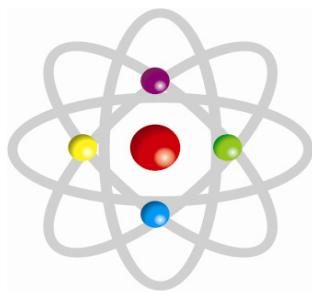


# Panacea Workflow Studio



# Panacea workflow systems

www.pws-europe.com

## Company Introduction

Panacea provides software tools and consulting solutions for BMC® Remedy®. Established in 1997, with 250 customers worldwide. Our consultants are BMC, ITIL & CMDB certified, delivering solutions simply, quickly and professionally.

## The Panacea Workflow Studio

The Panacea Workflow Studio is the unique migration, analysis and maintenance tool for AR System® applications. This software is designed to automate migration of objects between server environments, facilitate performance improvement and enable Administrators to troubleshoot and better understand their applications.

## Connect to Server or use BMC Remedy DEF files.

The Workflow Studio allows you to connect directly to your BMC Remedy AR System server and work online. Alternatively you can choose to cache these servers and store a copy of the server locally. The cache mechanism builds a local database of all objects found on a server, including workflow and foundation data, and also builds the relationships that exist between these objects during the build process.

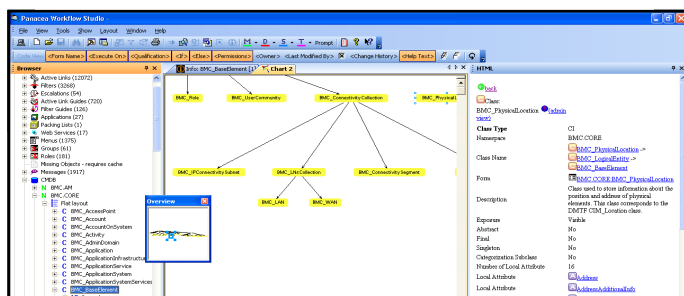
Furthermore the caching process also locates broken or invalid workflow, identifies messages within an application workflow for fast review and also facilitates release management by grouping objects based on a specific naming convention. Using the cache method the developer can find specific field/workflow references throughout their application in an instant and may view the results in dynamic HTML format or via dialogues native to the BMC Admin tool or graphically.

The Workflow Studio also supports the importing of BMC Remedy .def files into a cache structure. Providing users with a method of importing one or many .def files into a cache at the same time. Useful, for instance, for understanding what objects are within .def files delivered as part of a BMC Patch release for an ITSM module.

These caches can be archived, to represent a snapshot of a server at a given time, and are also made available off-line without requiring connection to a server. Allowing them to be used for migrations, browsed, compared, documented, searched, cross-referenced in an identical way to a live server.

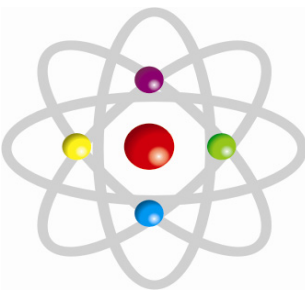
## Features

- **Migration:** The Workflow Studio's unique dependency engine ensures that all objects being migrated are transferred in the correct order. Any data/DSO mappings may also be migrated at the same time as the definitions.
- **Create patch files:** Create XML patch files of any development changes (create a patch for a few fields or your whole application). Use version control. Apply development patches via the Workflow Studio's integration with Installshield, enabling users with no knowledge of AR System or Workflow Studio to perform an upgrade.
- **Comparison Engine:** Compare Workflow, Data, CMDB CDM. Create differencing profiles and use them to search for specific differences in any AR System object/attribute between servers. Ensure efficient and accurate migrations by only migrating those objects which differ between development to production server.
- **Locate broken workflow:** The Workflow Studio performs an analysis of the application, checking workflow validity and reporting any problems to the Administrator (e.g. missing forms, fields, groups...)
- **Cross Reference Browser:** View AR System objects in dialogues native to AR System Admin tool. View cross reference relationships instantly in Navigator view and jump between different objects by double clicking on object names displayed in the dialogues.
- **Graphical Application Modeller:** Generate diagrams automatically displaying graphically the relationships and dataflow between Forms in your application. The Workflow Studio produces an interactive diagram, allowing you to click on links drawn between the forms and view the Workflow object(s) which have created the relationship in a separate window. The graphical modeller also extends to display the CMDB CDM (shown below)



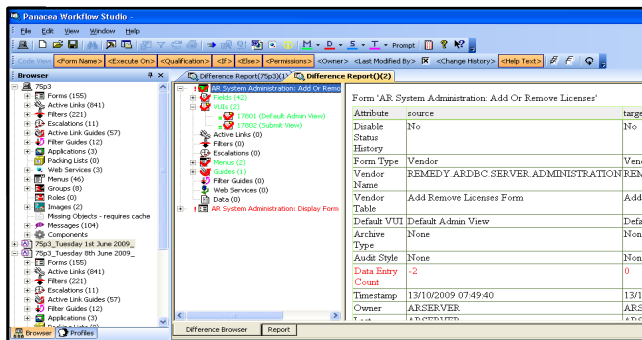
- **Performance Analysis:** Identify inefficient workflow qualifications and improve user response time through database analysis. View either AR System view of qualification or the actual SQL the AR System generates. (shown below)

Name	ExecuteOn	Qualification	IfList	ElseList	Permissions	Owner	Mod By	Mod Date
Show Plan Ana...								
Single Row by ...	0.006...	0.000080	Table Field sea...	SupportCntT a...	Performance Hi...	Query Form	145	'AR_F
Full Table Scan	0.041...	0.000548	Query Menu se...	PAN:QueryCu...	Add Qualification	PAN:Cust...	427	
Full Table Scan	0.037...	0.000093	Table Field sea...	Table Field	Add Qualification	PAN:Invoi...	13	
Full Table Scan	0.037...	0.000116	Query Menu se...	PAN:Currency	Add Qualification	PAN:Curr...	34	
Single Row by ...	0.006...	0.000080	Table Field sea...	SupportCntT a...		PAN:Sup...	145	'Payme
Full Table Scan	0.050...	0.000685	Table Field sea...	QuotationSent...	Add Index base...	PAN:Lice...	551	'Quota
Full Table Scan	0.039...	0.000238	Table Field sea...	PaymentDueT...	Add Index base...	PAN:Sup...	145	'Payme
Full Table Scan	0.047...	0.000510	Table Field sea...	MainBugT able2	Add Index base...	PAN:Bug	392	'AR_F
Full Table Scan	0.040...	0.000308	Table Field sea...	ProductT able...	Add Index base...	PAN:Sup...	209	'AR_F
Full Table Scan	0.037...	0.000111	Direct SQL Co...	PAN:QueryPro...	Add Index base...	Table	-1	select
Full Table Scan	0.050...	0.000685	Table Field sea...	LicenseT able...	Add Index base...	PAN:Lice...	551	'AR_F
Full Table Scan	0.050...	0.000685	Table Field sea...	Eval4T able	Add Index base...	PAN:Lice...	551	'\$TIM
Full Table Scan	0.050...	0.000685	Table Field sea...	Eval2T able	Add Index base...	PAN:Lice...	551	'\$TIM
Full Table Scan	0.050...	0.000685	Table Field sea...	Eval2T able	Add Index base...	PAN:Lice...	551	'\$TIM

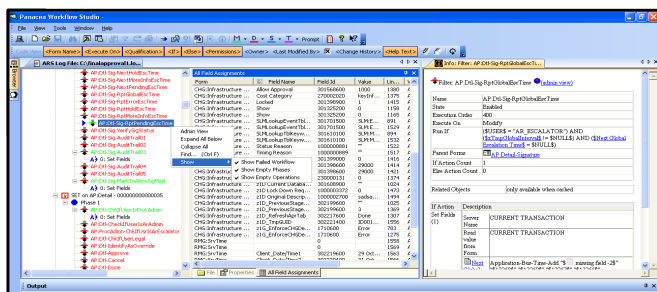


## Features (continued)

- **Field/Index Analysis:** Quickly determine an appropriate indexing strategy for you AR System application. Identify effective/redundant indexing within your application.
- **Documentation:** Document your ARSystem objects to MS® Word and ensure you always have a copy of your definitions on file in readable format and do not have to waste valuable developer time documenting changes made to the system.
- **Search Engine:** Find where a specific field is referenced anywhere in workflow or look for workflow that fires on a specific execute on condition/action. Search for a specific string contained in ANY attribute in ANY AR System object or run one of the useful reports available in the tool, such as listing orphaned menus.
- **Archive/Snapshot Server:** Archive feature enables you to take snapshots or checkpoints of your servers over time and have them available in the single Workflow Studio interface, at the same time as your live servers. This obviates the need for multiple export files and documents of developments changes, stored in various networked locations. If you or your team want to understand what has changed on a server between two dates you can use the cached copies to compare the servers workflow and foundation data. (shown below)



- **Log file debugger:** Process user logs to quickly debug workflow problems. The Workflow Studio displays workflow execution patterns in a colour coded treeview, allowing easy navigation around the log file. Rapidly search for any specified value. Monitor all Set/Push Fields allocations within a log file, to see exactly which fields were modified and where. (shown below)



- **Schedule Migrations/Backups:** Schedule migrations/backups of your Workflow and Data to File or server for Disaster Recovery/Test environment

## Business Benefits

Overall a return on investment can be seen within days of using the tool :

- Saves money and development time by automating common manual administration & development tasks.
- Ensures complex migration procedures are performed correctly and safely every time.
- Ensures less downtime, less errors and consequently less cost to business using a tool to manage application changes.
- Improve end-user experience by faster application debugging for reported bugs in application.
- Schedule migrations out of hours in order to free up administrator and developer time for development tasks.
- Ensure optimal performance within your AR System workflow without lengthy/expensive health checks.
- Automatically archive/snapshot your application and data, allowing Administrators the possibility of rollback to previous application versions if required.
- Ensure an audit trail of changes during a project through an automated archive process.

- Take Administrator tasks off-line and away from the server, reducing the bottleneck when multiple developers access the system at the same time.

### Client Spec for Workflow Studio

- Windows 2000, XP, Vista Business
- 256 mb RAM
- MS Word 97 - 2007 for producing Documents.

Database platforms supported for Performance Analysis feature

- Oracle 9i, 10g, 11g
- Sybase
- MS SQL 7, 2000, 2005

AR System Versions

- 4.x - 7.5