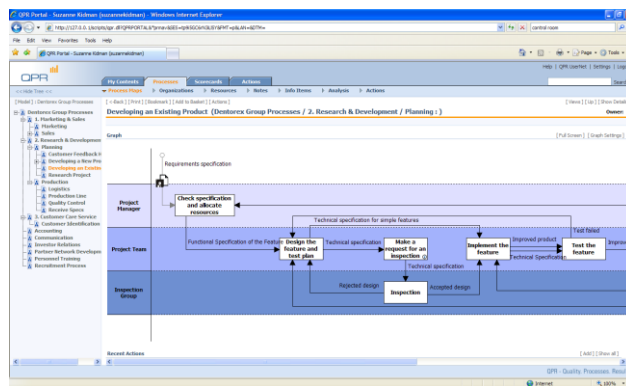


## A fast and easy solution for streamlining business operations

*The way your organization executes its value-adding operations strongly influences your competitiveness. QPR ProcessGuide provides you with robust process discovery, analysis and design functionality that allows you to plan, develop, analyze, communicate and monitor your business processes and foster a collaborative environment that will help you lead your organization towards process excellence faster than any other process management tool.*

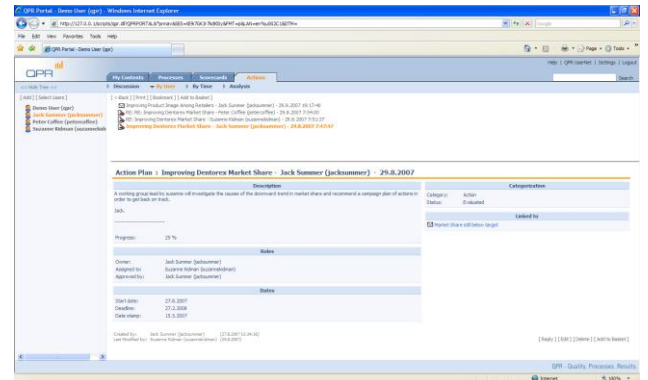
Hundreds of companies and government organizations use QPR ProcessGuide for streamlining their operations in order to improve productivity, customer satisfaction, reduce costs or ensure compliance with regulatory requirements. Whether you are looking to reengineer and continuously improve your processes, perform quality and supply chain management or ensure that your processes and controls are well documented for compliance purposes (e.g. Sarbanes-Oxley) QPR ProcessGuide will help. It is invaluable for knowledge management, six sigma, risk management as well as any other development and change management initiatives.



### Convenient Process Discovery

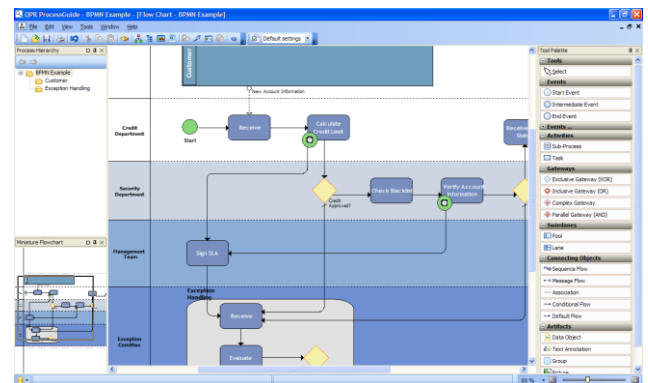
Capturing and understanding your organization's business processes is a critical first step in your business process improvement initiative, but also a most challenging one. Since each business process involves multiple participants who all have a local view of it, often no one has a complete global view of the process from end to end. To complicate matters, processes often feed one another, for example your order management process feeds data to your billing process. A key requirement of your process discovery phase therefore will be to identify all relevant processes and understand their relationships.

QPR ProcessGuide helps you overcome the challenges of the process discovery phase as people can participate conveniently from behind their desk and provide all the information you need, discuss online and agree on the definition of the "as is" process. Online action planning and email notifications further help you ensure a smooth and convenient progress of your ongoing process discovery initiatives.



### Obtain Process Awareness

Driving process improvement in your organization requires you to make process models easily available to your employees to support their everyday work. QPR ProcessGuide helps you achieve this by clearly communicating your processes through your organization's intranet. Users have access to all process information anytime and anywhere they want, while access rights and personalization protect confidential information and makes information more relevant.



### Make Process Modeling Simple

QPR ProcessGuide focuses on helping you optimize human-centric processes like for example claims processing, loan approvals, customer services, accounts payable, marketing and so on, as opposed to IT-centric processes like configuration management. Improving human-centric processes requires participation of the business users who need an easy-to-use process modeling tool that provides an easy-to-learn and meaningful modeling notation, in order to ensure their active involvement. By default, QPR ProcessGuide provides a set of basic modeling elements that support creating visually attractive process models, while the notation can be easily extended to match any requirements. To facilitate ease of use and rapid model construction further, QPR ProcessGuide allows you to define templates, which you can use to store modeling options in both files and databases.

## Predict the Impact of Change

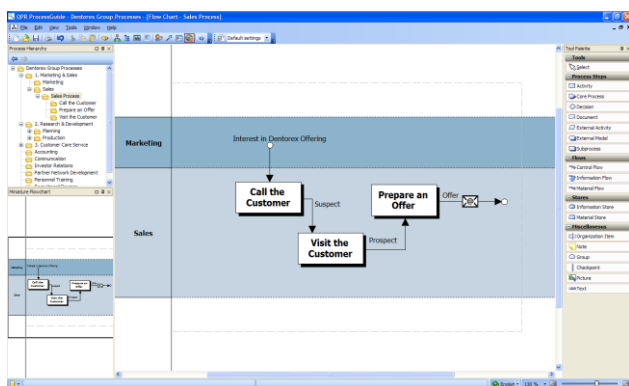
The ability to analyze how new or changed business processes will perform under changing conditions is critical for making decisions on their implementation. QPR ProcessGuide provides you with powerful process analysis and simulation capabilities, allowing you to get your simulation as close to real-life as needed.

The process analysis capabilities provide you with a variety of calculation functions and data representation on data sheets or graphical representations, making it easy for you to predict the impact of process changes, identify bottlenecks, validate plans and allocate resources without any risk.

## Measure Actual Process Performance

Although simulation and analysis provide you with good insight on the impact of process improvement or reengineering efforts, maintaining competitive advantage in a changing environment requires continuously monitoring the actual performance of processes and their alignment with strategy.

Together with QPR ScoreCard, QPR ProcessGuide allows you to integrate operational business performance data with defined business processes, and enrich your process models or single model elements with their actual performance data. This will help you identify underperforming processes immediately, drill down to the root cause of the problem and launch collaborative initiatives online to get the problem fixed.



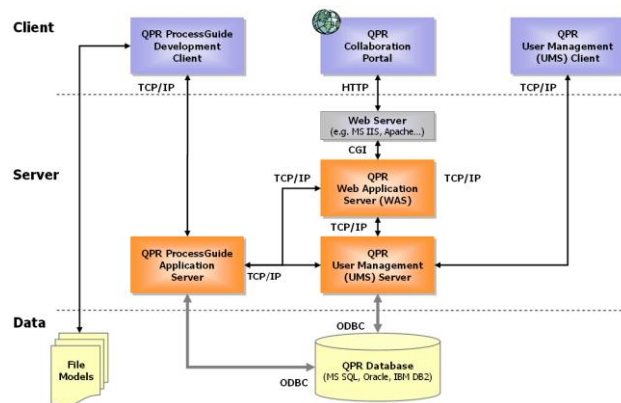
## Automate Your Processes

Where possible, automation of your processes will help you minimize process time, improve quality and better address customer needs. QPR ProcessGuide's built-in support for modeling detailed processes with BPMN (Business Process Modeling Notation, a standardized modeling notation by the Object Management Group (OMG)) and its ability to transform

models in this notation to BPEL (Business Process Execution Language), an industry-wide standard XML format that most workflow execution engines take as input, allow you to design business processes graphically and execute them as designed instantly!

## Get Results Fast

Implementing Business Process Management will become significantly easier with QPR ProcessGuide. Getting your Business Process Management initiative up and running as swiftly as possible not only ensures the success of the initiative, it can be crucial to the success of your organization. QPR ProcessGuide is quick to implement and scales from serving just a small group of participants to organization-wide usage involving thousands of participants and processes with support for simultaneous use. With QPR ProcessGuide your organization can reap the benefits of improved operational processes and their impact on your competitiveness from day one.



## QPR Software Plc

Since 1991, QPR Software Plc has specialized in providing solutions that help people and organizations take control of their business processes and achieve their goals, founded on our belief that the most successful businesses and communities will be those that best utilize the competencies of their people. QPR cooperates with an extensive network of talented partners in over 50 countries worldwide.

### System Requirements

#### Operating system:

- Windows Vista
- Windows 2003
- Windows XP
- Windows 2000
- Mac OS 10.2 or later (Web Client Only)

#### Web browser:

- Microsoft Internet Explorer 6.0 (Windows)
- Mozilla Firefox 2.0 (Windows, Linux and Mac OS)
- Mozilla 1.7.12 (Windows)
- Netscape 8.0 (Windows)

#### Database:

- Microsoft SQL Server 2000 / 2005
- Oracle 9i / 10g
- IBM DB2 8.1
- Microsoft Access 2000 (for standalone use only)

#### Web Server:

- Microsoft IIS 5.0 - 7.0
- Apache 1.3.x
- Lotus Domino Server 6.5
- IBM HTTP Server 1.3.28.1 and 6.0

### Supported languages

- English (US)
- Arabic (Portal Only)
- Bulgarian
- Chinese (Simplified)
- Czech
- Danish
- Dutch
- English (UK)
- Finnish
- French
- German
- Hungarian
- Icelandic
- Italian
- Japanese
- Korean
- Latvian
- Lithuanian
- Portuguese
- Russian
- Slovak
- Spanish
- Swedish
- Turkish

More information available at: [QPR Customer Care](mailto:QPR Customer Care) +358 290 001 155

[www.qpr.com](http://www.qpr.com)