



Rayflow – Controlling and Monitoring Workflows

Introduction

Efficiency and effectiveness are prayed in all sections of daily life since market positions, cost reductions and rise in productivity are at stake. This holds true in economy, science and politics as well as in private scopes.

The key success factors to provide competitive efficiency and effectiveness are the motivation of all participants, optimal resources provisioning and above all the organization. Processes are at stake and standardizations or quasi-standards á la ITIL resounded through the land.

Tools to support process control and monitoring are urgently needed to keep the partially highly complex processes transparent regarding performance and costs.

Within this area Rayflow offers its services as an electronic, computer supported product. More precise: In most organizations the design of optimal processes is crucial. Processes are determining what needs to be performed by whom, when, in what time, with what resources, in what quality. These factors are pivotal to meet deadlines, quality levels and budget restrictions towards the principal.

Sick employees, machinery breakdowns, poor performance, or missing attributes of the processed product are disturbing determined process flows in the same way as the breach of conditions due to missing knowhow or malpractice. Therefore processes including all their objects and participants have to be monitored and controlled constantly. For these tasks Raynet developed the tool Rayflow.

Structure of Rayflow

In general and computer supported Rayflow allows:

- Design of an authorization system for any users (user management).
- Setup of individual process flows in form of process steps (processes).
- Segmentation of process steps into tasks.
- Assignment of processes and tasks to a timeline with deadlines, when they have to be completed.
- Assignment of the user to processes and tasks.

- Assignment of user task to schedules in form of deadlines and resubmission functions.
- Assignment and user controlled enrichment of processes and tasks by documents addressing the processing of objects within the flow as well as its progress.
- Printed or electronic reports of objects within the process flow: How far have they progressed within the flow and how many have been processed related to a certain time frame.

Rayflow functionality

a) Master data

Among these are setup and maintenance of one or more user management systems, setup and maintenance of processes by sequencing process steps and belonging tasks, setup and maintenance of deadlines or other object dependent criteria showing of the degree of completeness of an object within the process flow.

b) Operative processing of data

Among those are current, operative data that are mirroring reality by capturing data for users, objects, processes and tasks. Through continual processing of operative data, the forwarding to the right task, the editing through authorized user and control to persons in charge are captured and displayed. This makes it possible that all participants of the defined process have access to see the progress of the different objects, individually or in a general progress overview. If a user finds any mistake or any variance in comparison to the standardization then objects can be assigned to previous processes or tasks so that the work on the object starts over again until meeting the quality standards.

c) Reporting

Rayflow provides current data or those necessary to view a certain timeline to be presented numerically or graphically. To control and monitor the process flow it is possible to present the amount of existing objects in a current process, persons in charge etc..

All functions are running in a graphical, intuitive user interface. The data is stored in database on the server.

To access the full functionality of Rayflow the user just needs a standard browser on a Personal Computer and the provided user password combination. No further requirements are needed.

Hardware Configuration

Hardware performance and bandwidth of the internet connection may vary according to the customer demands.

For administrators setting up Rayflow we recommend at minimum though:

- 2M/Bit Up/Download Internet Connection
- Pentium 4 (2,4 GHz)
- 1 GB RAM
- 120 GB Disc Space

Software Configuration

To install Rayflow the following software needs to be preinstalled.

- Windows Server 2003 / 2008
- SQL Server 2005
- .Net Framework 2.0
- Optionally a third-party-product for report production provided upon request

A regular user just needs the browser on a PC.

First Application Area

Generally Rayflow can be used as a generic workflow tool to solve different problems in a process organization.

In a first assignment Rayflow is being used in a large organization to solve the process management of software packaging.

Further Application areas

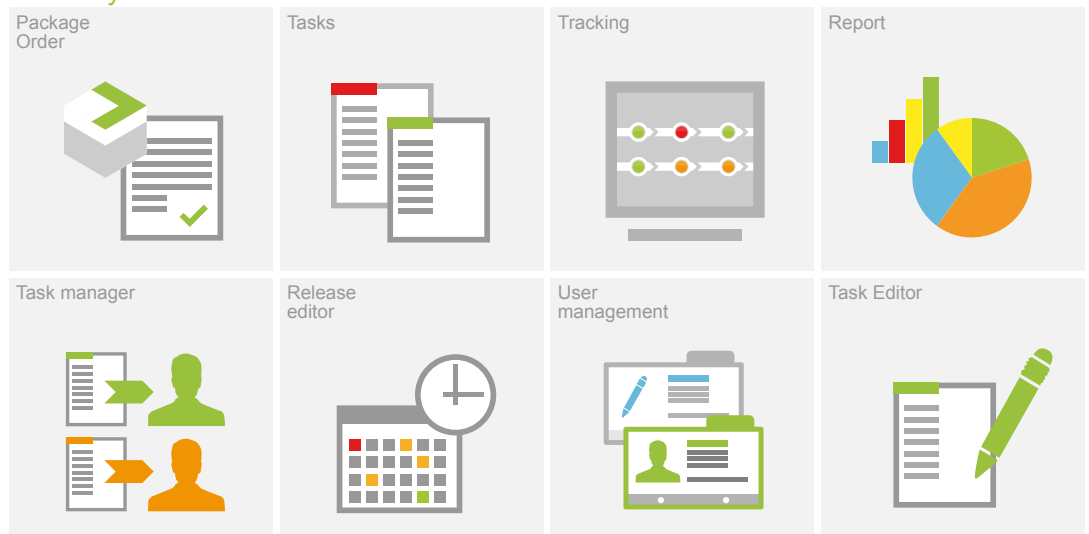
Rayflow will be further developed to even better cover and support software packaging, as this addresses the native need of Raynet itself. Rayflow will be enhanced by the Rayfactory modul based on the principles of offsite packaging.

The most common tool used in the worldwide software packaging market is WISE, today owned by Symantec.

Rayflow will be enhanced by Rayfactory, a module allowing to automatically transfer exact data about the packaging activities into Rayflow. Longer data capturing and editing processes as well as failure traps will be avoided with Rayfactory.

This is a specific application area which Raynet decided for because of choosing software packaging as its first application area. The generic use of Rayflow is not affected.

The Rayflow menu



Onsite-Nearsite-Offsite

To further reduce costs in software management Raynet offers different models of packaging, since packaging can be done at your premises (onsite) or at a Raynet packaging center (offsite or nearsite).

Related to the packaging process **evaluation** and **quality assurance** will always be done onsite, but you have multiple options for the packaging step itself.

Onsite packaging is done on customer premises and becomes interesting, when smaller numbers of packages are to be processed, or if the applications in question have strong dependencies to related environments and can be tested at that place only, or also if special security or other requirements apply.

Raynet uses the term **nearsite packaging** when the onsite packaging is not performed on customer premises but in a Raynet office nearby.

Depending on the number of packages the most advantageous method for your long-term packaging needs will probably be **offsite packaging**. Once the application software leave the evaluation steps the packages get build in one of Raynet's packaging factories (offsite), whereas so called "images" (copies of your standard clients) will be used for packaging tests. The packagers will concentrate on packaging only, since all preparation has been performed in the evaluation phase. No interruptions will disturb the packaging and significant learning effects and a higher experience level are the results. Packagers are faster and deliver a higher quality since they can use the learning curve of all their colleagues as well. Exchanging information with clients is done via phone or internet. This way Raynet achieves a high level on effectiveness and conformity with its clients.

Raynet recommends and prefers a hybrid model of these three types in all larger projects. A small crew (minimum one person) will be present at your premises and will function like a bridge head and as your communication partner. This person will also hold the connection to the offsite packaging factory. That broadens the advantage of cost effective packages by the advantage of short ways in cases of comments or questions or if supporting measures are necessary at your place. Raynet views this hybrid model as the optimal solution.

Raynet has built several packaging factories for itself as well as for clients and partners. The packaging factory represents a packaging way utilizing on the

advantages of packaging workflows by division of labour. Similar to an industrialized production belt a packaging factory also runs operations scheduling (called evaluation) and a quality check after production (called quality assurance). During the packaging itself all work gets performed undisturbed in repeating forms following predetermined and practiced patterns, so that they run faster with a better quality after its introduction.

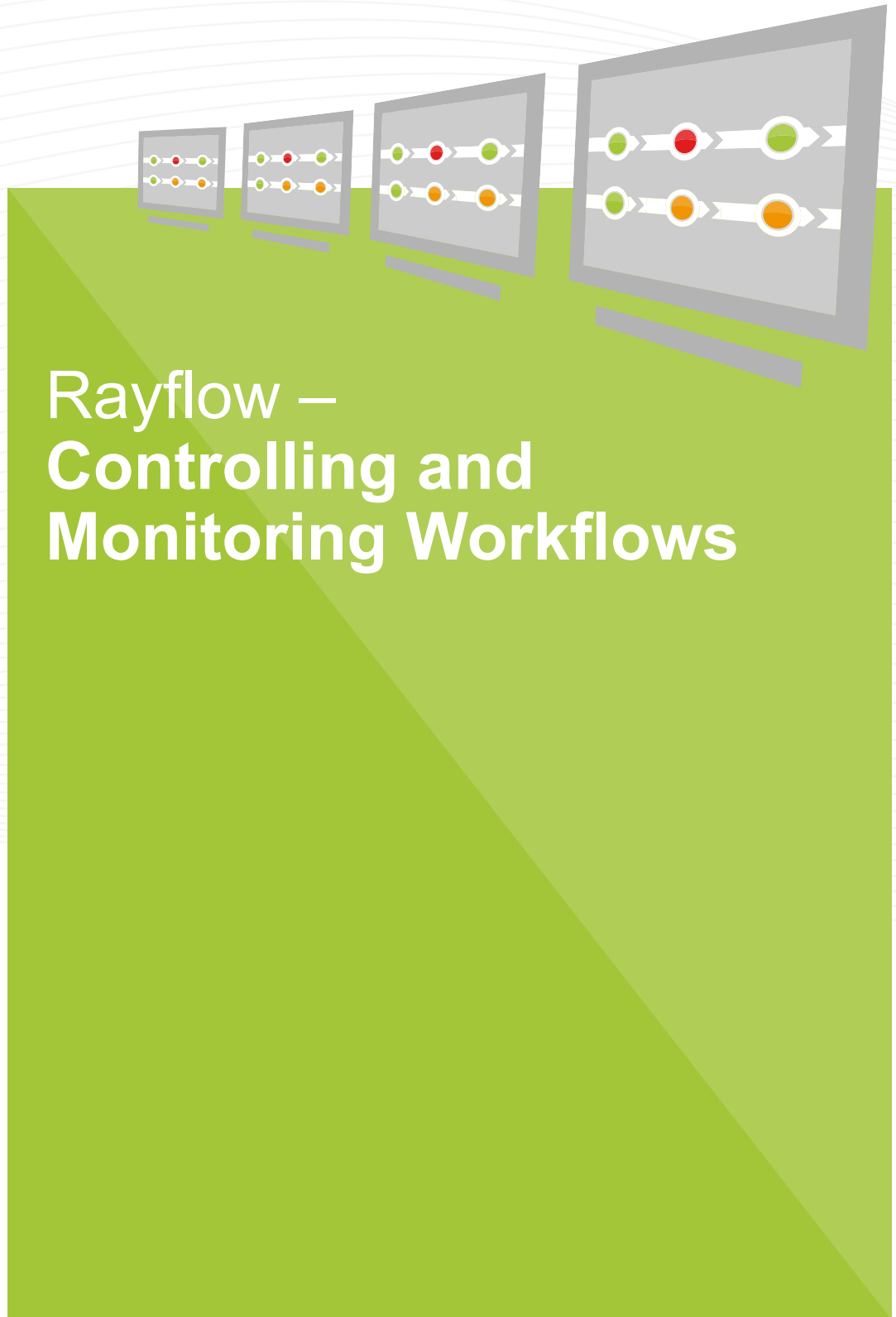
At the same time the learning effects of all packages get aggregated, prepared and distributed among all packagers - the best way to build and constantly improve Best Practices. What was a complex software yesterday needing a high degree of knowledge for packaging becomes mechanical routine work after a while.

About Raynet

Raynet GmbH is an innovative, technology-oriented service provider that specializes in the implementation and management of IT projects, particularly in the areas of system management, software management, software packaging, software distribution

Concentrating on these themes of information technology allows us to offer innovative solutions and concepts in these areas.

Long-term experience, reliability, uncompromised customer orientation and last but not least meeting budgets and deadlines are the basic ingredients to our success.



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