

# YOU NEED TO CHANGE THE WAY YOU THINK

## The Industrial Revolution...



was driven by standardisation and mass manufacture of components. In the 18th and 19th centuries it was mechanical components like nuts and bolts; now in the 21st century the same is happening with software. Powerful, tailored and above all flexible business solutions can

be built and configured using inexpensive software components, fully interoperable because of standardisation.

Leaders need to change the way they think about information technology and systems; they need to see it as a service, take control of it as a business tool and spend limited budgets in smarter ways.

Facing constant change, business managers need tools that let them respond quickly and inexpensively. The old fashioned way of spending months on design before starting a long, slow development project no longer fits life as it is; fast changing and global. By the time such traditional "solutions" are delivered needs have changed; it becomes a constant (and often fruitless) chase after moving targets.

**Time to join this exciting new world and benefit from a new approach?**

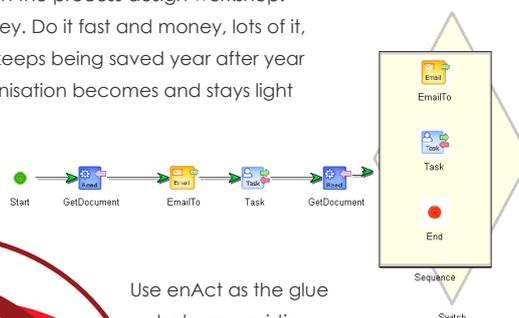
## A New Revolution has Started

enCircle Solutions is at the forefront of the new approach, automating complex business processes and workflow in days and weeks rather than the months and years of traditional systems development. Without the need for programmers, the business can take control of their processes while the IT function manages the computing infrastructure.

In a rapidly changing global world, organisations have to respond to new needs fast. Traditional packages and, especially, bespoke systems are slow and expensive to change. As a result the opportunity, the moment, is missed.

## The Answer is Simply to Run What You Draw!

Instead of letting process manuals gather dust in a drawer, make them executable. With enAct you draw your process visually and run it there and then; even in the process design workshop. Time is money. Do it fast and money, lots of it, is saved. It keeps being saved year after year as the organisation becomes and stays light on its feet.



Use enAct as the glue between existing systems and it

provides a way to replace old technology incrementally. It does so with less expensive and more flexible solutions based on the new model, standards and interoperability. Solutions can be built using agile implementation through configuration rather than programming.

**EN·CIRCLE**  
PROCESS INTEGRATORS

## Government Has Seen the Revolution

The UK government has seen the new direction and is driving exactly this sort of change:

- **More use of solutions from innovative SMEs**
- **No lock into complex, long contracts**
- **Fast and flexible implementation and change**

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Government  
Procurement  
Service *supplier*

“ The benefits of having team members able to develop new screens and processes for us in house is invaluable and whenever I ask them to they seem to be able to enhance or develop the system to support process evolution. An exceptional selling point of the enAct system and enCircle.

*Deborah Amiss*  
**Senior HR Manager - Norfolk Constabulary**

## Support Real Innovation

When frontline staff realise that changes will be made quickly, they will suggest innovations to improve their work and customer service. The enAct approach means changes are made speedily. Users see that there is no need to create ways to work around a broken process; they can get it fixed properly.



## Compliance and Flexibility

Automating processes and forms with enAct allows management to encapsulate policies and force compliance without additional burden. At the same time it can then allow freedom around those constraints to enable line management freedom to tailor the workflow to local operational needs.

enAct fits into the organisation's change control and governance rules to ensure implementations are robust and well-managed. The difference is that now it is those policies determine how quickly changes can be made, not the development or configuration time.

## Gain Early Benefits

By using enAct with enCircle's incremental project delivery; real benefits are realised early. After rolling out a new Intelligence Briefing and Tasking solution for Norfolk Constabulary, they saw a 700% improvement on key strategic indicators. The improvement was seen within weeks; as a result the project was a finalist in the 2009 UK IT Industry Awards.

## Unsocial Hours Allowance

HR staff at Norfolk Constabulary used enAct to create a new process in response to the Winsor Report on police pay. They designed and configured the process in-house within five weeks of the report's publication. The new process was immediately accepted by officers and staff to the extent it is handling around 1,000 forms a month, twice what was expected and this process alone is saving £45,000 per year.

## enAct

### Run What You Draw!

enAct allows process owners to draw their process diagrams, define data and create smart forms; then they can execute them as a organisation-wide operational system (Run What You Draw!).

The enAct framework and tools allow managers to respond to changing operational needs quickly and effectively. With appropriate change control a new requirement can be identified, a solution created, tested and implemented within hours. Completely new systems like the Enhanced Pay for Unsocial Hours process at Norfolk Constabulary can be operational within days. Even completely new, complex process suites can be implemented in weeks using enAct with enCircle's agile and flexible implementation approach (see opposite)

Once business superusers (usually process owners not programmers) are up to speed after the initial builds they can create, maintain and support process, workflow or forms; confident that growth in capability will be affordable.

## Low Risk

### Fail Cheaply, Learn Fast

As the G-cloud programme puts it: "fail cheaply, learn and apply the lessons and move on" It is still cheaper and faster than the traditional approach or using consultants.

In reality because of the close involvement of end-users the failure rate is extremely low. For example automating the stop and search forms at Hertfordshire Constabulary went live in nine weeks. The project overlooked a notification that needed to be sent to an external organisation; a change was made, tested and implemented in less than 24hours – lesson applied immediately.

## Enabling Business Change

With enCircle's approach and enAct, stakeholders are closely involved in designing the processes to support the organisational transformation. As a result they understand the changes and because they have helped design the new ways of working they are supportive and active in promoting the new direction. Because of the speed and low cost of solutions built with enAct it can be used for interim systems to support the change project itself.

enAct enables business change by working with organisations, not imposing change on them.

## Fast and Flexible New Solutions

enCircle use a proven approach that builds solutions fast. Stages are usually 4-8 weeks and benefits start immediately:

1. Set up enAct in, usually, 1-2 days.
2. Agree structure of process and workflow tasks.
3. Workshops to design groups of processes with users, process owners and stakeholders (typically half-day).
4. Use visual tools to configure the new processes (can take place in design and refine workshops; see how it works straightaway). Run What You Draw!
5. Second workshop to review and refine automated workflow (usually no more than a week later).
6. Final refinement and release for wider testing.
7. Release to users.
8. Repeats steps 3-7 for each group of processes. Work on different workflow groups can take place in parallel subject to resource constraints.
9. Business superusers, once familiar with enAct, can manage the work themselves with little support.

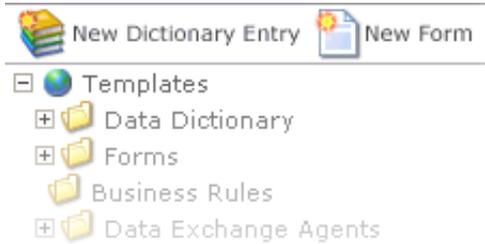


## Secure and Auditable

enAct is in use by several police forces and in health where security is a key requirement. It has successfully passed the necessary penetration testing. It is also used to provide security of evidential data (BS10008). It has full role based authorisation and where appropriate can use corporate directory services such as Active Directory. Police authorities and others have welcomed the auditability (all data changes are logged in a database for ease of analysis).

## ISO and other Accreditations

enCircle is accredited for ISO 9001 (Quality) and 27001 (Information Security) essentially equivalent to IL2. As part of G-cloud assurance and accreditation enCircle believes it will achieve IL3 accreditation within a year; sooner if a project requires it or G-cloud processes allow.



## Forms and Document Management

As well as process diagrams enAct is used to create electronic forms. Using enAct, Norfolk Constabulary replaced more than 20 paper HR change forms with a handful of dynamic, context sensitive forms that only asked for the essential data once. It has been so successful that is also being adopted by Suffolk and it will support the inter-force collaboration (Norfolk management of Suffolk officers and vice versa) in ways their expensive traditional HR systems cannot.

## Performance Management Built-in

No additional bureaucracy is required for performance management. Events and interactions are recorded and time stamped as they happen. They can be measured and reported as KPIs

## Integrate New and Legacy

enAct can take data out of other systems and put it back especially where systems support web services. It then allows painless migration from old system to a new process oriented solution.

## Scalable

At the Police Service of Northern Ireland enAct is supporting around 7,000 officers and staff on a very modest hardware platform. enAct has been tested in Dell Labs and shown to scale in a robust and manageable way; ideal for the cloud and capacity on demand.



## Not only Cloud but Also...

enAct has been available as SaaS on a subscription bases since 2004, long before the cloud. As well as being provided as a cloud service it is in use in corporate and third-party data centres. It fits in whatever way the IT infrastructure is provided.

# enAct

Simplifying Bureaucracy since 2004

## Run What You Draw!

Simply draw a diagram of your new processes and screens, then execute them as fully functional systems and get real benefits straight away. The enAct design tools allow users to see their new processes working as they are created.

Don't make the mistake of implementing a solution that doesn't meet the true needs of your process improvement project. Ensure the product you choose meets the following requirements:-

- Draw and Execute Business Process Diagrams
- Create New Forms, Business Rules & Workflows
- Built-In Performance & Change Management
- Support for Mobile Devices (iPhone, Android, Blackberry, etc...)  
Configurable Integration With Existing Systems
- Automated Escalations, Monitoring & Notifications Fully  
Auditable & Compliant with Legislation

enAct does all this and more in a single, low-cost Integrated Management System available on subscription. enCircle have provided Software as a Service since 2004.

## Contact Us Now

Arrange a demonstration or trial of enAct

[enact@encircle.co.uk](mailto:enact@encircle.co.uk)

0844 99 10 10 9

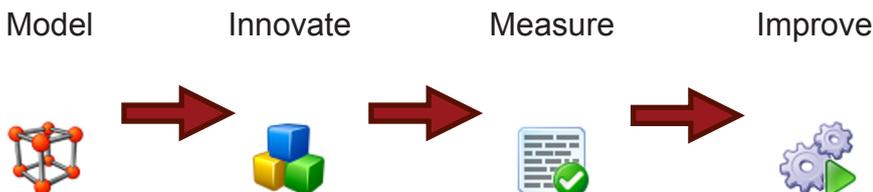
Work with enCircle to deliver business satisfaction built on revolutionary technology!

### Key Benefits:

- Early & Measurable Benefits
- Minimal Impact on Staff
- Fast Implementation
- Through-Life Flexibility
- Reduced Complexity
- Instant Reporting
- Process Improvement
- Cloud or On-Premise Hosting

### Application Features:

- Agile Case Management
- Web 2.0 and Beyond
- Intuitive Process Modelling
- Screen & Rules Design
- Mobile device support
- Fits Any Architecture
- Automated Notifications
- Complete Audit Trails



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