



***"Automated electronic routing ensures that the right document is seen by the right person(s), at the right time"***

The purpose of Workflow is to improve business operating processes by progressing work efficiently to the appropriate personnel within an Enterprise using an easy to use visual routine. Hitec's ds32.workflow reviews customer processes requiring workflow technology and generates flow diagrams for the procedures involved .

The business process involves a number of different elements, including: incoming and outgoing information; company procedures; participation of staff members; liaison with other companies. ds32.workflow organises these components by breaking down the business cycle and separating them into individual tasks. These tasks are subsequently allocated to specific individuals making it clear with whom responsibilities lay. Each employee knows exactly what to do, when to do it and how to do it.

Using ds.32.workflow, tasks are not only allocated but restrictions can be applied. For example, by applying date and time functionality deadlines, targets can be met efficiently. This creates an effective and more productive working environment.

The ds32.workflow application is set-up in such a way that it ensures the process will not continue until each aspect of the previous step has been completed correctly. This assists in the reduction of bottlenecks and pinpoints the stage of the process as well as the individual responsible.

Other key features include;

**Process Automation** - steps are automated or manual depending on the user.

**Task audit screen** - option to monitor costs & process duration, actual and forecast.

**Manual or Automatic Work re-allocation** - during staff absences, the system can be configured to re-allocate tasks to alternative employees.

**'Parallel Routing'** - This ensures that any specified combination of staff must contribute to a task as required, before that task will be considered complete.

**Accessing external applications** - for retrieval or updating of information, for example 'Line of Business' applications. It is also possible to access applications such as email, Word, Excel, or any other desktop applications.

ds32.workflow enables organisations to control the flow and speeds up the authorisation process for all types of documentation including Purchase Invoices, Cheques, Loans, Investment / HR Applications, Claims and Local Government procedures. Organisations who have implemented ds32.workflow have reaped such benefits as enhanced customer service levels, Improved productivity, reduced costs, increased competitive advantage and rapid return on investment.

ds32.workflow is a completely scalable solution, which seamlessly integrates with other leading modules in Hitec's product suite.

#### **Benefits Include:**

- Fast Processing & Authorisation of documents
- Enhanced Customer Service Levels
- Improved Employee Productivity
- Reduced Costs
- Increased Competitive Advantage
- Rapid Return on Investment



Hitec (Laboratories) Ltd is a proven market leader, engaged in the development, delivery and subsequent professional support of Electronic Information and Document Management Solutions. More than 500 organisations have already installed Hitec's leading DataStore COLD and integrated imaging solutions. These organisations are now reaping many benefits, such as reduced operating costs, enhanced security controls, simultaneous or concurrent access to the same information, better information management and improved efficiency within a department / organisation. Customers also benefit from greatly improved disaster recovery and contingency planning.

For further information call Hitec Laboratories on **+44 (0)1753 583000** or check-out our website at **[www.hiteclabs.com](http://www.hiteclabs.com)**