

# Design and Implementation of a Workflow Oriented ERP System

Bálint Molnár<sup>1</sup> and Zsigmond Máriás<sup>1,2</sup>

<sup>1</sup>Faculty of Informatics, Eötvös Loránd University (ELTE), H-1117 Budapest, Pázmány Péter sétány 1/C., Hungary

<sup>2</sup>LogiNet Systems Kft. H-1221 Budapest, Vihar u. 5/D., Hungary

**Keywords:** Workflow, ERP Systems, Business Process Management, Business Process Modeling, Document Models, Data Flow.

**Abstract:** Adaptation of enterprise resource planning systems to the frequently changing business environment and business processes require huge resources. That is why the demand was formulated for a method that enables introducing new features in software systems without any modification in program code. An adaptive ERP system cannot handle business processes and data flow as disjoint components. Therefore the proposed solution is bifocal: an adaptive ERP system with highly integrated data flow and document management. In this article design and programming challenges are shown that had to be met during the development, focusing on topics of effective data storage and queries, workflow control structures and workflow evaluation techniques, document representation and the connection of workflow and data flow.

## 1 INTRODUCTION

State of the art information systems used by organisations in the business sector usually consist of built-in software modules that implement company-specific business logic. As these organisations are constantly facing new challenges, their business processes have to change frequently, therefore modifications of these software systems are also often needed.

### 1.1 Regular Enterprise Software Systems

In the lifecycle of a software system the resources allocated to maintenance and modification purposes often exceed the costs of development and deployment by a great margin (about 30:70%).

Software update should follow the changes straightway because any lagging can lead to considerable cost of the required human correction activity. In practice, usually the launch of any new activity is often synchronized with the development of the systems and sometimes concepts are rejected because these developments would raise the costs too high.

Traditional software systems allow parameterization but new parameters will amend the system only to fit to the foreseeable and known demands. In all other cases the software must be modified. A software system that enables introducing new features in

operation without any modification in program code would be highly advantageous.

### 1.2 The Idea of Workflow based Systems

The proposed workflow oriented ERP system's capability of adaptation yields this important characteristic as the system can be intuitively adjusted to the changes of business processes (Aalst and Hee, 2004).

It is an enterprise resource planning system focusing on business processes as dataflow consisting of a series of documents. The "real life" procedures applied by a company can be easily modeled and transformed (Becker et al., 2000) into a computational process. The system contains no specific business logic, but its users can generate potentially any kind of activity by the workflow components of the system.

The scope of application is not limited to the profit oriented business field; it also can be used in the non-profit and public administration sector. Process orientation is crucial in the e-Government sector, as the organizations in this field always have to comply with laws and regulations. The goals and motivations are basically different in public administration compared to business area, but the users of the information systems perform similar activities, i.e. creating, manipulating and finalizing documents.

## 2 KEY FUNCTIONALITIES OF THE SYSTEM

As an ERP system the main functionalities of the system could be summarized as follows.

- Defining data models through a standard spreadsheet interface. Each data model is defined in a separate sheet and by defining its columns and constraints. Considering a simplified enterprise, examples of defined data models could be Tasks, Items to be billed, Invoices and Demands for payment;
- Defining processes by placing previously defined sheets on a flow diagram and specifying the flow of data. The functionality connects data flow to business processes. Considering a simplified enterprise, an example could be the Completing Task process, where changing the status of an item on the Tasks sheet to Completed creates an item in the Items to be billed sheet based on the corresponding document of the tasks sheet;
- Assigning tasks (parts of the defined processes) to users through the process definition user interface. Considering a simplified enterprise, an example could be that the status of Demands for payment should always be changed by a given user;
- The users are connected to the system through a web interface or a mobile application. Tasks are given to the user to be completed based on standard forms. Considering a simplified enterprise, an example could be that a notification is displayed in the user’s mobile application to change the status of a specific Demand of payment from Pending to Sent.

### 2.1 Process Oriented Systems in Use

Using a special kind of GUI, the workflow editor, a workflow graph is created by the workflow designer user. The workflow designer has to be an expert consultant, who has deep understanding of the company’s business processes, therefore is able to model them, but doesn’t need any developer skills.

The workflow editor is a definition tool for business processes and it also implements an operational functionality: the workflow steps are to be performed by the Process Interpreter. The workflow graph exhibits the feature of a graphical language that can be interpreted.

When the processes change, these alterations can be adaptively pursued by the modification of process graph only; the software code itself does not need to be altered.

In the workflow editor’s representation, the nodes of a workflow graph contain specific documents and queries to be executed on them. Based on the result of the queries new documents can be defined which will be created at the next node of the workflow graph, on the fly, on interpreting the flow graph. The edges of the workflow graph connect the fields of forms within documents situated in the nodes. The fields of forms can be understood as free and valued variables. Processes can be defined by a graphical programming language tool which is called a workflow editor.

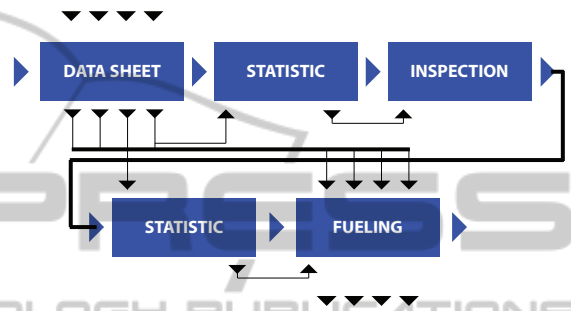


Figure 1: A simple process: inspection of fuel refilling.

Within an application the workflow manager models and implements the business logic currently effective for the company by editing the processes. The working processes can be created or modified without programming any change or modifications in the backend of the system. The set of workflows defines the collection of operations in the company and displays them in a visualized form. Besides, the hierarchical workflow system achieves the effective operations in the form of an executable program for the Process Interpreter. The resulting flowchart can be freely drilled down and up, moreover rearranged on the workflow editor user interface (see: Figure 1).

The documents may contain a different number of data fields defined by the related document type schema. Zooming in on the nodes the data fields of the corresponding document type will appear (see: Figure 2.).

## 3 WORKFLOW ORIENTED SYSTEM MODEL

The main elements of the suggested workflow model are nodes (states) and arrows (transitions). States of the business process are represented by nodes, therefore nodes can be regarded as the temporary or permanent results between the beginning and the end of a given process. Tasks concerned in the process are represented by arrows. Arrows can be viewed as tran-

The form is titled "INSPECTION" and is divided into three main sections:

- Node Type:** Contains four radio buttons: "Start", "Enter", "Mediate" (which is selected), and "End".
- Description:** Contains a text input field with the placeholder text "Result of inception...".
- Connectors:** Contains four checkboxes: "Department ID (string)", "Document order", "Filling person's ID", and "Filling ID (string)".

Figure 2: A process node from the workflow.

sition from one state of the process to another.

We differentiate incoming and outgoing arrows. Incoming arrows of a node is the set of arrows in the entire process that end in the given node. The set of arrows starting in any given node is called the outgoing arrows of that node.

The entirety of a business process represented in the workflow model can be viewed as a sequence of states starting from the beginning of the process (start, start node) to the end of the process (end, end node). A step in this sequence is always given by a transition between two adjacent states.

In an over-simple workflow model every node has exactly one incoming arrow and exactly one outgoing arrow. The business processes which can be represented by this model are limited to the processes where tasks follow each other linearly with no conditions.

### 3.1 Nodes and Connections

A node can be represented by the pair of (name, list of arrows). Consistent representation of an arrow requires the following data:

- Type: describes the type of the outgoing arrow. The possible values are simple and conditional;
- End: describes the node in which the arrow ends;
- Conditions: if the type of the arrow is conditional, then the routing conditions may be stored here.

For the sake of reduced redundancy the workflow representation is not symmetric. The nodes do not

store the list of incoming arrows. To represent the entire workflow, it is sufficient to store the nodes and the outgoing arrows belonging to every node.

### 3.2 Classes and Objects

Exact knowledge and precise observation of business processes yields the foundation of successfully operating an organization (Khan, 2004). To precisely represent and support a business process it is required to represent and handle the documents involved in and created by the process. Below we present the document model used by the proposed system.

The documents belong to different types. Every document category has a different set of descriptive data called document attributes. Subtypes inherit all descriptive data of their parents and extend it with several additional attributes. This structure is similar to the concept of object-oriented programming, where categories correspond to classes, subcategories are provided with inheritance, and each record is an object (an instance of a class).

Attributes are the basic elements of the model. Information is stored in attributes, thus attributes can be viewed as variables. Fields don't exist above the objects' level of abstraction they are always bound to an instance. Attributes contain their name and value.

Objects always belong to one specific class. A class is defined by the following data:

- Name: the name and unique ID of a class;
- Attributes: the list of attributes assigned to the class. The cardinality of the attributes is arbitrary.

The schema of the classes presented above can easily be recognized in instances. An object is represented as it follows:

- Identifier: the unique identifier of the object;
- Type: the class of the object;
- Attribute values: the assigned attribute values (attribute instances).

### 3.3 Object Attributes

In order to precisely model business processes, it is necessary to define a relation between documents and workflow processes. The objects and the process model should not function separately since the documents are created and modified by the transitions of the process. To represent this relationship, further extensions are introduced.

Workflows are defined as a directed graph of objects that are created when the process is performed, thus it is necessary to introduce the possible data sources for attributes:

- **Object Connection:** an attribute of an object is defined as an attribute of another object. This can be regarded as a simple initialization. When a node is active, an instance of the according class is created and all attributes are assigned with the data available from earlier process steps;
- **User Input:** most business processes involve user interaction, where user input is necessary. Even in the case of a strongly automated process there might be points of user input, not to mention the strongly interactive processes (i.e. registering a customer). User input is requested from the user after the connection based attributes are initialized;
- **Function Evaluation:** The communication between documents in business processes cannot be fully described by simple value assignment and user input. Thus it is necessary to introduce functions operating on attributes. These functions take an arbitrary number of attributes and return a single value.

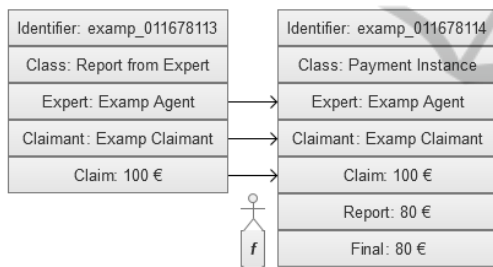


Figure 3: Notation of different field data sources. Arrows represent object connection, user input is denoted by the user icon, and the function symbol stands for function evaluation.

The function's domain is composed of the values retrieved through either connections or user input combined with the result of simple queries min, max, average, count on the data stored in the object storage.

### 3.4 An Object Oriented Workflow Model

The basic elements of the new model are nodes. These nodes are not exactly the same as the nodes described above. Let a node be described by three parts: a unique ID, the workflow section and the document section.

The workflow section represents the logic of the business process. This section consists of a list of connections. The representation of the arrows is the same as described earlier, with respect to the difference be-

tween nodes and "new" nodes. The arrows representing transitions are denoted with thick arrows.

The document section of a node can be further divided into two subsections, namely Local and Outgoing. The object of the Local part with the structure described earlier is created in the node during the execution of the process, filling the fields through incoming connections, retrieving input data from the user and evaluating the defined functions.

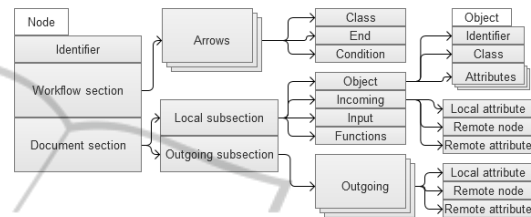


Figure 4: Process node sections exposed.

The outgoing part of the node's document section lists the Outgoing object connections by (local field, remote node, remote field) triples. It is important to understand the difference between the workflow arrows that define the workflow control structure and the connection between object attributes. That is the reason that different names are given to these two phenomena (arrow, connection) in the model.

## 4 DATA MODEL, OBJECT-ORIENTED DATA STORAGE

In a workflow oriented ERP system a large amount of objects that belong to different classes has to be stored in a single database. The number and the type of attributes can highly vary among different classes. Storing such inhomogeneous data in a single database encumbers fast retrieval of data during querying; fast retrieval is a necessary requirement on any attribute.

Beside the maintenance of the taxonomy, instances of all classes have to be stored and retrieved, with all the descriptive data of a certain class. Since the database stores a huge amount of objects, functionality is needed to retrieve not just single objects but a set of instances based on different filter conditions derived from the attributes.

According to the permanent changes of business environment and processes, the documents are subjects to change. The queries of the objects created with the previous, deprecated classes have to be as fast as the queries for the new objects. Although 30-60 seconds response time is acceptable for a part of

queries, the majority of them should provide results in 1-2 seconds response time.

### 4.1 Document based Storage with MongoDB

During the development, several different implementation approaches were studied. Finally three prototypes were implemented using the MySQL and MongoDB database engines respectively.

In two cases the solution was based on relational database management systems: in the first case the "entity-attribute-value" data model's slightly modified version was implemented, in the second case the data were stored in on-the-fly generated data tables. These two solutions were compared with the third, document-oriented database solution, which is a rather natural approach of the problem.

The benchmark environment and results in Figure 5 are presented in details in an article (Máriás et al., 2012). On the figure chart no. 2, 3 and 4 present two values: the first one indicates the number of classes, the second shows the average number of attributes in the database used for the benchmark. The first row of the figure shows the benchmark results for filtering queries. The diagram no. 1 shows the growing number of attribute filter options, while digram no. 2 shows the query times for a fixed number of filter options with growing number of attributes. The charts in the second row show the average query time of objects belonging to a certain class, the first with growing number of classes but fixed average attribute number, the second with growing number of attributes but fixed number of classes.

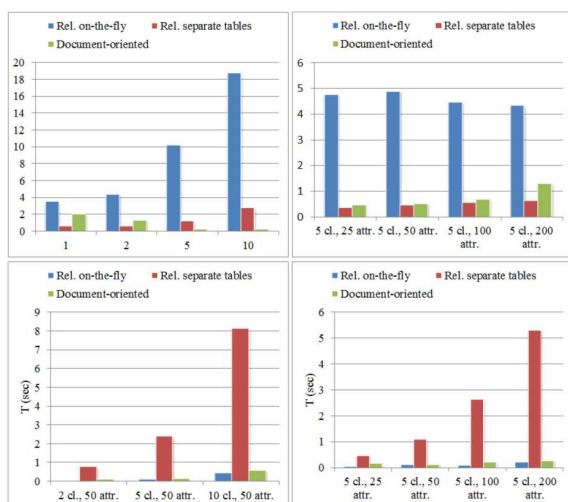


Figure 5: Benchmark test results for different data model implementations.

Based on the results of the benchmark, the MongoDB based solution was implemented.

## 5 SOFTWARE ARCHITECTURE

The software system architecture is shown in Figure 6. The data model is implemented with a combination of relational and schema-less, document-oriented database systems. Both business processes and objects are stored in the open-source MongoDB database system.

The system is available in SaaS (Software as a Service) business model. It can be regarded as a web information system (Molnár et al., 2012)(Molnár and Benczúr, 2013), as instances are to be installed as a web application on a web server and the application frontend is accessible by the client with a web browser software. Although the general frontend is using the standard HTML, CSS and jQuery, the workflow editor is written in Adobe Flash. The application backend is based on PHP, using the CakePHP framework and its MVC implementation.

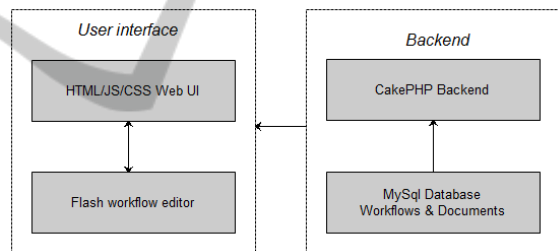


Figure 6: Basic architecture.

Each company as a tenant has a separate instance of the system with their own specific data models and business processes. This separation is obtained by using virtual private servers.

The system includes an application-server, which is capable of running multiple threads simultaneously. This way the structure of the software both from design and development viewpoints as it is usual these days breaks down to the following three layers: database handling, business logic and user interface.

The solutions were extensively tested and piloted through a commercially not available project called Amnis with great emphasis on the database implementation.

### 5.1 Frontend Components

The system user interface is based on modern web frontend technologies including HTML5, jQuery and

AJAX. The interactive functions can be accessed using this frontend: general workflow, document and document type administration. This interface provides the functionalities to actually run workflow and submit user data during the interactive steps of the workflow.

The workflow editor with GUI is one of the most advanced and spectacular parts of Process Oriented ERP System. This function is also web-based, using HTML5 and JavaScript and it makes the creation and flexible modification of the graphical representation of the workflow graph possible. The interface has zoom and topologically re-order functions.

## 5.2 Backend Components

The functions of the application server are accessed from the web user interface through a proxy server which is implemented in PHP. To actually run the business processes are performed by the standalone application server which was developed in the Python programming language, using Stackless and Twisted Python frameworks for thread management.

According to the research and benchmarks the inhomogeneous objects and all business processes of the system are stored in MongoDB, which is a non-SQL, document-oriented database system.

## 6 BUILDING APPLICATIONS WITH A WORKFLOW BASED ERP SYSTEM

With the business process modeling tool defined let us try to describe a real business process. The chosen process is a system that supports the activities of a logistical center. The basic states of the system can be listed as follows:

The trucks get registered in the system by declaring their license plate number and estimated time of arrival. There is an option to postpone parts of the registration process. Then, the registered trucks arrive to the parking area before the given time and wait in a queue. When the logistical center is ready to receive them, the trucks enter and the personnel execute the necessary loading operations. When the operations are finished, the trucks leave the logistical center.

The states and transitions of the system may be considered as a relatively simple process. In the following we present and explain the model of the system, first by a standard BPML model and then the alternative workflow model of the process.

### 6.1 Description of the Process and the BPML Model

The attributes required to register a truck are Partner, Order number, ETA, Conveyor firm, Quality, Plate number, Comments, Name of driver and Driver phone. Every value is given by the user.

As mentioned above, the trucks may choose immediate or postponed registration. The nodes SCH, EDT refers to the immediate and postponed registration respectively. The node SCH(EDT) represents the point where a postponed registration is set to "active". The attributes of the SCH(EDT) are created using the incoming values from EDT. Both registration options lead to the same states and generate the same type of document (Registration). After the SCH and SCH(EDT) states there are two possibilities. The truck either arrives until the given ETA (WPA), or it does not (SCH error).

If the truck arrives, a document should be created containing the necessary information to perform the next step. This information is the Plate number and the Time of arrival. The Plate number is an incoming attribute from the object Registration. The Time of arrival is used to ensure that the queue progresses as it should, and is filled in by a function of the node. After the document is created, the truck waits in the queue.

If the truck does not arrive until the given ETA, an object must be created containing the necessary information to handle the problem. The attributes required are Partner, Order number, and Driver phone. The Partner and Order number fields are used to contact and inform the affected partner regarding the delay. The Driver phone is used to contact the driver and to realize a new ETA. All fields are incoming fields from the object Registration. After the WPA state the documents of the truck are checked.

If the truck possesses every document regarding the order (INC) then an object is created to help the execution of the next step. The object contains the attributes Plate number and Quality. Plate number is used as an identifier. Quality is necessary to ensure that the Partner gets the requested type of cargo. Both attributes are incoming attributes from the object Registration.

If the truck does not possess every document regarding the order (WPA error) then an object must be created containing the necessary information to handle the problem. The attributes required are Conveyor firm, Order number, Plate number and Missing. The attributes Conveyor firm, Order number and Plate number and are used to contact the conveyor firm and request the missing documents. These are incoming

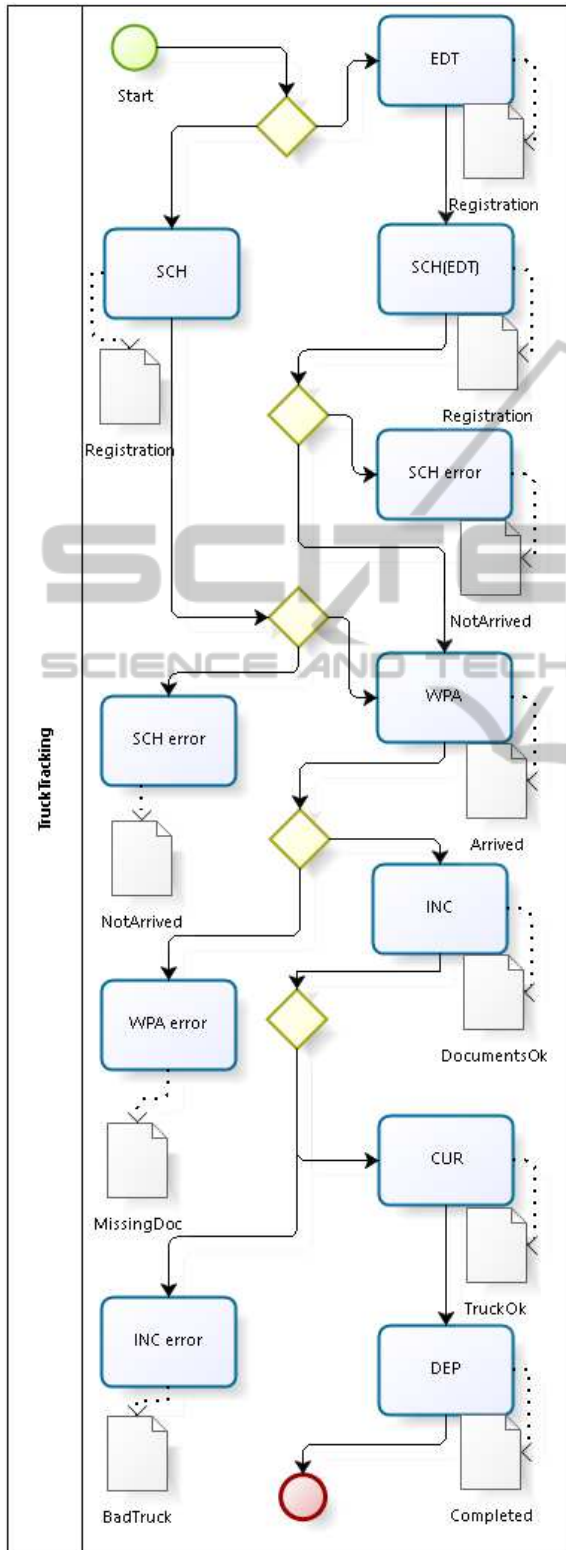


Figure 7: The process for the logistic center software in BPML model.

attributes from the object Registration. The Missing field is filled in by a function of the node and stores the type of the documents missing.

After the INC state, the personnel of the logistical center execute the necessary loading operations. If the operations are executed without a problem (CUR) then an object is created containing the attributes Order number and Completed. The object is kept by the system as a warrant. The attribute Order number is an incoming attribute from the object Registration. The Completed attribute is filled in by the user.

If there is a problem (INC error), like a vehicle that is inappropriate to transport cargo with the given quality, an object must be created containing the necessary information to handle the problem. The attributes required are Conveyor firm, Order number and Quality. All attributes are incoming attributes from the object Registration, and all are used to request an appropriate vehicle from the conveyor firm.

After the CUR state, the objects are converted into actual documents (DEP). The documents are given to the driver and are sent to the conveyor firm. Every attribute involved (the attributes of the Registration document) is an incoming attribute from the object Registration. After the DEP state, the truck leaves the logistic center.

## 6.2 The Alternative Workflow Model of the Process

Figure 8 contains notations that haven't been mentioned previously for the sake of simplicity. The object connections with the same end node are the same color, and different colors were given to the different logical groups of business process connection. One of the object connections (purple) links a whole object to another node.

There is a node where the direction of the arrow is reversed (default: left to right) (EDT, SCH(EDT)).

## 7 SUMMARY

The proposed workflow oriented ERP system methodology satisfies the envisaged objectives: adaptability and native connection between business processes and documents. The system is highly adaptable meaning that any adjustment in the desired workflow and document related functionalities can be achieved through a graphical user interface per se. The connection between business processes and documents is native meaning that the data flow layer is built upon the workflow layer: the modification and

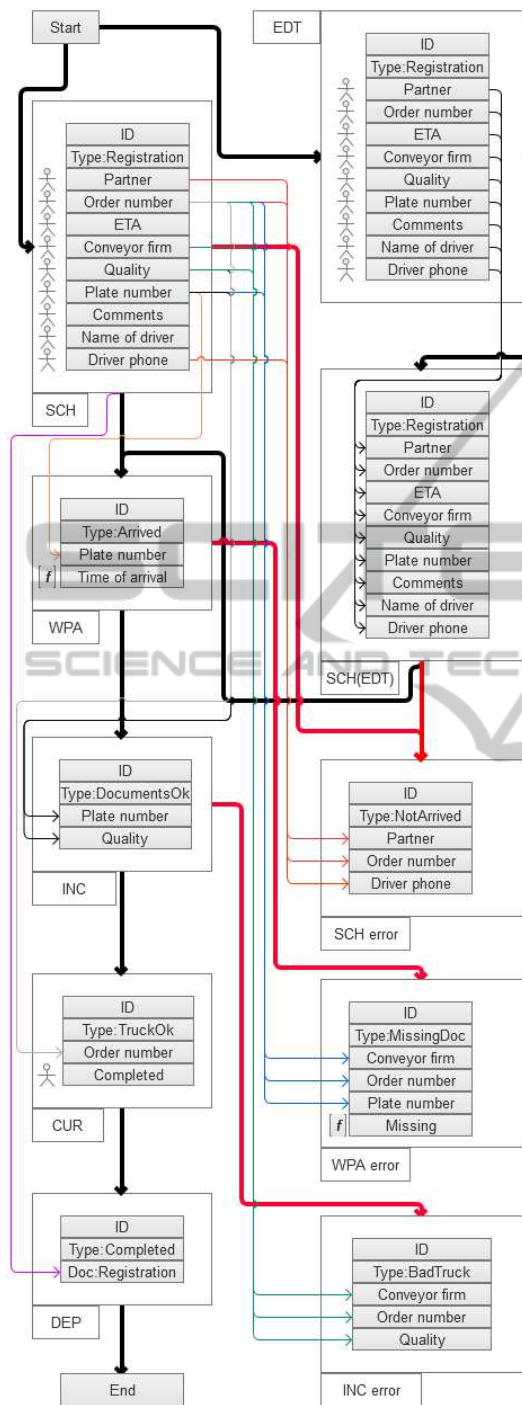


Figure 8: The process for the logistic center software in the proposed model.

interpretation of previously defined workflows and data flows are integrated and interconnected.

Several modern and system paradigms appear in the described system. The biggest challenge was to

solve the database performance problem mentioned above. After reviewing several database management systems and their benchmarks, we chose the open source document based database system MongoDB.

In the future we are going to study the differences between the proposed system and other systems with similar capabilities such as TIBCO iProcess Engine, Microsoft Workflow Manager. We are also plan to provide a more formal foundation for the whole system. We make use the results published in the articles by one of our authors (Molnár et al., 2012)(Molnár and Benczúr, 2013). The document and business process model can be treated in a unified framework that may help the understanding of the functionalities of the system.

## REFERENCES

Aalst, W. V. D. and Hee, K. M. V. (2004). *Workflow management: models, methods, and systems*. MIT press, Cambridge, Mass, USA, 2nd edition.

Becker, J., Rosemann, M., and von Uthmann, C. (2000). Guidelines of business process modeling. In *Business Process Management*. Springer (Berlin, Heidelberg).

Khan, R. N. (2004). *Business Process Management: a practical guide*. Meghan-Kiffer Press, Tampa.

Máriás, Z., Nikovits, T., Takács, T., and Giachetta, R. (2012). A study of large amount of inhomogeneous data in workflow management systems. In *Annales Univ. Sci. Budapest Sect. Comp.* 37 275-292.

Molnár, B. and Benczúr, A. (2013). Facet of modeling web information systems from a document-centric view. In *International Journal of Web Portals (IJWP)*, 5(4), 57-70.

Molnár, B., Benczúr, A., and Tarcsi, A. (2012). Formal approach to a web information system based on story algebra. In *Singidunum Journal of Applied Sciences*, 9(2).