roBott

FACT SHEET

The Issue

How do you minimize the resources required to fulfill orders and send information to your customers?

What do you do when the same data about a specific customer is managed by separate applications on separate platforms?

Do you find that your IT personnel are always faced with the need to create applications or tools that address new business process issues?

Are you trying to populate your inventory system with data from your provisioning system? Do you have an advanced CRM system that needs to be fed sales data or be automatically updated from an ordering application?

Do you run into data synchronization issues when trying to merge data from separate data sources?

What do you do when you have limited financial or staff resources to address these issues?

The Solution

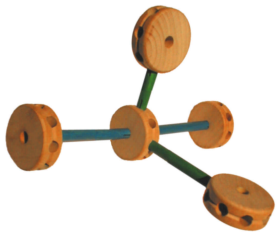
roBott is an XML-based framework that can be deployed as a workflow engine to transform, route and transport data. This allows you to describe and implement processes that bridge applications, platforms and businesses.

This XML-based engine involves two basic components. The first enables you to define specific business rules that describe what needs to be done and when it should be completed. The second component uses these business rules and executes the applicable processes.

Processes could involve sending or posting data to a SQL 92 compliant database, sending data to a FTP or HTTP site, using SMS messaging to notify remote wireless users, sending email messages to a defined distribution list of customers or simply deposit data or reports into a file folder on a local network directory.

This product has recently been used to manage a national sales force and an organization's internal provisioning process. In this example, data captured outside the organization's firewall by sales representatives is emailed to the roBott engine.

Based on the content of this information, messages are sent back to the sales representative when data is incomplete, details are forwarded to provisioning if all information is complete or the transaction could be rejected and be routed to persons responsible for quality assurance.



TRIMAP

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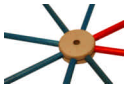

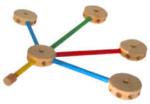
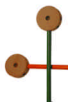

Functionality, benefits and specifications

- Provides the ability to describe and implement flexible processes that bridge applications, platforms and other businesses.
- Addresses business workflow issues by providing a framework to transform, route and transport business intelligence.
- Can be used to integrate internal or third party applications where data from one enterprise application is used to populate other enterprise systems such as CRM or inventory applications.
- Transforms data exchanged to the data structure of the destination application.
- Is based on support for standards including XML and SOAP.
- Improves internal quality assurance processes by identifying data inconsistencies and minimizing duplicate data entry requirements.
- Automates or monitors internal business processes and transactions.
- Avoids the need to create new applications or tools to address new business requirements.
- Is a Java-based product that uses XML/XSL technologies - can be deployed in a Unix or NT/Win2000-based environment.

Process

- Users define business rules that drive specific workflow processes.
- Data processors facilitate the exchange of information based on business rules. Processors include ability to route and transport data to SQL 92 compliant databases, to FTP or HTTP sites, using email via SMTP, SMS messaging, to a file folder located on a network drive or to another roBott service.
- Data is managed using XML/XSL-based techniques and can be accessed or posted to enterprise applications via EJB or SOAP.
- Processes can be chained as part of extended applications.
- Actions are driven by specific processors and business rules.