

# Adobe® LiveCycle™ Workflow

## Automating processes that span human and system touchpoints

## At A Glance

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Business processes revolve around people, yet today's business process management systems do not adequately address the gaps between people, documents, systems, and business processes. Adobe LiveCycle Workflow software bridges these gaps, enabling organizations to support business processes by building workflows that integrate human and system touchpoints. A complete process management solution for streamlining document-centric processes, Adobe LiveCycle Workflow links people, systems, documents, business rules, Adobe Document Services, and Web services.

From its intuitive design environment for visual assembly of workflow applications to powerful Business Activity Monitoring (BAM) tools for optimizing business processes, Adobe LiveCycle Workflow provides an end-to-end process automation solution. Organizations using Adobe LiveCycle Workflow can orchestrate all Adobe Document Services—document control and security, process management, collaboration, and document generation—into cohesive workflows. For instance, Adobe LiveCycle Workflow can be used to automate everything from approval of employee timesheets to review and approval of engineering documents. The results for organizations include increased process efficiencies, personalized customer services, new revenue streams, and enhanced compliance efforts.

### Accelerate Process Automation and Reduce Costs

Adobe LiveCycle Workflow features a unique component-based workflow engine that enables rapid assembly of complex workflows. Business and IT professionals can visually design workflows to support today's fluid business processes; all without time-consuming, costly software programming. Graphical process modeling and design in Adobe LiveCycle Workflow help organizations reduce time-to-market and costs.

**Fast time-to-market**—Leverage reusable components, called Quick Process Action Components (QPACs), for rapid assembly of complex workflows within a single, visual, drag-and-drop environment. With Adobe LiveCycle Workflow, each process action—such as integrating with a system, routing information to a person, sending an e-mail, or invoking a Web service—is represented by a reusable QPAC. Adobe LiveCycle Workflow provides a complete library of out-of-the-box QPACs for common processes.

**Seamless enterprise integration**—Coordinate Adobe Document Services: document control and security, process management, collaboration, and document generation. Adobe LiveCycle Workflow enables organizations to create unlimited custom QPACs to extend the workflow engine for unique requirements. This component-based approach enables seamless integration across any enterprise application, as well as unlimited extensibility.

**Flexible, powerful workflows**—Support complex workflows and routing schemes. Adobe LiveCycle Workflow enables skill-, role-, and group-based routing and supports complex workflows, including splits, joins, and nested processes.

### Integrate Processes and Systems

Adobe LiveCycle Workflow integrates business processes, systems, and people, regardless of existing legacy systems. It also supports the latest enterprise databases, standards, and directories.

**Seamless integration with core applications**—Remove organizational barriers, even when the flow of work spans workgroups, departments, or enterprises. Adobe LiveCycle Workflow integrates document-centric processes with any enterprise or legacy business system, including enterprise resource planning (ERP), customer relationship management (CRM), document management, directory server, database, or Web service.

**Support for standards**—Leverage standards to streamline integration. Adobe LiveCycle Workflow supports WSDL and UDDI standards for XML data and Web services, as well as JMS, TCP/IP, HTTP(S), IIOP, FTP, and SMTP messaging. Deployed on a Java™ 2 Platform, Enterprise Edition (J2EE platform) application



## System Requirements

### *Application Server/Database/ Operating System Combinations Supported*

- BEA WebLogic 8.1 (SP4),  
Oracle 9i, Sun™ Solaris™ 8 and 9
- JBoss 3.2.5, MySQL 4.1,  
Windows Server™ 2003 EE
- IBM WebSphere 5.1.1,  
Oracle 9i, IBM AIX® 5.1 and 5.2

server, Adobe LiveCycle Workflow also supports a variety of enterprise databases, such as IBM® DB2, Microsoft® SQL Server, and Oracle 9i, and integrates easily with LDAP or custom directories.

**End-to-end process integration**—Leverage the power of Adobe Portable Document Format (PDF) to deliver complete end-to-end process automation solutions. The combination of Adobe PDF and the powerful workflow engine in Adobe LiveCycle Workflow enables organizations to automate both simple and complex business processes. Adobe LiveCycle Workflow supports both online and offline interactions, persistent document control and security, a robust PDF HTML user interface, and integrated paper-to-digital interactions.

## Deploy Systems and Processes with Ease

Adobe LiveCycle Workflow makes it easy for end users to participate in automated business processes and streamlines deployment for IT staff.

**Online or offline process support**—Facilitate data capture, decrease cycle times, and improve data quality. Adobe LiveCycle Workflow enables end users to participate in processes using HTML or Adobe PDF forms. With intelligent forms, customers and constituents can interact with processes online or offline with PDF forms that they can save and print. Adobe LiveCycle Workflow also helps automate the conversion of forms and documents from paper to electronic PDF files.

**Streamlined deployment for IT**—Simplify ongoing administration. Extensive APIs enable interoperability across systems and enterprises. Load balancing, clustering, and failover support mission-critical applications. LDAP integration, as well as single sign-on and support for Security Assertion Markup Language (SAML), streamline IT efforts.

**Multiple language support**—Deliver process automation around the globe. Adobe LiveCycle Workflow is internationalized in English, French, German, and Japanese.

## Manage Workflows and Meet Changing Requirements

Adobe LiveCycle Workflow provides highly intuitive tools for workflow management and scales to suit an organization's performance and availability needs.

**Intuitive portal for workflow management**—Initiate new workflows, sort, manage, and respond to work assignments, and search for existing items across any transaction. The highly intuitive portal in Adobe LiveCycle Workflow enables easy in-box and task management.

**Flexibility for end users**—Ease the transition to automated processes. Adobe LiveCycle Workflow provides full paper-to-digital support, as well as high-fidelity print and local save.

**Secure communications**—Automate processes, even if they involve sensitive information. Adobe LiveCycle Workflow supports secure data communications with digital signatures and security rights.

**Scalability**—Meet changing organizational requirements. Adobe LiveCycle Workflow scales both horizontally and vertically to suit performance and availability needs.

## Optimize Processes

With its powerful management dashboard for monitoring business activity and reports, Adobe LiveCycle Workflow enables organizations to develop and optimize processes so that work items are handled quickly and efficiently. A real-time dashboard provides insight into key measures such as process cycle time and quality, personnel productivity, and process compliance.

**Comprehensive BAM**—Monitor business activity in real-time. Adobe LiveCycle Workflow provides an out-of-the-box management dashboard and process reports. Alerts, reminders, calendars, and escalation help ensure responsive, around-the-clock operations.

**Streamlined reporting**—Communicate business results with ease. Adobe LiveCycle Workflow offers an open data model for external reporting.