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Meeting the Demand for Rich Enterprise-Class Solutions

Enterprise users face an assortment of complex business challenges associated with loads of information in their organizations, stored in the form of physical documents or in electronic formats.

In spite of immense back-office investments & industry specific solutions implemented by enterprise applications most organizations, irrespective of their size, struggle to find quality solutions to manage & access *information – knowledge*, available in their organization.

As a result, enterprises suffer from reduced productivity, poor communication and collaboration, inaccurate data and missed business opportunities, all of which diminish profits. Although enterprise applications can ideally aggregate and simplify access to data and business processes, most enterprise applications simply provide a single point of entry to the same complex & difficult-to access applications.

Unfortunately, most enterprise applications do not provide access to the knowledge available within the organization, resulting in needless communication and high energy & time spent in recreating information (already available within the organization) for customers and other users – creating unnecessary boredom and frustration for all.

To meet growing customer and business demands, enterprises will benefit from an integrated technology platform that can deliver a range of rich user experiences enabling organizations to offer employees meaningful access to enterprise data and processes, support interactive communication and collaboration within and beyond enterprises.

An integrated technology platform!

Examples of these new applications include the following:

- **Business process integration:** By integrating data and business logic from a range of different sources into a single interface and controlling access to and the appearance of the information based on specific user roles and access rights, enterprises can reduce errors and improve the flow of information within and beyond the enterprise. For example, enabling access to a customer / supplier, via username and password to track their own information (available in the enterprise) through a single user interface makes it easier for the Customer Service representatives to offer high quality service to their clients, effectively and without searching multiple systems for relevant information.

In a “RIMSys Workflow”, users receive step-by-step assistance for a complex process and receive immediate, context-sensitive feedback for their actions. Whether deployed within a company (for example, to improve processes such as time reporting and expense management) or to customers (for example, to simplify submitting insurance claims), workflow improve usability, save administrative time, reduce errors, and increase user satisfaction.

- **Visual analysis:** To support enhanced decision making, enterprise personnel will benefit from online visual methods of analyzing and interacting with data from a range of disparate sources. For example, a single intranet-based application such as a “RIMSys Search” that displays with different ways to view and manipulate data over the Internet, businesses can easily recognize and exploit new opportunities as well as identify and address existing liabilities.



- **Enhanced communications and collaboration:** In today's markets, companies are challenged to work with employees, partners and customers around the globe, while reducing costs and inefficiencies of physical travel - business units throughout the enterprise will benefit from easy-to-use communication and collaboration applications, such as "RIMSys Mobile Search" through GPRS enabled Mobile Phones and PDA.

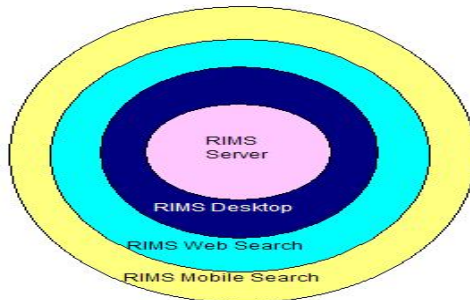
Evaluating Architectures for Enterprise-Class Solutions

The challenge of identifying and implementing a solution that aligns technology with business objectives typically falls into the hands of the enterprise architect. Architects are faced with implementing technologies that will keep the overall knowledge development within the enterprise and keep the maintenance costs to a minimum, while finding new ways of driving top-line revenue growth. Architects therefore have to evaluate and identify solutions that enable them to do the following without affecting existing systems or adding personnel: -

- ✓ Unlock new value from existing systems through,
 - ❖ Dramatically improved usability of existing applications or systems
 - ❖ Seamless integration of application, data and process
 - ❖ Deliver new solutions that have the widest reach and the most effective experiences for users
 - ❖ Deliver real-time communication solutions that improve productivity and reduce communication costs within and across organizations

To help identify an effective solution for their organizations, CIO's and enterprise technology architects will benefit from a solution that addresses key business needs. RIMSys solution contains the following Modules: -

Figure 1: RIMSys Modules



Administration Module:

This will be installed on a RIMSys Server. With this module you can define the structure of your organization. This module contains following elements and is a web based module.

Department Management	Here you can manage (create / Edit / Delete) departments of your organization
Access Right	Here you can create / Edit / Delete, access rights per levels.
Role Management	Here you can create various roles based on your organizational needs.
User Management	Here you can create / Edit / Delete, users and define their access rights and roles

Desktop Module:

This module will be installed on individual desktop / laptop of the users. With this module user can create batches and activate workflow perform search operations. This module will connect to the RIMSys server through HTTP request.

Web Search Module:

This will be installed on a RIMSys Server enabling user to access information available as per access levels, from the RIMSys Server from anywhere with an internet connection

Mobile / PDA Search Module:

This will be installed on a RIMSys Server enabling user to access information available as per access levels from the RIMSys Server from anywhere with a GRPS enabled mobile phone or PDA.

STPL are industry leaders in information management and high quality solution providers, empowering business users, developers and designers to create and deliver effective and compelling user experiences. RIMSys provides a robust, end-to-end architecture for delivering Rich Internet Applications (RIAs), content and communications across multiple platforms and devices.

Security and privacy: RIMSys enterprise-class architecture maintains the confidentiality of user and corporate data. Organizations that fail to meet this requirement may face penalties for noncompliance and risk diminished marketplace reputation and customer goodwill.

Ease of deployment and maintenance: RIMSys architecture is design facilitates easy deployment, management, and can be maintained without requiring additional resources.

Interoperability with existing systems: RIMSys seamlessly integrate with existing systems to enhance and extend their capabilities without negatively impacting their performance.

Long-term viability: So that organizations can be confident that their investments will support future requirements as well as current short-term needs, architects evaluate whether the platform is poised for long-term stability and growth.

Users can modify security and privacy settings through an easy-to-understand graphical user interface, while enterprise administrators can implement security throughout an organization with the administration module.

Deploying and Maintaining the RIMSys Solution within an Enterprise

The RIMSys solution is designed for easy deployment and maintenance within any standards-based enterprise infrastructure.



RIMSys Deployment and Administration

As RIMSys is developed using Microsoft .Net software with 2.0 framework, deployment and maintenance are as straightforward as managing any other application.

To provide enterprise administrators with flexibility in deploying the RIMSys Server and RIMSys Desktop within a managed networked computing environment or intranet, STPL supports a common installation method and simple deployment methods.

More Information

For more information about RIMSys contact us at: <http://www.stplglobal.com/contactus>

Or visit <http://www.rimsys.eu>

