

ENTERPRISE COLLABORATION THE FUTURE OF E-BUSINESS

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Process driven enterprise collaboration is a process of integrating people, business processes, systems, management, applications, collaborations and communications into a single platform where the entire business operations can be created, executed, controlled and monitored.

Today's organizations need to be adaptive, responsive and stay connected with people and systems. Organizations need to seamlessly integrate with applications, systems and enterprises that include the enterprise network and partners. Enterprise needs to collaborate to simplify organization's operations for increased productivity and control. Effective collaboration between all business activities and processes is important for companies to be successful.

There are EAI, workflow management and business process management tools available but their value cannot be realized without a collaborative platform that integrates the process execution, management tools, EAI tools, communication interfaces and channels to use the information and communication across enterprise.

Enterprise collaboration platform is one that integrates applications with processes, projects, management plans and information in real-time across the enterprise. It integrates human based workflows, decision making processes and process automations on a unified platform. It provides the communication and data channels between EAI, processes, workflows, devices and management tools. In addition, by using intelligent rules and document management provides the business intelligence at enterprise level.

Enterprise collaboration also drives streamlining and automating business processes therefore reducing costs and extends internal process to clients. However, firms face a host of challenges to automate business processes with technology. For example, companies do not want to incur the costs to change or re-deploy software applications or systems each time a change in a business process occurs. Organizations need the flexibility to quickly change business processes without waiting for IT to change the software programs.

A collaboration platform must have the essential components to

- Allow businesses to define processes, integrate employees, customers, managers, partners and systems
- Align and coordinate people, activities, and resources
- Integrate technologies, systems and applications

- Automate essential tasks and connect internal functions with those of customers and suppliers, enabling companies to more efficiently plan and manage their activities

Continuous development of business intelligence and analytical data is another important service that collaboration platforms can provide. Business intelligence can be developed and used in various processes using BI tools and rules engines. Business rule engines enable the collaboration platform to execute business rules at runtime. Business rules can be defined to control the process direction, data manipulation, triggering other activities and execution of responses.

The business rules and business intelligence components in collaboration platform facilitates group efforts in making decisions based on the data and building online analytical processing modules. Routing rules on dynamic data provide the ability to split a path of execution into two or more parallel branches based on data values or business rules. Collaboration platform must provide different ways of connecting end users to collaborate. It should support an appropriate technology infrastructure to support needs.

A collaboration platform support for confluence of technologies including Web services, peer-to-peer networks, process orchestration, business communication protocols and contemporary architectures provides sophisticated in interpersonal collaboration as they are keys to e-business both inside and between companies. Capabilities such as instant messaging, team rooms and application sharing are being integrated within software such that they naturally become a part of the work environment.

Synchronous and asynchronous collaboration models allow businesses to define the way people and processes across the organizations interact. Collaboration Function such as meetings, e-Mail, threaded Discussions, Workflows, calendar and shared repository etc. depends on the type of collaboration. These functions can also be driven by processes and business rules.

Activity monitoring capabilities of collaboration platform provides customized, real-time views of the essentials of business processes, activities and analysis based on a variety of parameters. These reports can be easily configured to provide details on current activities and historical performance. Owners can get reports on an entire process or drill down to specific activities within a process, within specific time periods, automatically displaying significant findings in clear, easy-to-understand tables and graphs. These reports provide valuable insights into productivity and provide the metrics necessary for continuing process improvement. Reports on status, workload, throughput trend and analysis give users control on the enterprise activities. Users can define the information they need by enabling them to display in specified criteria and delivery through specified communication media such as PDA, phone, e-Mail etc.

Collaboration platform usage in project management, offshore development, outsourcing and emerging business models such as virtual office and BTO (Business Transformation Outsourcing) will improve the efficiency and productivity and reduces the costs. In changing business models, executives need greater transparency and real time data. Operations managed on collaboration platform enables organizations to provide accurate real time data, greater transparency, achieve rapid, sustainable, step-change improvements in enterprise level performance.

In today's changing business environment businesses need to automate their business processes, move to a service-oriented platform and enable collaboration. The business value lies in reduced complexity, time and costs associated with creating and modifying value chains, allowing them to significantly improve business agility.

Advancements in Information technology gives businesses the ability to collect, create, and reuse enormous quantities of analytical data thus creating an effective knowledge network with in the enterprise. However, it is necessary to manage and use data from process and activities. The collaboration platform data analytical modules allow users define and identify attributes, define business rules and reuse in the decision making processes. The strategic integration technology based on business process integration and process control logic facilitates the effective utilization of data.

Collaboration infrastructure architectures provide supports to standards-based business collaboration infrastructure. These architectures allow business partners to connect their business processes will enable companies to comply with industry business communication standards such as ebXML and RosettaNet. Business collaboration infrastructure architecture provides integration at the business process level. A common business collaboration infrastructure enables seamless business integration. It will lead to significantly reduced costs. A collaboration platform with supports to these protocols represents the common integration platform that enterprises integrated their business processes on a single platform.

Enterprise collaboration platform extends organization services to all connected users and enterprises. It can integrate mobile and other device applications. Organizations can offer employees, suppliers and partners' controlled access to run time business activities and transactions get a broad look at enterprise-wide activities. This tactical visibility helps enterprises to manage and ensures better customer service and greater productivity. It enables enterprises to deliver greater value to customers by synchronizing and optimizing dynamic business activities.



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E*Pro is an e-business solution provider. Its enterprise collaboration platform enables integration of enterprises with the flexibility and extensibility. It allows rapid cost savings. E*Pro's e-Business solution enforces business process excellence across the enterprise to be more responsive to partners, customers, and employees. E*Pro has strong ISO certified offshore development team and has proven experience in successful offshore project execution. E*Pro's BTO (Business Transformation Outsourcing) services is built on virtual office and real time enterprise concepts. These operations running on collaborative platform provides complete execution control to enterprises.

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