

## **PMG Digital Business Platform Product Overview**

The PMG Digital Business Platform is a suite of complementary software components that provides intelligent process automation capabilities to businesses. PMG sits in the sweet spot where enterprise BPM suites and low-code application development platforms overlap, combining robust capabilities with speed and flexibility. By offering the power of integration with orchestration, PMG is unique and proven to deliver positive business outcomes.

The PMG platform connects the critical pieces of any business process – people, systems and data. From streamlining and automating traditional IT and HR processes to providing a platform for rapidly building new business applications, PMG allows both IT resources and business users alike to deploy solutions that meet their specific needs. And with PMG's low- and no-code configuration capabilities, users are empowered to update these solutions quickly and easily, as requirements change over time.

PMG's low-code platform also offers easy-to-configure integrations, both to and from external systems. Whether communicating with IoT devices, leveraging AI/ML capabilities, or integrating with RPA systems, PMG covers the full automation spectrum and delivers smooth, end-to-end experiences to users, driving efficiency, adoption, and ultimately, value.

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## **Key Product Features**

#### **APP DESIGNER**

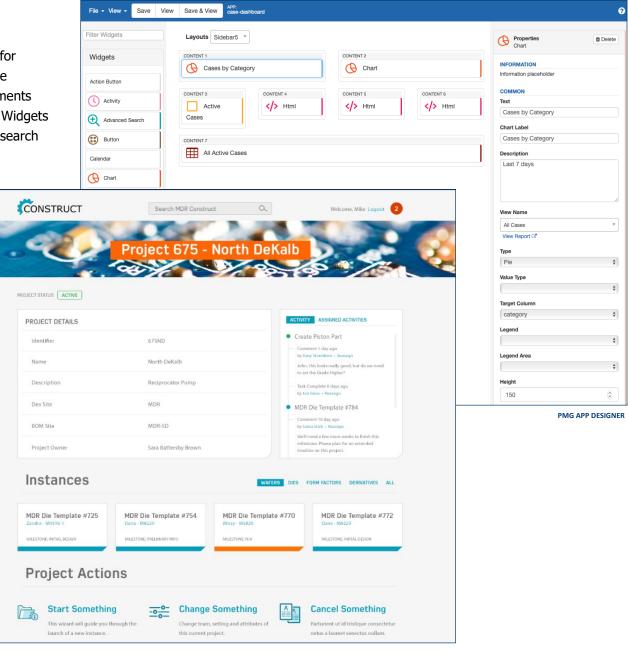
PMG's App Designer provides a drag-and-drop interface for configuring the front-end to a solution or application. The administrator selects a layout option and the widget elements best suited to creating an intuitive end-user experience. Widgets such as activity feeds, message inbox, team comments, search and calendar create a collaborative workspace for the users involved in any project, process or service.

Once configured, the portal page gives user audiences the information they need and empowers them to take actions necessary to do their jobs effectively. Their permissions-based view gives visibility into processes and status through dashboard reports and charts with real-time data. Users can interact with their specific tasks, teams and data, completing assigned tasks or initiating new processes.

In addition, the portal offers users the flexibility to access and interact with the system in a way that best suits their particular work style. The front-end's responsive design dynamically sizes to fit nearly any device delivering a familiar, consumer website quality UX.

PORTAL PAGE

EXAMPLE



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#### FORM DESIGNER

PMG's Form Designer allows for easy configuration of forms, where end-users and process workers input and/or update data in a controlled format. By building a rich, dynamic form that leverages business logic and system integrations, an efficient and intuitive experience is provided for users, guiding them through interactions and empowering them to interact intelligently with real-time data.

PMG provides much more than just a static series of text fields for data entry. The platform offers a broad range of configurable field types, from select lists and date pickers to file upload functions and grid fields allowing data to be input into tabular format. In addition, rules can be configured into the forms themselves, such as show/hide logic and dynamic field types where the selection made in one field drives the possible values in one or more other fields.

Both internal and external data are pulled into fields on the form dynamically, either through database queries or through API calls. This allows PMG forms to be directly integrated with systems of record and ensures delivery of the latest data. In addition, the power of workflows can be leveraged directly within PMG forms to execute data processing before the primary process workflow has been kicked off. Effectively, there are no limits to the data accessible on forms within PMG, all in real-time.

#### WORKFLOW DESIGNER

PMG's Workflow Designer provides drag-and-drop capabilities to quickly create an executable workflow model with the specific steps and logic needed to power any business process. The designer offers an extensive array of configurable workflow actions that come out-of-the-box, providing a comprehensive toolbox for modeling out processes. The palette of configurable actions available to workflow designers includes:

Scheduler

Sharepoir

SAP

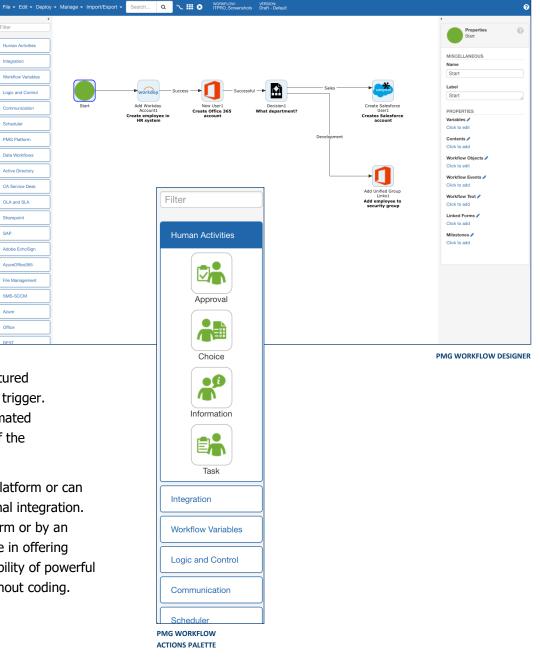
Azur

Office

- Logic (e.g. business rules, decision management)
- Workflow Processing (e.g. set/update variables, send/wait for message, parallel processing)
- Progress Markers (e.g. status updates, milestones, SLAs & OLAs, timers)
- Human Activities (e.g. tasks, approvals)
- Notifications (e.g. emails, escalations)
- Integrations (e.g. database queries & updates, connectors, REST & SOAP calls, web services)
- Advanced Capabilities (e.g. .NET code actions, files & documents, PowerShell commands, XML)

Workflows can be built to support structured, semi-structured or unstructured processing, as well as to execute based on user input or an event-driven trigger. The design of the workflow establishes whether a process is highly automated or whether workers are empowered to control the direction and timing of the process based on the latest available information.

PMG's orchestration engine drives processes executed solely within the platform or can manage processes involving other portals or systems through bi-directional integration. Specifically, PMG workflows can be leveraged anywhere within the platform or by an external system to process data or execute a process flow. PMG is unique in offering Workflow Anywhere capabilities, which substantially increase the accessibility of powerful business solutions by empowering users to develop and deploy them without coding.



# CONNECTORS, INTEGRATIONS & API BUILDER

PMG offers a broad range of pre-built connectors that can be licensed for use within the platform. PMG connectors are purpose-built collections of drag-and-drop, configurable workflow actions that integrate directly with targeted external systems through fully supported vendor and product-specific APIs. Ultimately, these two-way integrations are used within the PMG platform to move data to and from target systems automatically. Licensed connectors are fully supported for future upgrades.

In addition to licensed connectors, PMG provides generic integration capabilities in the form of configurable workflow actions that use industry-standard protocols to automate functions. The advantage that PMG offers is the ability to leverage custom code within the low-code configurable workflow actions. This results in the best of both worlds – ensuring that solutions and applications are upgrade-safe, while allowing businesses to leverage existing custom code or to incorporate coding as needed.

The PMG platform also offers a wide range of published APIs to enable external systems to interact directly with PMG workflow processes. APIs are not limited, though, as PMG provides a REST-based API Builder utility where authorized users can build their own APIs for the platform. The API Builder allows a user to create bi-directional integration with any external system, using simple low-code configuration tools. These APIs "listen" for inbound web services calls from the third-party system and then return data to that system, providing true event-driven integrations.

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#### Sample List of Pre-Built Connectors

- Infrastructure (Amazon, MS Azure, VMWare, etc.)
- Identity (AD/LDAP, Office 365, SailPoint, etc.)
- ERP (SAP, PeopleSoft, Workday)
- ITSM (ServiceNow, HP, CA, BMC, etc.)
- Management (Salesforce, Jira, Changepoint, etc.)
- Document Management (SharePoint, Box, etc.)
- Other (Google, Slack, Twilio, Docusign, etc.)

#### **Supported Generic Integrations**

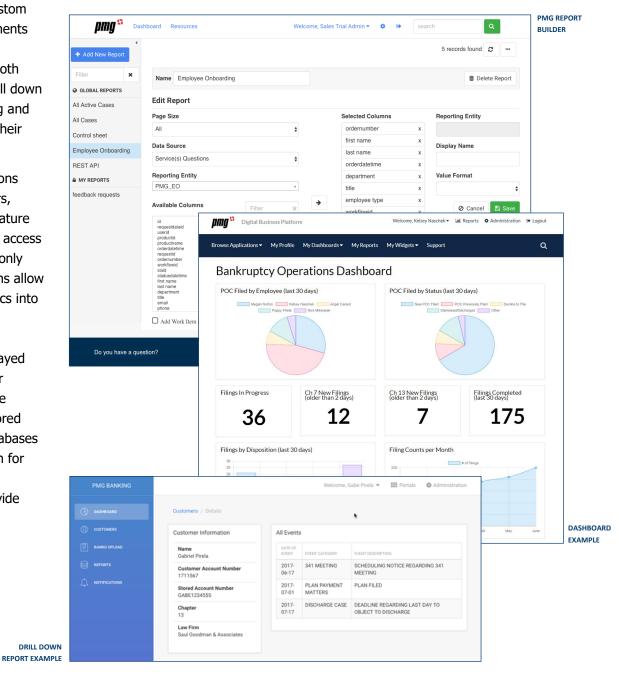
- Web Services calls (REST, SOAP, JSON ↔ XML)
- SFTP Upload/Download
- SSH Client
- File Management (Windows File Share)
- .NET (C# & Visual Basic)
- PowerShell
- Database activities

#### **REPORT BUILDER & REPORT EDITOR**

PMG's Report Builder allows authorized users to create custom reports visually by selecting the forms and their form elements (fields or questions) to be displayed as tabular reports or graphics, such as pie charts, line graphs and bar charts. Both graphical views and simple report-style listings provide drill down capabilities, and report columns support a range of sorting and filtering options so that authorized users can personalize their data views to display the information they want.

PMG's Report Editor provides configurable formatting options for report rendering, including input filters, section headers, auto-paging, and an export to Excel link. A permissions feature designates the specific people or groups who should have access to each report, ensuring confidential data is accessible to only the appropriate people. In addition, more advanced options allow report administrators to incorporate JavaScript and graphics into the report output.

With PMG reports, data are dynamically queried and displayed in real-time, providing an effective analytics framework for strategic decision-making. And, PMG allows users to create ad-hoc reports that aren't limited to activities and data stored within the PMG system. Data are pulled from external databases or any system via API call. PMG reports are the foundation for configurable dashboards that display easy-to-understand, visual status and management summaries, as well as provide an interactive interface for assignments and tasks.



### **Low-Code Framework**

The PMG platform is architected to empower non-coders to design, develop, deploy and maintain business solutions and applications. The application development lifecycle is supported by versioning, easy migration from development and test environments to production, and role-based permissioning, all ensuring effective enterprise governance.

PMG offers no- and low-code capabilities across the platform, from configuring solutions to managing data sources and creating and updating database tables. Options for storing, accessing and managing documents, knowledge articles, and/or files related to specific business processes are provided as well. And PMG's global search function can be configured to connect to external systems, extending the knowledge management resource, all without code.

## **Licensing Flexibility & Economy**

The PMG Digital Business Platform can run in a customer's datacenter, on premise or in the cloud, or it can be managed by PMG. Whether purchased as a perpetual license or a SaaS license, pricing is determined by the number of environments, the number of users, where the platform is hosted, and the number and type of optional connectors. And as you expand your usage of the platform, there are no additional modules to purchase, making PMG uniquely affordable as an enterprise platform.

## Why Choose PMG?

PMG's low-code development platform makes solving hard business process problems easy. For over 10 years, customers have achieved 70%-80% time reductions across a wide variety of IT and business processes. PMG is architected to support quick wins, delivering powerful and sustainable solutions through configuration rather than coding.

The PMG Digital Business Platform is a better alternative to large scale, complicated BPM solutions that are overly expensive and time consuming to implement, yet it's far more robust than simplistic low-code app development alternatives that can't handle complex business processes. PMG delivers success where other platforms fail by automating previously unmanageable processes and combining integrations with powerful orchestration capabilities. For more information, <u>visit www.pmg.net</u>, or call us directly at +1 770.457.8787.

