

White Paper

Dexik Workflow Solution: Taking Care of Environment and Your Processing Needs Has Never Been so Easy

Doing business is a privilege and responsibility especially in modern economies concerned with resource conservation and increasing effectiveness of the business. The competition in many industries is fierce and businesses are looking to improve their processes, increase performance, engage automation and go paperless.

Going paperless not only allows saving forests, water and electricity, but can be a major contributing factor in saving money on operation costs. The recent studies show that companies spend in average \$20 to file a document, while spending \$120 to find a misfiled document and \$220 to restore a lost document. It is much easier to find a misfiled document, when you have Electronic Document Management System implemented.

If EDMS is accompanied with Workflow System, it not only makes it easier to find a document that was misfiled, it also makes it very hard to file document incorrectly.

There are several guidelines that we strictly follow when building Dexik Workflow:

- Capture system should be robust and support different ways of automation: OCR, ICR, Full-Text Search, Double-key Indexing, Barcode Recognition and other processes means to minimize and even prevent human error.
- Workflow System should include post-verification steps to flag documents that do not match certain criteria. The system should support easy-to-use search capabilities to effectively re-file document if error occurs.
- While system should possess large set of pre-defined processes, adjusting or altering the standard processes per customer's requests should be easy and cost-efficient.

While Dexik Workflow Solution is powerful suite out-of-the-box, it also possesses wide customization capabilities, from custom scriptable "user actions", scriptable automatic script, adjustable forms to implementation of custom modules.

Since the early introduction of electronic document management system in 1990 the market has changed and the suites changed with it. When the market was evolving, a large number of small and medium sized companies were keeping the product competitive at fair price to the

customer. Later, the story has changed and now customers are usually heavily overcharged for mediocre products and services. The average industry service rates risen to 250\$ per hour and more. At the same time, the solution prices increased 5 to 10 times.

As a result of the pricing changes, it became harder for small and medium-sized businesses to get the ROI (Return of Investment) on the Workflow and Document Management System in considerable amount of time. The longer ROI time means that the company will probably end up on the “outdated” software, if they don’t want to lose part of their investment.

Dexik’s goal is to provide software and solution to wide range of businesses at fair price. What is fair? The fair price is the price that businesses will be comfortable to pay for high quality service.

When this goal was declared by Dexik, we decided that our only chance to meet this goal is to create the software so powerful and at the same time so flexible – it would be very easy to provide solutions at minimal internal costs. Dexik Workflow Solution is modern application suite built on the latest technologies provided by the industry leader Microsoft.

We are open to utilize Java platform too as our customer is the driver seat.

This brings us to the second point of our discussion. What is better: standardized industry solution or the solution that fits customer’s business? What’s easier to change - people or software?

Companies are often searching for out-of-the-box solutions, without realizing that it may not be the best fit. Some larger companies on the market often dictate customers their “solutions” that will address common industry challenges, but will not necessarily fit the customer. Later, it is often realized that changing the process to accommodate the proposed solution is very costly, but by that time purchasing decision is already made and customer struggles to “fit” common business schema.

Additionally, the “custom development” is considered to be costly and take longer time than out-of-the-box software.

Despite some common beliefs, it is actually easier to change the software, not the way how people work. People tend to work the certain way especially when we are talking clerks and other employees that perform routine tasks.

Working on similar tasks day after day requires people to work out a certain pattern how they work and changing small things can disrupt their work. This disruption will cause loss of productivity, overall dissatisfaction with the job and with the software performance.

Of course, the software should contain flexibility within to adjust to user requirements and vendor should be willing to go that extra step for their customer for the reasonable price. Sadly, some vendors try to force “their way” on customer that is true for the way how workflow works, user interface or even the solution ownership.

Dexik is always willing to go an extra step and we believe it is the right and honest thing to do. The customer is entitled to respectful treatment and all the attention possible not just before the deal is signed but up until the work is completed.

A good example for one of the latest business models that is being forced by some industry leading companies is “On-Demand”. While it is proven to be a very successful approach for some industries and customers – it is not a universal panacea for the industry. Some customers are more sensitive to their data and the software should fit both “On-Demand”, “On-Premises” and “Hosted” business models.

Dexik Workflow Solution is built in mind to be a good fit for any business model. If you are the solution provider hosting solutions for your customer – the DexFLOW will be a good fit. If you are the customer who wants to host the application outside, our solution easily fits this schema with the remote administration, configuration and management tools. If you are the customer that wants to keep the full control of your data, images and process – Dexik Workflow Solution is the best fit saving customers time and money on hardware, software and maintenance expenses.

Some businesses are struggling with another dilemma: it may seem that their process either cannot be automated or will be too complex to automate. This may be true for off-the-shelf packaged solutions. The large and variable number of project participants, the enormous quantities of information to manage, and the fact that projects must generally be started without complete information, all make the automation of this process uniquely challenging. It is not just a matter of installing and configuring the basic software package.

The automation tools must be integrated into work processes, and the work processes must be fine-tuned to take full advantage of the automation. At the same time, work process changes shouldn't be drastic; these should follow an easy evolutionary path towards better information management. Sometimes even engaging the software solution provider who has deep industry knowledge and implementation experience may not be enough. The software should be powerful, flexible with multiple integration levels and to gain the substantial benefits of automation, business owners must engage an experienced software supplier as a partner that is ready to listen to their specific needs and challenges and understands the basic rules, like: **every customer is unique** and **customer is always right**.

The Challenges

Most of the businesses are already facing significant, costly process automation challenges. The ones that don't experience such a challenge yet will probably start experiencing these problems in the near future.

AIIM ([Association for Information and Image Management](#)) research shows that business will handle close to 10 times more information in 2011 compared to 2006, which means that organizations with paper-based processes and archiving will drown in paper. Process automation together with electronic document management (ECM / EDMS / Workflow) will serve the businesses to be prepared for the challenge.

Going paperless will both help the environment and make an organization more productive with easy, effective and simultaneous access to valuable information from across the organization.

Hardware Costs Increase

For businesses implementing process automation and increasing overall system performance new hardware purchasing is cost-prohibitive. Powerful hardware is often very expensive; even when the company needs to purchase several new servers for automation processes. It is not about the hardware itself – searching for the piece that meet company's needs best, approval procedure, shipping, installation - all this is a money and time consuming process.

Incomplete Utilization of System Capabilities

Business process automation limitations often lead to the situations when system capabilities are not used to the full extent. For example, some processes are performed only on the server; while tens to hundred of workstations are used only for user tasks. The workstation computers are usually in idle state for half or more time. Have you ever asked yourself: do I have a better way to use these resources?

Software Licensing Cost Increase

Purchasing new hardware for process automation and improving overall system performance lead to software licensing cost increase. Similar to issues with purchasing new hardware, increasing software licenses cost doesn't only mean new software purchase price but also costs associated with time spent for installation, configuration and troubleshooting. Maintenance of the software is another cost factor.

Low System Tasks Prioritization Capabilities

What process is more important – processing Correspondence or New Loss documents? Is it possible for the system to automatically stop processing low-priority items in order to free the way for higher priority items? The answer can be critical to many process industries.

Software Management Cost Increase

Low prioritization capabilities, inability to use the system to full extent often are the reasons for expanding system administrators' staff. For each process company, with annual task throughput increase the number of human work performed for software administration lead to another cost increase.

Inability to Force Immediate Task Execution

Inability to forbid the user performing other working tasks (such as writing emails, filling in timecards or surfing the Web for personal needs) unless the primary job tasks are completed, often leads to decrease in performance and sometimes missed deadlines or Service Level Agreements.

Existing System Replacement

Most of the businesses that are already using some automation software either purchased or home-grown have worked out a certain pattern how the process goes. The challenge is to replace the existing system and keep the process the same to the extent of customer satisfaction. Most likely, customer would be willing to change some of the processes, but they won't be able to change the whole thing. The evolution should be progressing at the pace the customer is comfortable with.

Growing Customer Expectations

On one hand the customer is usually not comfortable with changing their current process much, but on the other hand users want to see newer looks and features that they see in other applications they use, like Microsoft Office. Combining existing functions with new features, functions and UI tendencies could be a tricky task, if it hasn't been part of the product design.

The Ultimate Solution: Dexik Workflow Solution

Dexik Workflow Solution helps businesses to overcome the challenges of process industries resulting in highly efficient business automation and greater profits. DexFLOW provides possibility to execute predefined types of tasks remotely on any available resource in the Network.

DexFLOW can be easily “complemented” with additional tasks and functions, both automated and user-driven. The functions can be used to integrate with other software or storage solutions, as well as for building complex Multi Client – Multi Server solutions.

Dexik Workflow Solution is a powerful tool for work collaboration, workflow automation and document management. The flexible platform and the latest advanced technology make Dexik Workflow Solution – the ultimate solution for Document Management and Workflow Automation.

The Benefits

Listing all the benefits of electronic document management and workflow automation could turn this document into an endless list of benefits. This is why we'll only focus on the most obvious ones.

Reduce Operation Costs

Implementing Dexik Workflow Solution will result in lower operation costs both by optimizing the process and by reducing a significant number of hardware and software necessary for business tasks execution. With Dexik Workflow Solution there is no need to purchase new costly hardware and software. For the business task of any complexity there is a solution if you have the right people on your side assisting you.

Improve Process Management

A highly efficient system, like Dexik Workflow Solution means you have multiple tools at your hands to automate and optimize the process. With various ways to automate (OCR, ICR, E-Mail Management, Barcode Reader, Form Generation, etc.) and validate user's work – the process will be streamlined to new efficiency levels. It is also easier to handle from management and administration standpoint. Automatic tasks prioritization capabilities will not involve human interaction; as a result human error factor is eliminated.

Electronic Form Management

According to recent studies close to 85% of business processes heavily depend on different kinds of forms, and surprisingly enough most of the forms are still handled on paper. Going paperless with electronic forms will bring immediate result and almost instantly revolutionize your workflow.

Paper Challenges: Storing, Processing, Shredding

The paper documents require proper, permanent storage as well as process setup for the destruction of sensitive information. The companies are handling more and more paper documents and the amount of paper is expected to grow ten times or more within the next 5 years. With the number of privacy and information disposal laws at the federal and state levels has grown exponentially, disposing of the documents becomes a serious issue. Unauthorized access to the document or parts of the document could have serious consequences both legal and commercial. Document redaction, document security and retention policies will greatly assist in handling this process. While you will still have to decide what to do with the documents when these are digitized, the burden will feel lighter.

Job Prioritization

One of the Dexik Workflow benefits is the ability to determine the job prioritization and force users to complete primary tasks in the first place before continuing to other secondary work tasks (e-mail, time reports, etc.). Ultimately, this will result in overall processing performance increase.

Never Lose a Document

Implementing Dexik Workflow Solution significantly decreases a chance of the document being misplaced. The chances of losing a document are none as soon as the document is digitized. Searching for the document will take seconds, not even minutes.

Improve Satisfaction

An efficient industry operation eliminates unnecessary process management procedures enabling staff to focus on direct tasks. The result is greater job satisfaction and increased productivity for both management staff and executor staff.

Dexik Workflow Solution: The Edge of Technology

Let us discuss why we believe that Dexik Workflow Solution is the best choice in Workflow Automation and Document Management.

Architecture

Dexik Workflow Solution architecture provides easy and effective load balancing: when you add another “Agent” (execution engine) the system will automatically know what modules this agent can execute and the workload will be automatically distributed.

Customers have ability to utilize existing server-machines and even workstation machines for executing certain tasks.

All the processing is “server-based”, meaning that DB and image repository access are limited to server-server traffic. This allows faster access to the database and image repository and at the same time makes the system more secured.

Security

Dexik Workflow Solution security cannot be breached for either outside or inside. The users will only see what they are supposed to see by their current security status. Neither the user of the system nor outside hacker has a way to find out where data or images are located.

Dexik Workflow Solution provides multi-tier security level, starting from HTTPS security for the web-client and continuing with secured traffic. Dexik Dispatcher serves as a “gate” or “firewall” for all the traffic in the system.

Newest Platforms

Dexik Workflow Solution is built on Microsoft .NET 4.0 and Microsoft Silverlight 4.0 platforms. This combination allows greatly enhancing both visual capabilities of the product and making the solution more expandable with the latest development features provided by Microsoft. In addition, Dexik Workflow Solution supports both x86 and x64

operating systems natively enabling the customer to use the hardware to full extent.

Flexibility

At Dexik, we would like to say special “THANK YOU” to our customers, who helped us a lot by being involved in the product design process through the feature requests. Analysing requests from our customers helped us understand much more about their business and as a result – foresee and implement multiple integration points throughout the system. Without the help of our customers, Dexik Workflow Solution wouldn’t be as great as it is right now.

DexFLOW integration includes: automatic scripting on the server side (Barcode, OCR, Retention, Conversion, Validation, etc.), scriptable-buttons on the client side (all the actions in the system are described by alterable scripts) and ability to integrate DLLs and modules developed by the client or VAR/VAD seamlessly into the system.

Ease of Use

Although the statement above may look like the system is too complex – it is not. The integration points are just options that can be used by more demanding customers.

If customer’s process is relatively standard, the standard functions and server scripts should satisfy their needs. All the configuration screens are visual and intuitive, allowing administrators with less experience to navigate through the system without any problems.

Bottom line: if you have experienced programmers in your organization – good for you, we’ll give you all the tools. If you don’t have programmers or programming experience you will be very much satisfied with the standard functionality. If you need something extra, Dexik is always ready and willing to help you with your needs.

Manageability

Dexik Workflow Solution is a user-oriented system and the management of the system meant to be centralized and simple. That was achieved by utilizing several basic concepts:

- 1) System should have a centralized tool allows designing workflows and data dictionary, setting up users and groups, configuring automatic processes, distributing work between users and/or processes and so on.
- 2) Each of the system components should have the automatic update mechanism, similar to cell self-reproduction cycle.
- 3) Installation and update packages should have a centralized storage system to prevent version conflicts.
- 4) System should have an automatic monitoring and error-notification service.

Utilizing these concepts allowed us to build the system that is not only fast and efficient, but easily and efficiently manageable. Despite all the features, the Administrator will only have to use 3 tools:

- 1) Configuration Manager: all-in-one tool that allows creating and modifying information structures, process flow, templates, users, groups, security settings, etc.
- 2) Monitor: for monitoring system performance and statistics.
- 3) Automatic Process Profiler: a special application used for monitoring of automatic processing steps and investigating any issues.

Lower Costs Mean Faster ROI

Dexik Workflow Solution is a lower cost system than most of the competitors. Depending on solution the pricing for licenses could be 2-5 times less than other companies on the market, like EMC, Hyland, IBM, Oracle, Laserfische. As software maintenance price is derived from the licenses cost, same applies to maintenance cost.

The reason for the pricing difference is the highly-effective business model implemented by Dexik. We only employ high-level professionals and keep our staff from expanding without actual needs from our customers. Our employees are smart, responsive, and efficient. Every person possesses unique knowledge in modern technologies and customer processes allowing same group of employees to serve more customers, providing faster responses and better customer satisfaction. Most of our calls are answered within several hours and that means problem resolution not just plain problem registration.

Lower costs and superior software and support quality allow our customers to get their ROI faster than with other solutions.

The Dexik Workflow Solution consists of the following basic components:

Dexik Workflow Solution Server – the set of services and modules that reside on one or more servers and execute all the logical and business tasks of the Workflow and Document Management system. This server included Workflow Engine, Security Engine, Content Management, OCR, OCR, FTS, Retention, Barcode Reader and other processes required for effective process automation.

Dexik Configuration Manager – the application that is used by the workflow system administrator to setup data structures, workflow process, configure user access and security, manage user-actions and automatic scripts, stamps, electronic forms and other essential components of the solution.

Dexik Workflow User Console – the Windows Forms application, providing user with interfaces to manage work items, generate electronic forms, store and index documents, search for the indexed items and perform other workflow tasks.

Dexik Workflow Web Console – the Silverlight 4.0 application, which is functionally identical to Dexik Workflow User Console. It provides more flexibility to the organizations that want to deploy web-based platform applications.

Dexik Workflow Automatic Processor Profiler – the application that is used for monitoring and profiling the automatic processes within the workflow.

The other components used as part of Dexik Workflow Solution Server are the Dexik Task Agency suite – the distributed processing system that serve as load-balancing, security server and execution engine for the workflow tasks.

For more detailed information on Dexik Workflow Solution, please refer to [About DexFLOW](#) document.

Conclusion

For corporations seeking processes automation using Distributed Processing Systems, no other product delivers the robust and flexible solution capabilities like Dexik Workflow Solution. With advanced management capabilities, comprehensive monitoring and analysis, high prioritisation capabilities, Dexik Workflow Solution will cut corporate costs, increase overall performance and improve satisfaction.

When considering the Workflow System implementation, please review which of the following benefits are considered the top priority for your organization: Increased Productivity, Document Networking, Document Collaboration, Economic Benefits, Environmental Benefits plus Document Security and Loss Prevention.

When shopping for the particular software, it is helpful to answer the following questions:

- 1) What are our business needs? What do we wish to achieve?
- 2) What are the main selection criteria?
- 3) What is the budget and ROI for the software?
- 4) Do we want to settle for mediocre software or services at higher price just because it comes with the bigger name?
- 5) Does “big name” really make the software with “at most” the same capabilities 2-3 times more expensive?
- 6) Why wasting money when economy struggles?
- 7) Why some companies are more effective than others?

Every customer wants to have a growing, evolving market. By making wise choices, you help the market to become more competitive, leading to higher standards in products and services. Ultimately, by supporting active market – customers help themselves in the long run.

If you feel that you are ready to talk about your needs in Workflow Automation and Document Management, we are waiting for you to contact us. Our goal is to help guiding you and your company to the ultimate success.