Intelligent business process automation

HP Liquid Office – automate decision making within processes
In the enterprise, information and processes are everywhere, with both existing as a result of the other. Together, information and processes drive the outcome of business. HP LiquidOffice uniquely provides organizations with a means to streamline cumbersome processes while making them consistent and auditable, for more reliable outcomes, fewer errors, and reduced compliance risk. Moreover, LiquidOffice shines a light on otherwise dark data in processes, so the data driving your business is known and understood in real time.

All organizations have a common challenge, which is a heavy dependence on human interaction with the physical and electronic information that supports processes. This challenge is compounded by the fact that people involved in processes are often dispersed across geographies and different organizations. The ability to manage a process from start to finish, and seamlessly connect the necessary people and information formats is what makes HP LiquidOffice uniquely successful in delivering business benefits.

HP LiquidOffice is the only solution that flexibly brings together people and any format of information. Whether the information is physical or electronic, structured or unstructured, or for process automation, LiquidOffice provides workers with all of the information required to automate decision making within processes. This capability allows you to optimize business outcomes by converting inefficient processes into operational fuel that drives a competitive advantage.

Intelligent process automation

By automating the capture, retrieval, and understanding of information required to complete a business process, LiquidOffice simultaneously increases revenue and decreases costs to maximize profitability. Because our technology understands the concepts held within the information involved in a process, you can adjust the workflow dynamically, responding to business needs in real time.
Key business benefits

HP LiquidOffice offers unrivalled flexibility to manage, optimize, and streamline processes across the enterprise so you can:

• Transform unsecure, inconsistent business activities into lock-tight, compliant and auditable processes, minimizing the risk of fines and damage to business reputation that arise from non-compliance

• Achieve optimal business outcomes by providing workers with 100% of the information, both structured and unstructured, required to make good business decisions in a timely manner

• Drastically increase process speed by eliminating idle time between tasks, assembling 100% of supporting information and minimizing human touch points, resulting in better customer, supplier, and employee service and satisfaction

• Eliminate costly processing errors and omissions by automating task allocation

• Capture structured and unstructured information from paper and electronic documents to trigger business processes and automate business decisions

• Ensure adherence to best practices across a distributed work force by enforcing consistency, facilitating collaboration, and enabling continuous process improvements

• Increase visibility into process bottlenecks and redundancies in repetitive tasks

• Impose deadlines, monitor task level detail, and raise alerts to improve outcomes

HP LiquidOffice can help you deploy process automation solutions rapidly, rolling them out across your enterprise using comprehensive, graphical workflow modeling and simulation tools.

A single platform for automating all processes

Most organizations today operate using a vast range of processes to service customers, suppliers, and employees. Many are mission critical, and all impact the success of the business. LiquidOffice allows you to leverage the benefits of automation across all workflows and all information types, and allows access to tasks and information at any time and from anywhere.

Advanced process modeling

HP LiquidOffice incorporates a comprehensive, graphical workflow modeling and simulation environment that allows you to define processes involving enterprise-wide information, as well as human and automated tasks. These processes are orchestrated within a fully scalable process engine.

Powered by intuitive drag-and-drop interfaces, LiquidOffice accelerates the design and execution of structured processes for unique business requirements and regulatory compliance needs. No programming expertise is required. Designers can view and manipulate processes as they are creating them and simulate execution off line.

Using LiquidOffice, you can adjust processes automatically and dynamically to improve business performance.

Drag and drop business process modeling with Process Studio.
Streamline your use of electronic forms
HP LiquidOffice provides a web-based solution for creating and deploying electronic forms and automatically managing the corresponding routing, tracking, and approval processes. eForms allow you to quickly put your forms online and present them to internal and external users.

HP LiquidOffice eForms ensures the rapid deployment of eForms through an intuitive point-and-click Form Designer, making it easy to create new forms and add intelligence to existing forms. Integration with Enterprise Content Management solutions and other systems provides an archive repository for completed forms and the ability to integrate information between systems and processes.

Leverage monitoring and management analytics
HP LiquidOffice Analytics includes comprehensive monitoring and management features that provide visibility into process data to help you understand key performance information in real time. You can identify bottlenecks, audit usage, analyze process data and handle exceptions, allowing managers to make real-time improvements that drive your business.

Track processes and connect people
LiquidOffice securely connects all people across the enterprise and geographies with information and processes, whether inside or outside the enterprise firewall. Comprehensive tracking and auditing capabilities log user and administrative activities and present them in an easy to use management console, to help you meet compliance mandates.

Mobile process automation
HP LiquidOffice Mobile revolutionizes how you can influence in-flight business processes and real-time data using mobile devices. LiquidOffice Mobile lets decision-makers access, review, digitally sign and approve steps in pivotal business processes from just about anywhere in a manner that is secure, auditable and compliant.

Learn more at hpengage.com/products/liquid-office

Customer solutions

- **Onboarding** – Securely automate and accelerate customer and employee onboarding processes and their related forms and documents
- **Government** – Tax forms, vehicle registration, business licenses, benefit forms
- **Healthcare** – Patient enrollment, insurance claims, prescription orders
- **Financial Services** – Loan applications, credit reports, new account opening
- **Manufacturing** – Service requests, job orders, change control
- **Education** – Admission applications, financial aid, student transfers, grants
- **Human Resources** – Employee self-service, employee on-boarding, personnel and policy forms
- **Accounting** – Accounts payable, sales order processing, purchase requisitions
- **Marketing** – Campaign approvals, sales lead processing, customer surveys
- **Production** – Work orders, change management
- **Sales** – Sales forecasting, business reports, sales order processing
- **Support/QA** – Bug reports, feature requests, customer feedback
- **Legal** – Case management, client on-boarding, contract management