

An Introduction to Workflow Management Systems

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With many different workflow management software solutions on the market, a variety of approaches to workflow management exist. This paper provides an introduction to Workflow Management Systems. Through a two-tiered approach, the reader is first exposed to a functional review of workflow systems, including definitions, typical features, benefits, tradeoffs, process selection, and success factors for implementation, followed by a technical overview that describes a method for categorizing workflow products, the state of the market, and emerging standards.

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