

**FUSIONSTORM™**



# WeWebU OpenWorkdesk

The Open Source Standard  
For Intuitive Working with ECM Systems

- ▶ Acceleration of ECM projects and significant cost reduction
- ▶ Considerable increase of employees' productivity
- ▶ Optimal support of individual business processes
- ▶ Configuration instead of coding
- ▶ CMIS compliant
- ▶ Open Source available



[www.fusionstorm.com](http://www.fusionstorm.com)  
[www.openworkdesk.org](http://www.openworkdesk.org)

## Use All Contents of Your ECM Systems Fast, Securely and Efficiently!

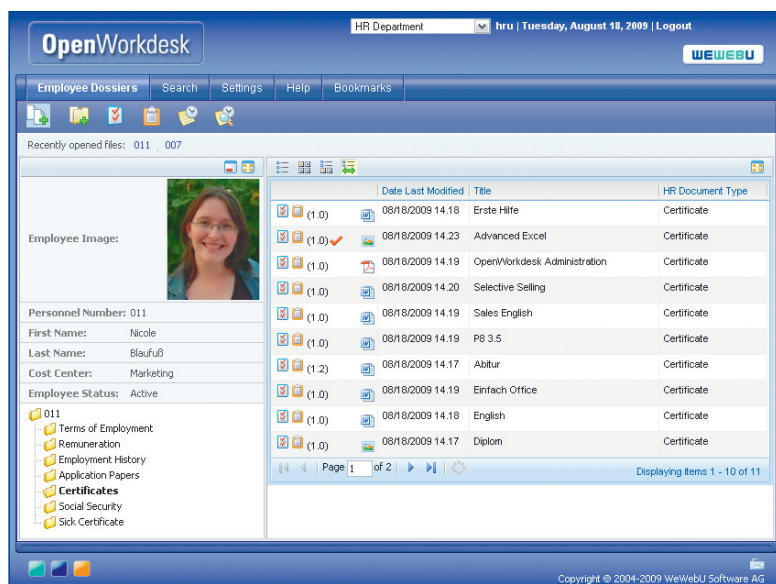
WeWebU OpenWorkdesk with CMIS is the Open Source standard for Composite Content Applications, vertical document solutions and rapid integration. The suite of applications for Enterprise Content Management (ECM) with an intuitive Web 2.0 front-end enables even users who do not have any ECM system experience to use state-of-the-art ECM functionalities with minimal training.

WeWebU OpenWorkdesk can be accessed via any modern internet browser. Thus, it is not necessary to install it on the respective client computers. Nevertheless users enjoy "fat client like" features, such as adding documents via drag & drop, user defined shortcuts and right mouse button menus. At any time and within a single browser window, it is easy to switch between retrieval, file management and case management. Virtual, business-oriented views on documents and work items replace rigid, physical files and inboxes. docs@work - a feature of the powerful file management - allows modelling simple, document-based processes without any Business Process Management (BPM) components. WeWebU OpenWorkdesk facilitates to work across the boundaries of different ECM systems with a consistent look & feel. In a variety of ways, its standard functionalities can easily be customized according to your individual needs.

OpenWorkdesk applications are future-proof and protect your investments because user interface and application layer are separated from the under-

lying ECM system. This means that you can continue using your applications without laborious modifications even after an upgrade or change of the ECM platform. Using the remote control functionality, OpenWorkdesk applications can easily be integrated in other information systems such as ERP or CRM. E.g. you are able to open a customer file in WeWebU OpenWorkdesk directly from the respective customer profile in the CRM system. Furthermore, OpenWorkdesk applications are easily expanded and integrated with line of business applications because WeWebU OpenWorkdesk is based on the WeWebU OpenECM-Framework (see box bottom right). Features that users ask for over and over come along out of the box. Many common productivity enhancing features are usually too expensive to be included in custom built applications. Now your project team members will begin with a feature rich palette and configure, rather than code, a custom solution that meets your content-centric, process automation needs. In doing so, the OpenWorkdesk Configurator - a graphic configuration tool - assists them in an optimal way.

A fine-granular rights and role concept provides every user with exactly the information and functions he needs to accomplish his tasks. If a user assumes several roles in the corporation, he can quickly switch between them by using the role selector without the need to log-out and log-in to the systems again. You can as well provide WeWebU OpenWorkdesk as a software-as-a-service application for several tenants working on one and the same deployment.



*The easily and intuitively operable WeWebU OpenWorkdesk allows users without ECM experience to use state-of-the-art ECM functionalities with minimal training.*

## One Single Work Environment for Content and Processes

WeWebU OpenWorkdesk is designed to be used wherever electronic documents and files have to be managed and processes have to be executed based on an ECM system. Typical fields of application for OpenWorkdesk are:

- » electronic customer and credit files as well as credit application workflows in the financial industry
- » electronic contract and claim files as well as processing of damage claims in insurances
- » customer, personnel or supplier files as well as processing of diverse inquiries for inter-divisional and cross-industry applications
- » electronic files and case management in various branches of the public sector

## Features

WeWebU OpenWorkdesk offers a wide range of features which facilitate an intuitive and efficient work with files, documents and work items:

### General

- » Ease of use through user-friendly navigation, customizable layout, the availability of "Windows like" shortcuts and context menus, and Web 2.0 technologies
- » Accessibility according to section 508 of the US Rehabilitation Act
- » Fast access to information and functions based on the user's role
- » Highest flexibility due to virtual business views on documents and work items instead of rigid, physical files and inboxes
- » Efficiency by batch processing: Apply functions to several objects at once and process them directly one after the other
- » Favorites for any objects (documents, files, work items, searches, ...)
- » Multi-functional clipboard for collecting objects for further processing
- » E-mail documents directly as attachments or only links for improved security
- » Suitable for international organizations by multi language support
- » Security and reduced administrative effort due to multi-tenancy and comprehensive role concept
- » Consistent look & feel even when using different ECM systems
- » Integration in information systems (e.g. CRM, ERP) by using the remote control functionality
- » Configuration of individual solutions with OWD Configurator

### Retrieval

- » Directed search based on the user's role
- » Federated search over different repositories
- » Stored searches for recurring queries

### eFile Management

- » Intuitive navigation using a file-tree structure spanning different repositories
- » Easy adding of documents via drag & drop from Windows Explorer or Desktop
- » (Pre-)Processing of documents using docs@work

### Business Process Management

- » Direct access to documents, files and metadata from different repositories via links in the work item
- » Comprehensive proxy rules for the complete contents of an inbox
- » Various case and document history tracking options

## Supported ECM Systems

You can use WeWebU OpenWorkdesk with a single ECM system as well as in a system-spanning manner.

IBM ECM systems:

- » IBM FileNet Image Services
- » IBM FileNet Content Manager
- » IBM FileNet Business Process Manager
- » IBM Content Manager (CM8)
- » IBM Content Manager on Demand



Other ECM systems, e.g. Alfresco ECM, via open standards:

- » JSR 170
- » CMIS



Adapters for further systems are available on request.

## Add-ons

### ▶ Logical Enhancement: WeWebU Zero-Install Office Integration

... allows direct editing and saving of MS Office documents per mouse-click from any hit list in file management and retrieval as well as from work items. Without any installation on the client!

### ▶ Clear View: Advanced Document Viewing

... congeneric viewing of all document formats from every supported repository.

### ▶ Future-Proof Base: WeWebU OpenECM-Framework

... is a universal basis for developing web-based applications for Enterprise Information Management (EIM) with easy to use front ends.

## Choose the WeWebU OpenWorkdesk Edition that Best Fits Your Needs

In brief - the different WeWebU OpenWorkdesk editions:

### ▶ Community Edition

- » It's free
- » Essential functions for efficient eFile management and retrieval
- » For all CMIS compliant ECM systems
- » Licensed under the GNU Public License
- » <http://openworkdesk.org>

### ▶ Pro Edition

- » Wider range of functions (e.g. drag & drop, role management, e-mail integration, optional: WeWebU Zero-Install Office Integration & Advanced Document Viewing)
- » Complete support and maintenance
- » Licensed per processor under a subscription model

### ▶ Enterprise Edition

- » Enhanced enterprise features (e.g. BPM, multitenancy, federation, audit trail)
- » Additional native adapters for IBM ECM/ BPM systems and JCR with support of multiple repositories
- » Standard user-based licensing

## Case Study: Bayerischer Rundfunk

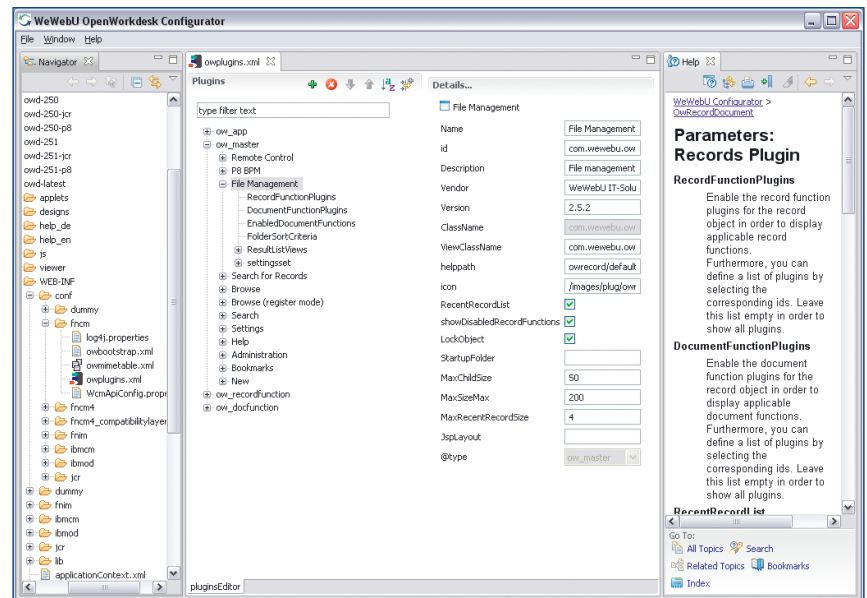
Bayerischer Rundfunk (BR), a public broadcasting organization in Germany, has migrated FileNet Content Services to IBM FileNet Content Manager as central document management platform. However, in the beginning phase, it turned out that the high demands of the end users for ease of use and rapidity of document access were not met by the provided standard components. Generally, it was imperative to support business processes in a better way and increase the usability. Hence, BR decided for using WeWebU OpenWorkdesk as application platform and intuitive Web 2.0 front-end for IBM FileNet Content Manager.

BR uses several enterprise-specific business applications based on WeWebU OpenWorkdesk in different departments, e.g. to manage documents like architectural drawings and enlargement plans in buildings and real estate management or to file scripts and other documents ordered according to broadcasts in the radio department.

By using WeWebU OpenWorkdesk, users at BR are optimally supported in accomplishing their tasks. Importing, indexing and distributing new documents is easy, convenient and fast. Due to the clearly arranged display of documents, retrieval takes considerably less time as well. Thus, user acceptance is assured.

WeWebU OpenWorkdesk is based on the very flexible WeWebU OpenECM-Framework. For example, it has facilitated to quickly create a proof of concept installation that had met most of Bayerischer Rundfunk's requirements.

"Using WeWebU OpenWorkdesk we could create a solution that meets the demands of our users and – at the same time – implement an application platform that contributes to raising our employee's productivity and also provides the optimal support of our business processes", states Klaus Vogel, Head of Information Processing at BR.



*Build your individual ECM solutions quite simply with the help of OWD Configurator.*

## Your Partners: WeWebU & FusionStorm



**FUSIONSTORM™**



WeWebU Software AG is the specialist for Enterprise Information Management. With our standard products, enterprises can access their complete information infrastructure via a unified, process-oriented working environment. Thus, they reduce costs, increase their employees' productivity, come to decisions faster and better, and make their whole enterprise more agile.

FusionStorm is an IBM Premiere Business partner and Tier One Software ValueNet service provider. Our 18 years of ECM success designing, building, delivering and supporting Content Management and Business Process Management solutions have secured our place as a trusted partner. FusionStorm is the North American distributor for WeWebU products. We support end users, conduct training and enable other partners to deliver solutions based on WeWebU and IBM products. FusionStorm has offices across the U.S. supporting private and public sector clients.



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