



**Redwood's Insight™**  
Connect business and IT processes with Cronacle and  
Enterprise Process Automation *powered by SAP® CPS*

**REDWOOD®**

## Transparent, Real-Time Monitoring of Your Automated Business Processes

Redwood's Insight provides you with flexible, real-time, filtered views of all your business processes while also enabling you to add manual or business-based tasks to any automated process chain. The monitor tracks important task dependencies within any process so functional users can perform specific process steps to automatically trigger the execution of the next task or just see how the process is progressing. Redwood's Insights align and connect your business goals with critical IT tasks to enable agile enterprise process automation across your enterprise.

## Fixing Fractured Processes

Business processes almost always involve both business and IT functions. Processes such as order-to-cash, meter-to-cash, business intelligence (BI) reporting, backup, system copy, procurement, replenishment and many others demand deep collaboration between business and IT. Typically IT professionals run key automated business processes and business users function as a customer for the reports, data or updates IT provides. Business has no visibility into IT processes and IT has no visibility into business processes. Businesspeople wait for IT to fulfill their needs and IT waits for business users to explain their requirements. If either side has to stop at any point in the process to wait for approvals or to examine technical details, the whole process must stop until both sides can reconvene and determine next steps.

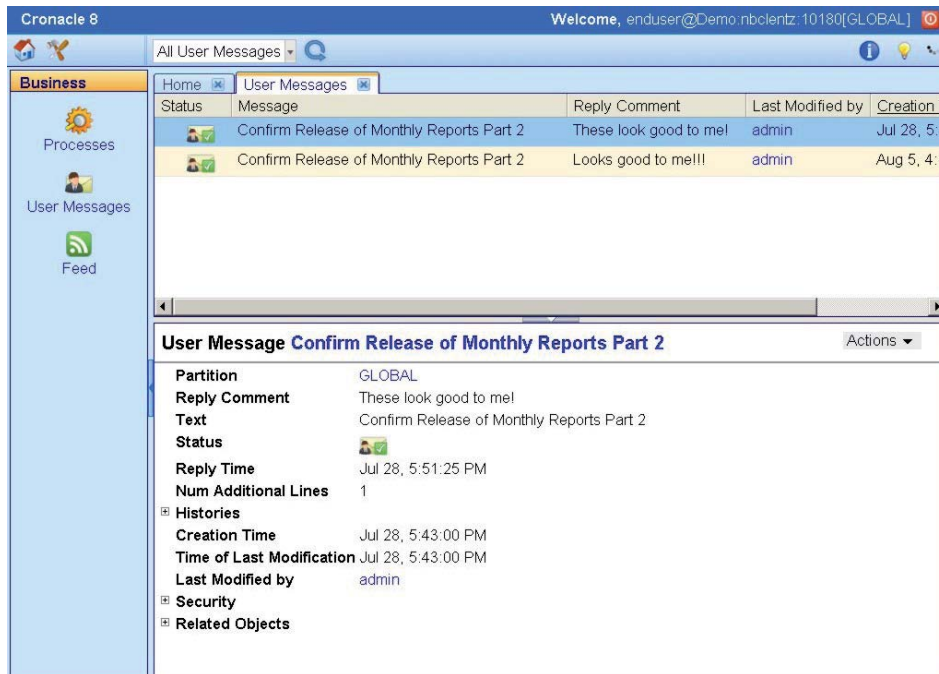
This kind of fractured process creates delays and generates costly errors wherever it is found. It makes your entire business less agile, less informed and at greater risk. But there is a simple, elegant answer to this pervasive problem. With Redwood's Insight you can easily bridge these gaps in your enterprise—wherever they may be—and connect business and IT in collaborative, informed business processes.

The event-driven design of Cronacle and Enterprise Process Automation *powered by SAP CPS* gives you the most flexible approach to workload management, enabling you to reflect business-level processes in the underlying IT environment and dynamically respond to change. Insight uses this event-driven approach to provide thorough process monitoring for both IT and business users while also giving business users a way to actively participate in process chains—adding dependent approval cycles or other tasks—to existing chains. This closes the loop on complete business-IT processes to keep everyone informed and included in any business process without unnecessary starts and stops.

The screenshot displays the Cronacle user interface. The top navigation bar includes the Cronacle logo, a search icon, and a welcome message for the user 'enduser@Demo.nbcolentz: 10180[GLOBAL]'. The left sidebar contains navigation options: Business, Processes, User Messages, and Feed. The main content area shows a 'Running Processes' table with the following data:

Status	Description	Instance	Start
	Summary of Monthly Report Publishing	August_2010	Aug 5, 4:13:30 PM
	Notify Directors that Practice Plan Summary is Available		
	Publish Division Clinical Activity Dashboards		
	Supplemental Dashboards Available		
	Confirm Release of Monthly Reports Part 2		
	Publish Division Provider Reports		
	Publish Pharmacy Division Clinical Activity Reports		
	Publish Division Charge Lag Dashboards		
	Publish Division Receipt Dashboards		

Below the table, there is a section for 'Unreplied User Messages' which currently shows 'No Unreplied User Messages'.



*Insight User Messages*

## Handle Complex Procedures with Process Monitors

Creating process monitors for any business process is straightforward and, because Insight is completely integrated with Cronacle and Enterprise Process Automation, it works in lock-step with any automated processes you have already. It starts with IT setting up a process monitor in the central server around a particular business process. Process monitors can be built by associating any number of jobs or tasks as components of a single or multiple related processes. Each process monitor then provides a high level, filtered view of multiple jobs and chains running in the system, giving overall progress of the process as you define it. Process monitors can include both tasks and other process monitors, so even the most complex procedures can be organized in a logical and manageable way.

Redwood's Insight gives you the power to define specific views for specific users, providing filtered process information tailored to each user's particular role and needs. For each process there are three types of users: IT, business or both. Any of these users can use the process monitor to check the status of any defined process—as well as the tasks involved in that process at any time with a unique perspective aligned to their role. IT users have access to details of IT processes and the ability to execute jobs. For the individual business user, the process monitor provides a runtime view of all relevant activities and enables them to respond to any user messages as well as the ability to directly interact where needed and accept specific tasks to continue a business process through user messages.

## Flexible Monitoring Framework

User messages provide a powerful element of process collaboration to bring business and IT users together in the actual tasks of completing a job chain. It brings the human element into process automation and adds tremendous flexibility to any business process. You can define roles for participants, types of responses and even include attachments in user messages. These messages appear in process monitors and require authorized sign-off to continue a process. They can be forwarded or delegated, based on the authority of the specific user to provide checkpoints within business processes. The process monitor also conveniently keeps a complete log of all user message activity through a live feed in the monitor itself.

Insight allows both business and IT users to map multiple processes chains into a single monitor view specific to any particular role. For example, business users can monitor views for BI processes or any other complex process that involves automated tasks and human intervention. Since there is no direct or permanent relationship built between any process monitor object and a specific job or chain, these views can be built to support any conceptual IT or business model.

For example, Insight can be used to track important milestones for a BI reporting process. The monitor provides a real-time status update of critical activities so that functional users can publish reports and begin data analysis as quickly as possible.

## Insight (For a BI/BW process)

Process monitoring provides a web page that updates users with the current status, description, progress, start time, end time and duration for each task within the process. Colors and symbols clearly indicate task status. The progress bar provides monitoring for the entire process and for each specific task within the process. Both business and IT users can track the progress of any task at their desktop, avoiding time-consuming calls and emails back and forth about task status.



## Mobile-Ready

Redwood's Insight is also fully enabled to work with popular mobile technology. You can access all of its features from anywhere with the mobile application Redwood offers for the Apple iPhone® or iPad®. Business and IT users can now manage and monitor complex business processes—and effectively collaborate at every step—from anywhere they can use a mobile phone.

## Benefits for Business and IT

Redwood's Insight gives all stakeholders in key business processes exactly what they need. It separates technical complexities from what the business user wants to see while enabling IT to directly involve business stakeholders in their automated processes. Insight gives you:

- A simplified view of business processes so you can focus on key business milestones without getting lost in the details
- The flexibility to build monitors around any process or set of tasks so you have visibility into all critical business processes
- Better and faster service delivery through real-time status updates—at your desktop or on your mobile device
- Greater process efficiency through proactive notification and a centralized view of the enterprise
- Reduced dependence on ad hoc communication to complete business processes
- A single, integrated and rapid solution for mobile collaboration between IT and business

For more information on Redwood's Insight visit [www.redwood.com](http://www.redwood.com).

## About Redwood Software

Redwood Software helps customers compete and win in today's business environment through best-in-class business and IT automation solutions, products and services. We help businesses automate what matters most—to improve reliability, speed, efficiency and compliance.

We are the trusted automation expert to thousands of customers worldwide. We work to drive agility and unparalleled competitive advantage through specific process automation solutions while helping to maximize the value of existing information management and technology investments.



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