



•rayNET



RayFlow[®]

Best Practice Application
Lifecycle Workflow

RayFlow is part of RaySuite.

Top Benefits

Faster Software Rollout

- Speeds up packaging processes by following customer-defined phases
- Better quality leading to lower reject rates and quicker project completion

Improves Quality

- Support of best practice processes such as ITIL
- Implementation of quality monitoring gateways
- Higher achievement rates in SLA management

Reduces Costs

- Reliable software deployment
- Minimization of software mistakes
- Reducing of helpdesk efforts

Enables Compliance

- Powerful tracking system for SLA management
- Audit trail is secured via role-based access
- Reliable reporting and status updates

Organization

- Automatization of packaging processes and associated Application Lifecycle processes
- Connects teams worldwide; from application owner to management

Reporting

- Individual reports
- Standard reports
- Dashboard functionality

RayFlow is more than just a workflow tool for packaging factories

It is a workflow management tool that collects and provides required information per task and phase, tailored to project needs of any complexity level. It operates as joining link between teams and their tools. RayFlow controls and observes the workflow for the overall Application Lifecycle: From license management to Deployment, from application owners up to project managers and stakeholders.

Decades of experience

As the first world-wide packaging factory was created with Wise (Altiris) 10 years ago, it was Raynet's task to define worldwide standards to enable best practices in software packaging. RayFlow is the result of our competence and our decade-long experience in this area. RayFlow today is not only the leading workflow tool in the software packaging world but encompasses the entire Application Lifecycle Management.

Best Practice Approach

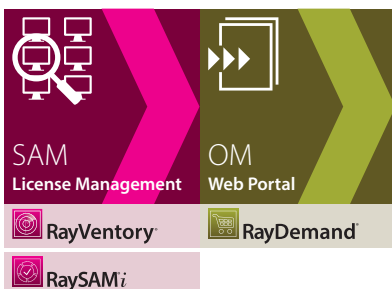
RayFlow makes it easy for you to implement the latest Best Practice approaches. With role-based access, implementation according to ITIL, comprehensive reporting capabilities, audit trail and configurable process phases, which all allow simple and reliable SLA management, RayFlow's functionalities and handling are simply unique.

From Experts for Experts

Raynet enjoys the largest team of certified trainers and consultants in the area of software packaging in the world. These experts daily bring their comprehensive knowledge and their year-long experience into the development of our product. Thanks to our customer-driven approach and the hands-on input from our experts, RayFlow has become what it is today. A workflow tool from experts for experts.

RayFlow does not operate in a sterile, monolithic environment

In fact there is an inevitable trigger for the intensive contact with a vast variety of tools and system environments: the conceptual keynote that RayFlow is the controlling backbone of business processes. A workflow management system does not only have to communicate and interact with a heterogeneous ambience, but master that in a way that emphasizes on aspects such as security and robustness. Even though the tools of the RaySuite product family are optimized to work best in conjunction with each other, the RayFlow data service fully covers 3rd party tool integration as well.

SAM
License Management

OM
Web Portal

RayVentory | RayDemand

RaySAM:i



EVAL
Evaluation

PKG
Packaging

QA
Quality Assurance

RayEval | RayPack | RayQC

RayQCAd



DEP
Software Deployment

MDM
Mobile Management

RayManageSoft | RayMobile

RayFlow Main Focuses




Intuitivity

RayFlow does not require day-long admissions, endless documentation or expert knowledge. The initial trainings are usually not much longer than an hour and already enable all employees to use RayFlow productively. A fast implementation into the everyday corporate life and a high user acceptance is assured.



Transparency

The tracking feature provides a quick and comprehensive overview of all tasks. The edit history of each individual package is logged and can be reported on. SLA estimates are visible immediately through signal colors.




Interoperability

RayFlow connects the RaySuite elements required for your individual Application Lifecycle Process. Within RayFlow, you can seamlessly control and manage the various RaySuite products and services, as well as third-party or in-house developed solutions. This in turn helps reduce the complexity and increases the productivity of your projects.



Productivity

Packages can be assigned via a push system. The PO MSI property reader adds application properties (software name, version, manufacturer, language, etc) **automatically** into the according fields, avoiding typos and saving time.

Completely New User Interface

RayFlow shines in the bright light of the Corporate Design of the RaySuite product family. It convinces users with both, functionality and attractiveness. Beyond adjustments of graphical aspects, there has been a massive re-engineering of the concept of operations, which provides improved usability and fully meets the requirements of nowadays software ergonomics.

The RayFlow UI provides a simple yet flexible administration and operation of projects – for one or more mandators at a time. Essential information, such as the current task status, SLA's, categories, etc. is clearly structured and easily accessible within each phase. The newly invented global search additionally improves the direct lookup of specific tasks.

New Configuration UI

A workflow management tool does not only have to provide a decent interface for the actual task execution within the flow, but at the same time requires an elaborated administrative environment. In this regard, RayFlow incorporates a web interface that is divided into three primary areas of activity: Management, Administration, Configuration. Depending on the individual field of operation and responsibility, users have privileges to create new user profiles, generate reports, and to create and configure new projects – regarding SLA conditions, settings of the project specific user interface, and the actual phase flow.

Due to the ability to manage users and their access rights, data visibility, and notifications across project boundaries RayFlow is a tool that adjusts effortlessly to the requirements of any given use case.

Raynet has managed to design the configuration of project components, such as phases, data fields, workflows, etc. to be usable in such a comfortable and clear manner, that it is possible to reflect any business process with a minimal investment of preparation and work time. Keeping company specific identifiers, colors, and labels is a built-in functionality. In order to work even more efficient, it is possible to clone similar projects whilst taking over the required set of configuration settings. The Raynet design team has put special emphasis on the task to structure functionality in a way that allows users to reach their targets with the least amount of clicks and time – saving precious time and money with each step.

RayFlow is knowingly aligned for maximal flexibility in order to be able to grow beyond the origins of packaging factory process management, and to adapt behavior and control structures for the needs of any business process. The real stunt is not the provision of flexibility itself, but rather embedding it into a user interface that convinces operators and administrators likewise, and allows them to interact intuitively. This is a trick RayFlow 2.0 performs outstandingly.



New User Interface



Configuration UI



Cloning

Cloning

Why would one re-invent the wheel? – RayFlow offers the ability to clone tasks, reports, and even whole projects. Cloning of tasks is available across project boundaries, which makes it necessary to establish task property mappings, defining to which data field in the target project a property of the source project has to be copied. Cloning of projects allows to keep a selectable set of configuration attributes such as group definitions, user assignments, and the like.

My Profile Section

The newly invented My Profile section contains an overview of tasks, appointments, and notifications that are assigned to the currently logged in user. As it is always within reach by a single click, it becomes an essential part of the work with RayFlow in no time. Additional profile oriented functionality, such as setting a new password, changing one's name, email-address or company relation, has been located within this section as well.

RayFlow 2.0 is more than a mere interface between applications, as it is a platform for teamwork and cooperation at the very same time. Accordingly, Raynet designs views like My Profile with the principle in mind that each user has to have adequate access to the properties of his own profile, whilst deeper adjustments regarding access rights, project assignments, etc. always require the authority of a RayFlow system administrator. Providing such a strict guideline for the options and activities that are available on a per-user base eases extended communication and cooperation within project scopes. There is no doubt about the available field of activity for a user – it is plainly visible from the administrative settings and his profile overview section.

Notifications

Staying up to date has never been this easy and convenient. It is a matter of a few clicks to create notifications for single users or user groups. Intelligent filters are the base for the definition of conditional statements that control which user will be informed about what event, which might be a change to the status of a task within a specific phase, modifications on data fields, or any other event that has been defined within a project workflow. E-Mails sent as notifications are derived from templates, which vary based upon the actually triggering event. Templates are easily adjustable with the built-in HTML Editor directly from within the RayFlow user interface for a project. Applying your corporate design on notification templates is achievable with minimal effort.

High Level Transparency of Tracking

By using the tracking feature, users are able to keep an overview of the current status of project tasks and to assess the status of one specific task as well. Taking over a task or assigning it to another user is a one-click activity – assumed that the users profile is equipped with the required privileges for the latter feature.

With RayFlow, customers shop a very high level of transparency, which allows for an exact and comprehensive tracking of each and every task. This feature does not only support easy coping with everyday workload within a project, but at the same time provides the level of overview managers need to ensure a successful project progress.



My Profile Section



Notifications



Tracking

Integration and Standardization

Implementing state-of-the-art and standard conform communication concepts, RayFlow is restrictive where required, and flexible where functional benefits are achievable free of any risk.

About Raynet

Raynet GmbH is a leading and innovative service and solution provider in information technology and specialized in the architecture, implementation and operation of all tasks within "Application Lifecycle Management". Raynet's Headquarters is in Germany and presently has additional locations throughout Germany, the USA, Poland, UK and the Netherlands.

For over 15 years, Raynet has supported hundreds of customers and partners with its products and solutions for enterprise application management projects worldwide. These include license management, software packaging, software deployment, migrations, client engineering and much more. Additionally, Raynet maintains and cultivates strong partnerships with leading companies in Application Lifecycle Management.

Raynet products and solutions are unique in design and functionality. Their development is highly driven by our customers and partners who play a big role in the development of our products and are a key reason why our products are always cutting edge. Whether you want to introduce a new deployment tool or to start a SAM project, whether you want to plan a packaging factory or do a migration – Raynet is the choice for best-of-breed-practices in services, products, and solutions for Application Lifecycle Management.

Next Steps

For more information, please visit our website: www.raynet.de or contact our sales team on +49 5251 54009-0 or sales@raynet.de



Raynet GmbH

Technologiepark 20
33100 Paderborn, Germany
T +49 5251 54009-0
F +49 5251 54009-29
info@raynet.de

www.raynet.de



RayFlow[®]

www.rayflow.de