

## Accelerating Time-Critical Processes



# Real-time Collaboration Presence Awareness

Workflow & IM      Microsoft OCS

The Singularity Process Platform, integrated with Microsoft Office Communications Server eliminates the inefficiencies in human workflow by determining workers presence before routing work to them.

### ENABLING TIME-CRITICAL DECISION MAKING

Often you are not sure where colleagues are - in meetings, away from their desks, out-of-office, at a different location. Workers who are physically separated by geography and time-zone have no visibility of their colleagues' availability. Work gets routed to staff even when they are not there to carry it out. Human workflow is full of inefficiencies.

Singularity eliminates this inefficiency using Microsoft's 'Presence Controls'. The Singularity Process Platform can determine whether a worker is available for work before routing an activity to him, eliminating wasted cycle time because of 'timeouts'. Combined with Instant Messaging, the integrated solution is ideal for time-critical environments where decisions have to be made instantly.



### WHAT IS 'PRESENCE'?

'Presence' is the detection and monitoring of colleagues' availability - who is online, offline, keyboard inactive, do-not disturb etc. Presence can be extended to include users' cell phone status, and can be integrated to the users' calendar. Importantly, 'Presence' indicates the availability of the user, not the device they are using at any particular time.

### REAL-TIME COLLABORATION

Real time communication is essential in time-sensitive environments. The Singularity Process Platform leverages Real-Time Communication to deliver Real-Time Collaboration. Through Singularity's integration to Microsoft Office Communications Server, users can also communicate via Instant Messaging with their colleagues both locally and across public networks Yahoo, AOL and MSN.

### BENEFITS INCLUDE:

- Reduces wasted cycle-time - avoids routing work to unavailable staff
- Raises alerts in real-time for management of time critical exceptions
- Enables real-time collaboration and decision-making
- Improves process efficiency
- Increases productivity of active workers
- Communicates across public IM networks - Yahoo, MSN and AOL
- Multi-device support - desktop, PDA, cell phone

## PRESENCE-AWARE BPM HIGHLIGHTS

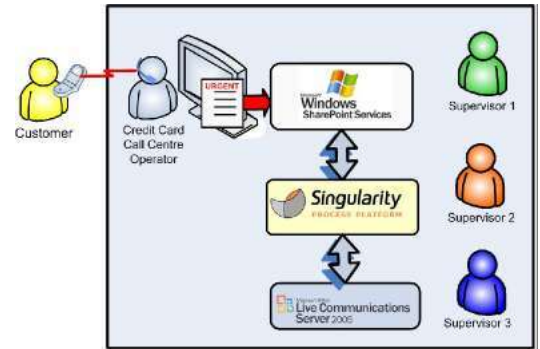
**Realtime Detection of Presence** – Singularity's Business Process Management (BPM) solution, by integrating to Microsoft Office Communications Server 2005, can detect worker's 'presence' status in real-time – who is online, busy, available, away from their desk, out-of-office. This enables the solution to route work only to staff available to carry it out.

**Workflow Automation** - complete end-to-end automation of business processes across the organization. The Singularity Process Platform orchestrates and drives human workflow and system activities ensuring optimal routing of work and automated management of exceptions.

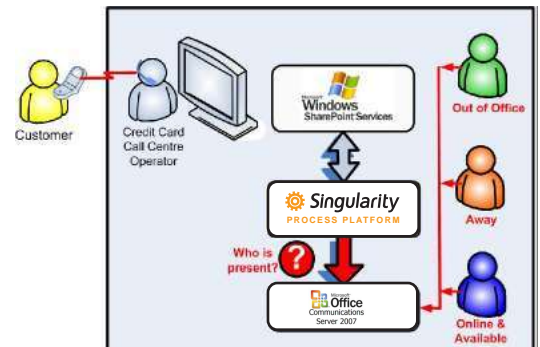
**Real-time Collaboration** – staff can collaborate on time-critical work, sharing tasks, cooperatively developing documents and expediting urgent cases using the Singularity Process Platform integrated to Microsoft's SharePoint Services and Office Communications Server.

**Integrated Instant Messaging** – Singularity's integration to Microsoft's Office Communications Server enables Instant Messaging to be seamlessly integrated into any workflow tasks. For example, processes can automatically instantly Message supervisors to escalate or resolve urgent issues.

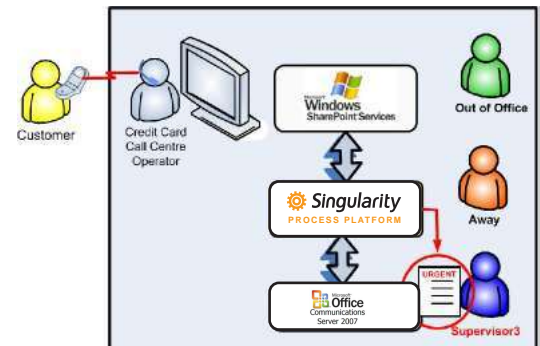
**Alerting and Exception Handling** – the Singularity Process Platform can trigger alerts via Instant Messaging or entirely new processes when exception events occur, for example when an order backlog limit is exceeded. The Platform can identify those managers and supervisors who are online and available and alert them to the exception, while also triggering a remediation process flow.



Customer requests urgent credit limit increase



Singularity Process Platform uses Office Communications Server to determine which supervisors are present



Singularity Process Platform routes limit increase request to available supervisor's work-queue

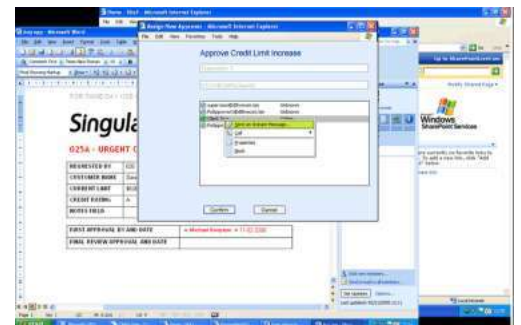
# Singularity

Singularity increases the performance and agility of business processes by rapid implementation of its industry-leading Business Process Management (BPM) products.

**Tel:** + 44 28 7126 7767 (HQ) + 44 207 826 4470 (Europe)  
+ 1 212 946 2685 (US) + 65 9616 7732 (Asia Pac)

**Email:** marketing@singularity.co.uk

**Web:** www.singularity.co.uk



Supervisor reviews and approves the request which is routed back to the Operator. Supervisor also communicates via instant message with the Operator if/as needed