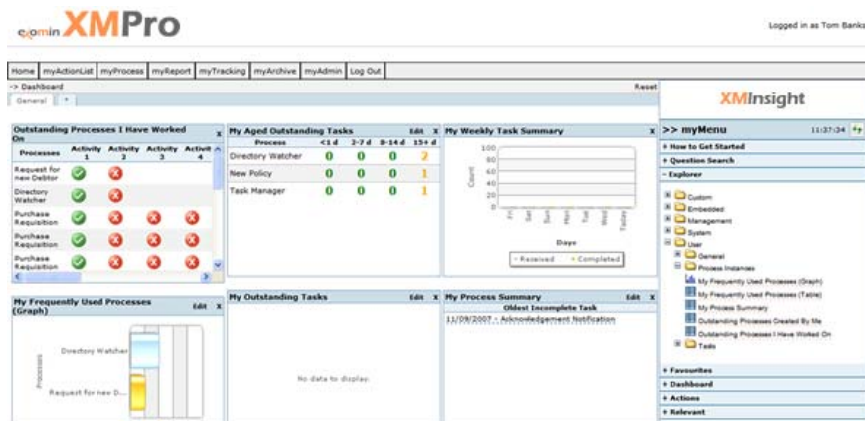


Figure 19 - Example of an information dashboard in XMInsight

XMInsight has numerous standard dashboards and report components preconfigured to understand and provide visibility on your XMPro processes. Each component is designed to address a key question or perspective. They provide insight that might identify a potential area for improvement, validate assumptions, and demonstrate efficiency, whether it is based on the time an activity took, the cost of the resource involved, the frequency, or pattern of occurrence. There are reports by process group, by process, by activity, and by users. The user can view information at the organisational level, by team, or by individual.

In addition to the preconfigured reports and analysis for XMPro, you can add custom content to XMInsight. All reporting objects are ready for use with no configuration or programming. Each is fit for purpose and designed with great presentation formats and visual cues. Click and navigate down through reports to the data. Each object is intuitive to use so that you focus on valued analysis rather than wasting time wrestling with the data.

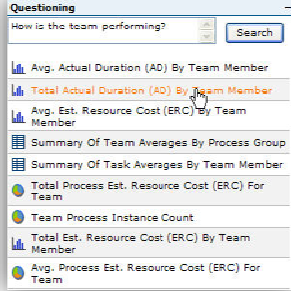
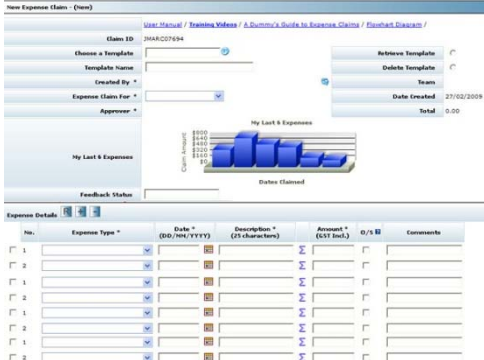
Summary of XMInsight benefits:

- Navigation and views to help you set priorities and complete tasks efficiently.
- Provides visibility over your processes at an individual, team and business level, for process owners and users.
- Provides real rationale to fine tune your processes.
- Supports continuous improvement and management strategies driving down cost, increasing efficiency and effectiveness.
- Suits the way you work and complements your use of processes in XMPro.
- Provides a platform for incorporating operational BI embedded into your processes, driving decisions and events and reporting on them.

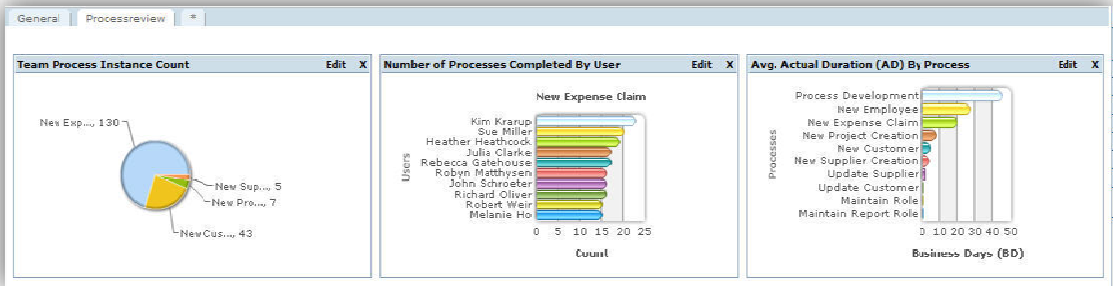
Figure 20 provides some examples of the different graphs available in XMInsight.

*XMInsight dashboard embedded in a form as part of a process.*

*Ask a question and existing reports or dashboards that might answer your question are listed to select from.*



*Examples of different types of graphs.*



*Dashboard reporting in Microsoft Outlook.*

*Reports by process group, by process, by activity, and by users.*

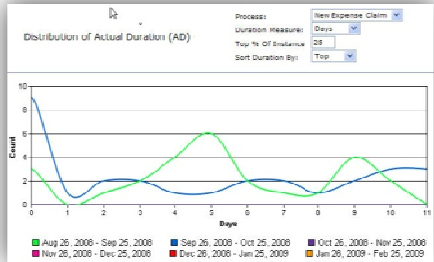


Figure 20 - XMInsight - a picture says a 1000 words

XMInsight is a process improvement facilitator and a process management must.



## Other important XMPPro components:

### XMSecurity

To enable stakeholders including management, users, and external audit to place reliance on information managed and produced by Process Management Solutions the security surrounding your process solution must be adequate.

XMPPro provides:

- A sign on process for end users (Workspace) with username and password according to best practice guidelines.
- Manages who has access to what, when, how and why to comply with compliance requirements.
- Automate on-boarding, job termination and transfer processes relating to process access.
- Enforce segregation of duties by assigning users to roles and using role groups.
- Only the level of access required to perform the task. No access privileges built up over time.

XMDesigner distinguishes between two different security user types, the super administrator and administrators. The Super Administrator is created during the initial installation process and assigns rights to administrators (in XMDesigner the people that will design and configure the process).

Security measures and user password strength are defined during application setup according to best practise guidelines and include:


- Authentication modes.
- Password: including upper and lower case, numeric and special characters, minimum length, expiration, inactivity timeout, default password to change, history (how long an old password may not be used for), and unsuccessful login attempt count.

Role and role groups will define to which processes a user will have access to and what functions a user will be able to perform within that process.

Separate development, testing and production environments are created during implementation.

The following table provides a high-level overview of the security mechanisms implemented by eXomin XMPPro to safeguard the client's information:

Level	Component	Security mechanisms
User Interface	Web Interface	- Configurable password rules (minimum length, etc.)
	Mobile Devices	- Configurable password expiration limit (30 days).
	Microsoft Outlook	- Anti-hack protection: Account lock-out after certain invalid login attempt threshold exceeded.
	Microsoft SharePoint	- Last logon time recorded and displayed (is someone else using my account?). - All logons (successful or not) and IP Addresses stored for auditing. - Optionally use integrated windows authentication (use windows credentials to access the application).

Level	Component	Security mechanisms
 <b>Application</b>	XMPro	<ul style="list-style-type: none"> <li>- Role-based security model ensures accountability, segregation of duties and authorisation.</li> <li>- Role-based security also allows data access security (only let the user see, access or modify that which he's allowed to).</li> <li>- All Business Process transactions (tasks) logged with full audit trail.</li> <li>- Business rules engine allows validation and transactional business control.</li> <li>- The site file is encrypted. (Configuration encryption)</li> </ul>
	XMDesigner	<ul style="list-style-type: none"> <li>- Access Controlled. One Site Administrator who creates administrators that are authorised to make changes to the solution. Design changes are logged for auditing.</li> </ul>
<b>Data</b>	SQL Server 2005 / 2008	<ul style="list-style-type: none"> <li>- Configurable database access, with option to use predefined database user or pass through end user's windows credentials.</li> </ul>
<b>Integration</b>	External Systems	<ul style="list-style-type: none"> <li>- Access and validation as controlled by external system API.</li> <li>- Full access to .Net platform security model.</li> </ul>
<b>Network Accessibility</b>	LAN / Internet / VPN	<ul style="list-style-type: none"> <li>- Optional encrypted communication between server and client (via SSL / HTTPS)</li> <li>- Wide range of deployment models supported: WWW, Citrix, VPN.</li> <li>- External deployment can allow third-party users (customers, suppliers) use of the system.</li> </ul>
<b>Operating System</b>	Windows	<ul style="list-style-type: none"> <li>- Supports Integrated Windows Authentication, XMPro Native Authentication or a combination of the two.</li> <li>- Automatically log users out after a (configurable) period of inactivity.</li> </ul>



## XMAPI

XMAPI gives Microsoft .NET developers full control to extend the XMPro product to their specific requirements. It is an application programming interface to create bespoke user interfaces or to integrate XMPro into the user interface of existing products such as ERP solutions.

The example below shows a sample Windows forms application that can be developed using Microsoft Visual Studio with standard integration using XMAPI. The example is not a complete application but it gives an indication of the level of control that .NET developers have in the event that the standard XMWorkspace solution does not meet the requirements of the end user environment.

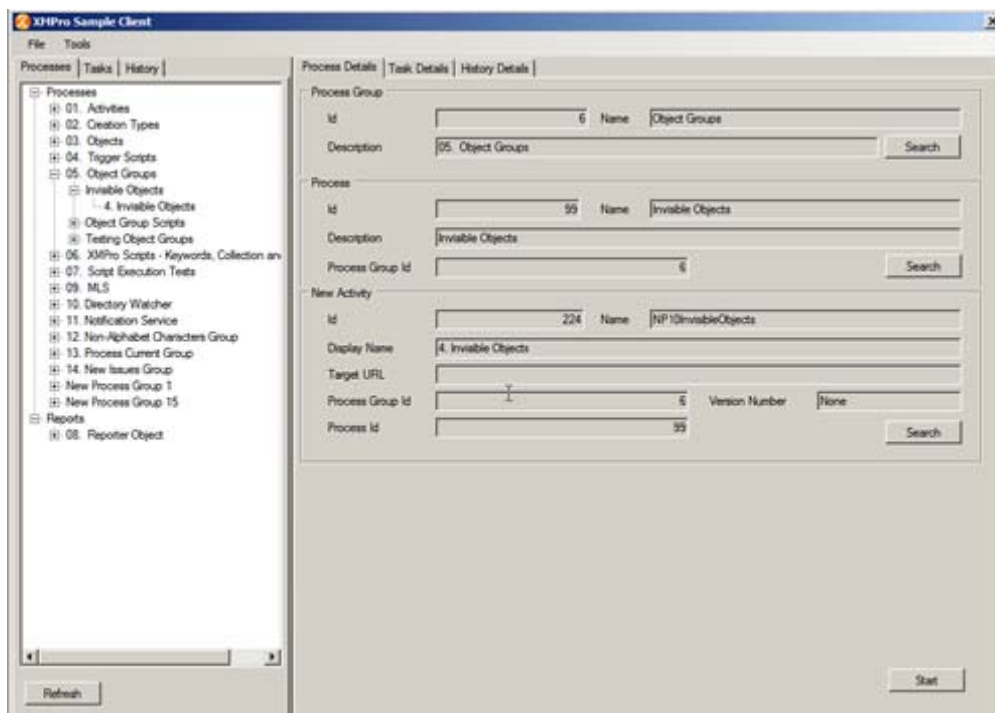


Figure 21 - Example of a sample Windows form application created with XMAPI

## XMConnect

XMPro allows the business to keep existing systems and to integrate to ERP or legacy systems where necessary. XMConnect uses a CRUD approach (Create, Read, Update or Delete) and are dynamically created to update underlying applications. Standard Connectors exist for:

- Microsoft Dynamics AX v4.0, 2009
- Microsoft Dynamics CRM 3.0, 4.0
- Microsoft Dynamics GP v9.0
- Microsoft BizTalk 2006
- Microsoft SharePoint

These Drag-and-Drop integration components take XMPRO to a new level of providing an integrated solution to the client, eliminating duplication of work. XMPro makes provision for the development of custom connectors that developers can include in the drag and drop XMConnect panes to make it available to process designers to re-use. 3<sup>rd</sup> Party developers create their own Connectors, which are available through the XMPro partner network.

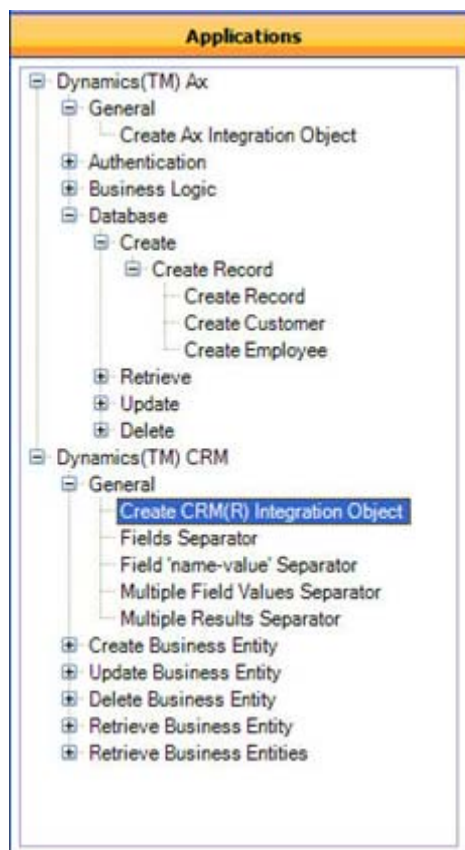


Figure 22 - XMConnect using leading Business Application's Web Services to interface to existing applications

XMCloud

XMPro is ideally suited to cloud-based computing. It was designed to be a cloud based application that can be managed remotely through the XMDesigner.

XMCloud is available as:

- Private Process Cloud - PPC - (Dedicated XMPro hosted)
- Shared Process Cloud - SPC - (Subscription to standard XMPro processes)

XMPro Architecture Diagram

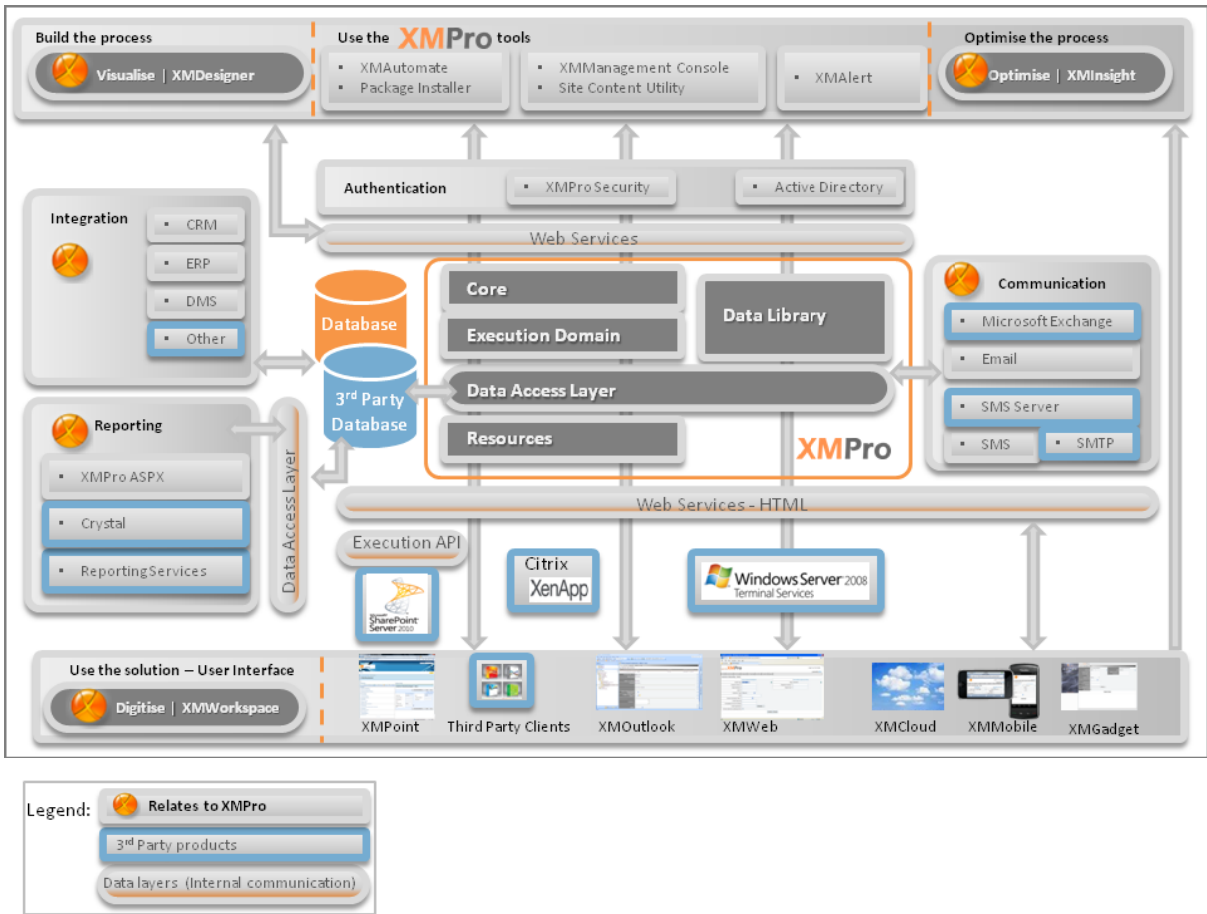


Figure 23 - Architecture Diagram

## Contact eXomin

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