

Workflow Manager

Software packaging, Windows Vista migration, and application virtualization 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 and BDD Best Practices

Workflow Manager makes it easy to implement ITIL and BDD 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 Work

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 if that software packaging process is managed poorly, expensive errors can occur, resulting in deployment delays, software downtime, lost productivity, and increased IT costs.

Workflow Manager® from Acreso Software is a Web-based, end-to-end process management solution that gives IT total control over the software packaging, application virtualization, Windows Vista™ migration, and general desktop management process. Using *Workflow Manager*, organizations can follow standardized processes based on best practices that cut costs and make IT more efficient.

Streamline Packaging, Application Virtualization Migrations, and OS Migrations

Workflow Manager gives a company's employees an easy way to submit application requests to IT personnel, who can use *Workflow Manager* to assign those requests to the software packager with the most bandwidth. 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. Workflows can be easily customized to fit virtualization and Vista migration projects.

Centrally Manage Projects, Applications, and IT Resources

Whether managing a small team or multiple IT centers around the world, *Workflow Manager* makes it easy

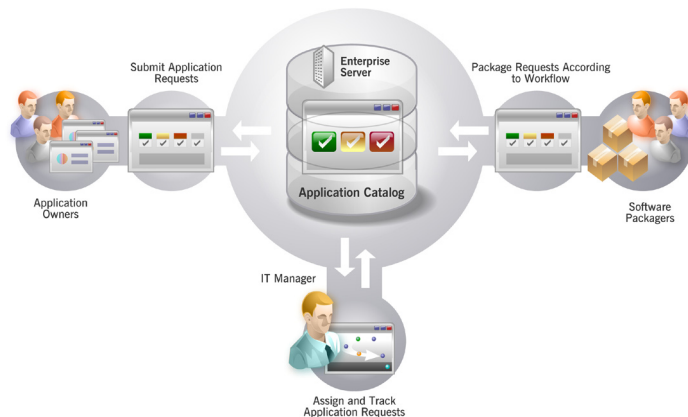
for IT to monitor every aspect of the packaging, virtualization, or OS migration process. *Workflow Manager* shows the real-time status of every project, who is working on it, and any issues that arise, so you can take action to ensure SLAs are met.

Integrated with AdminStudio for Better Package Management

Workflow Manager is integrated with Acreso's *AdminStudio*®, the premier software packaging and virtualization enablement solution. Workflows can include *AdminStudio* tasks, and progress is automatically reflected in the *Workflow Manager* UI. The combined solution shares the same Application Catalog, so all package files and metadata generated by *AdminStudio* are automatically captured along with application request and workflow information from *Workflow Manager*. 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

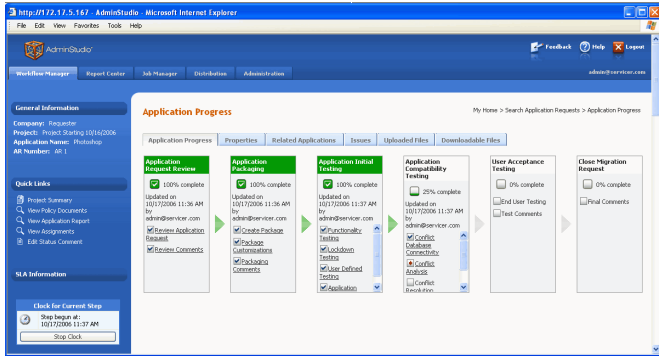
Workflow Manager is easily customized to meet the unique business processes and changing needs of your enterprise. From the application request details that application owners submit to IT to the workflow process that packagers follow, *Workflow Manager* can be continually updated to enforce best practices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



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



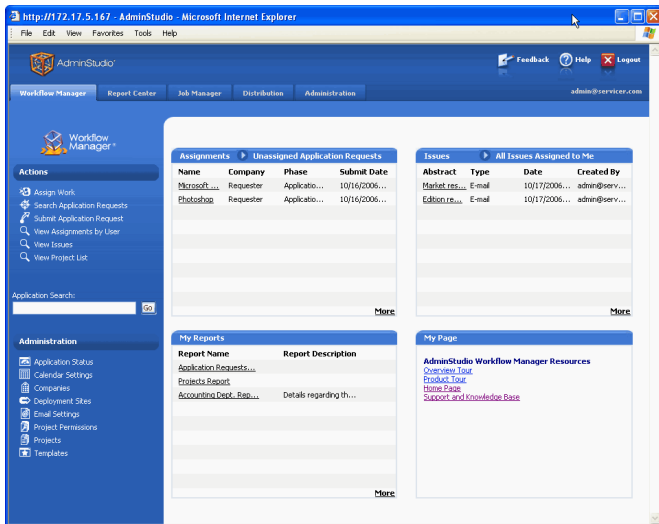
Streamline Packaging, Application Virtualization Migration, and OS Migrations



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 the process based on that data, significantly decreasing time to deployment.

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

ENHANCED! Template Creation – Save time and effort by creating templates using a smoother, more complete interface.



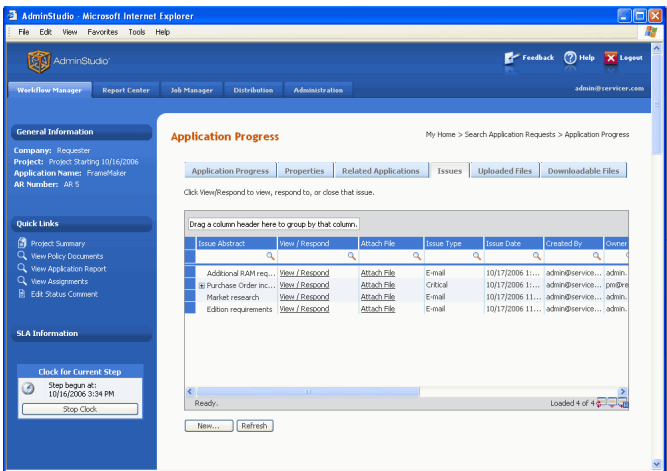
Dashboard Home Page – The Workflow Manager home page includes a dashboard that provides summary information about relevant work assignments, issues, reports, and any links or company-specific data you wish. The information is unique to each user, based on their permissions and their current project load.

ENHANCED! Dynamic Email Notification – Workflow Manager can send dynamic emails to specific stakeholders to notify them of work being performed on their application requests. These emails increase workflow efficiency while keeping the right people in the loop. No more phone calls to IT asking “Where is my application?”

Configuration Manager Web Console – Prepare, publish, and distribute applications through Microsoft® System Center Configuration Manager without switching over to the Configuration Manager Microsoft Management Console.

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

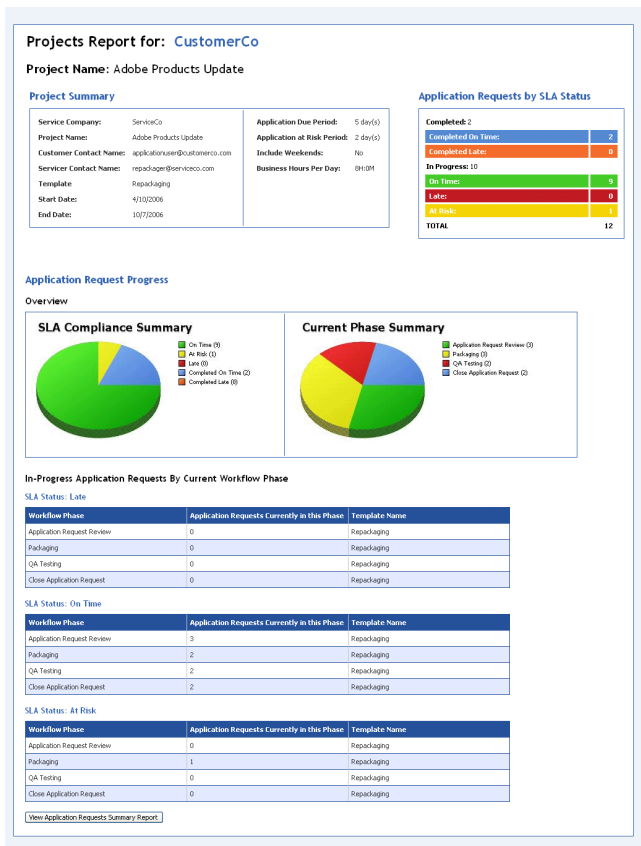
Centrally Manage Projects, Traditional and Virtual Applications, and IT Resources



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 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.



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, and you can customize SQL queries to generate reports on all data on a given traditional or virtual package stored in the Application Catalog.

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

SLA Reporting and Management – Generate reports on the status of 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.

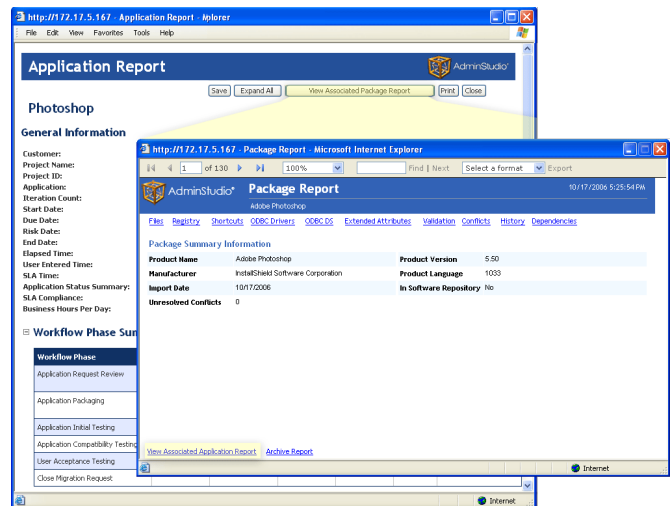
Integrated with AdminStudio for Better Package Management

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

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. Data is accessible anytime via Workflow Manager reports and can feed into your CMDB to simplify ITIL implementation.

NEW! Virtual Application Management – Workflow Manager now provides unprecedented support for managing virtual applications, making it as easy as managing MSIs. It stores virtual application files and related metadata in the same location as the binaries and information on your non-virtual packages.

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.



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

Link Workflow Phase with an AdminStudio Project – When defining a Workflow Manager 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.



NEW! MSI Conflict Solving – If you use Acsesso's AdminStudio to test MSIs for conflicts, you can now save time by running the entire automated testing process within Workflow Manager with the exposed Conflict Solving API.

Customize to Fit Your Organization's Standards
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.

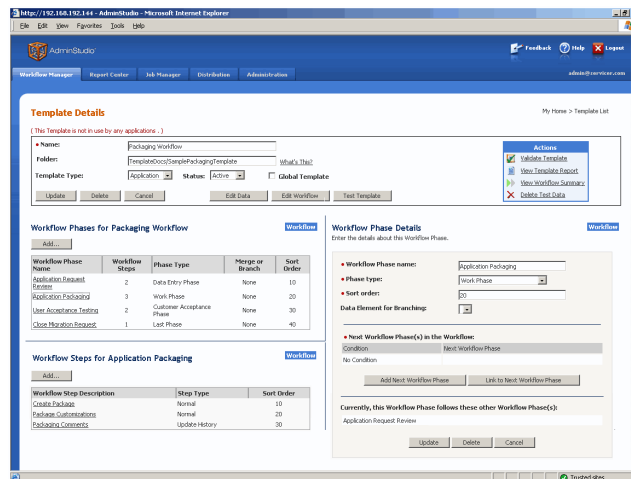
LDAP Database Integration – Save time by using your LDAP database – including Microsoft Active Directory® and Novell® eDirectory® databases – to establish individual or group access rights for Workflow Manager users. Any changes in your LDAP database are automatically reflected during Workflow Manager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

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.



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!

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.acresso.com/wfm to view online demos, request an evaluation, and read case studies or call 1-800-809-5659.



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