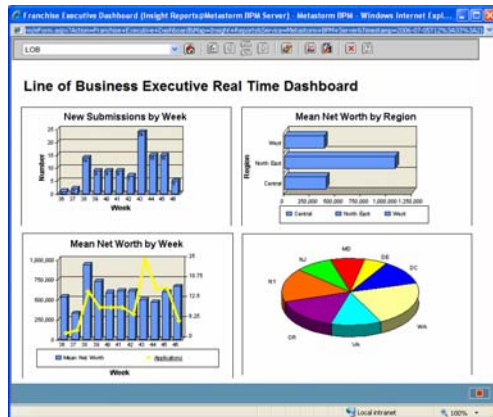


Metastorm Insight™

Metastorm BPM is the leading Business Process Management software solution for automating, managing and controlling unique, human-intensive processes. Organizations around the world have deployed Metastorm BPM to meet critical process needs in the areas of compliance and risk management, customer service, supply chain operations, and internal operations. As a result, these organizations are citing significant returns on their investment. The deployment and use of Metastorm BPM delivers benefits that are immediate, have quick and measurable impact, and continue to increase in value over time. Immediate benefits are typically seen in the form of lower costs, improved efficiency, enhanced employee productivity, and greater control.



In addition, results are sustained and grow over time as organizations leverage the Metastorm BPM system to collect both operational process data and line of business content data. This data, when linked to a high performance business intelligence capability such as Metastorm Insight, gives managers powerful visibility into both current process inefficiencies and time-phased trends that can be used to achieve continuous process improvement and ultimately strategic and competitive advantage.

Metastorm Insight

Metastorm Insight is a robust business intelligence module that gives users the ability to monitor, analyze and take action on key business process information through an intuitive executive dashboard interface. Metastorm Insight operates against both historical and real-time data and provides powerful business performance management capabilities, including:

- The ability to monitor process data from a central, customizable dashboard.
- The ability to drill down, analyze and take immediate action on real-time data.
- Automatic capture of process performance data at desired intervals.
- A suite of pre-configured reports that include both “snapshot” and time-phased trend analysis.
- A sophisticated but easy to use query and report definition tool that allows users to define customized reports and perform ad hoc queries.
- Built-in system administration functions to allow for easy deployment of reports to distributed users.

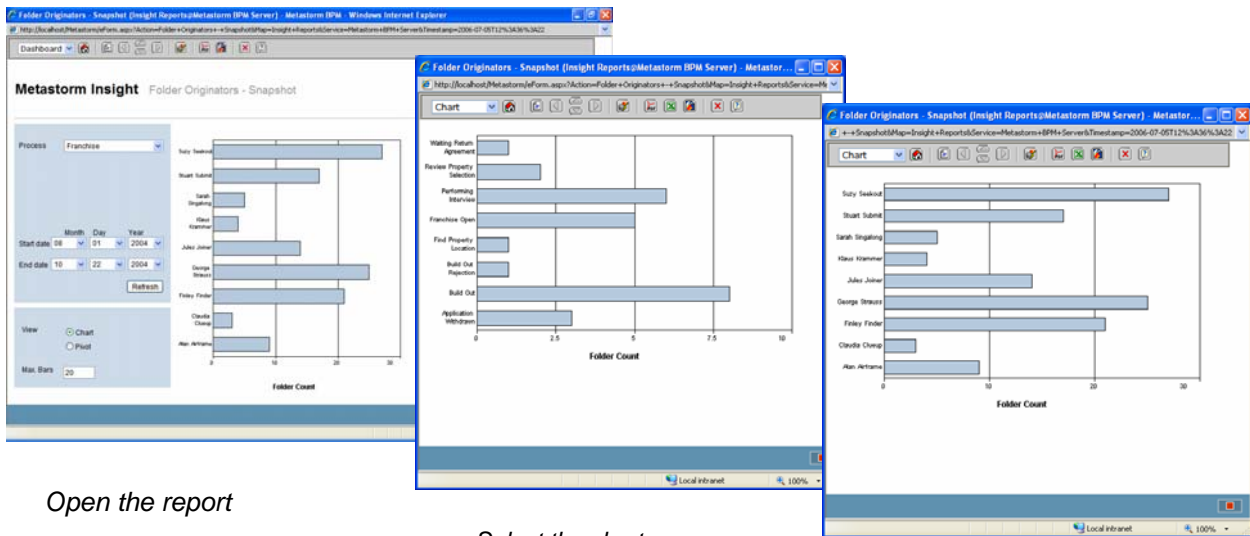
Enhanced Data Capture

Metastorm Insight provides an administrator with the ability to define automated tasks that capture additional process performance data and facilitate the provision of time-phased trend reports.

These tasks can be scheduled on a daily, weekly, monthly or quarterly basis and may be defined independently against specific Metastorm BPM processes. Tasks can be configured to execute at a particular time during the day in order to balance system performance. Additionally, notification of the outcome of each task can be provided by e-mail. Administrators also have the option to store this additional data in a separate database from the Metastorm BPM repository database so that it can be shared and leveraged by other applications.

Process Insight Reports

A comprehensive collection of pre-configured reports are delivered with Metastorm Insight to assist process owners with identification of bottlenecks or other process inefficiencies. They also assist managers to monitor performance trends so that they can make more informed business and process improvement decisions. Three categories of reports are provided: Process Workload reports, People Workload reports and Process Performance reports. All reports include both a “snapshot” of the current status and a time-phased ‘trend’ analysis.



Open the report

Select the chart

Drill down on a user

Process Workload reports include:

- Count of folders by process and stage
- Overdue folders by process and stage
- Delayed folders by process and stage

People Workload reports include:

- Workload by user
- Process initiation by user

Process Performance reports include:

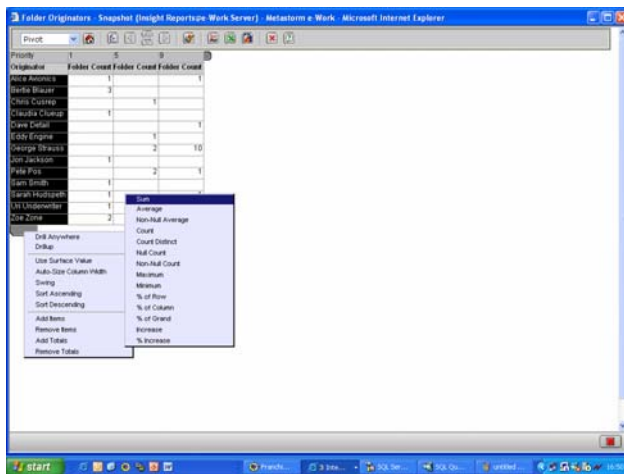
- Activity times at a stage
- Cycle time for a process

Each report is comprised of a dashboard of charts and associated data along with a number of configuration controls that facilitate usability and access to information, including the ability to select a process, select specific process stages, and define date ranges. The user may drill down into components of the dashboard to change chart types, pivot data tables and analyze the process at lower levels of detail.

Reports are displayed through the Metastorm browser client and can be exported to a PDF or Microsoft Excel file. Access to reports is controlled by Metastorm BPM's Enterprise role security function.

Report and Query Definition

A sophisticated, yet easy to use, query and report definition tool is provided to allow report designers to define additional reports based on the data in the e-Work repository. Designers can create:



- Tabular reports
- Charts
- Pivot tables
- Dashboards (combining one or more of the items above)

Drill down to detailed levels of data may be provided when defining these reports. Once these reports have been defined and stored in the reporting repository, the report designer may use the administrative tools provided to make them available to users through the e-Work browser client.

Summary

Metastorm Insight is a full-featured business intelligence capability integrated as part of its process management suite. Insight provides out of the box a comprehensive array of both snapshot and trend reports that allows users to monitor the performance of their processes and gain valuable knowledge about items flowing through the process. Using Insight, organizations can take maximum advantage of Metastorm BPM.



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