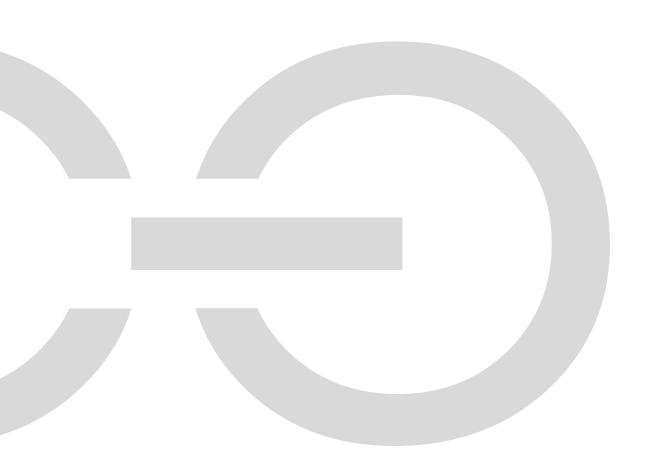# WEBCON®

12 typical situations you are guaranteed to encounter when using a BPM platform

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Smoothly implementing a BPM platform along with a handful of key processes is only the beginning…

The true strength of a BPM solution is measured by its ability to effortlessly build upon, manage and integrate hundreds of processes.

In the following article, we break down 12 real-life scenarios which specialists responsible for the development and maintenance of BPM systems can expect to encounter on a daily basis. Each situation presents a different set of challenges and obstacles, which we'll be taking a closer look at below.

We wish to highlight areas which are prone to becoming sources of problems at one point or another. It is our intention to inform you, dear reader, that deciding on a BPM solution is a very complex process, and that it is absolutely essential to be fully aware of all consequences that may result from this decision – both good and bad.

We hope you find the following piece valuable

WEBCON team

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Situation 1

YOU ARE LEAVING ON VACATION AND HAVE DOZENS OF ONGOING TASKS IN VARIOUS PROCESSES

Objectives:

- Assign active tasks to the designated substitutes and grant them access to necessary resources

- Tasks and privileges should be assigned to both the absent employee and their substitute simultaneously

- When the vacation ends, all tasks and privileges temporarily assigned to a substitute should be returned to the original user

WEBCON BPS features:

- Integrated substitution system, if needed for each process separately

- Ability to obtain information about substitutions from external systems

- Defines who may assign substitutions to whom

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Situation 2

THE COMPANY HAS BEEN REORGANIZED, YOU ARE NOW A HEAD OF DEPARTMENT

Objectives:

- You want an overview of every task and document assigned to your direct and indirect subordinates

- You want access to the history of each task, as well as the ability to reorganize duties and access privileges

WEBCON BPS features:

- Access to tasks, documents and workflow elements is granted based on the most recent company structure

- Company structure is loaded automatically from the Active Directory or any other system

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Situation 3

A NEW SALES PROCEDURE WAS INTRODUCED WITHIN THE COMPANY. YOU STILL HAVE HUNDREDS OF PURCHASE REQUESTS IN VARIOUS STAGES OF COMPLETION

Objectives:

- The new company procedure requires all purchases to be handled by the sales department

- The change should be introduced on the testing environment first

- After testing and approval, the changes should be transferred to the production environment

WEBCON BPS features:

- By default, all changes to the process definition are applied to all ongoing workflow elements

- Moving updates from TEST to PROD environments will also alter the behavior of ongoing processes

- In the ENTERPRISE version, licenses for DEV and TEST environments are provided free of charge

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Situation 4

A COMPLEX WORKFLOW FOR PLACING ORDERS, CONTAINING OVER A DOZEN STEPS AND FORMS REQUIRES THE ADDITION OF AN EXTRA ELEMENT

Objectives:

- You want to introduce an additional field onto every form. It will be used to specify the priority of the order, and placed in a clearly visible spot

- This change should affect both the desktop and mobile version

WEBCON BPS features:

- The system allows for modifying the default positioning of form fields, as well as their visibility and accessibility settings on individual steps

- By default the mobile form inherits settings of its web counterpart

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THE LEGAL DEPARTMENT NEEDS A SYSTEM FOR AUTOMATICALLY GENERATING AND ARCHIVING AGREEMENTS

Objectives:

- Agreements should be generated according to templates designed with MS Word; data should be loaded into them directly from a CRM

- The finished agreement should be converted to PDF and have a digital signature applied to it

- A scan of paper document signed by both parties should be kept in the system and treated as the final document

WEBCON BPS features:

- WEBCON Word Add-in allow simultaneous work on Word documents

- The system allows to generate and update documents using custom templates for MS Word

- Data placed in MS Office documents can be loaded from external systems and can be presented in table form

- Word and PDF attachments can be signed with a digital certificate from Central Certificate Store, or by using the DocuSign component

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CERTAIN USERS ARE EXPERIENCING INEXPLICABLY LONG FORM LOADING TIMES

Objectives:

- A rapid diagnosis to pinpoint the cause of this issue is necessary

WEBCON BPS features:

- Complex system for gathering global and individual statistics

- Two logging levels (debug i trace) quickly identify the source of the problem: external factor, Web Service, business rule, suboptimal query

- Every time the form is loaded, detailed information about obtaining data used in form fields and queries to the database is presented

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Situation 7

THE COMPANY'S VACATION PLANNING APPLICATION SHOULD ALSO BE AVAILABLE ON MOBILE DEVICES

Objectives:

- Deliver an app for registering and approving vacation dates as cheaply and fast as possible. It should work on iOS, Android, Windows Phone

WEBCON BPS features:

- Mobile apps are available to download for free in app stores for iOS, Android and Windows Phone

- By default, every business application designed in WEBCON BPS is compatible with mobile devices

- The mobile app features a native, user-friendly interface that displays workflow element lists identically to desktop Web Parts

- Form display has been optimized for mobile devices

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Situation 8

ONE OF YOUR DEPARTMENTS STILL DELIVER DOCUMENTS IN PAPER FORM

Objectives:

- You want an immediate access to information about the document: the consignment note number, total weight of the delivered goods, and order number

- The process of obtaining the specific information from a document has to be automatic

WEBCON BPS features:

- Integrated OCR module based on artificial neural network algorithms

- OCR learns on its own. Providing the system with a few examples of paper documents and specifying where to find the desired data is enough for it to identify patterns and recognize those fields on future documents

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Situation 9

IT IS NECESSARY TO MIGRATE THE SHAREPOINT ENVIRONMENT TO A NEWER VERSION

Objectives:

- The migration costs should be kept as low as possible

- During the migration, the system should be running continuously and relatively unimpeded

- Graphic design or programming adjustments should be reduced to a bare minimum

- Returning to the previous version of the system should be possible as a part of a security procedure

WEBCON BPS features:

- WEBCON BPS has supported all SharePoint versions from WSS 2.0 up to SharePoint 2016 Enterprise, allowing effortless migration

- The newest versions of WEBCON BPS will always support the most recent and the preceding version of the SharePoint platform

- Switching between the supported versions of SharePoint does not hinder the workflow engine in any way

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Situation 10

FROM NOW ON, INCOMING AND OUTGOING DOCUMENTS MUST MARKED AND ARCHIVED

Objectives:

- Fast authentication and identification of incoming and outgoing documents (both physical and electronic)

- Fast access to crucial information regarding the document's history (author, sender, send date, recipient, purpose, location of the original document)

WEBCON BPS features:

- Integrated system for applying barcodes to documents

- Cooperates with barcode printers (e.g. ZEBRA)

- Applying 2D codes to generated MS Word and PDF documents as well as form printouts

- Documents that are received via e-mail, scanned or placed in network folders are automatically queued for OCR processing, and then added as attachments to workflow elements

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Situation 11

YOU NEED A GRAPHIC STATUS REPORT ON THE KEY PROCESSES IN YOUR COMPANY

Objectives:

- The management needs to have a tool that is both fast and easy to interpret (i.e. administration dashboard)

- This graphic visualization should also be available on mobile devices

- Detailed information must also be available to those interested

WEBCON BPS features:

- Integrated Web Parts allow various charts to be generated based on metadata in workflow elements

- No programming required in chart creation

- Charts are available on mobile devices

- Charts also allow detailed analysis – comprehensive data can be viewed in a table after clicking the char

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Situation 12

SINCE THE INTRODUCTION OF ISO STANDARDS IN YOUR COMPANY, ALL ACTIVE PROCESSES MUST BE CONTINUOUSLY DOCUMENTED

Objectives:

- Every process defined in the system must include detailed documentation

- Documentation should be updated one day after implementing changes at the latest

- Documentation must be standardized

WEBCON BPS features:

- Built-in mechanism for process documentation generation

- In addition to the description, a graphic visualization of the process is also generated

- The process administrator may include annotations at various stages of a processes' creation (e.g. after making an adjustment) to enhance the level of detail in the documentation

- Documentation created for each and every process will adhere to the same standard