

# Zaplet

## Zaplet 3

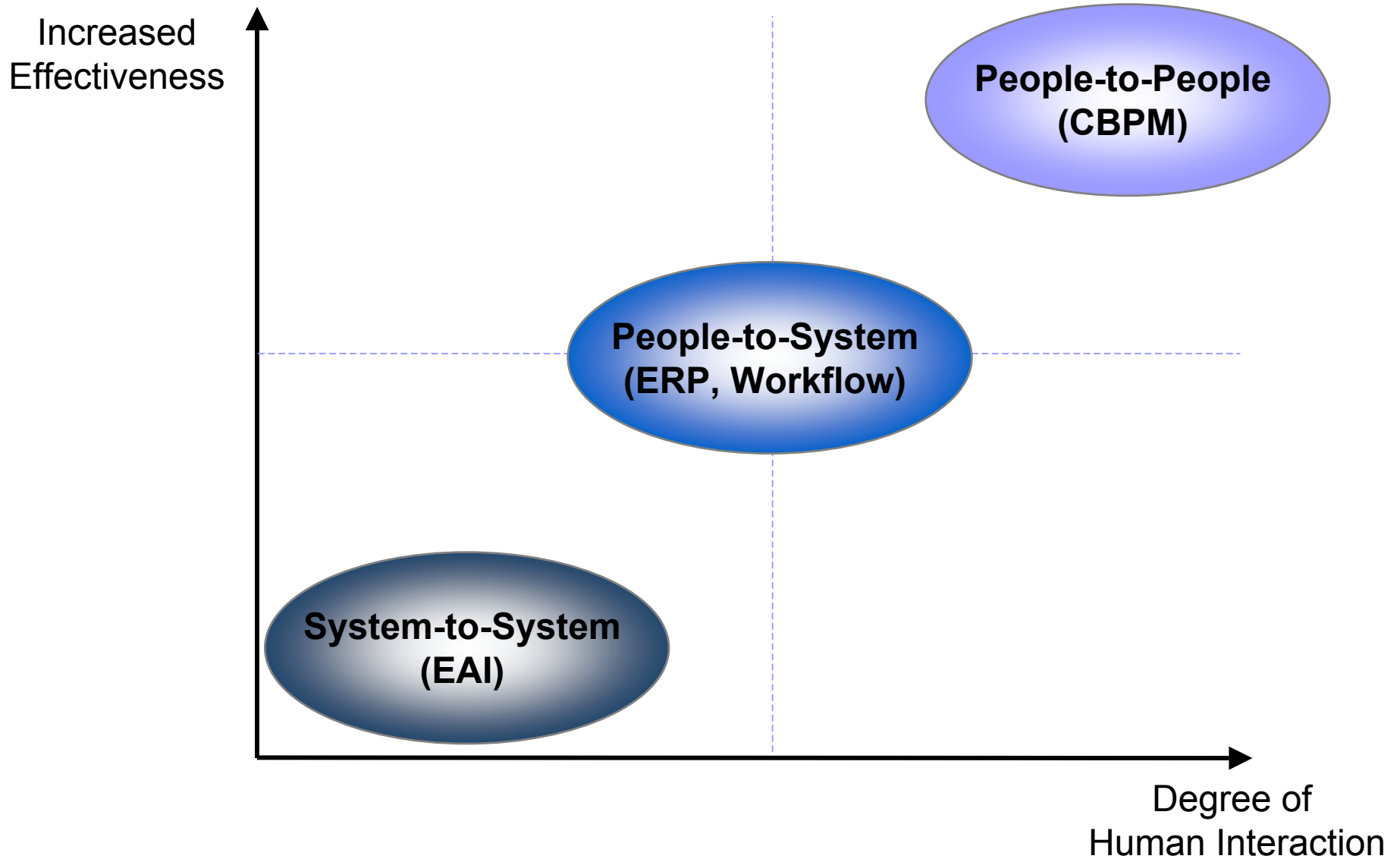
Streamlining Collaborative Business Processes

NMCI Symposium

June 17, 2003

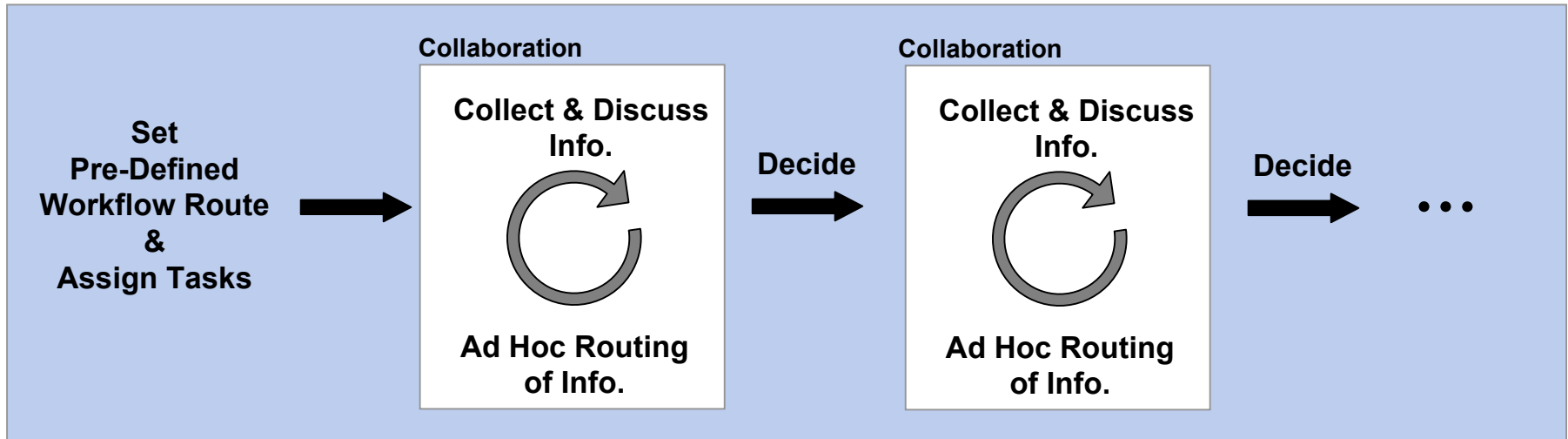
Louise Zullo  
VP, Government Sales  
Zaplet, Inc.  
(703) 915-8089  
lzullo@zaplet.com

# Increasing Effectiveness through Collaboration



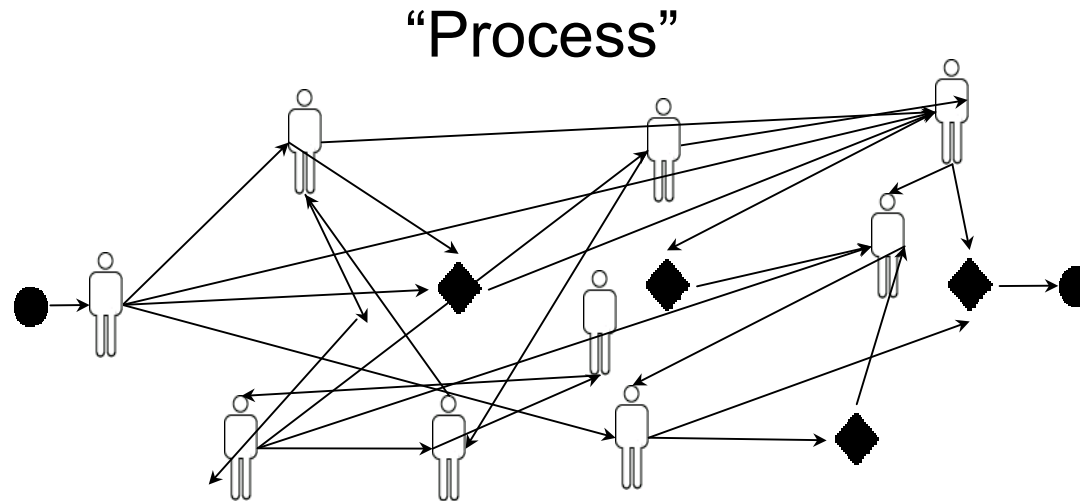
# What is a Collaborative Business Process?

## Business Process



- A sequence of collaborative steps that require business users to work together to complete a task.
- During the collaborative step information is collected, discussed, shared and routed in an ad hoc way. The information collected influences the decisions made throughout the business process.

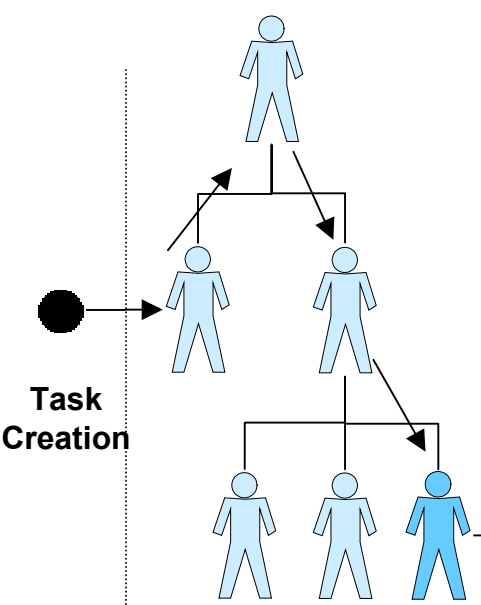
# Today's Problem



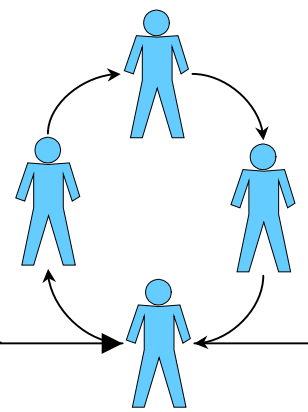
## **Collaborative processes are hampered by:**

- Lack of structure and automation
- Little visibility into current step and status
- Lack of accountability and responsibility
- Inflexible applications; difficult to build & modify

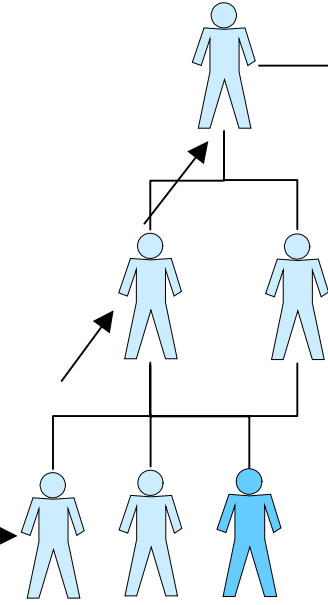
# Process Inefficiencies with Current Business Processes



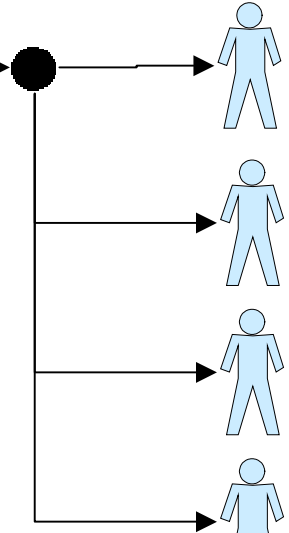
**No intelligent routing**



**Lack of actionable information**

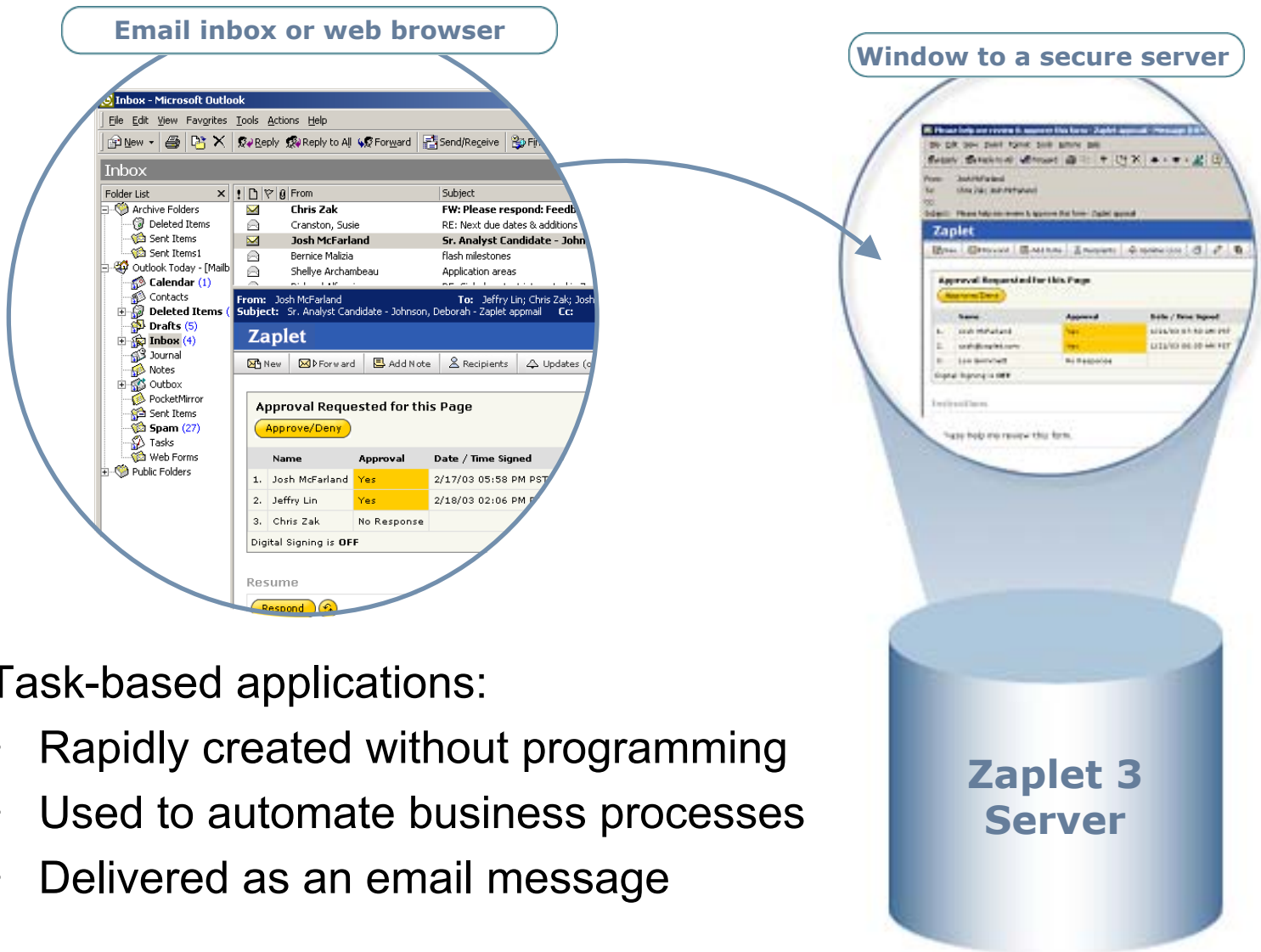


**Stoppages and bottlenecks go undetected**



**Lack of audit, accountability, and process statistics**

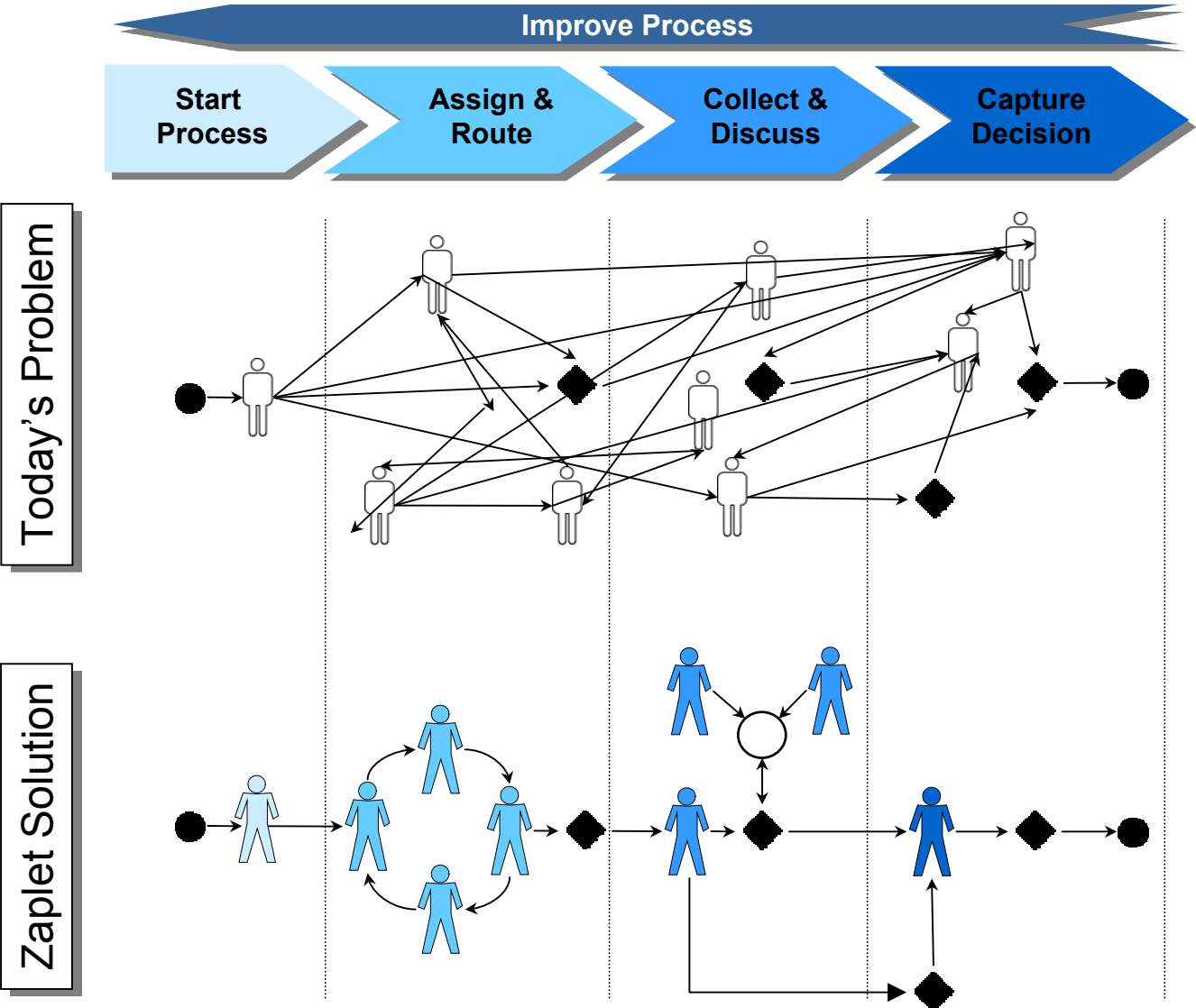
# Zaplet Technology Breakthrough



Task-based applications:

- Rapidly created without programming
- Used to automate business processes
- Delivered as an email message

# Zaplet 3 Streamlines Business Process Lifecycles



# Zaplet Value Propositions

Zaplet 3 captures, implements and enforces business processes from within email

## **Zaplet 3 provides:**

- Structured & actionable information
- Visibility and accountability
- Seamless & simple delivery via email
- Ability to flexibly & easily modify business processes



# Zaplet Received in Inbox

The screenshot shows the Microsoft Outlook interface. The inbox list contains several messages, with the following details for the selected Zaplet message:

From	Subject	Received
Danny Jiang	Next Steps	Fri 2/14/2003 12:43 PM
Robert Yau	All the best	Fri 2/14/2003 12:02 PM
Ted Vaser	Supplier Registration	Thu 2/13/2003 5:41 PM
Jeff Lin	Today's Presentation	Thu 2/13/2003 5:06 PM
Josh McFarland	Contract Approval	Thu 2/13/2003 4:11 PM
<b>Josh McFarland</b>	<b>Sr. Analyst Candidate - Johnson, Deborah - Zaplet appmail</b>	<b>Thu 2/13/2003 1:59 PM</b>
Linda Howe	Additions to plan	Thu 2/13/2003 8:27 AM

**Message Details:**  
From: Josh McFarland To: Jeffrey Lin; Chris Zak; Josh McFarland  
Subject: Sr. Analyst Candidate - Johnson, Deborah - Zaplet appmail Cc:

**Zaplet**  
jlin@zaplet.com [Logout]

**Current Activity:** Resume Review

**To Do List**  
! You are required to perform this activity! Please review this resume and decide whether to approve her for first round interviews. [Go to >> Resume Approval] [Not Started]

**Attributes**

Process Details	
<b>Hiring Manager:</b>	Matt Anderson
<b>Expected Hire Date:</b>	03/15/03
<b>Candidate Name:</b>	Johnson, Deborah
<b>Current Status:</b>	Pending Approval

**Approval Requested**

98 Items, 10 Unread

Arrives in the inbox; no plug-in or client-side software required.

Message can be initiated by a person, enterprise application or database.

# Zaplet Opened

- At time of opening, user is authenticated before contents are delivered
- Content always up-to-date; pulled fresh from server upon opening
- Workflow structures routing & flow of process

Sr. Analyst Candidate - Johnson, Deborah - Zaplet appmail - Message (HTML)

File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward Print Forward Reply Forward

From: Josh McFarland  
To: Jeffrey Lin; Chris Zak; Josh McFarland  
Cc:  
Subject: Sr. Analyst Candidate - Johnson, Deborah - Zaplet appmail

Sent: Thu 2/13/2003 1:50 PM

## Zaplet

New Forward Add Note Recipients Updates (off) jlin@zaplet.com [Logout]

**Current Activity:** Resume Review

**To Do List**

You are required to perform this activity! Please review this resume and decide whether to approve her for first round interviews. [Go to >> Resume Approval]

Not Started

**Attributes**

Respond

**Process Details**

<b>Hiring Manager:</b>	Matt Anderson	<b>Expected Hire Date:</b>	03/15/03
<b>Candidate Name:</b>	Johnson, Deborah	<b>Current Status:</b>	Pending Approval

**Approval Requested**

Respond

	Name	Approval	Date / Time Signed	Notes / Comments
1.	Josh McFarland	Yes	2/17/03 05:50 PM PST	She has good experience with name-brand companies.
2.	Jeffrey Lin	No Response		
3.	Chris Zak	No Response		

**Resume**

Respond

#	Filename	Submitted By	Date	Version	Enable Vers.
1.	<a href="#">Resume - Johnson, Deborah.doc</a>	<a href="#">Josh McFarland</a>	2/13/03 1:50 PM PST	1.0 ( <a href="#">history</a> )	Off ( <a href="#">On</a> )

**Discussion**

Respond

Name	Date / Time
<a href="#">Josh McFarland</a>	02/17/03 5:56 PM PST

I'm particularly impressed by her tenure at IBM. A four-year stint is just enough to teach the benefits of structure and organization without the risk of making her too rigid and inflexible.

View 10 comments Go 1-1 of 1

Page Added by:Josh McFarland 2/13/03 1:50 PM PST

Powered by Zaplet. Copyright © 1999-2002 Zaplet, Inc. All rights reserved. Patent pending. FCS25-2-5-1-3

# Responding

- Respond from within the email
- Extremely time-efficient for participants
- Little to no training required for responding
- Changes are submitted back to server and can be integrated with other applications and databases

The screenshot shows an email interface for a 'Sr. Analyst Candidate - Johnson, Deborah' message. An 'Enter Response' dialog box is open, allowing the user to provide an approval and a note. The dialog includes radio buttons for 'Yes, approve', 'Undecided', and 'No, do not approve', a text area for a note, and a checkbox for 'Send me a notification when others have responded.' Below the dialog, a table shows the approval status of three participants: Josh McFarland (Yes), Jeffrey Lin (No Response), and Chris Zak (No Response). The table also includes columns for 'Date / Time Signed' and 'Notes / Comments'. Below the table, there is a 'Resume' section with a table of uploaded resumes, and a 'Discussion' section with a comment from Josh McFarland.

Name	Approval	Date / Time Signed	Notes / Comments
1. Josh McFarland	Yes	2/17/03 05:50 PM PST	She has good experience with name-brand companies.
2. Jeffrey Lin	No Response		
3. Chris Zak	No Response		

#	Filename	Submitted By	Date	Version	Enable Vers.
1.	<a href="#">Resume - Johnson, Deborah.doc</a>	<a href="#">Josh McFarland</a>	2/13/03 1:50 PM PST	1.0 ( <a href="#">history</a> )	Off ( <a href="#">On</a> )

Name	Date / Time
<a href="#">Josh McFarland</a>	02/17/03 5:56 PM PST

Page Added by: Josh McFarland 2/13/03 1:50 PM PST

Powered by Zaplet. Copyright © 1999-2002 Zaplet, Inc. All rights reserved. Patent pending. FCS25-2-5-1-3

# Zaplet Updated

- New responses are automatically reflected in Zaplet
- All participants see new data when Zaplet is next opened
- "Current When Read"

The screenshot displays the Zaplet web application interface. At the top, there is a browser window title bar for an email message: "Sr. Analyst Candidate - Johnson, Deborah - Zaplet appmail - Message (HTML)". Below this is a standard email client toolbar with options like Reply, Reply to All, Forward, Print, and Delete. The email header shows the sender as Josh McFarland and the recipients as Jeffrey Lin and Chris Zak. The subject is "Sr. Analyst Candidate - Johnson, Deborah - Zaplet appmail".

The main content area is titled "Zaplet" and shows the user's current activity as "Resume Review". A "To Do List" section contains a red warning icon and a message: "You are required to perform this activity! Please review this resume and decide whether to approve her for first round interviews." A dropdown menu next to it shows "Not Started".

Below the to-do list is the "Attributes" section, which includes a "Respond" button and a "Process Details" table. The table lists the hiring manager as Matt Anderson, the candidate name as Johnson, Deborah, the expected hire date as 03/15/03, and the current status as Pending Approval.

The "Approval Requested" section features another "Respond" button and a table with columns for Name, Approval, Date / Time Signed, and Notes / Comments. The table shows three entries: Josh McFarland (Yes, 2/17/03 05:50 PM PST), Jeffrey Lin (Yes, 2/18/03 02:06 PM PST), and Chris Zak (No Response).

The "Resume" section has a "Respond" button and a table with columns for #, Filename, Submitted By, Date, Version, and Enable Vers. It shows one entry: a resume file named "Resume - Johnson, Deborah.doc" submitted by Josh McFarland on 2/13/03 1:50 PM PST, version 1.0.

The "Discussion" section includes a "Respond" button and a list of comments. A comment by Josh McFarland from 02/17/03 5:56 PM PST is visible, stating: "I'm particularly impressed by her tenure at IBM. A four-year stint is just enough to teach the benefits of structure and organization without the risk of making her too rigid and inflexible." At the bottom of the discussion, there is a "View 10 comments" link and a "Go" button.

At the very bottom of the page, there is a footer with the Zaplet logo and the text: "Powered by Zaplet. Copyright © 1999-2002 Zaplet, Inc. All rights reserved. Patent pending. FCS25-2-5-1-3".

# Multiple Building Blocks Support a Variety of Functionality

Example Building Block:

Attachment Building Block supports check-in, check-out, and document versioning

**Zaplet**

Current Activity: ( )

To Do List ▼  
! You are pricing

**Opportunity Info**

Respond

Opportunity Ow  
Opportunity Na  
Account Na  
Decision Maker (Name, T  
Line of Busin  
Model Numbr  
Creator  
Descrip

**File Attachment**

Respond

#	Filename	Submitted By	Date	Version	Enable Vers.
1.	<a href="#">Term Sheet.doc</a>	<a href="#">Josh McFarland</a>	2/19/03 11:56 AM PST	1.0 ( <a href="#">history</a> )	On ( <a href="#">Off</a> )

**Discussion**

Respond

Name Date / Time ▼

No comments have been received yet.

**View or Check Out File**

This file is version controlled to allow the tracking of multiple revisions.

**Filename:** Term Sheet.doc

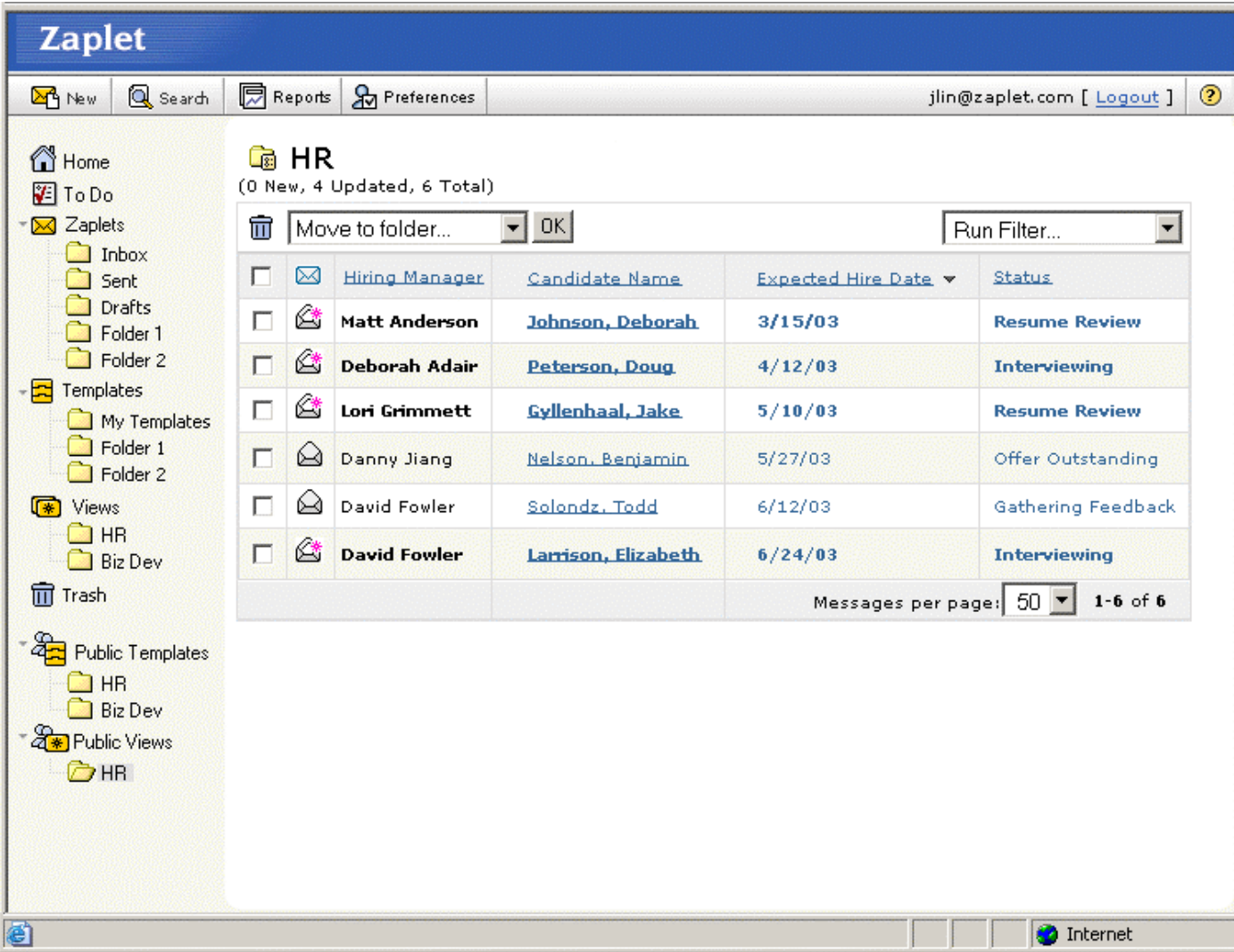
**Choose a file option:**

- 1. View file:** View the file without the ability to upload changes.
- 2. Check out file:** Save the file to your computer and make changes to it. This will prevent others from making changes to the document until you have checked the file back in.

View File Check Out File Cancel

2:11 PM

# Dashboard offers Cross-Process Visibility and Awareness



Web-based view of all outstanding processes

# Intelligent Routing and Workflow

The screenshot displays the Zaplet Application Development Environment interface. The main window shows a workflow diagram on the left and a Configuration Editor on the right. The workflow diagram includes a start node 'Send Appmail', a decision 'Goto EAL Review?', a task 'Reduce Number of voting members and recalculate vote', a decision 'Approved?', a task 'SME Review', a decision 'Request by Division Manager?', and an end node 'Task Complete'. The Configuration Editor shows a process flow with activities like 'Request', 'Admin Review', 'LabMgr?', 'SME Review', and 'Approved?'. It also lists participant types (requestor, adminReviewer, smeReviewer, ealReviewer, ctoReviewer) and appmail components (Application, Page 1, Text, File Attachment, Discussion, Page 2). The 'Edit Process' button in the top menu is circled in red.

Simple tools allow Business Users to create and modify processes, saving costly IT time and money

## Activity Wizard (1 of )

Describe this Activity

Activity name:

Type of work to be performed in this Activity:

Description & comments:

<< Prev

Next >>

Cancel

# Extraordinary Control and Security


Information sharing without loss of control.

Recipient is authenticated before content is delivered providing additional security over email.

“Applications” are not actually delivered to the inbox; just the “window” to the server.

Ancillary benefits: Non-forwarding, limited access, confirmed read, role-based access, self-destructing, guaranteed delivery.

User Types				
User Type/Anonymous	Full Control	Read and Respond	Read Only	No Access
Guests (Not registered or not logged in)	n/a	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Default for New Recipients (Added via forwarding)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Make Recipient Responses anonymous	n/a	n/a	n/a	n/a

User Settings						
			Full Control	Read and Respond	Read Only	No Access
	User Name	Email Address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Christie Dockery	cdockery@zaplet.com	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	David Roberts	droberts@zaplet.com	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	elvitsky	elvitsky@zaplet.com	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Eugene Levitsky	elevitsky@zaplet.com	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
	Janeen Heilman	jheilman@zaplet.com	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	John Burns	jburns@zaplet.com	<input checked="" type="radio"/>	n/a	n/a	n/a
	Kent Mitchell	kmitchell@zaplet.com	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	s5	s5@s3lab.com	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	syee	syee@zaplet.com	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Apply



## Summary

- Secure and intelligent Zaplet routing-delivers the right information to the right people
- Zaplet Actionable Information is time-efficient and effective for participants
- Zaplets are highly convenient, require little to no training, and have few adoption barriers
- Zaplet visibility and awareness offer rapid detection of process stoppage, inaction, and bottleneck detection for rapid recovery

Zaplet software offers a more secure, efficient, and transparent way to automate business processes, by enabling you to rapidly create and deploy task-based applications within email