

CARDIFF  
**LIQUIDOFFICE™**



## Adaptive Business Process Management



**Accelerate your revenue cycles.**  
**Increase profits.**  
**Decrease costs.**  
**Maintain seamless compliance.**  
**Improve operational efficiency.**  
**Accomplish more with fewer resources.**



## How?

The trends are clear. Enterprises in virtually every industry across the globe are investing in business process management to optimize their processes and drive better business results.

Business process management (BPM) is the design, execution and optimization of automated processes—everything from line of business processes such as work orders, customer interactions, payroll processing, order processing, and regulatory compliance initiatives to core mission-critical processes such as payment remittance, billing, product development and logistics.

## Better Business Processes. Better Business Results.

Cardiff® LiquidOffice™ redefines BPM in the enterprise. LiquidOffice is the only enterprise-class, adaptive BPM solution that delivers the true real-time process control and forward-looking visibility required by complex businesses. With the integration of market-leading enterprise search from Autonomy, LiquidOffice is the first and only BPM solution that enables real-time access to, and use of, time-sensitive content throughout the process lifecycle.

LiquidOffice accelerates cycles, ensures compliance, and connects people with information and processes, regardless of location. LiquidOffice includes an intuitive design and modeling environment, robust process orchestration, in-process search, comprehensive reporting and analytics, and open, standards-based support for human and machine interfaces. Collectively, these capabilities allow organizations to design, execute, and optimize business processes throughout their entire enterprise, not just isolated processes as with traditional BPM.

LiquidOffice allows your enterprise to:

- Build customer satisfaction and loyalty by pro-

actively executing on requests, orders, inquiries, enrollment, and issues.

- Gain higher profits by seeing opportunity and problems in advance, enabling you to affect changes in manufacturing capacity, inventory availability, duplicate change orders, etc.
- Accelerate time-to-compliance and reduce audit costs by providing transparency and tracking for all of the processes in your organization.
- Gain a competitive advantage with a global workforce that is ubiquitously connected to the information, resources and processes needed to make the right decisions in real-time.

### Accelerate Business Cycles

#### Superior Process Orchestration and In-process Search

LiquidOffice addresses the demands of the real-time economy. It is the only adaptive BPM solution that combines enterprise-class in-process search with the full range of structured, participant-driven, and self-altering process options. Together, these capabilities allow your business to easily design, deploy, refine and automate the full range of processes across your enterprise—from high-volume business-critical HR processes to the mission-critical and increasingly complex processes needed to meet regulatory compliance requirements.

At any instant in the lifecycle of a business process, LiquidOffice lets employees search for time-sensitive information. With other vendors, the ability to access information cannot occur until completed content is placed in a repository at the end of a

process. LiquidOffice's in-process search capabilities enable you to identify key trends, alert appropriate personnel, and make better, more confident decisions—early in a process.

### Accelerating Processes in Healthcare

Equipped with the process orchestration and 'in-process' search capabilities only available from LiquidOffice, healthcare facilities accelerate decision-making and improve the outcome for patients. As soon as the information for a patient is faxed in, the data is automatically extracted, validated and exported to a database. In a matter of seconds, relevant data and documents are securely routed to a medical specialist assigned to assess the patient's treatment options. Meanwhile, a researcher using Cardiff's in-process search in the facility's clinical trial process identifies the patient as a perfect fit for a proposed treatment program. When the medical specialist reviews and approves the researcher's recommendation, a report is faxed back to the patient's physician along with all of the relevant pre-filled forms and documentation. With LiquidOffice, healthcare facilities are able to shave precious time off their patient application processes, recommend the best treatment sooner, and accelerate their revenue lifecycle.

### Enforce Compliance and Best-practices

#### Comprehensive Monitoring and Management Capabilities

Enforcing compliance with corporate policies and an ever-increasing number of new regulatory requirements is one of your greatest challenges. At Cardiff, it's one of our greatest strengths.

LiquidOffice lets organizations track approvals, reviews, edits and business activity at every step of a process. This secure audit trail is crucial to meeting the requirements of Sarbanes-Oxley, HIPAA and other legislative mandates. Businesses can also establish rules, impose deadlines, and alert regulatory affairs specialists in real-time of compliance risks. In addition, LiquidOffice's support for electronic signatures facilitates compliance with the Government Paper-

work Elimination Act, Electronic Signatures in Global and National Commerce Act, Section 508 of the Rehabilitation Act, and others. These capabilities mean you can manage risk more effectively, preserve customer, shareholder and employee trust, and protect your enterprise from the damaging publicity and penalties that can result from regulatory violations.

### Strengthening Sarbanes-Oxley Compliance

Publicly traded corporations use LiquidOffice to meet Sarbanes-Oxley Section 404 compliance requirements for documenting and enforcing internal processes and controls. LiquidOffice creates clear and comprehensive audit trails to sales orders, expense reports, legal agreements, purchase orders or any content-driven process that could affect a company's balance sheet. This enables auditors to immediately track transactions, see their routing and approval path, and review supporting information at every step. In addition, with Cardiff's process content indexing, companies and audit teams can search all in-process and completed transactions for potential irregularities or patterns that require further investigation. Companies can also take advantage of LiquidOffice's advanced support for digital signatures, which helps enforce Sarbanes-Oxley guidelines for non-repudiation. With greater visibility and transparency, LiquidOffice helps assure auditors, shareholders and regulatory agencies that the proper controls are in place to document and follow processes, and eliminate undocumented exceptions from reaching the general ledger.

### Securely Connect People, Process and Information

#### Comprehensive Support for Enterprise Standards

To take action on information in real-time, you need to understand how one piece



## Cardiff LiquidOffice in Action

Companies in virtually every industry, including many of the Global 2000 as well as major government and public sector organizations, rely on LiquidOffice to accelerate revenue, ensure compliance and connect their global workforces with information and processes.

### Boston Beth Israel Deaconess Medical Center

This nationally recognized healthcare center and research institute deploys Cardiff LiquidOffice to enhance compliance with U.S. regulations, reduce manual labor, and connect researchers with the most relevant research in the shortest possible time.

"(Cardiff) LiquidOffice provides a framework for the adverse events reporting process. The report is scanned and attached to all relevant documentation, then sent electronically to all researchers for fast, thorough review. The event reporting and review process is enhanced, as researchers will be able to leverage the research information more quickly."

—Stephen J. Berry, Beth Israel Deaconess Medical Center

### The City of Jacksonville

The City of Jacksonville, the largest city in the United States in terms of land-mass, deploys Cardiff LiquidOffice to automate processes across all municipal departments, with common nomenclature and procedures.

"The old paper-based method sometimes took up to six weeks to complete. Now, with (Cardiff's) Web-based business process automation solution and Xerox content management software, a travel and lodging request form can be processed in as little as one hour."

—Dave Lauer, The City of Jacksonville

### The Rabobank Group

This European financial services leader relies on LiquidOffice to manage administrative processes for geographically dispersed employees across multiple departments.



"We concluded that LiquidOffice was the best solution for our needs. The pilot demonstrated the solution would significantly reduce costs, improve productivity and reduce employee frustration."

—M.J. Stomphorst, Rabobank

### Colombia's Finance Agency

The Columbia government's finance agency, also known as FINDETER, partnered with Cardiff to introduce Latin America's first automated credit approval process. LiquidOffice processes 150,000 applications a year for participating Colombian banks.

"LiquidOffice was the only solution that allowed us to successfully meet this deadline, achieve rapid ROI, and, process over \$220M in credit approvals through the system efficiently."

—Jorge Ivan Bedoya, FINDETER

"(Cardiff) LiquidOffice provides forward-looking visibility into real-time data and in-flight processes, allowing decisions and analysis to be made on current context, and avoiding the traditional time-lag associated with process performance data."

—Nathaniel Palmer, Chief Analyst The Delphi Group

## Contact Cardiff

If you are evaluating the effectiveness of your organization's current approach to business process management, we can help. Contact us at [sales@cardiff.com](mailto:sales@cardiff.com) or 800.659.8755 to speak to a sales representative and schedule a consultation.

## Industries

### Government

Tax forms, vehicle registration, business licenses, forms processing

### Healthcare

Patient enrollment, insurance claims, prescription orders, revenue lifecycle

### Financial Services

Loan applications, credit reports, new accounts, remittance, cash management

### Manufacturing

Service requests, job orders, change control

### Education

Admission applications, financial aid, student transfers, grants

## Solutions

### Human Resources

Employee self-service, time-off requests, performance evaluations, all personnel and policy forms

### Accounting

Expense reports, purchase orders, requisitions, invoices, all financial processing forms, compliance

### Marketing

Co-op marketing requests, lead processing, customer surveys

### Production

Work orders, engineering change related documents

### Sales

Sales forecasting, business reports

### Support/QA

Bug reports, feature requests, customer feedback

of information relates to another, to the people who use it, other affected processes, and the relationships between them. No product connects people, processes and information across departments, enterprises and geographies as well as LiquidOffice.

Users—whatever their roles, and wherever they're located—stay better informed and collaborate more effectively because of LiquidOffice's open standards, unsurpassed integration between content input, process and information, enterprise-strength security, and multiple language support. LiquidOffice also provides a unified interface to disparate business systems that enables you to bridge the disconnect between departments and lines of business that historically have implemented processes and content and data capture in isolation of each other.

### Optimizing Sales Order Processing

LiquidOffice's support for enterprise standards enables employees in multiple departments to connect with the relevant information that drives their company's order and fulfillment processes. From the second an order is submitted online, LiquidOffice provides real-time visibility into inventory levels, and automatically brings together customer service personnel to perform secure credit checks, manufacturing employees to make shipping arrangements, and accounting representatives to see that an invoice is generated. Transactions are tracked at all times with Cardiff's comprehensive monitoring capabilities, halting processes if the customer cancels the order at any point before shipment. With LiquidOffice, businesses are able to lower order processing costs by raising operational efficiency, decrease sales order errors, accelerate transactions, increase customer satisfaction and better enforce distribution policies.

## Grow Your Business

### Architecture that Can Extend Your Processes Enterprise-wide

Whether it's from internal growth or mergers and acquisitions, your business is getting bigger and more complex by the day. The information your employees need to support strategic decisions is scattered among hundreds of processes, across dozens of departments, on paper and electronic documents, and increasingly in multiple languages.

Built to address the complexities of organizations of any size, LiquidOffice is underpinned by a highly scalable, fault-tolerant, open architecture that allows you to accommodate the growth of people, processes and information across your enterprise. With LiquidOffice, you grow your business—not your IT infrastructure.

### Scaling New Heights in Financial Services

Professionals in a global financial services corporation—whether it's a broker on a trading floor, a client care representative at a call center, or an insurance agent at a retail office overseas—use Cardiff to accelerate productivity in the face of an ever-increasing amount of information and business processes. An enterprise-wide deployment of LiquidOffice will scale to connect loan applications, credit reports, new accounts and hundreds of other critical financial processes to multiple business systems and repositories and thousands of users across departments. LiquidOffice's support for multiple languages will also extend the reach of the corporation's business processes across geographies. Backed by the high-performance, enterprise-class architecture of LiquidOffice, financial services companies can focus on expanding their service offerings, entering new markets, and growing business.

### Cardiff (USA)

3220 Executive Ridge  
Vista, CA 92081  
Tel: 760.936.4500  
Fax: 760.936.480

Email: [information@cardiff.com](mailto:information@cardiff.com)

### Cardiff (UK)

Cambridge Business Park,  
Cowley Rd, Cambridge CB4 0WZ, UK  
Tel: +44 (0) 1223 448 000  
Fax: +44 (0) 1223 448 001

Email: [information@cardiff.com](mailto:information@cardiff.com)

### Other Offices

Cardiff has additional offices in Boston, New York, Sunnyvale, Vista and Washington DC, as well as in Amsterdam, Beijing, Brussels, Hamburg, London, Madrid, Milan, Munich, Oslo, Paris, Rome, Shanghai, Singapore, Stockholm and Sydney and Taipei.



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