

Optimizing your Business Processes through Digitization

There's no escaping it. Organizations rely on forms for a variety of business interactions. In many cases, businesses are still faced with the burden of having to complete paper forms. The headaches associated with paper-based forms and processes are numerous: reams of paper work for relatively simple processes, high costs, increased risk of errors, and of course the frustration of manually entering the same information multiple times. And that's before we even begin to talk about the effort required to print, scan and fax forms.

The importance of better management and processing of forms is clear and many organizations are turning to digitization to streamline their forms processes as part of an overall digital transformation strategy.

“The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency”

Bill Gates

Digitization vs True Digitalization

Often, what is referred to as digitalization or digital transformation in an organization is in fact merely digitization. The distinction is an important one: “Digitization is the automation of existing manual and paper-based processes, enabled by the digitization of information; from an analog to a digital format”.

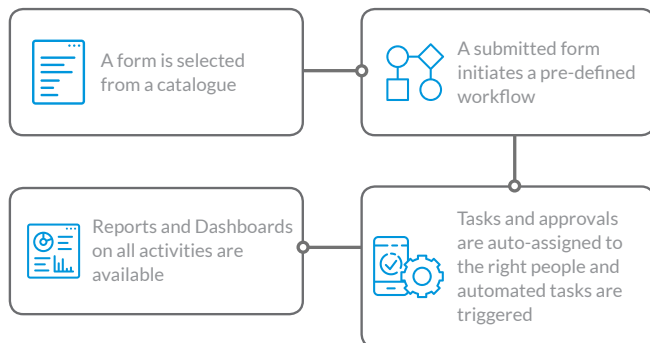
In contrast, true digital transformation goes beyond simply automating an existing process, but also includes the overall strategic transformation and optimization of business processes and models through leveraging digital technologies.

Simply translating what you have on paper to an online format is inadequate. In order to drive real value from your digitization project, you will need to:

- Modify the process to ensure it is ready for the digital environment
- Keep the user experience as simple as possible

The Alemba Service Manager Solution: Form-based Workflows in Alemba Service Manager

Alemba’s expert consultants have great experience in helping customers along the journey from paper-based process to delivering optimized digital processes.

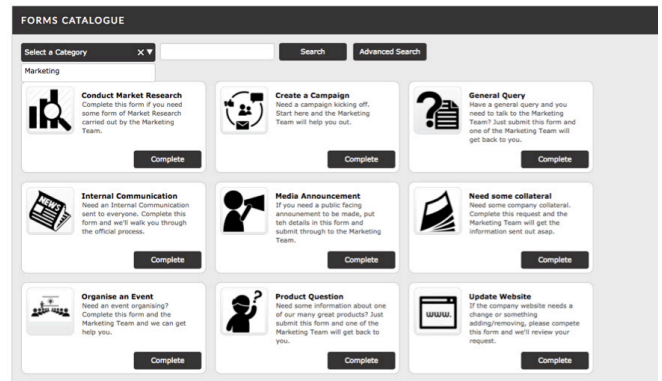


The Alemba Service Manager solution enables you to digitize your organization’s paper-based forms.

Online forms can be published on the User Self Service Portal as part of the Service Catalog. Once the form is completed and submitted, the Workflow Engine automatically assigns the relevant tasks and approvals to the correct stakeholders, at the appropriate points in the process.

The Alemba Service Manager solution provides:

- A single shop front for the user base to submit, approve and track forms.
- Request and Approval forms designed with codeless configuration.
- A proven workflow engine to automate assigning and actioning of different tasks; developed using a simple drag and drop interface.
- A single source of truth to manage the outputs of the online forms and enable an audit trail and reports.



The Online Form

Through codeless configuration, it's easy to create online forms for the user base.

Need access to Head Office?
This form needs to be filled out before security access can be granted. Follow these steps

1. Please provide cardholder details
2. Provide details of person making this request and specify the required action and card type
3. Please specify requested door and alarm access
4. Submit the form for approval

Any questions completing this form? Call:
The Facilities Officer
Telephone (02) 2345 3456

1. Cardholder's details

Cardholder's Name Customer's Manager for Approval

Branch/Section Position title

The Branch/Section selected should be the building you where your desk is located ie your primary working location.
If you are unsure of the Branch name, type in the City or PostCode of your Branch Location

2. Request Details

Required action

Card Required

What Type Of Card Is Being Requested?

Card Type

Please tick this box if the card is for a contractor

3. Access Privileges

Door Access

1.1.1 Main doors * 1.1.3 All doors *

Business hours are 7am-7pm, Monday-Friday

By submitting this request you agree to the 'Facilities and Security Corporate Guidelines'.
This request is subject to Management Approvals.

I Agree *

Forms in Alemba Service Manager can use a concept called “dynamic forms” to show/hide sections, and make fields mandatory or editable based on other inputs and entries.

The Workflow Engine

The Alemba Service Manager workflow engine gives clients amazing flexibility to support process for the enterprises wanting to make the move from analog to digital. In this environment processes need to be automated as much as possible and often change rapidly as the business changes. Our workflow engine is the best in the market to support this highly fluid process environment without significant coding or development.

Interacting with the Alemba Service Manager workflow is easy. The simple to use drag and drop workflow palette allows known processes to be easily mapped into the Alemba Service Manager solution. Users can engage with the workflow engine from a variety of interfaces and platforms, including Alemba Service Manager Mobile and Nano.

Tasks and Approvals can then be automatically sent to the right people at the right time.

The workflow updates as different tasks are completed and based on inputs from the form, different routes can be taken.

[To find out more about eData Forms and Workflow in Alemba Service Manager, please consult your Account Manager or the Alemba online help site.](#)