Autonomy LiquidOffice- Key Solution Elements

Electronic Forms
Rapidly migrate to a rich online eForms experience…

LiquidOffice provides the complete infrastructure needed to put form and document processes online, connecting forms with database, ERP, accounting and back-office applications. Through the distribution and automation of organizational forms—including expense reports, purchase orders, and time-off requests—you will significantly increase worker productivity. LiquidOffice is a complete interactive business solution that leverages open standards.

Business Process Management
Embed your business knowledge directly into your forms and documents to automate workflow…

LiquidOffice offers powerful business process management (BPM) that integrates information, process and people in an adaptive, rapidly deployed environment. LiquidOffice encompasses the entire BPM lifecycle from design and simulation to deployment and optimization. However it goes well beyond traditional BPM. LiquidOffice embeds intelligence within forms enabling them to securely navigate the process between people and systems, offering visibility into each step of the process and a complete audit trail. Integration of Autonomy's leading information retrieval technology makes LiquidOffice the first and only BPM solution with real-time access to information in process.

Electronic Forms Solution Elements

Autonomy LiquidOffice is a powerful, Web-based software solution for creating, deploying and automatically managing the routing, tracking and approval processes for electronic forms. LiquidOffice capabilities range from internal corporate "web forms" to the comprehensive rules-based forms that drive the core of an organization's business. Intelligence is automatically built directly into the form to improve data accuracy and determine the correct business workflow, delivering the most efficient processes possible. In addition, LiquidOffice ensures compliance by transparently creating an audit log of all activities and provides the security of both HTML and PDF digital signature support. Using open standards such as XML, HTML and PDF, LiquidOffice's rapidly deployable server and form design environment make it simply the fastest way to put intelligent forms and documents online.

Generating Real Business Value with Autonomy LiquidOffice eForms
LiquidOffice eForms enables organizations to stay competitive by increasing the efficiency and productivity of every employee in the organization and streamlines the processes which touch external partners and the public.

- **Rapid return on investment**—Eliminates waste associated with manual processes, printing and storing.
- **Increases employee productivity**—Utilizing standard Web browsers, users have 24/7 access to dynamic HTML or PDF forms with intelligent features, including database auto-fill profile fields, automatic routing and line-of-business connectivity.
• **Reduces operational costs**---Adds automated business rules to corporate forms, eliminating redundant administrative tasks.
• **Eliminates data errors**---Incorporates database validations, calculations and other intelligent eForm features.
• **Standards Based**---Autonomy's standards-based architecture enables easy connectivity to various back-end databases and other line-of-business applications.

LiquidOffice provides government organizations with a solution that automates all aspects of form-driven processes.

**Autonomy LiquidOffice for Government**
Various state, federal and worldwide mandates have significantly increased the demand for eForm management systems. Organizations with significant numbers of static PDF forms are implementing these solutions to meet the following mandates:

- Reduction or elimination of paper to speed internal processes or to speed service to the citizenry. (U.S. GPEA; U.K. GovTalk)
- Acceptance of electronic signatures to enable the reduction or elimination of paper. (U.S. ESignature Act; U.K. MAFF)
- Address patient privacy concerns. (HIPAA)
- Increase accessibility through the use of technology, including "speaking" and Braille access. (U.S. Section 508)

Automating eForms for public users, citizens, suppliers and business partners is as important as automating your internal form processes. LiquidOffice allows you to support external users with its Public Access Option---without any additional design or development effort.

**Business Process Management Solution Elements**

LiquidOffice redefines business process management (BPM) in the enterprise by accelerating cycles, ensuring compliance, and connecting people with information and processes, regardless of location. Plus, its integration of Autonomy’s market-leading meaning based computing solution, IDOL, makes LiquidOffice the first and only BPM solution that enables real-time access to, and use of, time-sensitive content throughout the process lifecycle. LiquidOffice includes everything you require--both now and as your business objectives evolve--to automate and more effectively manage your business processes. The primary elements of LiquidOffice include:

**Process Orchestration Engine Architecture**

Full Range of Options to Manage Your Business Processes LiquidOffice is the only BPM solution that combines enterprise-class search with the full range of structured, participant-driven, and self-altering process options. Collectively, these capabilities provide businesses with the real-time process control needed to deliver better decisions, increased employee productivity and more effective customer service.

**In-process Enterprise-class Search**
The market's first and only "in-process" enterprise-class search surfaces content at the right step and time in a business process. As soon as a document is created or modified, it is pushed to the search engine for indexing. This results in better, faster decisions made in a more complete
context. With other vendors, critical business information cannot be accessed until completed forms are placed in a repository at the end of a process.

**Structured Processes**
Powered by intuitive drag-and-drop technologies, LiquidOffice accelerates the design and execution of structured processes for unique business requirements and regulatory compliance needs. No programming expertise is required. To effectively map structured processes based on defined business rules, LiquidOffice provides advanced features such as:

- Process simulation
- Library of predefined tasks
- Sub-processes
- Built-in templates
- Conditional transitions
- Serial and parallel routing

**Self-altering Processes**
Unique to LiquidOffice, this powerful capability allows enterprises to dynamically modify business rules, instantly assemble sub-processes, and effectively allocate responsibilities for a given task. Users can manage new tasks and relationships from a process template that provides effective versioning and deployment tools. Self-altering processes give organizations the agility they need to respond to changing market conditions and optimize complex processes that are not easily created beforehand.

**Participant-driven Processes**
LiquidOffice enables an immediate reduction in transfer and queuing times on a broad scale of processes through its unique user-determined workflow capabilities. Specifically, users can:

- Define processes around job functions or roles as well as to specific groups or individuals
- Add attachments to content en route
- View and add notes/comments to content en route
- Approve, reject or provide additional information to in-process content
- Be notified via email that a new form has arrived
- Set up various profile settings that control form preferences, Web desktop layout and more

**Form Designer**
Autonomy LiquidOffice Form Designer was developed specifically to support distributed form design and to provide office workers with the ability to easily create and publish rich online forms.

LiquidOffice is a Web-based system that uses XML, HTML, PDF, and InfoPath open eForm standards to implement automated electronic forms without the use of proprietary clients or form fill plug-ins. The internal format structure for LiquidOffice forms is XML, which enables the design on form and publishing to many formats. LiquidOffice Form Designer and Form Server use JavaScript as the internal scripting language. This enhances the portability of your validations and customized functions. The LiquidOffice Form Designer helps government agencies meet accessibility requirements defined by Section 508 and W3C WAI requirements. The screen reading order of form fields can be set via a point and click user interface in the Form Designer.
Users who are visually impaired will be able to then navigate through a LiquidOffice PDF HTML, or InfoPath form accordingly with the assistance of a screen reader like Jaws (available from Freedom Scientific).

LiquidOffice Form Designer is a drag and drop application that provides an intuitive, easy to use interface for novice form designers, while offering powerful tools, such as "snap-to" guides and comprehensive field setups, for more advanced form designers. LiquidOffice Form Designer comes with a wide selection of sample forms and a Gallery of pre-made form and field templates. Custom form elements can be created and saved into the Gallery, facilitating corporate standards for forms creation and design.

LiquidOffice Form Designer also includes point and click controls for setting the attributes for database-driven pull-down menus, auto-fill fields based on user profile fields, electronic signatures, a comprehensive expression builder for building calculations and field validations, and other "smart" form settings. LiquidOffice Form Designer includes a robust JavaScript editor that allows users to add custom business rules processing to HTML, PDF, and InfoPath eForms.

The LiquidOffice Gallery offers form designers basic form elements and pre-made form fields to help users expedite form design process. Users are also able to save custom designed elements back into the Gallery. LiquidOffice offers intuitive point & click controls for designers to quickly and accurately set up business rules for the form.

Process Designer
The LiquidOffice Process Designer is a graphical design application that allows business users to logically map the flow of a particular forms process with little or no coding required. Process Designer integrates with the LiquidOffice Form Server and LiquidOffice Process Engine providing a comprehensive server-based workflow environment enabling business users to define processes that involve human and automated tasks, transitions, decision points, automated notifications, sub-workflows and more.

Monitoring and Management
LiquidOffice provides compelling monitoring and management features that protect your investment in processes, give you greater visibility into your business, and help enforce compliance requirements across the enterprise.

Comprehensive Monitoring and Management Capabilities
LiquidOffice provides compelling monitoring and management features that protect your investment in processes, give you greater visibility into your business, and help enforce compliance requirements across the enterprise. With the ability to identify bottlenecks, audit usage, analyze processes and handle exceptions, LiquidOffice lets you make real-time improvements to the processes that drive your business.

Real-time Process Monitoring and Reporting
Proactively take action on processes that stall, identify bottlenecks and gain greater visibility into every step of a structured process. LiquidOffice automatically reroutes tasks, sends alerts and tracks the status of a process, including the time associated with completing each task and all approvals, reviews and edits. LiquidOffice comes with pre-built customizable reports. Custom reports can also be created with a third-party reporting tool such as Crystal Reports.
Centralized Management
The LiquidOffice Management Console is a rich-client application that downloads seamlessly from the LiquidOffice Server to provide system and business administrators with a place to centrally manage users, permissions, database and document exports, form settings, process activity and more.

Connect Agent Security
Connect Agent security enables administrators to limit which LiquidOffice users have access to configuring lookups, validations, and exports to back-end databases.

Stage-specific Permission Rights
Users can be assigned different permission rights at each stage of a process. For example, a user may be authorized to view unfilled forms, but restricted from "in-process" form-based content.

Forms Repository
The LiquidOffice Forms Repository provides users with a single, centralized source to securely access blank or completed forms. LiquidOffice lets administrators publish forms to a directory of folders in the repository. Published forms can be quickly accessed via LiquidOffice’s full-text search capability.

Digital Signatures
Autonomy LiquidOffice includes support for digital approving forms for companies that require signing capabilities for low-risk transactions, including vacation requests, performance reviews, and engineering change orders.

LiquidOffice Digital Approval provides an excellent solution for digitally approving forms and their data without having to invest and maintain a system that uses a PKI certificate based system as the means for digitally signing documents. Digital Approval provides a signature field and signing interface that authenticates a user based on their current login or it can require the user to re-enter their login id and password. Upon signing the document, the signature can lock all fields or just specified fields on the form. The signature information, which includes user and time stamp information, is contained within the form as it is routed from user to user, and upon final submission can also be exported along with the rest of the form data.

Digital Signature (PKI) Support
LiquidOffice also supports all certified Adobe Acrobat plug-in signature handlers from vendors such as Entrust, VeriSign, and CIC. Digital signature handlers determine the nature of the signatures, their appearance on the page, the exact information stored in them, and the attributes and method used for validation.

Enterprise Class
LDAP Directory Integration: Protecting sensitive content has never been easier. Connection to LDAP directory sources allows for centralized user management and single sign-on access for all users. Users don’t have to remember extra passwords, and network administrators don’t have to maintain them.
**Scalability and High Availability**

Built to support organizations of any size or complexity, Autonomy’s products are underpinned by a highly scalable, fault-tolerant, open architecture that allows you to accommodate the growth of people, processes and information across your enterprise. Autonomy’s multi-server architecture easily scales to meet the growth of users, forms and processes across your enterprise—while maintaining the highest level of performance. By distributing the load, Autonomy also eliminates single points of failure and ensures the business processes that drive your enterprise are always online.

**Government Specific Solutions**

Government organizations at all levels face significant challenges. State and local budgets are shrinking. The federal government is facing its largest realignment in many years. Government officials need to make difficult choices about cutting costs while trying to increase services at the same time.

More specifically, government agencies today are under a combined pressure to increase collaboration across agencies while improving the efficiency and security of their individual operations. This pressure is being fueled by numerous government directives, such as the President’s Management Agenda for e-Government, and legislative initiatives, such as the U.S. Government Paperwork Elimination Act (GPEA). In addition, citizens have come to expect the same kind of Internet-based experience and services that the private sector provides.

A recent report from the Pew Internet & American Life Project has shown that more than 30 million Americans have gone online to look for federal, state and local government policies, forms and procedures. This demand is leading to full-scale automation initiatives within government organizations at every level. Unfortunately, many agencies have determined that their existing systems or application development environments do not give them the speed, flexibility and control necessary to deliver a new set of process-centric applications to improve efficiency and collaboration. Autonomy LiquidOffice technology addresses the challenges that government agencies face by assisting them in managing people, processes and resources more effectively to satisfy legislative and citizen mandates.

By means of definition, Autonomy LiquidOffice describes the entire business process, including the key issue of integrating all the people, processes and systems involved, both internal and external, for maximum efficiency. Utilizing Autonomy LiquidOffice, processes are automated, progress can be tracked, and compliance with best practices is ensured and proven through a detailed audit trail. Autonomy LiquidOffice acts as a catalyst for transforming government agencies and the way they work by automating and simplifying processes, enforcing best practices, improving quality and productivity, and fostering collaboration internally and externally with other agencies, local governments, the private sector, and citizens.

By their nature, automation projects usually involve the integration of many different systems, functional groups, customers and document formats. As such, these projects can become quite complex and can require the integration of diverse systems. Autonomy’s LiquidOffice solution is powerful enough to accommodate complex processes, flexible enough to handle ongoing change, easy enough for users to embrace and simple enough to be implemented within available time and budget.
Citizen-Facing Processes
One of the primary initiatives of virtually all government agencies is to provide efficient access to government processes and forms. However, these solutions need to go beyond merely putting static government forms on the Web. Most agencies are already doing that. The complete process can be automated, from the gathering of information from citizens to its subsequent internal processing.

Autonomy LiquidOffice allows organizations to dramatically reduce data entry costs, streamline internal operational processes, accelerate the delivery of data and documents to backend systems, and reduce data errors using business rules processing. Using Autonomy LiquidOffice, agencies can support intelligent routing, tracking and secure digital approval, all over the Internet. Once the data is received from the citizen, the process can be handled completely online. This automation can be applied to a multitude of tasks, such as parking permits, construction permits, licensing applications and government document requests. This is a clear winner for automation.

- The County of San Diego has automated the processing of over 7,000 job applications per year, saving significant funds from reduced printing and distribution, providing rapid feedback for candidates, and assisting in finding the best candidates available.
- City of Boston constituents are now able to fill out electrical permit applications online, which are then submitted to the Inspectional Services Department. Using Autonomy LiquidOffice technology to streamline the entire process, the data is automatically routed, approved and distributed to the requestor and inspector so that they can perform inspections once the building is complete.

Internal Government Administrative Processes
Internal operations within government offices are dominated by numerous business-critical processes, including HR forms, spending approval requests and document approvals. Autonomy LiquidOffice can assist government administrative functions and departments in increasing efficiency and reducing agency operating costs. In addition to streamlining operations to speed processing, many agencies are motivated by the need to comply with paperwork reduction mandates. Autonomy LiquidOffice can reduce redundant processes, streamline approvals, improve information flow, lower distribution costs, shorten approval times and integrate with disparate systems.

- The Trinity River Authority of Texas is saving time and money by using Autonomy technology to automate HR functions and meet GPEA regulations. Now all payroll, human resources and personnel functions are automated, resulting in significantly lower costs, faster turnaround times and increased competitiveness with private industry.
- The City of Jacksonville has reduced the time it takes to approve travel requests from six weeks to one day. The transition from paper-based, manual processing to automated electronic processing using Autonomy technology has saved the organization time and operational costs.
Financial Operations
Autonomy LiquidOffice can significantly streamline, integrate and optimize financial processes such as accounts payable/receivable, procurement, capital requisitions, grant submissions and tax processing. With Autonomy LiquidOffice, agencies can achieve operational efficiencies, reduce errors, lower processing costs and improve financial planning and forecasting. Autonomy LiquidOffice also allows government agencies to gain visibility and control of financial processes with an audit trail that tracks processes historically and in real time.

- The City of Boston has automated business processes across 43 city departments and 19,000 employees, resulting in reduced data entry costs and errors, streamlined operations, and accelerated delivery of data and documents to backend systems.