

Workflow Manager

Enterprise software packaging managed from start to finish



Reduce Your IT Costs

Using Workflow Manager to coordinate your software packaging process helps eliminate costly deployment errors and reduce help desk calls.

Implement ITIL Best Practices

Workflow Manager makes it easy to implement ITIL application management processes across your organization.

Maximize IT Productivity

Workflow Manager lets IT share resources and collaborate in real time, significantly increasing your efficiency.

Ensure Faster Software Rollouts

Workflow Manager speeds software packages through to deployment, ensuring applications are available faster and SLAs are met.

Eliminate Redundant Software Packaging

Workflow Manager identifies if requested applications already exist in your environment, so IT never duplicates work.

"Workflow Manager provides us with a standardized way to manage the entire application preparation process. It...increases efficiency, and ultimately results in faster, more reliable deployments."

Conor Maguire
Hewlett Packard

IT departments are constantly preparing software for deployment. But that preparation process – known as software packaging – is complex and difficult to coordinate. If managed poorly, expensive errors can occur, resulting in packaging delays, software downtime, lost productivity, and increased IT costs.

Macrovision's Workflow Manager is a Web-based, end-to-end application management system that gives IT Management total control over the software packaging process. Using Workflow Manager, you can ensure your organization always follows a standardized software packaging process based on best practices that speeds up software packaging, reduces downtime, and cuts IT costs.

Streamline Your Software Packaging Process

Workflow Manager gives application owners an easy way to submit complete application requests to IT Management, who can use Workflow Manager to assign those requests to the most available software packager. Packers are shown the entire packaging process in an easy-to-follow graphical workflow, so they know exactly which steps to perform and in which order.

Centrally Manage Application Requests and IT Resources

Whether managing a small team or multiple IT centers around the world, Workflow Manager makes it easy for IT Management to monitor every aspect of the

software packaging process. Workflow Manager shows the real-time status of every packaging request, who is working on it, and any issues that arise, so you can take action to ensure important deadlines are kept and SLAs are met.

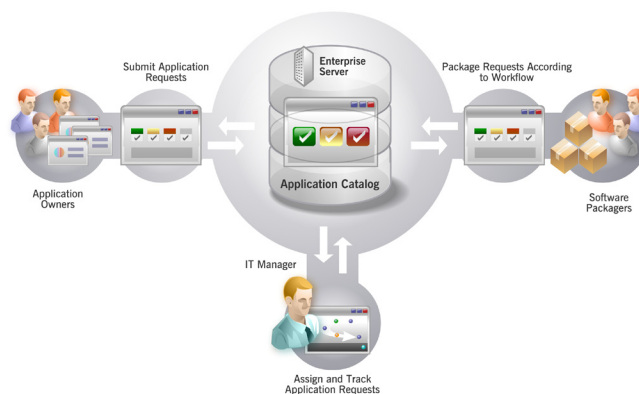
Integrated with AdminStudio to Enhance Package Management

Workflow Manager is integrated with AdminStudio, the premier software packaging solution. A Workflow Manager workflow can include AdminStudio tasks, and progress is automatically reflected in the Workflow Manager UI. Both solutions share the same Application Catalog, so all package metadata and data generated during packaging via AdminStudio is automatically captured along with application request and workflow information from Workflow Manager. All this data is accessible anytime using Workflow Manager's powerful reporting tools and can feed into your CMDB to simplify ITIL or Microsoft MOF and BDD implementations.

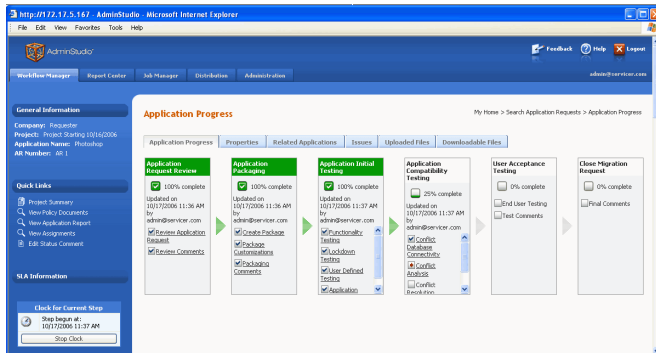
Customize to Fit Your Organization's Standards

Workflow Manager is easily customized to meet the unique business processes and changing needs of your enterprise. From the application request details that application owners submit to IT to the workflow process that software packagers follow, Workflow Manager can be continually altered and updated to enforce current best practices.

Workflow Manager connects IT Management, software packagers, and application owners to streamline packaging.

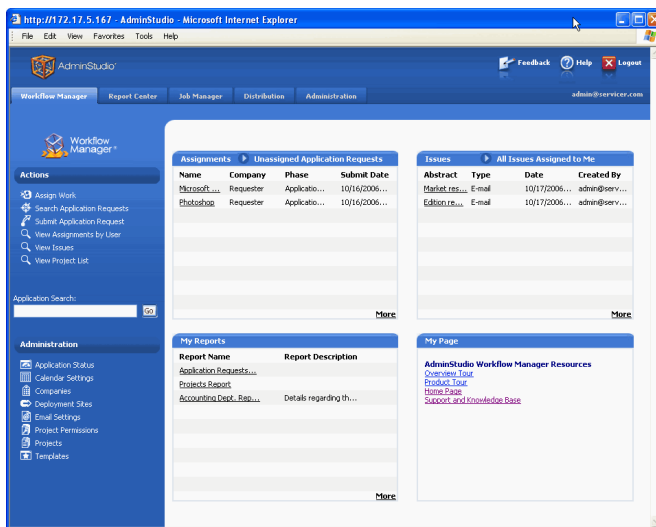


Streamline Your Software Packaging Process



Workflow Management – Workflow Manager collects information on application requests in real time – as IT works on them – and automatically routes the application requests to the correct step in your workflow process based on that data, significantly decreasing time to deployment.

Assigning Work by Name – Workflow Manager provides a complete list of every IT team member and the projects they are currently assigned, enabling IT Management to assign new software packages to individuals based on their available bandwidth and monitor their progress in real time.



Dashboard Home Page – The Workflow Manager home page includes a dashboard that provides summary information about relevant work assignments, issues, reports, and any links or company-specific data you wish. The information is unique to each user, based on their permissions, so they always know their packaging assignments.

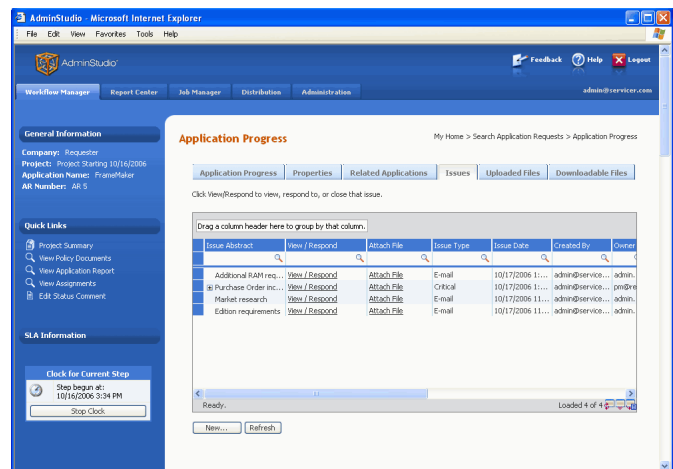
Dynamic Email Notification – Workflow Manager can send dynamic, template-based emails automatically to key stakeholders (any individual, group, or role) to notify them of work being performed on particular application requests. These emails increase workflow efficiency while alerting the right people of the current status of the application request.

SMS Web Console – Workflow Manager is directly integrated with Microsoft®'s SMS, enabling you to more easily target applications for rollout with SMS and monitor their deployment success using a single console.

Deployment Workflows – When the packaging process for an application is complete, you can use special Workflow Manager deployment workflows to guide the staging, testing, and distribution of the application to your defined sites, ensuring more rapid and error-free software rollouts.

Linking Application Requests – Workflow Manager lets you more efficiently manage large numbers of application requests by linking them to each other.

Centrally Manage Application Requests and IT Resources



ENHANCED! Issue Tracking and Resolution – Whenever packaging issues arise, Workflow Manager provides tools to facilitate their resolution, including giving IT the ability to send queries to the originator of the application request. You can now assign an owner and due date to issues, ensuring the right person addresses the right issue in a time-sensitive manner.

Critical Issue Management – Issues can be labeled as critical, immediately placing the workflow into a read-only mode until the issue has been resolved. Also, all comments associated with an issue are grouped together in a hierarchy, so that the order of responses is clear.

Share Critical Application Data – Workflow Manager enables you to proactively access and share data anytime with key personnel in your enterprise who need it, enabling more efficient and effective software repair, updating, and management.

Projects Report for: CustomerCo
Project Name: Adobe Products Update

Project Summary

Service Company: ServiceCo	Application Due Period: 5 day(s)
Project Name: Adobe Products Update	Application at Risk Period: 2 day(s)
Customer Contact Name: applicationuser@customerco.com	Include Weekends: No
Service Contact Name: repackager@serviceco.com	Business Hours Per Day: 08:00M
Template: Repackaging	
Start Date: 4/10/2006	
End Date: 10/7/2006	

Application Requests by SLA Status

Completed: 2	
Completed On Time: 2	
Completed Late: 0	
In Progress: 10	
On Time: 9	
Late: 0	
At Risk: 1	
TOTAL	12

Application Request Progress
Overview

SLA Compliance Summary

Current Phase Summary

In-Progress Application Requests By Current Workflow Phase

SLA Status: Late

Workflow Phase	Application Requests Currently in this Phase	Template Name
Application Request Review	0	Repackaging
Packaging	0	Repackaging
QA Testing	0	Repackaging
Close Application Request	0	Repackaging

SLA Status: On Time

Workflow Phase	Application Requests Currently in this Phase	Template Name
Application Request Review	3	Repackaging
Packaging	2	Repackaging
QA Testing	2	Repackaging
Close Application Request	2	Repackaging

SLA Status: At Risk

Workflow Phase	Application Requests Currently in this Phase	Template Name
Application Request Review	0	Repackaging
Packaging	1	Repackaging
QA Testing	0	Repackaging
Close Application Request	0	Repackaging

[View Application Requests Summary Report](#)

ENHANCED! Reporting – Design, store, and rerun your own custom reports using Workflow Manager’s easy-to-use Report Wizard. Reports can now include packaging data from AdminStudio as well, and you can customize SQL queries to generate reports on all data on a given package stored in the Application Catalog.

Role-Based Reporting Security – Assign report permissions to Workflow Manager users based on their roles to ensure they can only see data they are authorized to access.

SLA Reporting and Management – Generate reports on the status of packaging-related SLAs to assist in keeping them compliant. You can align Workflow Manager’s SLA clock with your specific business practices and work schedules, so work stoppages aren’t counted against your SLAs. You also have control over the SLA due dates of each application in a given project, giving you greater accuracy when managing SLAs.

Integrated with AdminStudio to Enhance Package Management

NEW! Integrated Web Tool Interface – Workflow Manager shares a tabbed interface with AdminStudio’s Job Manager, Report Center, and SMS Web Console.

NEW! Shared Application Catalog – Workflow Manager and AdminStudio share the same Application Catalog, so all package metadata and data generated during packaging via AdminStudio is automatically captured along with application request and workflow information from Workflow Manager. All this data is accessible anytime via Workflow Manager reports and can feed into your CMDB to simplify ITIL implementation.

NEW! Link Application Requests with Packages – Associate an application request with a package from either the AdminStudio or Workflow Manager UI, making it easy to jump from an application request progress report to a report on how that package was prepared for deployment.

NEW! Integrated Users, Roles, and Permissions – All security settings (users, roles, and permissions) for AdminStudio and Workflow Manager are managed from the same UI.

NEW! Link Workflow Phase with an AdminStudio Project – When defining a Workflow Manager workflow template, you can choose to define a workflow phase as an AdminStudio workflow project, and you will receive progress notification from AdminStudio as the project steps are completed.



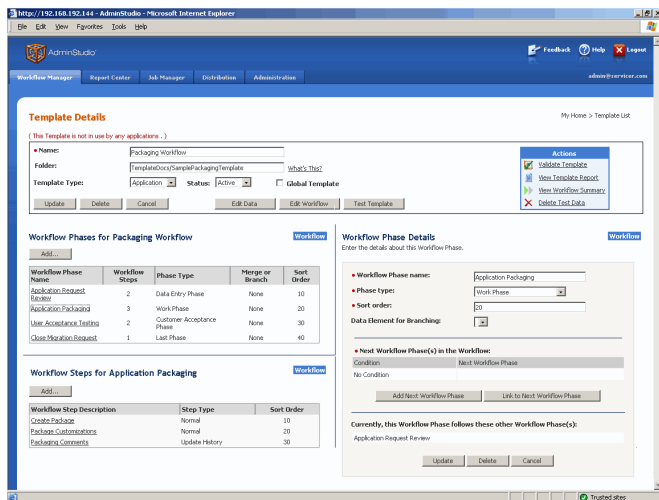
Customize to Fit Your Organization's Standards

ENHANCED! Integration with External Databases – Integrate Workflow Manager processes with your CMDB and other data sources, including Remedy® and Peregrine®. Create templates in Workflow Manager that populate with real-time data obtained from SQL Server or Oracle databases, ensuring templates are always populated with up-to-date information.

LDAP Database Integration – Save time by using your LDAP database – including Microsoft® Active Directory® and Novell® eDirectory® databases – to establish individual or group access rights for Workflow Manager users. Any changes in your LDAP database are automatically reflected during Workflow Manager login.

Submitting Application Requests – Tailor the application request submission process to your specific needs, making sure application owners always provide complete installation instructions to IT. Workflow Manager templates are easily customizable, ensuring the right data fields, default values, and help links are always present.

Custom Web Page Support – Launch any Web page in a new browser window during any Workflow Manager workflow step.



Dynamic Templates – Workflow Manager's Web-based templates are easily customized to fit the changing needs of your enterprise – and you don't have to hire a Web designer to do it!

Template Testing – When creating or editing a template, you can preview and test all of its workflow phases, steps, and branches. In the Template Details View, you can view a visual representation of the current template workflow exactly as it will appear on the Application Progress Page. You can test the template by marking steps complete, rolling back to previous steps, and making branching decisions.

Script Execution – Workflow Manager can call an executable file or script from any step in the process, significantly extending Workflow Manager's ability to meet your more advanced requirements.

Integrated Web Services – Workflow Manager provides a set of Web services that can be integrated with your other business systems to share application management events and data.

Customized Branding – The Workflow Manager interface can be updated to reflect your company name and imagery.

Complete Security Management – Workflow Manager's roles-based security model gives you complete control over the access rights and privileges of every Workflow Manager user. It's integrated with your Windows NT domain or SQL Server user accounts, so you never waste time managing an independent set of groups.

Role Management – Access to Workflow Manager can be granted on a feature-by-feature level for even tighter control.

Guest Access – Establish guest accounts that permit people without a system account to access Workflow Manager with limited permissions, so you don't have to waste time creating unique accounts for every potential Workflow Manager user.

Next Step:
Visit www.macrovision.com/wfm to view online demos, request an evaluation, and read case studies.



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