



eFIRST Process is a powerful suite of tools enabling the rapid development, deployment and management of scalable process and case management solutions for the enterprise. It is particularly suited to large, high transaction business environments.

By accelerating the construction of Business Process Management (BPM) solutions, eFIRST Process dramatically reduces costly application development and integration work. Business users can adopt a “hands-on” approach to the management and modification of their own systems, and eFIRST Process provides comprehensive monitoring and reporting capabilities.

Effective process management relieves potential bottlenecks through the automation of complex, multi-step operations and enforcement of business principles. By streamlining and optimizing business processes, eFIRST Process enables organizations to respond to change, redistribute valuable company resources, achieve process efficiency and gain greater control of their business functions. As a result, customers experience greatly improved levels of service, and staff members can work in a more productive, satisfying environment.

eFIRST Process consists of seven integrated modules:

**Process Engine – Best-of-breed process orchestration engine**

Upwardly compatible and scalable to support the largest configurations of users and networks, Process Engine is specifically engineered to meet the broad range of needs that exist within intense, high volume transaction-based processes.

**Process Analyzer – Process modeling, analysis and simulation**

To enable business managers to develop more competitive and efficient organizations, Process Analyzer provides a powerful tool enabling them to model their business processes, investigate how to make more effective use of people and resources, then reduce their cycle-time and costs.

***Business Benefits***

- Optimize business processes
- Improve productivity
- Reduce end-to-end process times
- Enable processes to support best practice and service levels
- Improve decision making with process measurement and analysis tools
- Reduce human resource costs
- Improve management with extensive operational and strategic reporting
- Enable Real-time adjustments to changing market conditions
- Respond to change with adaptive platform for continual process improvement and evolution

**Process Monitor – Real-time business activity monitoring**

Process Monitor is a powerful business activity monitoring solution that provides a visual and interactive interface. It allows managers to immediately identify and respond to emerging problems by including an alarm function to automatically monitor critical process thresholds. Process Monitor provides both technical and non-technical professionals with a tool for rapidly viewing current status, recognizing performance variances and making decisions to improve overall organizational efficiency.

**Process Decision – Flexible business rules engine**

Business applications are usually developed to mirror existing processes and information flow. As businesses evolve, processes change—often resulting in the application being modified. Typically, work must halt while costly and time-consuming revisions are made to the application.

Process Decision addresses the full separation of business decision logic from application processing. This allows business users to quickly respond to changing process requirements without disrupting work-in-progress or incurring the risks associated with modifying application design.

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## Process Intelligence - Process performance reporting

Process Intelligence is a comprehensive business intelligence tool providing businesses with configurable, web-based management dashboards for monitoring all activities and operations across the enterprise. Leveraging extensive process metrics and audit trails, Process Intelligence improves productivity and profitability by providing:

- Comprehensive process-related reports for historical analysis and strategic forecasting
- Process performance transparency through standard reports that measure productivity, quality, utilization and efficiency
- Enterprise performance monitoring by supporting custom reports for accessing and analyzing data from any source
- Proactive monitoring of alignment between performance and targets Ability to identify trends and respond quickly to changing customer needs and market dynamics
- Detection of deviating business indicators, alerting managers with actionable analytics
- Optimized service delivery levels
- Reduced time and resources spent on data collection and analysis

## Process Builder – Bringing content, processes and people together

Process Builder provides an effective environment that models your business information and relates it to processes and process steps. Process Builder is a configuration framework enabling the rapid development of user interfaces, forms and data objects managed within the solution application.

The architecture of the system created using Process Builder is J2EE-compliant and can therefore be deployed on a wide variety of hardware and middleware platforms. Its end-user interface components can be both thin and thick. The system builder can freely mix generated code components with new custom code, with access to the powerful but compact server API.

## Process Integrator – Versatile application integration

Process Integrator connects processes to applications, both within and beyond the enterprise. The value of BPM is underpinned by the technology's ability to deliver processes that are not limited by existing applications or operating systems. A high quality integration model is required to deliver open, independent, free-standing process solutions where the required information may live in or need to be delivered to one or more existing systems or databases. Process Integrator's role is to interact with legacy and packaged applications, and make them "process enabled."



### Operating Systems:

HP-UX, Linux, MS Windows 2003/2008

### Databases:

Oracle, SQL Server

### J2EE Application Servers:

BEA WebLogic, IBM WebSphere, JBoss

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**[www.banctec.com](http://www.banctec.com)**

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04DS-1109-106