



Our Client

Tabuk University is one of the biggest universities in Kingdom of Saudi Arabia with around 40.000 students. Its academic programs are organized into 12 faculties with 25 specialties.

Client problem

Tabuk University has an ERP system which hasn't any Business Process Management automation functionality; this ERP system is just a repository for all information's nothing more, which means all Business Processes are paper based, there are no way to trace or save the process itself in a system.

The Project

When Tabuk university lunch the project, they consulting one of best Business Process Management and Improvement companies "PricewaterhouseCoopers"; it is a multinational professional services network headquartered in London, UK.

PwC Starts analyzing the manual (paper-based) processes in the 20 Departments of Tabuk University and building the As-is Business Process Manual, after that they start making Business Improvements on the As-is Processes and build the To-be Business Process Manual with 200 Business Processes.

After that SmartWay Starts analyzing the To-be Manual, writing notes, mock screens, after that taking the agreement from Tabuk University and PwC to start the project.

The Objective

Tabuk University project main objective is to eliminate the manual paper based processes, and apply a solution having the following capabilities:

- Completely automate steps with the ability to integrate it with enterprise applications (like ERP).
- Intelligence forms to reduce errors of omissions or inaccurate data.
- Provide real time feedback about the status of processes.
- Full Security Solution across all application components.
- Integrated Digital Signature solution which is accepted by Kingdom of Saudi Arabia Government.

Searching for best Solution

SmartWay searched for the best way to develop the project, and we have got the following:

- Buy a readymade solution that covers most of customer needs; in this case the solution will be over budget and may not cover all required customizations and integrations with legacy systems.
- Use Alfresco Activiti Studio. It is one of the best BPM Enterprise tools but it has some issues like:
 - Lack of building complex forms using its web based solution.
 - Not support the integration with legacy systems.
 - Limited supporting notification, and not supporting Survey.
 - Limited supporting Arabization.
- Build our own solution based on the best open source tools and framework to cover all customer needs.

The Solution

SmartWay solution “Case Framework” is built based on number one open source BPM Engine “Activiti” with the best and the most powerful open source framework, tools, and solutions like: Spring Framework, Alfresco ECM, Activiti, Central Authentication Service ‘CAS’, and API Manager.

Conclusion

Using Case framework, we have the ability to compete with other solution in the following aspects:

- (1) Project budget –Case framework will lower budget “there is no license to pay”.
- (2) Flexibility – you will have the full control to customize the solution from back-end to front-end application layers.
- (3) Integrability – Case framework able to integrate with all systems even legacy systems because it is fully customizable.
- (4) Security – Secure all application layers based on Spring Framework Security.
- (5) Single Authentication Point of access (SSO).
- (6) Very easy and fast to build a Business Process using the Case Framework.

Challenges

- Integration with legacy System built based on Oracle Forms.
- Integration with Digital Signature solution to make a signature in a Business Process which is recognized by Kingdom of Saudi Arabia Government.

Case Framework features

- Ability to trace any Business Process with all related documents and information.
- Security Solution across all application layers.
- Centralized Authentication (SSO) using CAS - can integrate with LDAP or Active Directory.
- Fully Supporting Secure Sockets Layer (SSL).
- Alfresco Content Repository integrated with Case using CMIS Services.
- Readymade Notification System.
- Readymade E-Survey System.
- Readymade UI components to support Case Tracking and Viewing.
- Readymade Business Process Management engine for workflows which support BPMN 2.0.
- Fully Arabization support.
- Centralized components for all integrations that supports REST and SOAP Web Services.

Contact us at:

Phone: +966 11 4650882 Email: info@smartway-me.com
Kingdom of Saudi Arabia – Riyadh – Olaya – Arrusais Complex – 604
www.SmartWay-me.com