



## The real-world Process Wizard for your Business

**Cut through the time-consuming clutter within a process and focus on those key result areas that make a difference.**

### Having trouble fixing broken business processes?

Wordware's work with clients has proven that there is an enormous opportunity to bring about huge productivity, quality, and customer service improvements in the workplace by creating a work environment that applies the organisation's tools and resources in the context of each business process.

Without a process-oriented work environment, employees emerging from Business Process Engineering (BPR) or technology change programs may feel empowered, but when they try to make meaningful improvements, they run up against systemic resistance, and gradually revert to the old ways.

Over the last eight years, Wordware has aimed to not only equip organizations with the spirit of change, but also with the tools to implement change and to improve continually, for measurable returns. The result is the WorkScript Process Wizard.

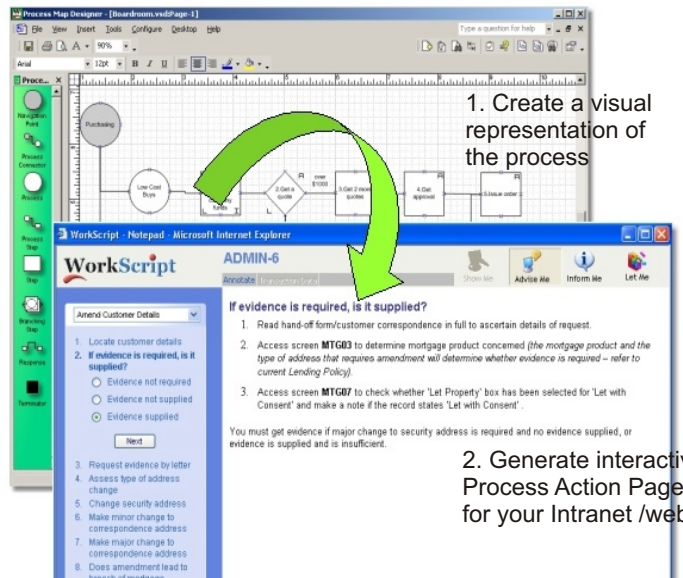
### A Wizard that any non-technical person can use

The WorkScript Process Wizard enables your staff to re-engineer, define, interactively deploy and continually improve work group, departmental and organisational processes. It helps in the analysis of the overall workflow, promotes hands-on intervention at managerial level and continuous measurement and improvement of operational detail. The Wizard represents the most cost-effective and manageable means of achieving the substantial gains that are possible through BPI.

### A business Wizard, not more technology

The WorkScript Process Wizard enables you to look beneath the layers of technology and across the lines of organizational charts to improve actual day-to-day work. Every business process is driven by rules, articulated and/or implied, that determine the flow of work from one person to another. Policies established years ago in response to business conditions and priorities of that day may still be determining how your resources are employed today—even though business conditions and priorities have changed—creating redundancies in the process, and unnecessary and debilitating competition for resources between work groups and departments. With the WorkScript Process Wizard, your processes are always driven by the latest policies!

The WorkScript Process Wizard enables you to closely examine the outcome of each process: what types of information do people produce, distribute, and use? Do the outcomes add value? Are they in the most effective form possible? You can see how all participants actually spend their time. WorkScript provides an exceptional level of detail, drilling down to uncover significant



1. Create a visual representation of the process

2. Generate interactive Process Action Pages for your Intranet / website

amounts of hidden time and non-value-adding activities—for example, how much time people spend just getting ready to do a particular task. And of course, all the six-sigma reporting you will ever need.

### Instant rollout of better processes

Using the WorkScript Process Wizard to focus on business processes, means that you can deliver actual improvements, not advice about change. Meaningful change, however, doesn't happen at 10,000 feet—it happens down in the work groups and departments where the work actually gets done.

The WorkScript Process Wizard is effective because it's at these levels that internalisation of processes, knowledge, goals and values takes place. A manager's intervention in a process can enable people to see the results of change on their own work—making them powerful internal advocates for the change process. This is critical since people issues and attitudes are, more often than anything else, the key factors in the success or failure of BPI projects.

For sustained advantage, change must become a habit, embedded in daily work; which means that the WorkScript Process Wizard is only valuable to the extent that it becomes part of "the way we do business".

### Incremental improvement, not the "big bang"

The dramatic gains that are possible through BPR are often used to justify drastic methods. Our experience with a wide range of



organizations shows that an incremental approach can deliver equally impressive results far more cost-effectively and with less disruption. It isn't necessary to "obliterate" everything in sight to achieve spectacular results.

The Process Wizard's focus on work groups and departments lets you engineer business process improvements in bite-size pieces. You make a change, then watch what happens. Measure the results. Make another change. Successes in one area can gradually be applied to others. Effective process re-engineering leads naturally to re-examining the dynamics between groups and departments.

A WorkScript Process Wizard implementation usually proceeds through five discrete phases: define goals, analyse process, redesign process, implement process, measure process. The decision to move on to the next phase is based on quantifiable business benefits. In fact, very often the changes you make in one



phase become sources of funding for subsequent phases. Many organizations find that the process quickly begins paying for itself.

**Instilling a culture of continuous improvement**

The WorkScript Process Wizard isn't just another office application—it's a new way for you to manage and leverage corporate memory with the emphasis on improving the performance of your people and processes through policy and strategy.

We emphasize knowledge transfer to internal BPM teams directed by business managers, rather than information technology managers. Once implemented, the WorkScript Process Wizard can be configured to provide continuous, automatic feedback on the effectiveness of work processes.

The WorkScript Process Wizard can capture the amount of time staff spend on learning about processes, using tools, accessing policy and support documentation, viewing items from their in-trays, and completing tasks. This finely detailed data is then

automatically analysed and reported against the organization's six-sigma metrics and KPI's—providing real-time information for management decisions and flagging potential problems early. Your investment in the WorkScript Process Wizard becomes a long-term, value-adding asset.

The WorkScript Process Wizard will enhance your organisation's productivity by empowering your staff and management, and providing real time reports on critical activities. It enables your organisation to cut through the time-consuming clutter within a process, and focus on those key result areas that make a difference.

**We've been doing BPI for a while**

Wordware is not a newcomer to BPI. We've been doing it successfully for the past decade. We're the industry leader in BPI technology in Australia. Many of our customers have found that instead of simply replacing paper workflows with electronic ones, they can increase their return on investment many times over by changing work processes to take advantage of this new Process Wizard approach.

Through our work with these customers, the WorkScript Process Wizard has become a disciplined, field-tested and robust process improvement environment, for use with the Internet or intranets in specific business areas—insurance claims processing, consumer lending, plant maintenance, university admissions, regulatory document management, litigation support, trade finance, healthcare compliance and hospital records management to name a few—where Wordware and our channel partners have in-depth knowledge and experience.

Prove the potential value of the WorkScript Process Wizard to your organisation by conducting a limited trial of the system in a critical and complex area of your business. A limited trial is inexpensive and may be one of the more important decisions you make about the future of your business.

For more information, please contact:



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