

e F O R M S



PRODUCT OVERVIEW

To achieve today's key business drivers of lowered cost, improved customer satisfaction, and dramatically improved efficiency, corporations are increasingly turning to enterprise Business Process Management (BPM) solutions. Businesses putting a top priority on maximizing a rapid return-on-investment (ROI) need a solution that is quick to deploy and ensures an equally fast end-user acceptance.

Fully integrated with Panagon eProcess Services and Content Services, Panagon eForms enables customers to lower overhead costs by spending less time creating and managing business processes and ensures a rapid deployment through the powerful and visually rich eForms environment. As the front-end to business processes, Web-based Panagon eForms provides customers with an intuitive point-and-click user interface that supports the use of digital signatures for security and authentication.

Completely deployable via the Web, it simplifies complex processes and delivers long-term operational efficiency.

Likely candidates for Panagon eForms include companies with a requirement for easy-to-use applications supporting a faster adoption of technology and deployment solutions throughout the enterprise. Furthermore, the solution must closely adhere to industry standards, such as XML to facilitate data sharing, and must integrate seamlessly with their existing infrastructures.

Panagon eForms provides the following benefits:

ENTERPRISE-STRENGTH SOLUTION - Backed by 17 years of forms development, Panagon eForms provides a secure, scalable and flexible architecture. The combination of this best-in-class technology with the extensive workflow and enterprise BPM technology in Panagon eProcess Services provides a proven platform that enterprises can trust with their mission-critical business process.

RAPID DEPLOYMENT - Since Panagon eForms are developed using an easy-to-use design tool, eProcess application development is accessible to a broad range of workers, including the business process owner. These business process owners no longer have to pass off process user interface design to a coding expert, ensuring a rapid deployment of eForms-based processes.

REDUCED COST OF OWNERSHIP - Most user-facing applications for process workflow are coded in Visual Basic, DHTML, or other Web-development tools that require untold hours of programming time. Maintaining this multiple coding platform environment can be very costly. Panagon eForms provides a single point-and-click user interface for enterprise-wide eForms design, reducing the total cost of ownership.

QUICK USER ACCEPTANCE - Once the eForms are deployed, end-user acceptance is equally fast due to the eForms Designer's ability to replicate existing paper processes for a familiar user experience.



SEAMLESS INTEGRATION - Panagon eForms eliminates the need for a dedicated eForms repository server by utilizing the Content Services library for eForms as well as unstructured content. Furthermore, the integration with Panagon eProcess Services is also provided out-of-the-box, reducing the start-up time typically required when integrating eForms with BPM from disparate suppliers.

INCREASED EFFICIENCY AND DATA INTEGRITY - Extensive validation capabilities are included with Panagon eForms to improve efficiency and minimize the high cost of exception handling as a result of errors in data input. Validation options include trapping and notifying errors while typing, after exiting a cell, not entering a required field, incorrect data type, or the ability to call a customized script for intelligent validation.

OPEN STANDARDS - Panagon eForms' robust architecture supports XML for data interchange and digital signatures standards for authentication and security.

SECURITY AND AUTHENTICATION - Since the Electronic Signatures in Global and National Commerce Act took effect October 2000, digital signatures have

been as legally binding as traditional signatures for most documents. Panagon eForms support both Entrust/PKI and Microsoft CryptoAPI for digital security based on public key infrastructure (PKI) and cryptography. It also offers I-Sign™, Panagon eForms' own digital signature to enable organizations to utilize existing Panagon authentication for signing purposes.

PRODUCT COMPONENTS

eFORMS STEP PROCESSOR - An eProcess HTML step processor that provides the visually rich user interface for form-filling participants with eForms storage into Content Services.

eFORMS eROUTING SLIP - A "lightweight" eForm, similar to a routing slip, providing the same eForms presentation of workflow information and the associated attachments, but not stored in a content repository. An intuitive example of an eRouting Slip is a new hire "routing slip" with interviewer comments that would be captured independently of the attached new hire eForm.

eFORMS DESIGNER - The eForms design tool that allows any approved author to quickly and easily create eForms for Panagon eProcess Services applications.

The Panagon eForms Step Processor supports prefilled data fields, and extensive validation to minimize costly error exception handling.

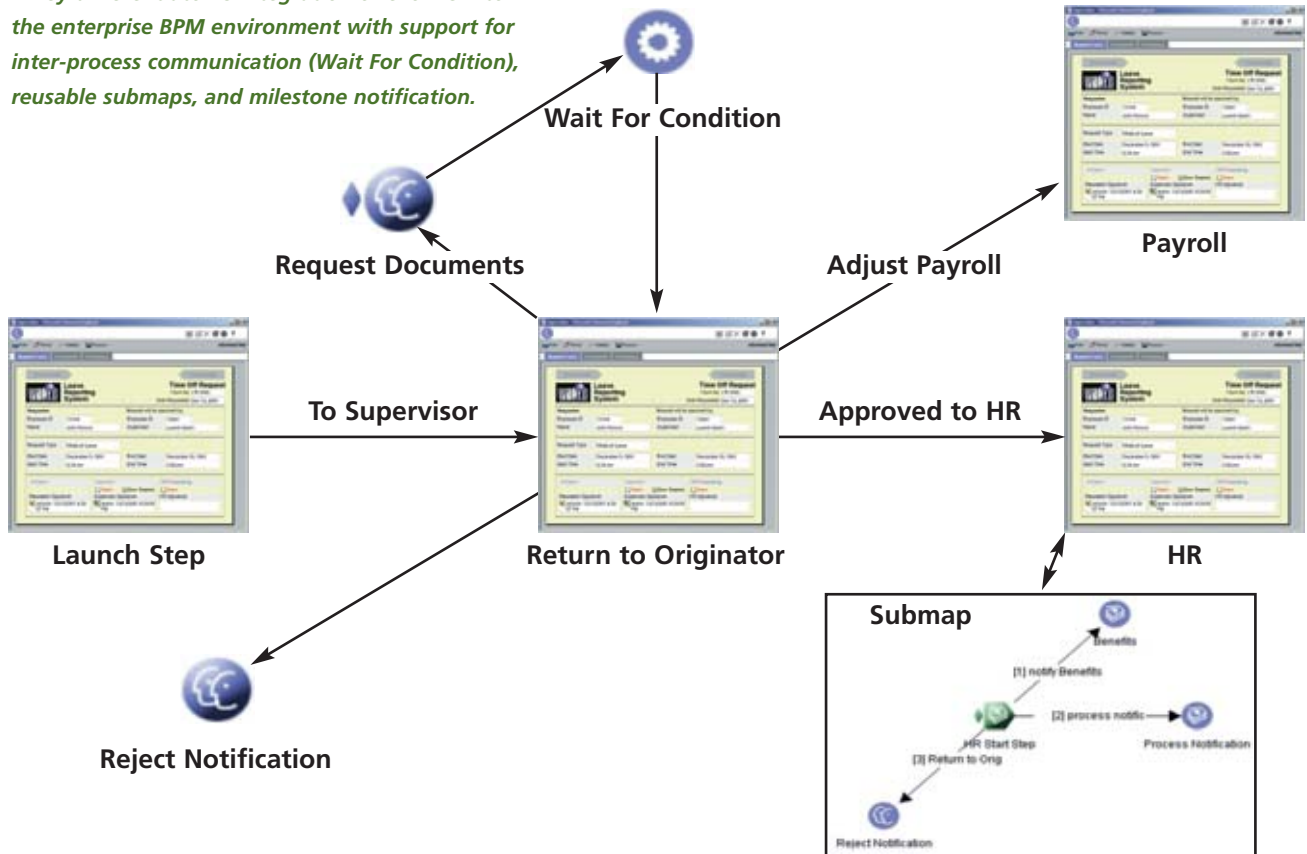


Panagon eForms supports roles-based digital signatures within a single eForm.



THE INTEGRATION OF eFORMS INTO ENTERPRISE BUSINESS PROCESS MANAGEMENT

A key differentiator is integration of eForms into the enterprise BPM environment with support for inter-process communication (Wait For Condition), reusable submaps, and milestone notification.



SAMPLE INDUSTRIES AND USE CASES

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| <p>Manufacturing</p> <ul style="list-style-type: none"> • ISO 9000 compliance • eQuality • Regulatory compliance • Work orders/change orders <p>Financial Services</p> <ul style="list-style-type: none"> • Loan applications • New account creation • Mortgage applications • Credit applications <p>Digital Government</p> <ul style="list-style-type: none"> • Drivers' license applications • Passport applications • GSA forms • Income tax forms • Employment insurance applications | <p>Corporate</p> <ul style="list-style-type: none"> • Expense reports • Purchase orders • Employment applications • Request for quote/information • Employee disability applications • Leave requests • Cash management • New hire processes • Benefits applications <p>Higher Education</p> <ul style="list-style-type: none"> • Student registrations • Transcript requests • Scholarship applications • Student loan applications |
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WEB SERVER	eFORMS DESIGNER	CLIENT (STEP PROCESSOR)
<ul style="list-style-type: none"> Loaded on eProcess Server with support for all eProcess configurations. Windows 2000 Server/Advanced Server SP2 MS IIS 5.0 	<ul style="list-style-type: none"> MS Windows/98 or /NT4, /2000 SP2s 	<ul style="list-style-type: none"> MS Windows/98 or /NT4, /2000 SP2 MS Internet Explorer 5.0 or higher (including IE 6.0 support)

PRODUCT FEATURE LIST

Usability

- Point-and-click eForms design tool
- Advanced intelligence features such as out-of-the-box database lookups for context based pre-filling of eForm fields, advanced calculations, and automatic storage of eForms.
- Robust drawing toolset to facilitate creating eForms that replicate paper-based forms

Flexibility

- XML-based templates and data storage
- Plug-in architecture allows for design tool customization

Security

- Multiple digital signature support (Entrust/PKI, Microsoft CryptoAPI, and I-Sign Panagon)
- Leverages Panagon Content Services security

Maintainability

- Document-centric nature allows completed eForms to be easily managed by Panagon Content Services
- Patented method of storing template and data separately
- Small memory footprint for processed eForms

Seamless Integration with the Panagon Product Family

- Supports advanced eProcess features such as process timing and synchronization, submaps, complex workflows, and 'WaitForCondition'.
- Content and property exchange with Panagon eProcess Services allows the data entered into an eForm to drive the process