

Thank you for the opportunity to support your organization in business process automation and innovation. You can rest assured that HandySoft will be fully committed to your success.

We are really excited about the present and future of HandySoft. As you will learn, BizFlow is a great product. Hundreds of customers large and small all around the world use BizFlow to increase organizational agility and competitiveness.

Customers are saying:

- “With BizFlow, we are *increasing productivity up to 70%* for some workflow processes” (Jerry Alt, COO, First American Insurance).
- “Using BizFlow we have saved \$845,000 in management oversight, increased outsourcing production volume by \$2,520,000, and reduced material selection time by \$338,000” (Kyu-Ok Hwang, Sr. Manager of Information Sharing Group, Samsung Heavy Industries).
- “We needed something attuned to our budget, very flexible, and highly scalable to meet our growing business lines. We found that BPM solution in BizFlow. BizFlow has been applied to dozens of processes. Just in AP processing *we save \$320K annually*” (Todd Januzzi, Vice President of IT, Vornado Realty).
- “We estimate that BizFlow will result in an *annual cost savings of approximately \$1.3 million*” (Joe Comunale, Engineering Manager, Continental Tire).
- “The BizFlow-based eGrants solution helped DOL *cut turnaround time by more than 20%*. Automation also resulted in *\$750K in annual labor savings*” (Darryl McDaniel, Project Manager, U.S. Department of Labor).



 **BIZFLOW<sup>PLUS</sup>**



In February 2010, HandySoft released BizFlow v11.5 and the new BizFlow Plus Edition. BizFlow Plus combines our proven capabilities of process design and execution with functionality for dynamic BPM, Process Intelligence, and a Rapid Application Development studio that together build highly flexible, data rich, Web 2.0 applications. All of this new functionality is a direct result of customer feedback.

Analyst companies such as Forrester Research and Gartner Research have recognized our significant investment in product capabilities as well as our customer successes with BizFlow.

In the 2010 Forrester Wave™ BPM Suite report, Forrester Research states that the BizFlow BPM Suite provides:

- “New ad hoc reporting capabilities that allow business users to create their own sophisticated process intelligence reports.
- “New mashup capabilities that help accelerate time-to-value through rapid prototyping and quick deployment”

- "Strong Performer" in business process management
- “Major player in public sector circles”
- #1 score for "Process intelligence"
- Tied for #1 score for "In-flight modifications"
- #2 score for "User experience development"

(The Forrester Wave™: Business Process Management Suites, Q3 2010, Forrester Research, Inc., August 24, 2010).

In the 2010 BPM MQ (Gartner, Inc. "Magic Quadrant for Business Process Management Suites, 2010" by J. Sinur, J. Hill, October 18, 2010), Gartner Research affirms that HandySoft:

- Provides a proven BPM Suite enabling both structured and unstructured process automation
- Handles all type of dynamic process scenarios such as project- and task-driven processes.
- Supports large-scale implementations
- Works with many customers in both the government and commercial markets
- Collaborates with solutions providers around the world

In September 2009, Gartner Research awarded our customer the U.S. Nuclear Regulatory Commission with its Inaugural Business Process Management Excellence Award. Gartner recognized the work at NRC as being forward-thinking, highly dynamic, and of great value. NRC saves over \$1M annually by using BizFlow.

#### **Gartner Research Awards Nuclear Regulatory Commission “2009 BPM Excellence Award”**



In November 2009, the Workflow Management Coalition (WfMC) awarded our customer the South Australia Department of the Premier and Cabinet (DPC) with the Gold Award for Global Excellence in BPM & Workflow. Using BizFlow, DPC created the Electronic Cabinet Online System for moving to a green, paperless policy development and correspondence management

environment. The system has been a huge success in the government's objective to go green while boosting efficiency and security.

**WfMC Awards South Australia Department of the Premier and Cabinet  
the "BPM & Workflow Excellence Award" and "Gold Prize"**



At HandySoft sales are split evenly between government and commercial markets.


We are located in DC, the heart of the United States Government. We have been working with government agencies for 10 years. In fact, BizFlow is used by about 400,000 people in the U.S. Government to automate core processes in Correspondence Tracking, Grants Management, Procurement, Human Resource Management, and Loan Management.

And with every year our client footprint continues to grow. For Example, the U.S. Health and Human Services Department (HHS) has worked with BizFlow since 2003 to streamline human resources across 65,000 employees. Over the past year, we have helped HHS roll out four new applications, and next year several more are planned. The Department of Energy and Accenture recently asked HandySoft to help create an online portal that streamlines Loan applications. DOE was thrilled enough with the project to issue public statements openly crowing about its success. The Department of Labor handles more than 200,000 grant applications annually using BizFlow.

In 2010-2011 the HandySoft team will deliver more than \$2M in services to these and other customers including Nuclear Regulatory Commission, International Relief and Development Agency, Department of Transportation, Veterans Affairs, Army, Navy, Air Force, FBI and several Intelligence agencies.



### Government Agencies Use BizFlow to Streamline Operations



*"HHS evaluated a number of both homegrown systems and Commercial Off-the-Shelf (COTS) options and ultimately decided to utilize the HandySoft BizFlow®-based...Applying BPM was estimated to be 47% less costly than modifying the legacy HR management systems and could be implemented a year sooner."*


[Learn More](#)

In the commercial market, HandySoft continues to grow in 2010.

- Western Financial Group (Calgary) invested \$500K to roll out BizFlow to 1300 employees for use in insurance customer on-boarding and bank loan reviews.
- Jardine Lloyd Thompson (London), a Top 5 Employee Benefits consultancy, invested \$1M to use BizFlow to automate Employee Benefits Solutions, Payroll, and Health & Risk processes.
- Union Gas (Ontario), one of North America's largest oil and gas companies, kicked-off projects to automate customer support.
- Cable Bahamas, the largest cable company in the Caribbean, is rolling out applications automating Order-to-Cash and Procure-to-Pay processes.
- Alvarez & Marsal (New York City), the new owner of Lehman Brothers and one of the top management consulting firms worldwide, selected BizFlow from a list of 20 vendors to automate client on-boarding among other processes.
- Gristedes (New York City), a leading grocery store chain, will streamline procurement and HR with BizFlow.
- LandesBank (Berlin), the largest issuer of credit cards in Germany, is using BizFlow to automate credit card operations.

These are just a handful of examples on great companies that have selected HandySoft as their partner for business process automation and innovation.

### Commercial Companies Use BizFlow to Reduce Costs and Increase Agility



*Using BizFlow, Samsung Heavy Industries has saved \$845,000 in management oversight, increased outsourcing production volume by \$2,520,000 and reduced material selection time by \$338,000.*

[Learn More](#)



In order to achieve success, we believe customers need four things: good product, right team, proven methodology and full support from executive management. HandySoft provides BizFlow and training to ensure customers have the right product and trained resources. HandySoft has also created ProjectFlow, a proven methodology for building process-driven applications. ProjectFlow is a six-phase approach to defining, developing and deploying applications. At the heart of ProjectFlow is our ability to align business objectives with technical requirements. We are happy to share this methodology with all customers to ensure management gets the most out of their investment in BizFlow and team resources.

In every area HandySoft continues to grow. We have new customers in both commercial and government markets. We have new functionality extending BizFlow into areas of process intelligence and rapid application development. And we have new partners promoting BizFlow around the world.

As a HandySoft customer, you will be in good company. You will be handled with great care. We will work closely with you and our partners to ensure your success. You will get training. You will learn proper methodology. You will have direct access to support. And we will be there all the while answering your questions.

We are totally committed to helping you along with all of our customers deliver value through process automation.

The HandySoft Team