

Today's business environment demands that you find new ways to maximize resources and optimize user productivity. As revenue growth and cost containment take center stage among management priorities, OpenSpan Desktop Automation™ can help you rapidly deploy process improvements across your workforce to improve user performance while leveraging existing resources.

OpenSpan Desktop Automation is used to automate manual processes, modify user interfaces and add procedural guidance to workflows. Whether your users are hampered by tedious, repetitive tasks in a single application, or are challenged with complex, multi-step processes that involve numerous disparate applications, OpenSpan improves the user experience to make users more productive and remove opportunities for error.

With OpenSpan Desktop Automation, you can access and modify functionality in virtually any application, whether legacy, green screen mainframe, Windows desktop or Web / Cloud-based. The graphical design environment enables you to rapidly automate tasks and workflows without accessing or modifying the underlying source code in your existing applications. The process improvement solutions you create are swiftly deployed to user desktops for immediate results. And because your process improvements can be rolled out in an iterative, project-by-project manner, OpenSpan Desktop Automation can support your organization's continuous improvement initiatives.

## What can OpenSpan Desktop Automation do for me?

With OpenSpan Desktop Automation, you can:

- Automate steps to eliminate manual tasks such as copy-and-paste in workflows that span one or more applications
- Give users on-screen, contextual guidance during critical processes
- Extend applications with new functionality, business logic or data validation rules
- Simplify or customize an application's user interface
- Create a composite application or toolbar to consolidate information and/or functionality from several applications
- Enable legacy applications to consume Web services
- Expose functionality from any application as a Web service
- Bridge between cloud and locally-hosted applications

## What does OpenSpan Desktop Automation work with?

OpenSpan Desktop Automation works with virtually any application available in a user's environment, including:

- Windows / Web / Java / mainframe applications
- Third-party and SaaS / Cloud-based applications
- Citrix and virtualized applications
- Any application or service with standard interfaces, such as Web Services or other available APIs
- Closed, custom-developed applications with no APIs or exposed integration points
- Enterprise applications, such as SAP, Oracle, Salesforce.com, Amdocs,
- FIS, BMC Remedy and others

## User Process Improvement

The OpenSpan product set includes OpenSpan Desktop Analytics™ and OpenSpan Desktop Automation™. Together these components represent an end-to-end process improvement solution designed to help organizations discover how users work, measure processes to establish benchmarks and identify inefficiencies, and then improve user processes for greater productivity.



## How OpenSpan Desktop Automation Works

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OpenSpan takes a unique approach to automation. OpenSpan Desktop Automation was designed to make process improvement solutions rapid to develop and deploy in-house, with little to no services requirement. It delivers the most powerful application automation and integration capabilities available today, in a graphical development environment that enables you to build robust automations without accessing or modifying application source code.

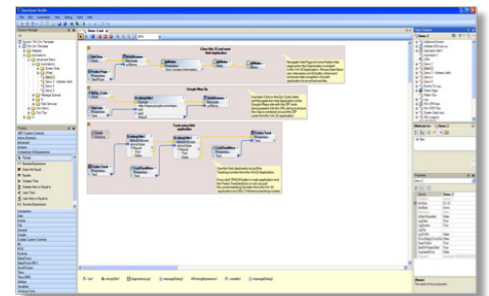
OpenSpan is event-driven and performs a prescribed set of actions when initiated by pre-defined events. Every action performed in an application—each click, keyboard command, link or button activated—initiates a communication between an application's objects and the operating system. OpenSpan resides between these layers, in effect opening applications and exposing their user interface objects to give you the ability to customize or modify the application's functionality and interface. OpenSpan gives you the same level of control over application functionality and user interface characteristics as the original software developer, enabling you to build process improvements that are simultaneously robust, yet easy to modify and deploy as business needs change.

## OpenSpan Desktop Automation Components

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### *OpenSpan Studio*

OpenSpan Studio is the integrated developer environment used to create application automations. The IDE is available as a stand-alone product or a plug-in to Visual Studio.NET 2008. OpenSpan Studio is a free product and can be downloaded from the OpenSpan Community website at <http://www.openspan.com/community>.



OpenSpan Studio Integrated Development Environment

### *OpenSpan Automation Runtime Client*

The runtime client, or agent, sits on each user desktop and is the means by which process improvements built with OpenSpan Studio are deployed and executed. The runtime agent has a small footprint and effectively runs in the background, requiring no other interaction from the users. Users continue to interact with their applications as usual, or with new interfaces such as composite applications or new task bars developed with OpenSpan Studio.

### SUPPORTED ENVIRONMENTS

**Desktop Environments** – Windows 2000, 2003, XP, 2008, Vista, Windows 7, Citrix, VMware

**Databases** – SQL Server; Oracle, ODBC

**BAM & BPMS** – TIBCO, Software AG webMethods, IBM and other leading platforms

**Business Intelligence** – Spotfire, Cognos, Business Objects, Hyperion, Microsoft Analytics, Pentaho and other leading platforms

**Enterprise Applications** – Application adapters for BMC Remedy, Siebel, Microsoft, Oracle, Salesforce.com, SAP, IE, MS-Office and many others

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### GETTING STARTED

For more information on OpenSpan Desktop Automation™ or other OpenSpan products, please visit [www.openspan.com](http://www.openspan.com), contact us via phone at 1.678.527.5400, or email [sales@openspan.com](mailto:sales@openspan.com).