

# OFFICE TALK

## Variant **MSP** (Modelling-Simulating-Processing)

### General aspects

**OfficeTalk/MSP** is a Business-Process-Management-Suite (**BPMS: BPM and Workflow**) for managing and control business processes of a company. It can be used on different platforms. The amount of useable workstations, supported by **OfficeTalk/MSP**, depends on the used database. **OfficeTalk/MSP** is developed with modern technologies and uses component architecture. **OfficeTalk/MSP** is based on VisualWorks ® Smalltalk from CINCOM ®.

### Target groups

**Any industry type can use OfficeTalk/MSP.**  
Some examples of industry types:

- Controlling of organisational processes in companies.
- Controlling of sales orientated processes
- Controlling of production orientated processes
- Controlling of dated/term orientated processes
- Structuring and controlling of branch neutral processes (medical, notary, lawyer, sales, education, consulting, asset consulting, investment, etc.)

### Variant **MS**

With this variant of **OfficeTalk** you can model and simulate processes of all kind. Details for the **MS** variant you will find in the product sheet for **OfficeTalk/MS**.

### Advantages and goals

- Paper must not be generated or copied more times
- Vouchers can be managed by the system
- Delegation of informations to a worker is done automatic. Renewing and repetitions are controlled by the system. OfficeTalk/MSP also does archiving.
- Processes can be controlled by time.
- The performing of a process is organized by workers and their known substitutes.
- Informations can't be lost anymore.

### Interfaces to other systems

**OfficeTalk/MSP's** architecture is an open one. It can be integrated in existing systems. So **OfficeTalk/MSP** can manage processes in cooperation with other systems (e.g. word processor, billing system, finances, time managing systems etc.). OfficeTalk/MSP does the distribution, controlling and coordination of the overall process. Integration of other systems can be done with **COM-**, **.NET-**, **HTTP-Request-**, and **Webservice-**connectors.

### The platform of integration

With the help of its build in interfaces **OfficeTalk/MSP** is able to integrate many applications (e.g. Microsoft-Office, Dynamics NAV, SharePoint, Biztalk, DocuWare, SAP R3/4, Business-One, CoP, and many more) into the flow of business processes.

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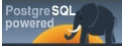

## Supported platforms

**OfficeTalk/MSP** is system neutral developed and supports the following system platforms:

- Windows 98
- Windows 2000
- Windows 2003
- IBM xSeries
- IBM iSeries
- Windows NT
- Windows XP
- Windows Vista
- Windows 7
- Linux

## Supported databases

**OfficeTalk/MSP** supports the following databases:

- Oracle Version 7 or higher 
- Microsoft-SQL Version 7 or higher 
- PostgreSQL Version 8.0 or higher 
- Universal DB2 Version 8.1 or higher 
- ODBC Database

## Current prerequisites

RAM min. 32 MB, any supported database

## Extended system support

- Integration of extern systems with COM, OCX, ActiveX und .NET on Windows-platforms
- Integration of extern systems with HTTP-Request und Webservices on all platforms (Webapplikations)

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### The specification

#### Process

With **OfficeTalk/MSP** you can define processes and their actions in a free way.

An example: The process „*Order from a supplier*“ defines, that the order is put to the first worker 10 days after initialisation to check the input of the delivery and then is delegated to another worker, to initial the payment.

Processes are communicational medias used in an office, or in general, jobs to perform. For example: letters, term agreements, orders, commitments, etc. In general, all types of working with another person or company.

#### Worker

A worker is the user of a process. A worker is registered by shortcut and password. OfficeTalk/MSP can restrict the access to processes. Workers can be grouped together to a worker group, an office or a team. A higher worker can see the current processes and their state done by his subordinated workers. To a worker, one or more substitutes for defined processes can be assigned. The responsibility of a substitute can be restricted to the state of another worker or a time span. If one worker is ill for example, a substituted worker can do his job. With the structural features of **OfficeTalk** each company's type can be described.

#### Responsibility

You define the responsibility of performing a process, by assigning a worker to a process type or name. You can give different rights for performing a process to a worker per process basis.

#### Simulation

The execution path of a process can be simulated. On variants of the path, the direction can be chosen. The result of the simulation, like times, consumed resources and much more can be inspected.

#### Time and resources

Each process has a minimal and maximal time amount to be performed within. Each step within a process may have a minimal and maximal time amount to be performed too. It's also possible to assign a concrete date/time for the performing of a process. The assigning of a process or step to a worker may be time dependent. **OfficeTalk/MSP's** responsibility is the delegation at the defined time. **OfficeTalk/MSP** throws an exception, if a worker does not perform a process within a defined time span.

#### Execution path

In **OfficeTalk/MSP** you describe the way/path (different workers) a process should be delegated while be performed. You define which worker will do which step of the process while performing. You can assign this by process type or process name. Substitutes are accepted for this definition too.

#### History of execution

A process optional contains a history. In this history the worker, the performed steps, the exhausted time and user defined informations are stored. **OfficeTalk/MSP** is able to use this information to control the proceeding of the process. A defined head-worker of a team or an office is informed of the history, if a time exception is thrown.

#### Presentation

For presentation please contact  
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