WeWebU Software AG
WeWebU OpenWorkdesk

Partner Solution

■ *Target Industry*
   Cross Industry

■ *Business Applications*
   Case Management
   Claims Processing
   Credit Application Processing
   Engineering Change Management
   Human Resources Dossier and
   Human Resources Applicant
   Processing
   Invoice Processing

■ *Products*

   IBM Content Manager

   IBM Content Manager On Demand

   IBM FileNet Business Process Manager

   IBM FileNet Content Federation Services

   IBM FileNet Content Manager

   IBM FileNet eForms

   IBM FileNet Image Manager

   IBM FileNet Image Services Resource Adapter

Business Challenge

Companies around the globe are striving to establish customer service best practices. To this end, many organizations are finding that they can vastly improve their ability to serve customers in a timely and efficient manner by providing customer-facing employees with access to relevant client-related data at the time of the client interaction.

Mergers and acquisitions require organizations to quickly integrate and leverage information to maximize their investments. Tight organizational budgets require companies to do more with less. Both scenarios present a number of challenges, particularly when it comes to housing all customer-related data in a centralized and structured manner.

As such, to integrate data and processes for improved employee productivity and efficient customer service, organizations are turning to enterprise content management (ECM) platforms. To lower organizational risks and protect their technology investments, these companies also require solutions that provide significant out-of-the-box functionality, reducing the need for costly customization.

Solution

WeWebU OpenWorkdesk is an integrated solution for document search and retrieval, file management and business process management that offers extensive out of the box functionality that can be easily configured to meet an organization's unique requirements. Based on the WeWebU OpenECM Framework, which leverages the IBM ECM suite of products, the solution integrates content from various sources into a single user view or application.

With WeWebU OpenWorkdesk, documents and folders from any content source can be processed using IBM FileNet Business Process Manager. New repositories can be added with minimal modification to the application. This facilitates the integration of new organization units and protects an organization's investment in business application development.

Featuring sophisticated user role and rights management and a rich Web-based graphical user interface, the solution enables users to easily find relevant documents. Regardless of the origin, WeWebU OpenWorkdesk organizes documents according to the users' professional requirements. This

allows organizations to structure customer documents and make them accessible to employees in a simple yet controlled manner.

The tight integration of content and process helps organizations expedite business processes by linking all relevant information (e.g. the appropriate customer files to the work items). This reduces search times while supporting faster and better decision-making.

WeWebU OpenWorkdesk's Web 2.0-based interface does not require a client rollout, and new users can be easily integrated with minimal training. By providing a user experience that is similar to fat clients – such as drag-and-drop functionality, right-mouse-click pop-up menus and context-sensitive help – the efficiency and productivity of both occasional users and power users is greatly improved. Additionally, the convenient management of Microsoft® Office documents can be integrated using another product from WeWebU, Zero-Install Office Integration (ZIOI). Rounding out the feature set is the ability to import Lotus Notes emails, as well as the support of different languages and multitenancy. WeWebU OpenWorkdesk is accredited for the IBM Information On Demand Specialty.

Value Proposition

By leveraging WeWebU OpenWorkdesk's user-friendly Web-interface to integrate new documents with existing files located in the IBM ECM repositories, client organizations can improve productivity and support faster, more efficient customer service by providing all employees with easy access to all relevant customer information. Additionally, the standardization of client files through the IBM ECM infrastructure lowers risk by ensuring that compliance mandates are met by the organization.

With WeWebU OpenWorkdesk, clients across various industries have experienced upward of a 50 percent reduction in project time and costs due to out of the box functionality and the configuration versus programming capabilities. The ease-of-use of the solution has also enabled organizations to reduce user-training programs.

Company Description

WeWebU Software AG is an internationally operating independent software vendor (ISV) and Advanced Business Partner of IBM. WeWebU's customers include well-known financial institutions in Europe and public sector organizations in the United States.

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