**Unified Task Enablement System| Solution Datasheet**

|  |
| --- |
| **1. State the business problem. Make it short, clear, and easy to understand (two or three sentences)** |
| The inclination towards a customized approach for the creation and completion of tasks in Appian, despite the availability of Out-Of-The-Box (OOTB) task creation and related functionalities, can be attributed to several factors like:* Long running process
* Difficulty in customization
* Better Audit Capabilities
 |
| **2. Quantify the business problem.** Who/what is affected? What is the impact? (Use money or time as metrics) |
| To address the outlined requirements, development teams are transitioning to a data-centric approach for tracking task progression and actions. This shift involves establishing task/audit-specific structures and replicating features inherent to Appian.* Slower time-to-market
* An increase in short-term rework.
* Directly compounds over time and result in significant increase in costs due to rework.
 |
| **3. Present the solution.** Describe the solution at a high level and how it solves the business problem. |
| Hexaware’s Unified Task Enablement System majorly focuses on following areas:* Providing a common framework for tasks which can be plugged easily into any workflow.
* Reducing a significant amount of rework for developers.
* Easier to maintain by decoupling the task workflow and business logic.
* Ease of customization by providing a better alternative for the OOTB task related functionalities.
 |
| **4. Explain why it’s the best.** Describe how and why the solution solves this problem better than other solutions or why it’s better than other ways of handling or coping with the problem. |
| Unified Task Enablement System is the ideal solution to facilitate the following:* **Significant reduction in the time to market for extensive task-based solutions.**

**PROBLEM**: Business still using the process-based approach even for time intensive workflows are facing technical debts due to longer running process resulting in- * Taking up a lot of heap memory
* Difficult to customize task reports/audits.
* Difficult to scale - Task workflow and business data is combined.

Unified Task Enablement System offers a superior alternative to the above approach:1. Easy to Plug framework in any application which specifically caters to task functionalities.
2. Accelerated deployment of decoupled task and business workflow
3. Easy customization of templatized workflows, leading to faster business impact.
4. Enabling the KPI by providing transparent task related reporting.
 |
|  |
| **Key features of the Unified Task Enablement System include:*** *Feature*: DB Based task approach -Task Assignment/Reassignment (Role based secure access to tasks), SLA, Auto-Escalation, Notification
	+ *Benefit:* Enhanced time-to-market and reduced rework.
	+ *Impact:* Reduced memory consumption with ad-hoc process for better system health.
* *Feature*: Modular platform which is decoupled from actual business logic.
	+ *Benefit*: Easy to maintain and deploy across environments.
	+ *Impact*: Minimize disruptions to the larger organization and ensure greater buy-in
* *Feature*: Analytics-driven insights, reports and dashboards to enable strategic decision making
	+ *Benefit:* Achieve insights related to the KPIs and reduce operational efficiencies
	+ *Impact*: Eliminate silos and duplications in data by serving as a “Single Source of Truth”
* *Feature*: Additional Task Reporting screen (Switch-Enabled) with bulk Reassignment for business using Task OOTB.
	+ *Benefit:* Effective UI to access and act on the tasks created through task OOTB functionality.
	+ *Impact*: One-stop to access all the tasks and assess/act on them based on deadlines
 |
| **6. Use a customer quote.** Quote the customer when possible. |
| --NA-- |
| **7. Include contact information.** Note how to get in touch for more information or a demo. |
| Reach out to us at**SunnyA3@hexaware.com****AartiI2@hexaware.com** **sindhurid@hexaware.com****harikrishnanc@hexaware.com****jeevar@hexaware.com** |
| **8. Include your company’s boilerplate language and logo.** Add an “About” statement for your company. |
| About Hexaware **Hexaware** is a global technology and business process services company. Our 30,000 Hexawarians are driven by our purpose; to *create smiles through great people and technology*. With 54 offices in 19 countries, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, modernize, run, and optimize their IT landscapes. We put people first in everything we do and seek to improve people’s lives by collaborating with our stakeholders to build a better, more sustainable tomorrow. Learn more about Hexaware at [https://www.hexaware.com](https://www.hexaware.com/).   |
| **9. Include the Appian boilerplate language and logo.**  |
| About Appian.Appian is the unified platform for change. We accelerate customers’ businesses by discovering, designing, and automating their most important processes. The Appian Low-Code Platform combines the key capabilities needed to get work done faster, Process Mining + Workflow + Automation, in a unified low-code platform. Appian is open, enterprise-grade and trusted by industry leaders. **Appian Partner Solutions** | partnergtmsolutions@appian.com |