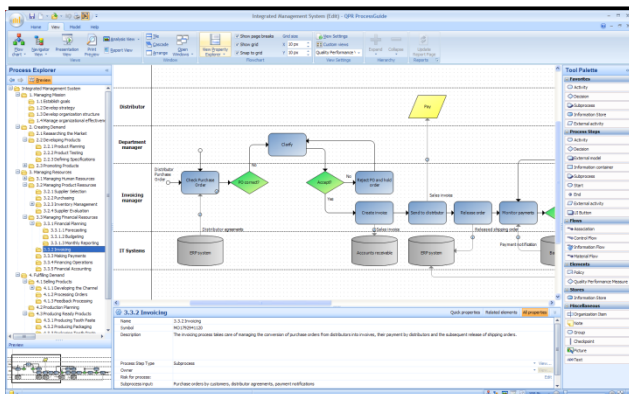


## Process Management Made Easy

*QPR ProcessGuide provides a comprehensive, organization-wide environment for modeling, analyzing, communicating and improving processes. QPR ProcessGuide delivers powerful process modeling, documentation and collaboration features in an easy to use package, making it the perfect choice for organizations that strive for business-driven operational improvement.*

### Effective Process Modeling

QPR ProcessGuide is a multi-user modeling environment, based on a central process repository that is stored in either Microsoft SQL or Oracle database. Every design element is an object in the database that can be reused instantly on multiple process maps, while editing an element ensures it is updated on all the process maps it appears on. The process model is presented as an interlinked process map hierarchy, which is automatically maintained by the tool while executing designer actions like splitting and merging of process maps. Designers therefore benefit from transparency, design-method flexibility and speed, making QPR ProcessGuide a convenient and effective process modeling environment.



*Designers get an easy-to-work with modeling environment*

### Notation Customization

QPR ProcessGuide provides an easy means to fully customize its' modeling notations in terms of available steps, elements, flows, associations and attributes, as well as the notation's visual presentation. Customized notation specifications can be stored as templates for reuse. QPR ProcessGuide comes with ready templates for standard flowcharting and BPMN, while support for standards like IDEF, Archimate, TOGAF and UML is easily obtained. To support working with specifications on different abstraction levels, process maps in different notations can be linked easily, even on a granular object-to-object level

### Process Model Asset Management

Apart from process map views, QPR ProcessGuide provides designers with easy to customize navigator views that present all created process model assets in hierarchies, such as organization units, roles, resource pools, applications, risks, KPI's, policies etc. Users obtain a complete overview of all defined and available assets while being able to edit their properties and custom attribute values conveniently from a single view. The ability to create hierarchy elements independently from process maps supports information

management approaches (risk, control, system, application libraries etc.) as elements in the library can be dragged and dropped onto process maps for allocating them in the process map hierarchy.



*Navigator view displaying organization chart assets*

### Centralized Model Content Administration

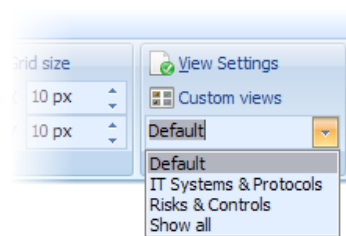
To ensure modeling consistency, the management of modeling notations and available assets can be centralized with so called Base Models. This helps avoid modelers from creating duplicate objects with different names or making local notation customizations. Base Models have a permanent connection with their Child Models that contain the process descriptions and business logic. Changes to the defined notation or assets in the Base Model are therefore automatically reflected in all their Child Models, while administrators are still able to define what asset types can be created locally by designers working on Child Models.

### Process Life-Cycle Support

Version management support allows development work on process models to be conducted in assigned development branches where process models can be promoted to replace published versions once approval has been obtained.

### Flexible Process Map Rendering

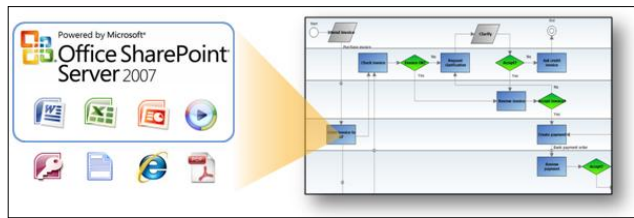
Easy to define view settings allow the tailoring of process map presentation to match the requirements of different user groups. View settings define the visible objects, elements and flows as well as the presented level of detail and can be compared with process map layers, while the design interface automatically matches each designer's role. Multiple user groups can therefore use the same model rather than having to create and maintain different versions in order to meet each group's requirements. Process models can furthermore be rendered in an unlimited number of natural languages, while QPR designer clients and the portal can be configured to 25 localized languages, depending on each user's login settings.



*Customizable View Settings work as process map layers*

## Integrating All Process-Related Content

All the organization's process-related content such as policy information, templates, guidelines and instructions, eLearning, plans, online forms and web content can be communicated and delivered to users as an integrated part of the process model and its process maps, either by embedding or linking. QPR ProcessGuide also easily integrates with document management systems and provides out-of-the box integration with Microsoft Office SharePoint. Users of the process information obtain through the portal a single point of access to all process-related content.



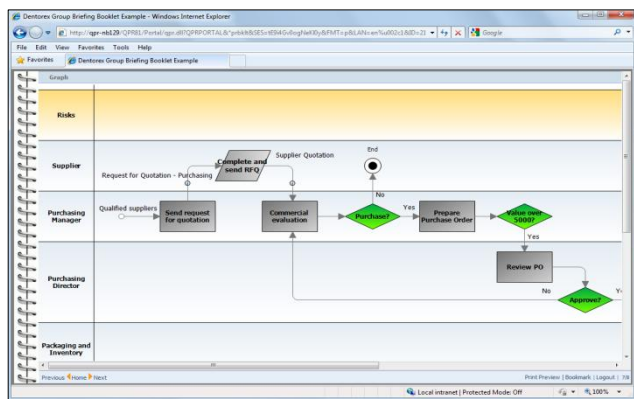
*Easily deliver all process-related information with process maps*

## Integration and Portability

QPR allows models to be imported and exported in XPD format and provides BPMN 1.2 to BPEL for Web Services serialization. Models created in Microsoft Visio can be imported in .vdx format.

## Publishing and Reporting

All design content is automatically published in QPR portal where the dynamic content follows defined access rights. Designers have a rich set of publishing configurations to choose from in defining the level of published detail as well as object behavior when clicked on by users of the portal. Portal users obtain easy to navigate process content with process maps providing drill-down and map-to-map linkage functionality, which allows them to easily follow the process flow.



*Browser-based briefing booklets for reporting inside the system*

QPR Portal provides users with reporting functionality in multiple forms and formats: portal navigator views provide insight in process map and process object (asset) hierarchies, while analysis views provide table-based views that can be exported to Microsoft Excel. Both views can be customized by each user individually, stored, bookmarked and shared with other portal users. Briefing booklets provide them with dynamic reporting templates that mimic PowerPoint presentations that can be shared and scheduled inside the portal. For reporting outside the system the QPR Add-In for Microsoft Office allows users to define report templates in Microsoft Word that extract the latest process, performance and collaborative content through a web services-based connection from the complete QPR system each time these are published.

## Collaboration and Employee Involvement

Collaboration among users is facilitated through the portal user interface, where portal actions provide easy to customize web forms for users to report and allocate tasks to each other. Portal actions can take many forms (e.g. comment, risk, task, action plan, project, complaint, report), allow users to define distribution and attach additional content such as for example documents, files and pictures. Individual users are notified of new portal actions via their personal "My Contents" portal page and via integration with their email client. Collaborative content is presented in context with all the process content it relates to. Also analysis of collaborative content is supported by the portal (e.g. all complaints by process and date, projects by deadline etc.)

Recent Actions -> Actions - H2 / 2009			
Type	Header	Person	Date
✉	RE: Need for a procedure to mitigate Distributor contract violations		23/09/2009
📄	Need for a procedure to mitigate Distributor contract violations		23/09/2009

*Portal actions add context to process information*

## QPR Software Plc

QPR Software Plc is an international, highly regarded partner for enterprises and public sector in process development and business performance improvement. QPR's mission is to help people and organizations to take control of their business processes and achieve their goals.

QPR software has been implemented in more than 1,500 organizations across the globe and is provided in more than 20 languages. QPR was founded in 1991, has its headquarters in Helsinki, Finland and co-operates with an extensive network of talented partners in over 50 countries worldwide.

### System Requirements

#### Operating system:

- Windows 7
- Windows Vista
- Windows XP
- Windows Server 2008
- Windows Server 2003
- Mac OS 10.2 or later (Web Client Only)

#### Web browser:

- Microsoft Internet Explorer 6.0, 7.0, 8.0 (Windows)
- Mozilla Firefox 2.0 (Windows, Linux and Mac OS)

#### Database:

- Microsoft SQL Server 2005 / 2008
- Oracle 10g / 11g
- Microsoft Access 2003 (for standalone use only)

#### Web Server:

- Microsoft IIS 6.0 - 7.5
- Apache 2.2.x

### Supported Languages

- English (US, UK)
- Arabic (QPR Portal)
- Bulgarian
- Chinese (Simplified)
- Czech
- Danish
- Dutch
- Farsi (QPR Portal)
- Finnish
- French
- German
- Greek
- Hebrew (QPR Portal)
- Hungarian
- Italian
- Japanese
- Latvian
- Lithuanian
- Norwegian
- Portuguese
- Russian
- Slovak
- Spanish
- Swedish
- Turkish