

CM Workflow



Centralised Control for Business Process Automation



Document Automation for Business-Critical Correspondence



CM Workflow

Managing document workflows can involve numerous procedures for production, compliance, and record keeping which can vary for each business case within an enterprise or through a production centre. CM Workflow can streamline management of these critical tasks, centralising command and control for extensive workflow process automation. CM Workflow provides a framework for automation with a drag-and-drop interface that allows an administrative user to configure, create and monitor jobs within the system and manage the whole lifecycle of document production processes. This gives our business partners access to high integrity, low risk systems to cut their administration costs and increase cash flows.

Workflows From Simple to Complex

CM Workflow can automate custom workflows with any level of complexity. In its simplest form, it can be used in a print production center just to automate single print requests. But just as easily, it can be the engine that makes all of the automated decisions within a complex business processing environment.

Cross-System Processing

CM Workflow's flexible configuration framework allows seamless integration of processes involving disparate enterprise systems (Accounting, CRM, etc.). Pulling files, checking them, pushing them, guaranteeing their delivery and archiving them — all simple but important activities that need to be handled carefully and thoroughly.

Tasks of Any Variety

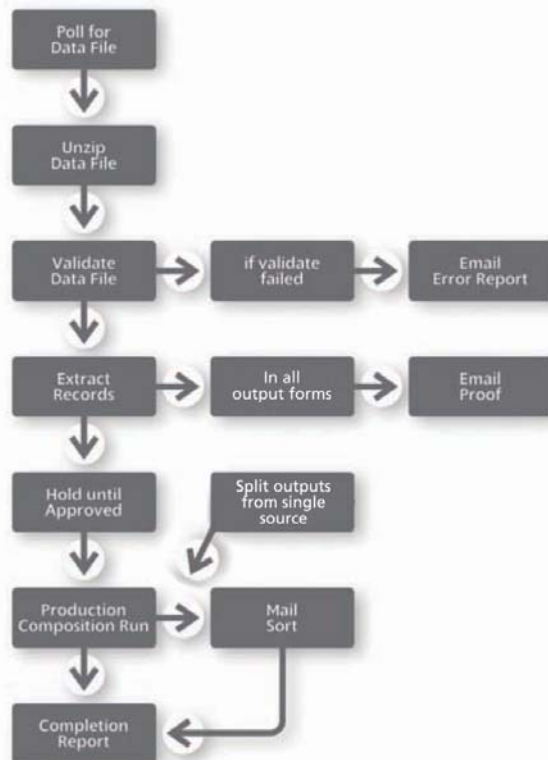
Processes can be as simple as scheduling database updates, synchronisations and extracts, or as complicated as load balancing processor intensive tasks across

multiple systems, with sequenced procedures that rely upon one process to complete before the next one commences. CM Workflow can control processes such as database management, archive updates, health checks, data de-duplication, merge/purge and mail sort, as well as data and format conversions and compression. Processes may be defined on a system, job or file basis and are configurable by the user. Processes may be carried out in any order, any number of times and may be dependent on the result of any other process within the defined workflow. Outputs from CM Workflow include print, email, fax, voice, SMS, XML and more.



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- 1** Log into CM Workflow in a web browser
- 2** Drag-and-drop processes into workflow
- 3** Add parameters, schedules, and business logic
- 4** Link in sequence with contingencies
- 5** Define status reports and notification messages
- 6** Activate and monitor



Unlimited Workflows

CM Workflow is designed to be command central for all your custom workflow processes. It's open and flexible architecture allows for an infinite variety of workflow definitions that can be activated and monitored simultaneously across your business.

Core Benefits

CM Workflow will have immediate tangible results within your organisation. With business rule based process automation, the days of manual errors are over. The audit control logs capture every step within a desired workflow allowing your various administration teams to focus on client relationships.

An example may be the total automation of all outbound correspondence within one hour of message creation. This will have two main impacts, the first being increased cashflow through the transactional message arriving in a more timely manner. The second would be a decrease in collection days as the accounts receivable teams will now focus on collections and not on those manual business processes required.

Cost reduction through decrease of mouse clicks,

speed to market, hand processing and alternative methods of distribution guarantee savings to your business.

CM Workflow can also be deployed to purely process data to generate reports and data files with Cheque-Mates acting as your trusted and flexible IT services partner.

Command and Control

While you can use CM Workflow to automate particular workflows and optimise and monitor targeted business processes, its capability to simultaneously manage diverse workflows provides efficiency and management benefits as well. By centralising command and control of all custom processes, you can eliminate the need to have batch files and scripts running all over the place to meet the customised workflow requirements of your different business processes. Having one point of contact can provide visibility and ease maintenance and monitoring burdens. Similar efficiency benefits come from having a centralised point of contact to manage inputs, such as file uploads from web portals, outputs such as sorted and processed jobs, and feedback such as email notifications.

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