

# Process Director

## Product Guide

Unlock the full potential of our powerful platform.

In this product guide, we offer valuable insights and data to help you make the case for Process Director and drive transformative change across your organization.

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# The meaning of complexity

Our low-code development platform is ideal for organizations with complex process automation needs.

## How do you know if your processes are complex?



### **Responsible for sensitive information**

You need a secure way to handle trade secrets, financial data, and personal information.



### **Rigorous regulatory & data integrity standards**

You need to maximize traceability and quality control so you can prevent errors and close compliance gaps.



### **Sophisticated routing & integrations**

You have intricate approval processes and must integrate data spanning multiple departments or parties.



### **Advanced conditional logic required**

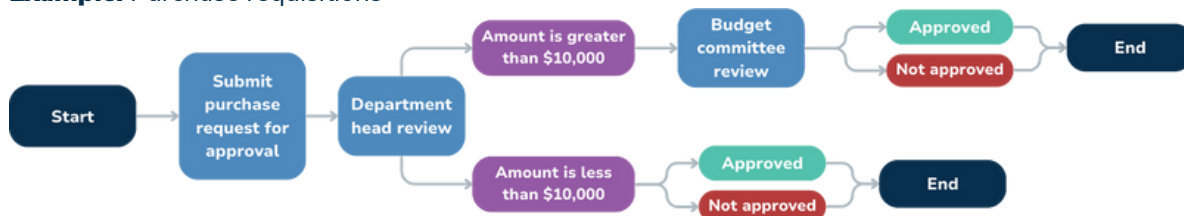
You need a smarter system with workflow options that change dynamically based on specific attributes.

# Types of complex approvals

## Conditional approval

Grants approval based on predefined if-then conditions or criteria, allowing for automated decision-making and streamlining the approval process.

**Example:** Purchase requisitions



## Nested approval

Allows for hierarchical approval structures, where multiple levels of authorization are required sequentially.

**Example:** Marketing content review



## Parallel approval

Enables simultaneous review and approval by multiple individuals or groups, reducing approval time and increasing efficiency.

**Example:** Publication management



# Platform customizability

Finding the “Goldilocks” zone



Ever tried to customize SharePoint or ServiceNow to suit your organization’s complex processes? It’s easier said than done.

Applying the Goldilocks analogy to each platform’s ease of customizability:

- SharePoint is too simple to support complex customizations.
- ServiceNow is too complicated to customize without extensive technical resources, time, and money.

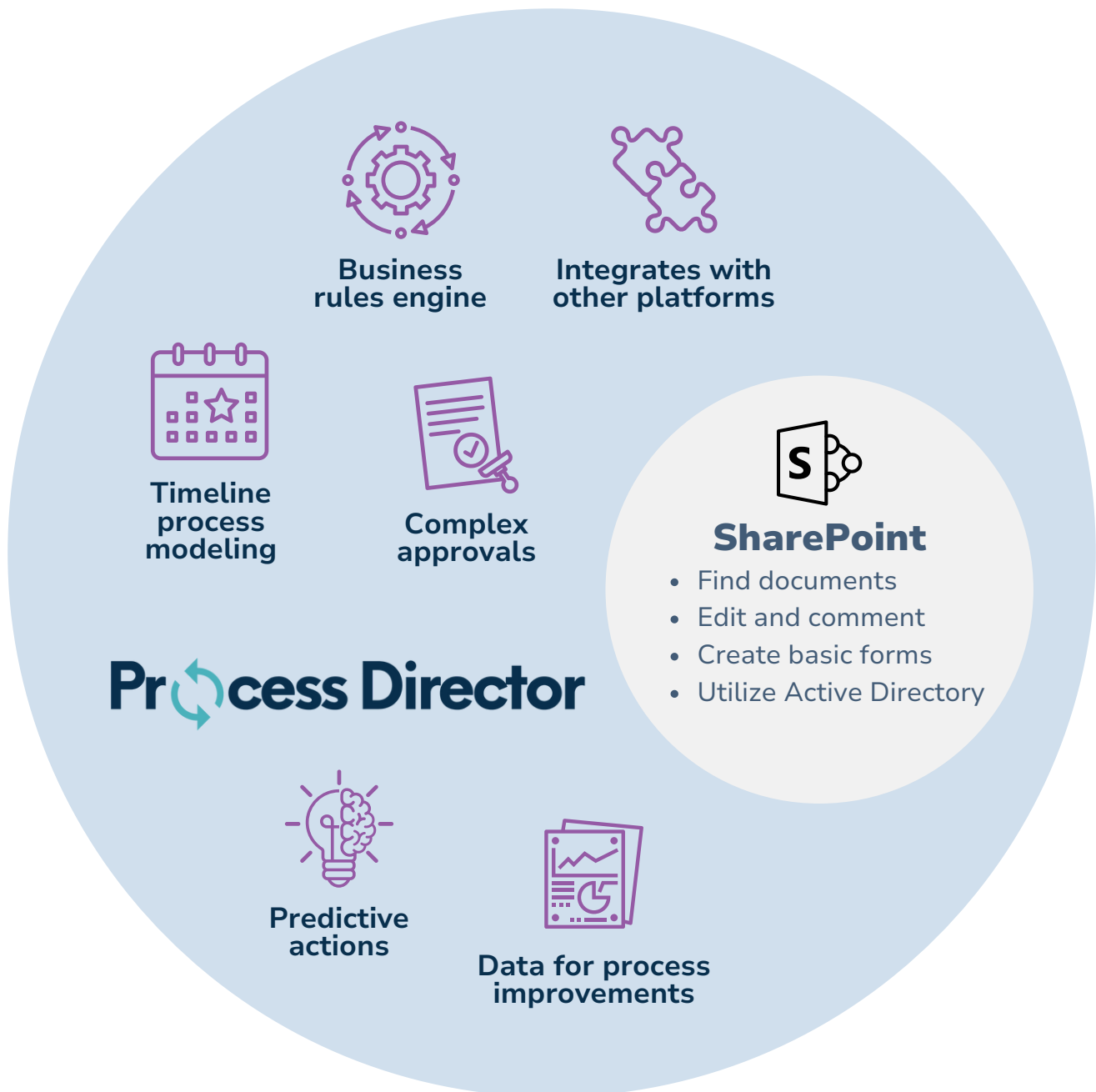
To find your Goldilocks zone between “too simple” and “too complicated,” look no further than Process Director.



With Process Director, you can take SharePoint processes to next level and make it easier, faster, and more affordable to extend ServiceNow’s powerful functionality — all without replacing either platform.

# How **Process Director** Makes **SharePoint** Work Better

Microsoft recommends using SharePoint in conjunction with BPM tools like Process Director because Windows Workflow Foundation limits automation and process management.



# How **Process Director** Fills **ServiceNow**'s Gaps

**ServiceNow is a highly configurable platform, but that strength can be a double-edged sword.** Tailoring ServiceNow to an organization's specific needs often leads to complex, time-consuming, and expensive customization efforts.

Why? Because ServiceNow is first and foremost a ITSM-centric platform. Modifying processes, workflows, and forms often requires expertise in ServiceNow's scripting languages, so making these changes can be challenging for non-technical business users.

For organizations to make modifications to what is already a complex platform, they may need to invest in specialized development resources, which can get pricey quick.

To solve this, some organizations use process automation solutions, such as Process Director, to modify and extend the functionality of ServiceNow.



# How **Process Director** Fills **ServiceNow**'s Gaps

Think of Process Director as the missing piece of a puzzle that makes ServiceNow all the more powerful for your organization.

Process Director doesn't replace ServiceNow — it makes the platform work better for your organization's unique needs.



**Process Director**



Process Director can bridge these gaps for a fraction of the time and cost required to make these changes in ServiceNow itself.



# Compare Platform Features:

## Process Director vs. MS Power Apps

While Microsoft offer users incredibly powerful products and tools, Power Apps is not robust enough to fully meet the requirements of automating complex and highly regulated business processes.

Process Director offers advanced process modeling capabilities, robust compliance features, and the ability to seamlessly integrate with Microsoft environments — making it the superior choice for businesses seeking a tailored solution for their complex automation needs.

Capability	Process Director	Microsoft Power Apps	
<b>Complex Process Modeling &amp; Execution</b> Workflow nesting and chaining, dynamic routing	✓	✗	Power Apps lacks the advanced features required to execute processes that involve multiple steps, stages, and conditional routing.
<b>Predictive Notifications &amp; Automation</b> Proactive decision-making with automated alerts and actions	✓	LIMITED	Users can set up simple event-based alerts and notifications in Power Apps, but it does not offer predictive analytics that automatically identifies issues and help organizations optimize processes.
<b>Data Virtualization</b> Integration with diverse systems for real-time data access	✓	LIMITED	Power Apps integrates with systems like SharePoint, SQL, or Oracle, but lacks seamless integration for real-time data access across diverse sources.
<b>Time-Based Process Triggers</b> Optimized scheduling/execution for time-sensitive processes	✓	LIMITED	Power Apps offers basic time-triggered actions but lacks support for complex multi-step workflows and event-driven actions.
<b>Governance &amp; Compliance</b> Dedicated GRC emphasis suitable for regulated industries.	✓	LIMITED	Power Apps lacks the GRC features essential for highly regulated industries, including robust audit tracking, compliance reporting, and data security measures.
<b>Business Rules Engine</b> Support for complex business logic and enforcement	✓	LIMITED	Power Apps offers basic rule-setting options, but it struggles to support more intricate business rules, conditional routing, or case-specific decision-making.
<b>Dynamic Routing</b> Automated task assignment based on rules	✓	✗	Power Apps lacks automated task assignments based on complex rules or conditions, necessitating manual handling or basic rule sets.
<b>Event-Driven Automation</b> Automated actions based on events	✓	LIMITED	Power Apps supports basic event-triggered actions but lacks advanced event-driven automation capabilities required to respond to a wide range of events/ conditions.
<b>Case Management</b> Support for end-to-end case handling	✓	LIMITED	Power Apps lacks native support for end-to-end case management, hindering the management of cases involving multiple stages, approvals, and interactions.
<b>Microsoft system integration</b> Integrates seamlessly with Microsoft systems	✓	✓	Both Process Director and Power Apps integrate perfectly within a Microsoft environment.
<b>Legacy system integration</b> Old ERP software, on-premises databases, custom-built apps	✓	LIMITED	Power Apps' lack of compatibility with certain legacy systems means that integrations may require additional effort and development work.



# Compare Platform Features:

## Process Director vs. SharePoint

Capability	Process Director	SharePoint
Complex workflow nesting and chaining	Fully supports complex nesting and chaining of workflows	Limited support; custom coding required, making it difficult and expensive
Process centricity	Multi-centric (human, document, event, automated) processes	Primarily document-centric; not well-suited for process management
Available process patterns	Offers extensive process patterns and configurations	Limited to two process patterns: sequence and machine state
Governance and compliance	Comprehensive governance and compliance capabilities, including audit tracking	No governance or audit tracking capabilities
Case management	Out-of-box case management functionality	No native support; requires custom development
User implementability	Business users can implement processes without IT assistance	Requires IT specialists for implementation
Integrate with legacy/enterprise platforms	Seamlessly integrate with existing systems	Limited integration options
Business rules engine	✓	✗
Predictive notifications	✓	✗
Predictive automated actions	✓	✗
Data virtualization	✓	✗
Time-based process action triggers	✓	✗
ML/AI for automated decision making	✓	✗
Partner/supplier/customer applications	✓	✗

# Compare Process Patterns:

## Process Director vs. SharePoint

SharePoint's limited number of process patterns restricts the flexibility and options available for modeling and managing business processes.

Process Pattern	Process Director	SharePoint
Sequential Process	✓	✓
State Machine	✓	✓
Parallel	✓	✗
Conditional	✓	✗
Looping	✓	✗
Subprocess	✓	✗
Escalation	✓	✗
Human-Centric	✓	✗
Event-Driven	✓	✗
Timer-Based	✓	✗
Case Management	✓	✗
Dynamic Routing	✓	✗