



functionality, presentation, and user interaction; others control the interaction with ViewStar's EBPI.

MWW provides customers with the following benefits:

- *Fault tolerant and load balancing systems* – the stateless design provides continuous operation when a server fails and prevents an individual server from becoming overburdened during multiple application sessions.
- *Management reporting* – one of the biggest benefits of implementing an automated workflow is the ability to capture and monitor employee productivity. MWW automatically records the statistics necessary for management to accomplish this.
- *Rapidly create new applications* – Once familiar with the architecture, any developer familiar with MWW and ViewStar's WebServices interfaces can create new applications within hours, and have a fully functional application. The support burden is also reduced through MWW because all applications will be built using the same framework and code base.
- *User Filters* – ability to control user access to documents in queues and the library with a high degree of flexibility.
- *Attribute defaults* – this inherent capability greatly increases throughput and indexing reliability.
- *Leverage web expertise* – because MWW is written using industry-standard technology, customers are able to fully support and extend MWW applications without reliance on ViewStar consultants.

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