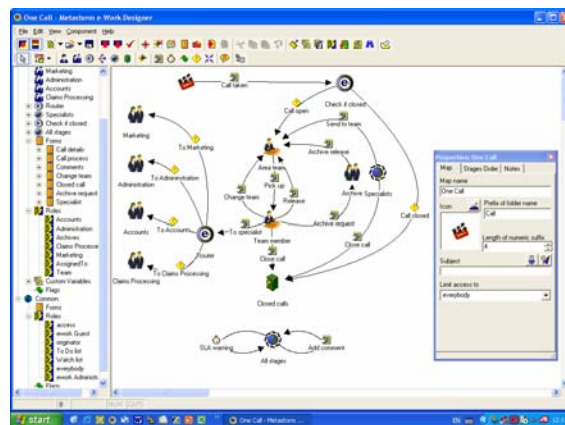


Metastorm e-Work Overview

Metastorm e-Work is the leading Business Process Management (BPM) platform that is designed to address complex human-intensive processes across people, departments and geographies. When an organization's processes are deployed using e-Work, it powers Enterprise Process Advantage™ providing an organization with improved operational efficiency, agility and enhanced visibility and control of their processes.

Metastorm e-Work Process Designer

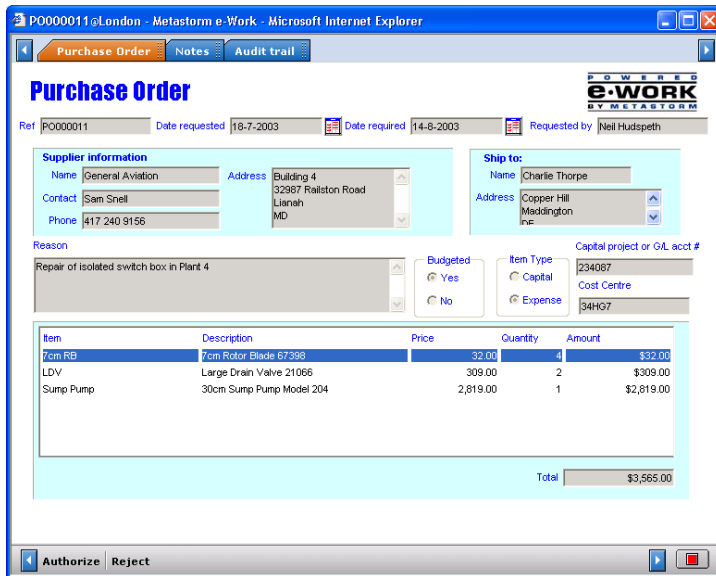
The process designer is delivered in two versions; the Manager's Edition and the e-Work Designer. The e-Work Manager's Edition is a process designer that allows business analysts and process owners to map out their ideal processes that include the stages that folders pass through, and the defined actions that cause folders to move from stage to stage. They also can design forms, and specify the source data, points of integration to other systems, and the roles of participants. In essence, they determine the business rules that dictate how the process takes place. The file generated in the Manager's Edition can be used in the e-Work Designer to take the next steps toward process implementation and deployment.



e-Work Process Designer

e-Work's people centric process designer was designed with complex enterprise processes in mind. Its process map clearly distinguishes between stages where work waits for a person to undertake it and stages where work is to be processed by another application. It also distinguishes between stages and the actions that the humans take, and the actions that are automated, which progress work to the next stage in the process. This makes e-Work process maps easier to understand than a traditional flow chart approach. The e-Work property editor provides a role based view of the process by making it clear which roles are responsible for work at each stage, which roles are authorized to take each action and view

each form. The property editor together with the Integration Wizard contribute to the agility that is required to allow organizations to rapidly adapt their processes to changing conditions in their environmental ecosystem. The e-Work process designer allows large processes to be developed and deployed more quickly and more importantly, to be maintained with less effort. e-Work also provides an integrated forms designer as part of its Integrated Development Environment. Forms can be tightly bound to process data and as forms are process aware, they can be built once and reused at different stages and for different actions in the process. Standard forms such as audit trails or status forms can be stored in e-Work libraries.



The cost of deploying and maintaining a process is minimized if collaborative development tools are used. The e-Work Designer allows e-Work libraries to be constructed. Libraries may comprise forms, segments of forms, segments of maps and integration or extension scripts. These may be built once and made available to process designers for reuse, allowing greater control and consistency in processes, and enhancing the efficiency of process developers.

Agility is only possible if new or updated processes can be deployed quickly and easily. e-Work's Designer allows the real time deployment of updated processes.

This takes advantage of e-Work's intelligent version control and allows older versions of the process to be redeployed if required.

The e-Work Designer together with the e-Work Analyzer provide the tools for running simulations of processes to estimate how long it will take for a work item or e-Work folder to move from creation to the end of a process.

Process Execution Engine

e-Work's robust, fault-tolerant and scalable process engine controls the execution of the process according to the defined business rules. It maintains the status of each process instance (or business event) and takes advantage of e-Work's role security matrix to ensure that users can only see forms that they are authorized to see and take actions they are authorized to take. The Engine manages all e-Work transactions and ensures that incomplete actions are not committed to the database. The Engine is also the single point of contact for all external applications and databases that are involved in the process. e-Work is able to scale up and out by adding more engines and more web servers to an e-Work installation. Because e-Work uses a database architecture, the Engine can draw on all information about the process, including an audit trail and line of business information, which is automatically logged in the database as a process instance proceeds through the process. This automatic creation of a knowledge base about the execution and content of workflows is a significant benefit. Management reports can be generated from this knowledgebase.

Active Application Integration

e-Work's Active Application Integration (AAI) allows developers to extend the functionality of e-Work to build integration to both client and server applications including CRM, ERP, Document Management, and Scanning and Imaging. AAI is achieved in four ways.

With the e-Work Integration Wizard, developers avoid the lost time and challenge associated with writing complex scripts or using programming languages - all of which slows down the creation or changing of processes. The Integration Wizard provides a "fill-in-the-form" interface to provide integration with the most common applications such as databases and e-mail.

e-Work can act as both a consumer of Web Services and a provider of process level Web Services. An e-Work process can seamlessly use Web Services as if they were e-Work functions. Corporate developers can extend e-Work to make Web Services available to e-Work process designers so that they can quickly and easily build processes that let users take advantage of web services without either the users or the process developers having to understand any of the standards or protocols behind them. e-Work actions can be made available as Web Services to other applications by using e-Work's Web Services Publishing Wizard.

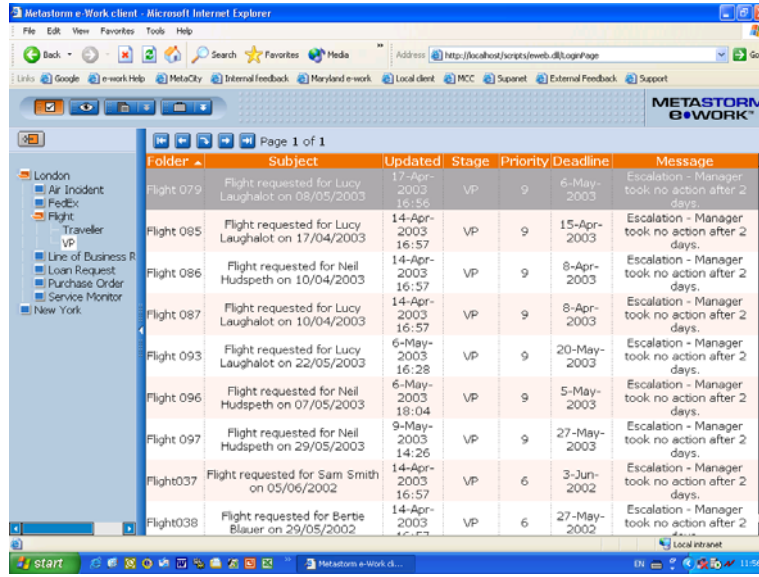
If the Integration Wizard does not provide the integration that an organization requires through one of its 100+ functions, its functionality can be extended using either Microsoft® Visual Basic® Scripting Edition (VBScript) or Microsoft® JScript®. Developers use a syntax color-coded script editor in the Designer to build scripts to extend Metastorm e-Work's functionality. Once a script has been developed the functions defined in it are associated with Metastorm e-Work events using the Formula editor, or the Integration Wizard.

Integration with other applications can also be achieved using the e-Work API that allows for exchange of XML messages. Messages can be transformed using XSL style sheets using the e-Work XML Universal Adaptor.

The e-Work Adaptor for Microsoft BizTalk provides a rapid method of exchanging data between e-Work and other BizTalk-compliant applications. The Adaptor also provides facilities to manage the details of the partners with whom e-Work communicates.

Integrated Client

While some users of a process will only have the requirement to progress work, others will wish to monitor the process and yet others will need to administer or report upon the process. A client must provide all of these features. Whether using e-Work's browser based portal, Microsoft Outlook, Novell GroupWise or a custom client built by the organization itself, all of these capabilities can be delivered to authorized users through a single integrated client.



e-Work's Single Integrated Client

- ❑ e-Work's To Do list provides a user with access to all the items that they are responsible for in the process whether they are solely responsible or whether they have shared responsibility.
- ❑ e-Work's Watch list provides single click access to all items in the process for which a user has to monitor the progress. These may be items that the user has initiated into the process, items that their team are responsible for progressing, items that are approaching a service level agreement deadline or items associated with particular customers or partners that a manager wishes to monitor.
- ❑ e-Work's Blank Forms list is where a user may initiate a new item into a process. Entries will only appear on this list for processes that the user is authorized to initiate.
- ❑ The administration forms list provides the capability for authorized users to administer parts of the process. This may include team membership, authority or sign-off levels or lists of focus customers or partners that special attention is to be paid to.
- ❑ Standard reports are provided to monitor business processes in real-time. These are also accessed through the client.

Single sign on is available for Microsoft Windows, Microsoft Active Directory and Novell eDirectory. e-Work's Open Authentication Architecture provides a framework for a single sign-on mechanism to be developed for other authentication mechanisms.

Monitoring and Reporting

Any item on a To Do list or Watch list may contain multiple forms. Each form may include information about the process itself, the item's status or audit trail information. The display of this information may be restricted to authorized users and saves users from having to monitor the progress of any item through a separate screen, report or client.

e-Work includes standard reports that deliver real time process monitoring. These reports include the number of items residing at any stage, the length of time that they have been residing at that stage, the average time that it takes an item to complete the process by end point, the number of overdue

folders in a process and the number of folders on any user's To Do list. This information may be extracted into other tools for further analysis.

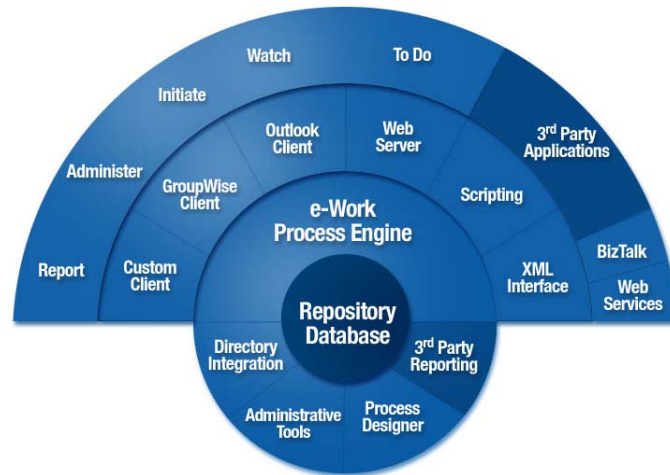


Real time reporting

In a changing environment, it is very difficult to predict which reports an organization will require in the future and hence predict which line of business information should be collected from the process when it is deployed. e-Work removes this uncertainty as the process engine not only stores all information about the status and performance of the process but also automatically stores all of the line of business information about the process in the repository database. Reports may be generated from this information using most modern reporting tools.

The e-Work Architecture

Metastorm e-Work has a standards based Web-centric architecture that was designed from the ground up to provide the ability to allow the agile businesses to deploy human centric processes quickly and easily. The e-Work process execution engine uses Oracle or Microsoft SQL Server as its repository database and communicates with clients using XML. The engine manages integration with other applications via Web Services, XML, Jscript or VBScript. It takes advantage of many standards and advanced technologies such as XML, WSDL, SOAP, LDAP, HTML, HTTP, DCOM, SSL and .Net.



e-Work Component Architecture

Many aspects of the e-Work architecture provide e-Work's unique capabilities to deliver efficient and agile human-centric processes.

The e-Work enterprise roles model provides powerful yet flexible role definitions and the capability to access attributes, upon which role assignment is based, from a variety of different sources: LDAP directories such as Microsoft Active Directory and Novell eDirectory, corporate databases, other applications and most importantly from the process content itself. It is possible to define an unlimited number of different roles using attributes and data from one or a combination of two or more of the sources mentioned above. The owners of these roles may dynamically change from stage to stage in the process and from folder to folder. It is e-Work's role architecture that makes e-Work unsurpassed in its ability to automate complex and unique processes.

e-Work takes advantage of this enterprise role architecture to deliver a role based security matrix. As a process is developed in the e-Work process designer, the role based security matrix is automatically built. This controls not only the work that appears on work lists but also whether a user can initiate a process, the information a user has access to in their work items, the actions or tasks that a user can take on their work items, whether a user is entitled to monitor a work item or not, whether a user has administrative control over a process and whether a user can report on a process. This role based security matrix allows delivery of the single multi-faceted client. The same client can be delivered to all users but the role based security matrix controls the activities that a particular user or group of users can undertake. The ability to deliver a single integrated client simplifies deployment and administration of processes hence reducing costs.

A third unique feature of the e-Work architecture is the ability to divorce the control of process flow from the display of information to the user through forms. This is achieved through e-Work's User Actions that are displayed across the bottom of a folder making it clear to the user which actions they have available to them. These user actions also contribute to e-Work's agility by allowing the process developer to add new actions to a process without having to change any other elements of the process and without having to program within the

process flow to direct the folder down a particular path once the action has been taken.

Metastorm

Metastorm is the leading provider of business process management software for automating, managing, and controlling processes. Metastorm is the only company helping organizations achieve Enterprise Process Advantage™ – a heightened level of business performance resulting from increased process efficiency, control, and agility. With a focus on complex, human-centric processes that are unique to their organizations, Metastorm's 500+ global client base in manufacturing, financial services, business services, and government are achieving rapid ROI and unique process advantage in customer service, supply chain operations, risk management, and internal operations. For more information visit www.metastorm.com.

