



DATASHEET

Identifying Workflow Engine Development Costs

To help our customers understand the savings realized by using a packaged workflow platform, Captaris has provided two analytical approaches to measuring the cost of creating workflow capabilities in-house. In the first scenario, the costs of creating a workflow engine are demonstrated. In the second scenario, the simplicity is demonstrated; single-use business process projects can grow into much larger obligations.

SCENARIO ONE: BUILD VS BUY—WORKFLOW ENGINE INTEGRATION

The table below shows the actual development resource cost in months of the functional modules of Captaris Workflow Version 5.0. Because a custom workflow implementation would not be developed to the same generality as commercial software, nor necessarily with all the features of Captaris Workflow, the cost of features that would not be implemented to the same degree of completeness or rigor in a custom software application are discounted.

	DESIGN ¹	DEVELOPMENT	QA	TOTAL	DISC.	DISC. TOTAL	DISC. COST ²
Workflow engine	30	35	8	73	30%	51.1	\$511,000
IDE	35	40	9	84	50% ³	42	\$420,000
BAM	5	6	3	14	50% ³	7	\$70,000
Administration	3	4	3	10	15%	8.5	\$85,000
Client Service	5	7	4	16	50% ³	8	\$80,000
Web Access	5	7	4	16	15%	13.6	\$136,000
CMS Integration	4	5	3	12	15%	10.2	\$102,000
SharePoint Integration	3	4	3	10	15%	8.5	\$85,000
Office Integration	5	6	3	14	15%	11.9	\$ 119,000
Total Time (in months)	95	114	40	249		160.8	\$ 1,608,000

¹ Captaris Workflow 5.0, Powered by Teemplate benefits from seven years of field experience in forming its design. This is not accounted for here.

² Assumes a burdened cost.

³ It is anticipated that most organizations building a custom workflow solution would invest minimally in development and administration tools and instant messaging-like functionality.

The bottom line: Creating a workflow environment that can be integrated and re-used in multiple environments is a significant investment. In addition, maintaining that workflow engine can be an expense equal to or greater than the initial investment.

Furthermore, developing and maintaining technical and user product documentation can also be costly. The development of documentation for Captaris Workflow is not included in the above summation, but is estimated to have taken eight months to create and therefore would contribute an additional \$80,000 to the above total.

SCENARIO 2: BUILD VS BUY—ONGOING MAINTENANCE AND DEPLOYMENT "CREEP"

Often, customers do not realize they need a full-blown workflow engine. The need at hand is operational and specific to a single business function, for example, building a complex purchase order approval application. What initially looks like a small expense becomes a very large expense in a short period of time. The lack of a generalized workflow engine continues to cost money over time, and the investment made in development cannot be re-purposed for other business processes.

PROJECT PHASE	MONTHS	COST
<p>Phase 1: Solve a small problem</p> <p>A new company has just been formed. They need a Purchase Order (PO) entry and approval system. They hire a contract programmer to build a PO entry and double approval program using email as the delivery mechanism and then log the purchase orders to their Microsoft Business Solutions accounting package.</p>	0.25	\$2,500
<p>Phase 2: First change</p> <p>A few months later, the company hires a controller. The controller says the PO system is too loose and she must approve each PO. Fortunately the original programmer is still available. He modifies the code to accommodate this change.</p>	0.25	\$2,500
<p>Phase 3: Personnel change</p> <p>The controller goes on vacation three months later and the company nearly goes bankrupt because no POs are processed in her absence. A programmer is hired to immediately add some time-based escalation to move PO approval up to the CEO. This takes the programmer nearly two months because they need to build a time-based event service and they need to test it.</p>	1.5	\$15,000
<p>Phase 4: Growth</p> <p>The company is now entering its second year and is becoming more and more successful. As the company grows, the dollar amounts for the POs grow, as do the staff and management levels. So, the controller tells the programmer (now a new programmer because the other programmer is gone) to take the PO program and build in different approvals based on dollar value and department. The controller also wants to make sure that notifications are sent out when PO approval due dates have expired. It takes the programmer about a week to figure out the existing, unusual time-based event implementation. Their first inclination is to rewrite it. It then takes another three months to rewrite the entire system because the first program was very rigid in its use of business rules. The new programmer has been smart and coded the business rules into a Microsoft Access database table so they can be changed without rewriting the program.</p>	3.5	\$35,000
<p>Phase 5: Now an enterprise</p> <p>Six months later the company has a thousand people that request POs. The system is terribly slow and the Microsoft Access database is struggling to keep up. The controller needs to modify a portion of the program that handles business rules to use the Microsoft SQL Server. This takes another two months.</p>	2.0	\$20,000
TOTAL COST	7.5	\$75,000

THE CAPTARIS WORKFLOW SOLUTION

Captaris Workflow, powered by Teamplate, is very flexible. It is sufficiently straightforward to rapidly resolve a specific pain point, yet robust enough to be deployed enterprise-wide. Many organizations initially decide to improve only one process but soon have expanded too many processes within several departments. Organizations that choose to build an "in-house" custom solution often encounter limitations with model expansion, ongoing support, user training, documentation and repurposing. Captaris Workflow provides a rapidly deployed solution with permanence, expandability and ROI.

THE SAME PROJECT WITH CAPTARIS WORKFLOW

PROJECT PHASE	MAN MONTHS	COST
Phase 1: Solve a small problem With Captaris Workflow, the first PO model could have been mainly developed with the Captaris Workflow Wizards and may have required two days to complete with only one of those days required for a programmer to do the GP integration.	0.1	\$1,000
Phase 2: First change When the controller started, the company could use the wizard to open up the old model, drop the new tasks on the canvas and then used a business rules action wizard to handle the new rules. This would have taken less than a day.	0.05	\$500
Phase 3: Personnel change A system administrator could have redirected the controller's tasks when she went on vacation and added the overdue notification in a couple of hours.	0.05	\$500
Phase 4: Growth The Captaris Workflow BLL is built to scale (see Veritest results) and as the application grew in scope the customer would not have faced the database change.		
Phase 5: Now an Enterprise Captaris Workflow is already designed to scale to an enterprise.		
TOTAL COST (EXCLUDING CAPTARIS WORKFLOW LICENSE FEES)		\$2,000

Captaris Workflow provides a robust cost-effective solution for the automation of one process or many processes. Captaris Workflow embraces XML and Web services and provides deep integration into Microsoft server products. Captaris Workflow features knowledge worker wizards and an extensive IDE for model development and expansion.

FOR MORE INFORMATION

Captaris Business Information Delivery solutions help organizations of all sizes automate the information and document flow throughout the information lifecycle (capture, process, archive, deliver). With a comprehensive suite of software and services, Captaris helps organizations to grow revenues and increase profits while meeting compliance goals. Through a global distribution network of leading enterprise technology partners, Captaris has installed more than 90,000 systems in 95 countries in companies of all sizes, including the entire Fortune 100. For more information, visit www.captaris.com or call +1.800.443.0806.

©2005 Captaris. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the written permission of Captaris. Captaris products Alchemy, Interchange, RightFax and Captaris Workflow are trademarks of Captaris. All other company, brand and product names are the property and/or trademarks of their respective companies. MC0010110 RB0405