

Adobe® LiveCycle® Process Management ES2

Streamline business processes across your firewall



Product summary

Adobe LiveCycle Enterprise Suite 2 (ES2) is a software suite that extends the value of existing back-end systems by engaging users with collaborative rich Internet applications (RIAs) and guided forms, streamlining internal processes, managing correspondence, and strengthening information and document security.

With Adobe LiveCycle Process Management ES2, you can:

- Accelerate delivery of new processes through drag-and-drop process modeling and user interface development
- Engage process participants inside and outside the firewall with highly interactive RIAs and forms in online and offline modes
- Proactively manage customer problems and service-level agreements (SLAs) with business activity monitoring dashboards and alerts
- Efficiently manage tasks through a customizable workspace with search, sort, escalate, delegate, and remind capabilities
- Decrease the cost and time of implementation by deploying user interfaces in the runtimes of Adobe Reader and Adobe Flash

Rapidly build user-centric process applications with real-time process monitoring controls. Manage daily work efficiently and continually improve business processes across the firewall.

Accelerate process application delivery

The Adobe LiveCycle Process Management ES2 module has unified design time tooling so team members can collaborate when building processes. Form authors can use a visual design environment to drag and drop form elements while business analysts visually design overall process flow using Business Process Modeling Notation (BPMN). With the Process Management ES2 module's codeless user interface development capabilities, business analysts can develop fully functional and intuitive rich Internet application (RIA) guides for capturing data. Developers then configure process assets to invoke the appropriate services. The result is that business users can be highly involved in process design work and collaborate effectively with their IT counterparts.

Engage users everywhere

LiveCycle Process Management ES2 delivers a variety of process interaction styles that best match individual comfort levels and access requirements. Participants can interact with processes online or offline using dynamic PDF forms. You can also build step-by-step guides or fully dynamic and interactive RIAs to provide assistance for more complex forms. Process participants can also review, approve, or reject tasks through any e-mail client as well as manage their task lists through iPhone and BlackBerry mobile devices.

Effectively manage content

Using LiveCycle Process Management ES2 with Adobe LiveCycle Content Services ES2, you can capture and manage all content flowing through your processes. Initiate or resume processes based on content events such as receipt of a mortgage application or claims form. You can also attach documents to process tasks and easily archive content.

Streamline content reviews

In conjunction with other Adobe LiveCycle ES2 modules—PDF Generator, Reader Extensions, Rights Management, and Content Services—Process Management enables business users to manage ad hoc content reviews without involving IT. Using an intuitive interface, users can publish content, create a list of reviewers (inside or outside the organization), and define approval stages, deadlines, and escalation guidelines. The content is then automatically converted into PDF, enabled for inline commenting, rights protected, and distributed. Users can monitor and modify the process at any time.

Integrate with core business systems

Using standards-based adapters, you can integrate your processes with back-end systems, including enterprise resource planning, customer relationship management, content management, and databases. This ability cuts the cost of automating cross-functional processes—and preserves investments in existing systems.

Key features and benefits

Visual process and user interface design environment	<ul style="list-style-type: none">• Easily define processes and abstract data models• Simplify form authoring with reusable blocks• Empower business analysts to create RIA-based guides with no coding required
Centralized repository with versioning and design-time access control	<ul style="list-style-type: none">• Support large collaborative development• Revert to older versions of process components as needed• Meet compliance requirements with asset change audits
Variety of process interaction styles	<ul style="list-style-type: none">• Simplify participation by e-mailing PDF forms that interact with processes• Step users through the process using wizard-like guides or full RIAs• Send summary data to users to review, approve, or reject tasks using any e-mail client, without any additional software required
Ad hoc content reviews	<ul style="list-style-type: none">• Empower business users to create and manage content reviews from beginning to end using an intuitive interface
Cross-platform user interface deployment	<ul style="list-style-type: none">• Cut cost and deployment time by building user interfaces once with no special coding or browser/operating system testing• Extend process reach by deploying in Adobe Reader and Adobe Flash
Integration with existing infrastructure	<ul style="list-style-type: none">• Reduce effort and time to automate cross-functional processes that interact with existing systems through standards based adapters and enterprise content management (ECM) connectors• Leverage existing IT assets through out-of-the-box integration with LDAP, web services, databases, SMTP, POP3, IMAP, JMS, and FTP
Rich, customizable workspace for task list management	<ul style="list-style-type: none">• Gain productivity through a central interface for all process interactions• View native content including PDF, Microsoft Office, and image files, and add comments using the Review and Approval user interface• Efficiently manage work lists through search, sort, prioritization, escalation, and delegation features• Rapidly brand and customize the workspace through customizable Adobe Flex[®] components, cascading style sheets (CSS) templates, and user interface source code• Manage task lists from mobile devices
End-to-end process and business monitoring	<ul style="list-style-type: none">• Troubleshoot using annotated diagrams of process steps and actions• Gain real-time visibility into the overall health of processes through out-of-the-box process, system, and workforce key performance indicators (KPIs)• Proactively manage customer problems and service level agreements (SLAs) through real-time alerts based on goals and KPIs• Gain process insights by customizing process metrics, setting alerts, and drilling down into detailed data• Provide business users with real-time dashboards in Flex user interfaces using the Flex SDK

For more information

Product details:
[www.adobe.com/
products/lifecycle](http://www.adobe.com/products/lifecycle).

Free trial version:
[www.adobe.com/devnet/
lifecycle/trial](http://www.adobe.com/devnet/lifecycle/trial).



Adobe Systems Incorporated
345 Park Avenue
San Jose, CA 95110-2704
USA
www.adobe.com

Adobe, the Adobe logo, Flash, Flex, LiveCycle, and Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. Java is a trademark or registered trademark of Sun Microsystems, Inc. in the United States and other countries. All other trademarks are the property of their respective owners.

© 2009 Adobe Systems Incorporated. All rights reserved. Printed in the USA.

91011478 9/09