Eccentex AppBase

Next Generation Cloud Application Development
Platform-as-a-Service for Dynamic Case Management
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Introduction

Case management in the traditional sense is a well understood and mature process discipline. However, its understanding depends on a person’s experience. To many people, “case management” is a lot of work with document management, document imaging, retention management, and other types of structured and unstructured information. In addition, case management is usually associated with the legal or health care fields, although the discipline can be found across most industries.

Many companies came to a realization that older process automation approaches based on old mass production concepts are no longer adequate in an era of knowledge worker processes that benefit from autonomous decision-making and highly social collaborative tools.

Forrester’s definition of case management:

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“Case management is a semi-structured, but also collaborative, dynamic and information-intensive process that is driven by outside events and requires incremental and progressive responses from the business domain handling the case. Examples of case folders include patient records, lawsuits, insurance claims, and contracts. A case folder contains all the documents, data, collaboration artifacts, policies, rules, analytics, and other information needed to process and manage a case.”

Dynamic Case Management (DCM) is a more advanced form of case management. It differs from the traditional discipline by providing knowledge workers with the modern technology for effectively performing their jobs. DCM supports the following:

- The ability to run multiple procedures against a given case of work
- The ability to associate different types of objects with a case
- Accessible mechanisms that allow end users to handle variation
- Mechanisms to selectively restrict or extend change of processes
- The ability to empower knowledge worker to make timely informative decisions
- The ability to shift process management from IT to a business professional
- The ability to utilize prepackaged applications or solutions

To summarize, DCM is a work process supported by technology that automates specified aspects of each case. Moreover, case management exists in every industry and can span across entire organizations.
A case is a center point of DCM. Everything and anything is linked to a case.

Data is collected via multiple and various channels as part of the DCM procedures.
A typical Case Management Solution consists of at least 3 major phases:

1. **Case Initiation**
2. **Case Processing**
3. **Case Closing**

Here is a good example of a complaints case management process:

![Case Management Process Diagram]

**AppBase Eccentex DCM Solution**

Eccentex addresses DCM needs with its DCM platform-as-a-service (PaaS), AppBase. Unlike traditional BPM platforms, which are “process-centric” (a system based on an organization's business functions and the associated processes that realize those functions), AppBase is “data-centric” (a system based on a particular piece of data, such as a customer or a case file, with ability to utilize an underlying process). The distinction is subtle yet important. Center of any data is a “case.” Eccentex AppBase truly empowers knowledge workers to make timely and informative decisions.

Eccentex AppBase is an application development PaaS for DCM designed to enable businesses of all sizes to rapidly design, develop and deploy process-centric web...
applications. AppBase achieves this mission with a robust set of services that make it easy to construct complex business solutions without the usual sunk cost of IT investment required for other competitive solutions – on premise infrastructure, staff and technology solutions typically needed to enable automation of document management, workflow and enterprise integration. The entire software stack is a mix of Java, Microsoft and .NET. All user interfaces (UIs) is browser-based, including the design time tools. Users are not required to install anything additional to their desktop. AppBase consists of a runtime engine, a design time authoring environment and a web based API.

The runtime consists of:
- Browser-based end User Desktop
- End user Portal
- The Runtime Engine

The design time consists of:
- Web-based Development Environment
- Application Repository
- Prepackaged applications
- A web API for accessing runtime services

Services offered by the AppBase platform and access via the web API include:
- Analytics and Reporting
- Document Capture
- Document Management
- Business Process Management
- Business Rules
- Security Services
- Integration Services

Applications are built using the web based development environment. All “application” artifacts are stored on the backend as either configuration files or within the runtime database.
AppBase: Cloud Enterprise Platform-as-a-Service

Eccentex AppBase is an application development PaaS designed to enable businesses of all sizes to rapidly design, develop and deploy process-centric web applications. AppBase achieves this mission with a robust set of services that make it easy to construct complex business solutions without the usual sunk cost of IT investment required of other competitive solutions – on premise infrastructure, staff and technology solutions typically needed to enable automation of document management, workflow and enterprise integration.

Why AppBase is the Right Choice

- AppBase empowers business analysts to assemble software services needed for their business operations without any knowledge of computer programming.
- AppBase strictly separates application definition metadata, or application model, from runtime execution engine. The runtime execution engine can run multiple applications with different models simultaneously.
- AppBase is natively a multi-tenant (multi-user) platform. Organizations can run multiple tenants, each using distinct data models, workflows and business rules. Because AppBase embraces OOAD fundamentals, organizations can also leverage multi-tenancy to create composite applications that share data across systems.
- AppBase is highly scalable because the execution engine is the same for different applications and tenants. The result: more applications, lower footprint with greater redundancy and failover.
• AppBase is a fully integrated technology suite. Business data, presentations, 
document and content management, rules, analytics, workflow and enterprise 
integration solutions have all been developed by Eccentex. No additional third-
party fees. No need to build SI bridges. AppBase is the full end-to-end solution to 
build process-centric applications in the cloud.

• AppBase can run in the Eccentex cloud, in a private (company’s own) cloud or set 
up as a public/private cloud hybrid.

• The design environment for business applications is separate from the runtime 
environment. Such separation provides the ability to design business applications 
without interfering with runtime operations. Both environments are delivered 
100% in the cloud, which means that multiple organizations can collaborate 
online to develop applications across geographies. AppBase enables the mobile 
workforce.

• The Eccentex platform provides very flexible and dynamic deployment mechanism 
and supports production release versioning.

The following sections provide more granular details about the overall architectural 
approach that Eccentex employed when developing the AppBase platform.

**AppBase: The Enterprise Application Development Studio in the Cloud**

**AppBase is designed for both, technology architects and non-technical users alike.**

Eccentex AppBase satisfies the palettes of two different groups of users:
• Seasoned technology architects in search of a multi-tenant platform that is 
ininitely malleable and can be the technical glue that brings their external 
creations together
• Business owners who cannot afford a multi-million dollar consulting engagement 
with questionable ROI and unknown net present value (NPV)

AppBase suits both audiences. Seasoned technology professionals will find multiple 
areas where the AppBase platform can be extended to integrate with existing 
technology topologies, to enhance business processes and to replace end-of-life 
solutions. Additionally, developers will find a robust set of Open API’s that will enable 
them to continue building code that enhances applications built in AppBase.

For the business owner or non-technical user, AppBase will be a rapid application 
development environment that requires no coding to define the business object 
model, define relationships between objects, layout presentation screens, build 
reports, map out workflows, define the security model and deploy a new application 
for immediate use.
For both audiences, AppBase offers a much finer degree of control over the application design process than the control found in competing platforms. Users can build a wide range of applications for their specific business processes, reflecting multiple aspects of business operations.

PLEASE NOTE: As this is a review of AppBase’s technical inner-workings, we will focus on application design rather than customization and configuration, however, it should also be noted that Eccentex offers the AppLibrary, which is a repository of ready-to-use business specific templates that can be pulled into a customer’s AppBase system and customized to their needs.

**Building Applications in AppBase**

AppBase offers powerful technology, allowing design, construction and execution of the business processes. Business processes may be simple or very complex, composed of other elementary processes. Combined with the ability to construct composite applications involving business data and business processes from basic applications, each of which reflects single aspect of business operation, AppBase provides an integrated environment. This environment allows for construction of the entire business management software for a particular business, integrating multiple applications into a consolidated solution.

![Design Time / Run Time View](image-url)
The Eccentex platform makes a clear distinction between the design time and runtime environments. The Design Time environment consists of a design repository and a suite of tools for application configuration. Here, completed applications can be saved in the design repository as a new application model revision and retrieved later for further modification.

Strict separation between design and runtime environments makes application evolution easy and natural. The application designer can continue to develop applications, add new features and functionality and extend or change the application model without interference with business user activities. A transition to a new application model can be scheduled and properly organized.

With the application design time, AppBase also offers document management utilities, which provide functionality for the acquisition and processing of business documents. Those documents, along with their binary content, can be linked to business entities and then presented to business users in the form of an integrated desktop, where work items from one or multiple applications can be presented to the user as a mashup.

AppBase combines document management with enterprise grade business process automation, relational data management, business rules and analytics to encompass all main aspects of business management software. These capabilities combined with the application design and deployment services establish Eccentex as a unique player in the cloud application space and AppBase as a unique business software environment. In AppBase, programmers and non-programmers alike can quickly design, customize and deploy business applications.

**Document Life Cycle**

![Document Life Cycle Diagram](image)

Unlike traditional design tools (such as development platforms), AppBase operates at a very high level, incorporating mostly business terminology. Design processes do not require any software development skills or knowledge. Having business analyst skills is sufficient. The design process is user-friendly for business users and considerably more effective and resource efficient.
Applications, designed with the platform tools, can be deployed on Eccentex servers and run as a service. Multiple applications can also be deployed to the same instance on a server, providing businesses with the ability to create and evolve their own application suite, running the entire business, on the same platform and in the same service instance. The advantages of such architecture are the ability to integrate different business applications and run them from one desktop, and ability to reuse business entities from existing applications in new applications. This allows for gradual evolution of business software, including changes to existing applications and creation of new ones. In short, AppBase implements true SaaS environments for its users.

The Eccentex platform uses multiple server components, such as a business data server, content management server, and workflow server, all of which are well decoupled. This means that only the selected AppBase components can be used in the integrated business solutions, separately from other components. Such architecture allows various approaches to business solution design. For example, some businesses may prefer to build or preserve their own desktop, and utilize the Eccentex servers for business data, business documents and/or process management. Others may prefer to integrate the AppBase desktop into their system or vice versa.

AppBase standardizes application components with interfaces for various business purposes, provides the resources to build unified, reusable and independent components, and provides tools for their design, deployment and runtime hosting. Using the same basic components, a wide variety of business applications can be constructed and deployed in a business environment.

The vast majority of horizontal applications do not depend on a particular kind of business, for example document scanning software. For these types of applications, the context of the business is not important, because business information is hidden within the electronic documents or other solution-specific information entities, which do not affect software functionality or its overall operation.

At the same time, in many other cases it is possible to break down functionality of existing vertical applications to common purpose elements, which are also not business specific. When applications can be decomposed into common elements, it becomes obvious that those applications may be constructed from the same basic elements, which can be implemented only one time and then be reused. Those common purpose elements can be packaged as a solution framework. Then, using this framework, different vertical applications can be constructed on the same platform.
The Business Object Model

AppBase allows a fast and straightforward transfer of user’s knowledge of the data and relationships into the cloud application.

Business objects, business attributes, and relationships comprise elementary building blocks for almost any business data model, no matter how complex. Although those building blocks are all similar, different combinations can create unique and business oriented application models, on which very complex vertical business application can be based. Vertical applications can be built from unified horizontal components (building blocks).

The Business Process Model

Another critical component of a business application is the Business Process Model. The Business Process Model can be abstracted from a real business by utilization of workflow technology. Workflow technology allows presentation of business processes in a standardized way, using unified building blocks called activities, and transitions between those activities.

Popular implementations of workflow software provide extensive lists of standard activities, which can be configured to satisfy business requirements. Among those standard activities are “Http Invoke” or “Send Mail” provided by the Microsoft Windows Workflow Foundation.
In addition to those standard activities, AppBase provides generic implementation for the “Task” activity, where a user or an automatic process can perform a general purpose business task and return the resulting code, and the “Rule” activity. Here, any business rule, affecting workflow logic, can be evaluated, and the result can be used to control the sequence of workflow execution.

Combining standard activities and their connections into a workflow diagram, allows for the construction of very complex business processes for practically any kind of business, involving multiple processing steps, performed according to specified business logic. If necessary, additional custom activities can be implemented and included into the workflow. Again, like in the case with the business object model, components, representing building blocks for construction of various business processes are similar, but their combinations can simulate practically any kind of business process.

It is also possible to identify many other aspects, features and operations in existing vertical applications, which can be dealt with uniformly, based on common concepts and procedures. Among them are business rules, affecting operations with business objects, screen navigation logic and others. Close analysis of vertical business specific applications can identify such common features, which are repeatedly implemented not only in different applications, but also within the same application.

AppBase aims to provide a comprehensive set of basic building blocks, from which vertical applications can be constructed. AppBase can be classified as a horizontal application, because it does not contain any business specific components or tools. In other words, Eccentex software can be utilized by a wide range of businesses and industries to simulate their own business environments.
Once filled with the business content and deployed on the Eccentex server, AppBase platform components are exposed to any client as a set of business management servers. Each of those servers provides business-oriented interfaces, which can be utilized as middleware by various client applications. This middleware is used by business-oriented web sites, designed and deployed with the help of the tools provided by Eccentex. It is also possible to build completely custom applications, using the same interfaces, or integrate related functionality into existing business applications.

Another important integration technology, provided by AppBase, is called Adaptable Data Sources, representing an abstraction layer for business data storage. By default, AppBase provides a standard implementation of data sources. It is also possible to adapt existing data sources, such as database tables, to an AppBase built application model. Even existing data provider services can be integrated into the application model, if those services provide necessary interfaces.

In many organizations the business process plays an important role. The business process defines steps and sequences for processing a specific business entity. For example, claim processing in an insurance company must follow a certain path (or flow) from its origination to completion. In business applications those steps are controlled by special software components, called workflow, which insure that all necessary steps are implemented in the right sequence and produce the necessary output.
AppBase enables application designers to embed business processes into their solution. Eccentex provides the necessary tools to configure a business process for a business application, deploy this configuration as a component of the application model, and control execution of workflow activities in the right sequence at runtime. Each workflow instance is linked to a particular business object, so that its processing all the necessary steps and sequences defined by the workflow.

The business process management is represented, in AppBase, by the specialized design tools and runtime components. At the design phase, an application designer composes his business process from unified components, called activities. Those activities are joined together by transition links, defining a business process flow. Different types of activities represent various business tasks and business logic. Transitions between activities are controlled by business rules.

Although different businesses usually have diverse business processes with many specific features, in most cases it is possible to simulate workflow by utilization of the standard activity types. In order to reflect business specifics each activity provides its own configuration. More complex activities may introduce their own extendable object models, which can be adjusted to each particular business. In the most common scenario, entirely custom activities can be implemented and incorporated into the workflow.

The Presentation/Layout Model

The next major building block for application design is the Presentation/Layout Model, defining the look and feel of the user desktop screens and navigation between them.

![AppBase Presentation Builder](https://static1.squarespace.com/static/5753b007e4b0f1e51d45a351/t/58e7415a62757a2e2a262772/1481309990187/AppBase_PresentationBuilder.png)

Figure 7: AppBase Presentation Builder
It is assumed, that each screen is linked to a specific business object and is defined by its functional purpose. A business data model defines all business data objects that exist in a particular application. Its presentation type reflects the Functional purpose of the screen. The application template defines a complete set of presentation types. The application template contains the initial state of an application model, which is used every time a new application is created. It is possible to have multiple application templates, so the application designer can select the most suitable framework.

The fact that each screen is linked to a specific business object does not mean that only the fields of this object can be present on this screen. It just means that this business object is the root object for the screen. All other object fields can be presented on this screen via relations from the root object (full path in data model starting from the root object).

Users typically define presentation layouts using standard template definitions:

| Search | Result | Modify | Detail | Inline Modify |

The Search presentation defines the search form for a specific business object. The form will be presented in the user desktop and will be used to search instances of that particular business object by the attribute values of this and possibly other objects. This form contains object fields, by which search can be performed. For each field, the Presentation/Layout Designer can define search types available to the user.

For example, for the fields containing dates the following search types are available:

- Equal to ( = )
- Less than ( < )
- Less than or Equal to ( <= )
- Greater than ( > )
- Greater than or Equal to ( >= )
- Between ( > x > )

The Presentation/Layout Designer can configure the types of search that will be available to the user in his desktop for each particular field.

The Result (search result) presentation/layout model defines a list of fields, which will be displayed on the screen as the result of a search for a particular instance of the business object. Those fields may include not only the fields of the root business object for that presentation, but also the fields of parent business objects (parent business objects are those business objects which have such relations to root business objects, where only a single instance of that object exists, for each instance of the root object).
The Detail presentation provides the ability to develop composite views of the application data and leverages the relationships of data to the parent object. The primary section will show parent object data. Here, users can further define Section Details that can show the Results of instances where data exists for child-parents relations. To illustrate, the following is a design time screen shot from the Detail screen for a collections application.

![Figure 8: Presentation Builder](image)

In this example, the application designer is reviewing the Credit Union Detail screen where data from the primary object (Credit Union) will be viewable at the top of the screen and the related information will be viewable below the parent – in this case, Other Address (which references the Credit Union – Addresses relationship), Related Contacts (Credit Union – Contacts) and Related Documents (Credit Union – Documents).
From a run time perspective, the screen will look like this:

![Application - Case Detail View (Run Time)](image)

The Modify screen present the primary data entry screen for users. Again, a composite application approach is possible such that, if a user creates a new parent object entry he/she can simultaneously define the “Customer” object this particular account belongs to. It is also possible to create new “Customer” objects alongside with the list of his “Accounts.”

AppBase offers Inline Modify capability that is useful for streamlining data entry and introducing further process improvements. The Inline Modify function works similarly to the previously defined Modify Screen, but does so within the context of the Detail view of the presentation. Data entry is simpler and more intuitive because a user can click the Add New button and will have access to a modify screen “Inline” with the Detail screen. That means, that the user has not been navigated away from the primary screen.

Aside from the Business Object Management presentations, other special kinds of presentations are available in AppBase. Among them is an Indexing Presentation, where users can see the interface for categorizing scanned documents (the main purpose of indexing is to establish relations between business objects and electronic documents). Another is the Task Processing Presentation, which is employed by the user to process tasks, distributed by the workflow. The common application information is assembled in the Homepage Presentation. AppBase also includes other specialized presentations.
In order to configure presentations, a dedicated graphical tool is provided by AppBase, the Presentation/Layout Builder. The tool works in an Internet browser and is intuitive and easy-to-use. All screens, designed in the Presentation Builder are stored in the Presentation/Layout Model as part of an application model, and become available in a runtime environment for business users after deployment.

**Management of Electronic Content**

Business information usually can be divided into two different types: well structured information and poorly structured information. Well structured data can be stored in a relational database in the form of tables and columns. Existing database tools and services can easily query this type of information. Poorly structured data typically represents electronic documents, stored in one of many document formats, which can be managed by specialized software supporting those formats. For example, PDF documents are processed by Adobe Acrobat software, Microsoft Office documents are processed by Microsoft Office software, and image viewers process TIFF images.

AppBase provides utilities, enabling capture, storage, organization and retrieval of electronic documents. Data services, providing this functionality are generic, so from the point of view of an Eccentex server, this information is represented as binary data. In other words, electronic documents are processed as indivisible pieces of information and no access to its structure or internal elements is provided. This kind of information is referred to in AppBase as content, and the related software component is called the Content Management Server.

**Input / Output Channel Services**

<table>
<thead>
<tr>
<th>Input Channel Processes</th>
<th>Output Channel Processes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scanning</td>
<td>Print</td>
</tr>
<tr>
<td>Data/Document Import</td>
<td>Email</td>
</tr>
<tr>
<td>Email Import</td>
<td>Fax</td>
</tr>
<tr>
<td>Fax-in</td>
<td>Export</td>
</tr>
<tr>
<td>Web Portal</td>
<td></td>
</tr>
</tbody>
</table>
Content is represented in the application model as a business attribute within a specialized business entity, called a business document. This attribute contains references to content storage, from which content can be retrieved, displayed, modified and saved back to content storage. Saved content data supports version control if configured to do so. Documents are then linked to business objects and therefore become available for retrieval and display on the business object detail screen.

In practice, it becomes possible to link lists of electronic documents with the business objects in the user’s desktop. For example, when a user retrieves a particular instance of the “Customer” object, he/she can display the customer’s photo, driver’s license, social security card and other documents. A user can also display a list of check images, related to a particular instance of the “Account” object.

Eccentex provides the Document Capture tools for content input into the system. These tools provide the functionality to capture documents from various input channels, such as a scanner or a fax. Other tools provide the ability to link the captured electronic documents to business objects (this process is known as Indexing).

**Advanced Capabilities and Business Rules Management**

All components and tools described above are provided by the Eccentex platform that facilitate the definition and presentation of the basic application model. The resulting business application provides generic functionality, usually required by the business applications. This functionality includes creation, modification, and deletion of any business object, defined by the application model. It also includes establishing relations between business objects according to a data model.

In some business cases this functionality is not sufficient for proper business operation. There are multiple business rules, regulating each particular industry, which must be reflected in the application logic. Those rules may vary from very simple to very complex.

There are multiple aspects of application logic affected by business rules. Among them are automatic generation of business attribute values, validation of specific business conditions (for example appointments in the doctor’s office can be scheduled only in the afternoon, so when a user is trying to create an appointment before noon, the validation check fails), presentations and navigation control.

AppBase provides utilities for configuring business rules in the design environment and rule validation at runtime. Rules are included into the application model and enforced for business operation. Embedded into the application, business rules provide significant improvement to the application logic, allowing great improvement of customization capabilities and enabling features, which are specific to a particular business. Encapsulation of business rules makes the application an organic part of the business environment instead of a general-purpose tool.
Reporting and Analytics

In order to monitor, control and evaluate business operations, business reports must be generated by the application. These reports usually accumulate and summarize information in the system and provide a cumulative view about the business operation. Each report typically concentrates on a specific aspect of a business operation (for example, a daily patient appointments report in the doctor’s office).

![Report Builder](image)

Figure 12: Report Builder

Normally, each particular report collects information from multiple sources and then organizes and presents this information in a format that is convenient for user evaluation. Report preparation may include complex calculations, internal logic, (depending on the data received), and also presentation logic.

AppBase provides tools for report template configuration. Users can create new reports, assign them to business objects, configure data sources, and configure report data generation logic as well as data presentation logic.

At runtime, reports can be generated upon user request or automatically, based on a schedule or predefined events. When reports are generated by a user request, the report document can be displayed, printed, emailed, saved and so on. It is also possible to submit electronic documents to AppBase content repository and then retrieve them in the user’s desktop. When a report is generated automatically, based on an event or a schedule, the electronic document is automatically submitted to the content repository. Other operations can also be configured, such as assignment (or indexing) of content object to a particular business object. Then the report document becomes available via the user desktop for further processing.
Security Services

AppBase also provides the necessary infrastructure to ensure role-based access to a business application and its components. Administrators can create and manage users, groups, and roles and assign their access to particular business objects and business attributes. During runtime, AppBase provides secure authentication, session management, and controls access to protected elements of a business solution. Users and groups do not affect the application model, so administrators can configure user rights independent of the application model. At the same time, application deployment is not required in order to change access to it.

![Security Services](image)

Figure 13: Security Services

AppBase platform supports multi-tenancy. This means that multiple businesses can use the same instance of an Eccentex server concurrently, while the same software components will serve requests from different tenants. Each tenant may use one or many applications. Multiple tenants may share the same application, or use their own instance of an application. In all cases, a particular tenant’s data is completely isolated from the data of all other tenants.

Integration Services

AppBase offers powerful technology for the integration of business applications and components into a unified solution. AppBase contains multiple points of integration, where external data sources and services can be attached. We outline some of them on the next page.
AppBase components have a multi-layer structure. All high level services are built from lower level components. Those components can be easily substituted by other implementations, providing access to necessary data sources and services. For example, business data service contains a data validation layer, which in turn contains a business rule validation layer. The Business rule validation service can be substituted with a different implementation or replaced with an external service.

AppBase separates the business data model from the actual data sources. This approach provides rich possibilities for adaptation to different kinds of data sources, ranging from adaptation to existing database tables to any remote data source or data provider service. Eccentex offers its own data providers. Also, third party integration tools can be used.

![Figure 14: AppBase Integration Approach](image)

Other points of integration are provided by AppBase services, such as the business data service, content and document management service and workflow service. These services are offered as web services, and can be utilized by the external clients as part of their business logic layer.

Additionally, some AppBase services can be substituted with third party components, providing the necessary interfaces for their access. In order to utilize the AppBase client components in conjunction with third party server components, necessary adapters must be provided.

The easiest integration approach is an extension of the solutions with the AppBase custom screens, or an extension of the external applications with the existing AppBase screens. In this case, integration is performed just on the user interface level, which may add convenience for the user, but keeps business logic of AppBase and external applications separate.
The Deployment Utility

When the application is ready, it can be deployed using the Deployment Utility, which is also provided by AppBase. When successfully deployed, the application becomes available for runtime users. Business application data can be entered and manipulated in the runtime environment.

The deployment process in AppBase transfers the design time application model into the runtime application model and stores this model in a runtime repository. Both the design and runtime application models represent pure data and therefore can be considered application configurations. No source code is generated or compiled as a result of the deployment process. AppBase runtime server-side software is capable of interpreting a specific application model and adopting its behavior according to an application configuration.

This approach provides excellent conditions for easy scalability. Eccentex servers can process any request from any application and any tenant in a unified manner. Therefore, when the number of applications and tenants grows, new instances of the Eccentex server can be installed and the excessive load can be redirected to that server. Each consecutive request can be processed by any available instance of an Eccentex server.

Besides application model transfer, the deployment utility is also responsible for the creation or alteration of the database schema according to the application model.
About Eccentex

From VisiFlow to AppBase

In May 1998, at the National AIIM Conference in Anaheim, California, Datamax Technologies, Inc. announced its VisiFLOW Enterprise Business Process Automation Software Product Suite. It was at this event that VisiFLOW became the industry’s instant hit. Subsequent to AIIM ’98, Lockheed-Martin, Westpac Bank (Australia), the IRS Department of New Zealand and others implemented VisiFLOW software solutions under multimillion dollar licensing contracts. System integrators such as Xerox, Hitachi, AT&T and Alcatel licensed the VisiFLOW Suite for their BPM practices. VisiFLOW’s visual application designer and sophisticated business workflow led to a shortening of the development cycle, which proved to be especially attractive to customers.

In 2006, the creators of VisiFLOW established Eccentex Corporation with the purpose of bringing a browser-based visual designer into the cloud that enabled quick assembly of business applications in a cloud environment. In 2009, the first release of AppBase was implemented on Eccentex’s public cloud. The response to the initial release resulted in Eccentex closing over 200 customers in a four month period. Customers across multiple industry verticals including healthcare, government, education and financial institutions have signed on with Eccentex to take advantage of its best-in-class business process automation foundation.

Since 2006, Eccentex has continued to enhance and engineer the AppBase platform. Additionally, Eccentex has established a sales model that is giving Eccentex a competitive edge in moving customers into the Eccentex Cloud: AppBase is natively predisposed for rapid application prototyping at the “pre-sales” stage of a customer relationship. Eccentex has found that no single activity is more persuasive than providing a business user with a fully functioning production-ready model of their desired end-state. This organizational and system capability contributed to Eccentex’s recent award of a multi-million dollar contract to rebuild New York State Insurance Department’s core complaints management system. Eccentex received this award in January, 2010.
Eccentex DCM

Eccentex DCM solutions help capture industry best practices and drive more successful case outcomes. However, delivery and customization of these solutions can be expensive and very time-consuming. Eccentex solves these problems by utilizing its powerful DCM platform AppBase designed to meet and exceed the customer’s complex business process requirements while reducing costs and improving customer care.

Eccentex offers a new, better way to manage cases in today’s competitive business environment. The benefits of using dynamic case management solutions from Eccentex include:

- **Optimized** productivity by automating repetitive tasks and concentrating only on efficiently handling case exceptions
- **Improved** customer service and up-selling with a 360-degree view of all customer data across different departments and geographies
- **Savings** of time, money and resources with streamlined operations and auditing only those events that truly need to be audited

With Eccentex DCM you can make all of the above statements - and numerous others - an everyday reality for your organization. Learn about the dynamic case management system from Eccentex strategy today. Call us at 1-866-432-2368 or visit our website at www.eccentex.com.