



iSTF Robot

Process Automation Tool

Process automation tool used for manual repetitive task automation, acceptance test preparation, regression testing and production performance measurement. Tool can automate processes spanning over multiple web and windows applications and thus increases efficiency and accuracy, decrease costs and improve production quality of legacy applications. Automated process flows can be deployed in standalone mode on PC or as a part of centrally controlled and monitored installation on distributed backend virtual servers.

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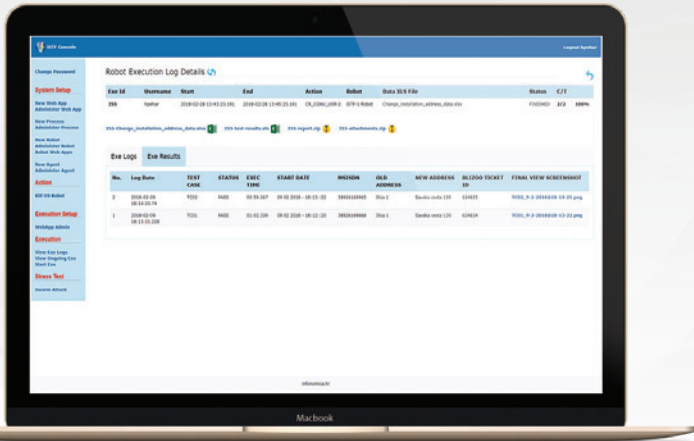
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Features & Benefits

Tool can Enable and Support process automation:

- Automation of processes across multiple web and windows applications
 - » Deployment in PC standalone mode or as a distributed installation on backend virtual servers
 - » Real time execution control and monitoring
- Acceptance Test preparation, Automated Regression and Sanity Testing
- Production Performance measurement with alarming
- Multiple data sources for automation
 - » Microsoft Excel
 - » Web page monitoring
 - » Any source through custom plug-in component

Process Automation



Tool is especially suitable for error prone manual task automation in a way that tool follows existing business process across multiple web and windows applications without need for their change e.g. automated process logs into first web application, execute subprocess, logs into second web application, execute subprocess and then finish business process with subprocess execution on windows application. With this concept, back office can automate multiple tasks like account/customer creation, payment processing, service option provisioning etc.

Process automation uses light scripting language for configuration development that correlates input data with destination page elements in a form of building blocks that are reused and orchestrates into automated business process flow. Simple scripting syntax enables configuration development by non-IT personnel with appropriate training.

Once the process flow automation is configured it can be deployed for process automation in standalone mode on agent's PC or as a part of centralized execution on backend virtual servers.

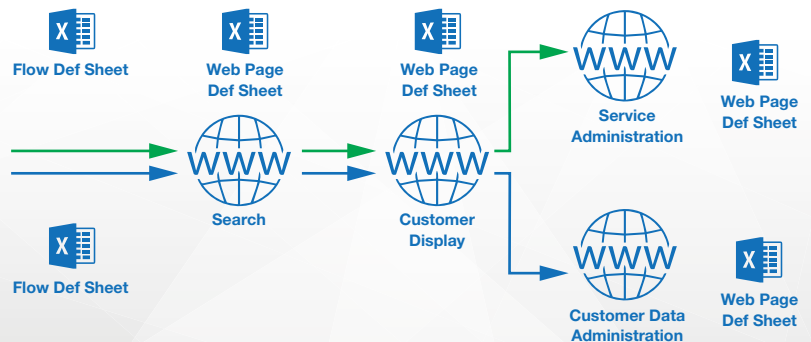
Standalone usage enables quick tool introduction into business organization with efficiency and costs gains without possible delays associated with acquisition of backend server resources. In parallel with standalone installations, automation flows can be deployed on one or more backend virtual servers each having one or more process flow execution engines. Distributed flow automation is controlled and monitored from tools central management web console that enables: system setup, start/stop of process flows, execution real time monitoring and central upgrade of execution configuration. Central management console is accessed by users that can have different functionalities on their disposal based on assigned roles.

All executions are logged for further inspection with ability to access execution data, file reports (MS Excel and HTML) and execution screenshots documenting successful or erroneous flow execution.

Testing Automation

To stay market competitive companies frequently introduce new services, which inevitably lead to application upgrades. Frequent application upgrades and Customer Centricity concept have additionally increased importance of application testing to avoid new features as source of systems instability. Acceptance testing of complex systems require large number of test cases with even larger number of customer/service combination for business rules tests. Manual preparation of data often requires unavailable number of man-days which results in testing scope reduction and quality compromises.

With tool usage, described obstacles can be overcome and quality of production can be increased. Additionally, tool can be used for regression testing where predefined tests are executed to confirm that system patching has not unintentionally alter already tested functionalities and introduces ability to increase number of sanity tests after late night system patches.



Data Source

There are two main data source types for automation flow execution: MS Excel and target application web page. Data sheets in input Excel file contain data for particular application page involved in business process flow while sheet columns relate to particular application fields that have to be populated. With such concept tool operator can visually match their input Excel data with web page input fields. Alternatively, target application web pages (e.g. task/case/interaction fetching) can be used as a source for data that is driving automation process execution.

Data source types and execution parameters can be chosen, controlled and monitored from tools managing console and can be deployed in parallel on separate backend resources to increase execution throughput.

Additionally, any other data source can be accessed through custom plug-in components as data source or as data enrichment and thus expands tool usage possibilities (e.g. connection to DB or data fetching through WS etc.).

