

WORKFLOW MANAGEMENT SYSTEM

Abstract

Work Flow Management is a fast evolving technology which is increasingly being exploited by businesses in a variety of industries. Its primary characteristic is the automation of processes involving combinations of human and machine-based activities, particularly those involving interaction with IT applications and tools. Although it's most prevalent use is within the office environment in staff intensive operations such as insurance, banking, legal and general administration, etc, it is also applicable to some classes of industrial and manufacturing applications.

Many software vendors have WFM products available today which involve WFM technology and there is a continual introduction of more products into the market. The availability of a wide range of products within the market has allowed individual product vendors to focus on particular functional capabilities and users have adopted particular products to meet specific application needs. However, there are, as yet, no standards defined to enable different WFM products to work together, which is resulting in incompatible "islands" of process automation.