



Flowstate

A Better Way to Understand Your Business Processes

A quick introduction for business leaders, process owners, and analysts.

The Problem We All Recognise

Every organisation has processes. Claims are assessed. Invoices are approved. Applications are reviewed, decisions are made, payments are issued. Processes are the heartbeat of the business.

Yet most organisations cannot clearly answer some basic questions about their own processes: What exactly happens, in what order, and why? Who is responsible at each stage? What are the deadlines, and what happens when they are missed? Where are the bottlenecks, the risks, the compliance gaps?

The usual tools do not help as much as they should. Flowcharts drawn in Visio or PowerPoint look clear enough, but they are pictures, not models. They cannot be questioned, tested, or verified. They go stale the moment the real process changes and mean nothing to an AI tool.

At the other extreme, formal modelling tools like BPMN and Petri-Nets require specialist knowledge, so the people who best understand the process, the people who actually do the work, are often excluded from the design conversation.

Flowstate occupies the space in between: rigorous enough to be trusted, simple enough to be owned and managed by the business.

What Makes Flowstate Different?

We start with what people actually know

Flowstate does not ask you to learn a modelling language. It starts with the questions your people already know how to answer:

"What are you working on?" That gives us the business data entities: *the Claim, the Invoice, the Application.*

"What stages does it go through?" This highlights the states: *SUBMITTED, UNDER REVIEW, APPROVED.*

"What do you actually do at each stage?" And leads us to the tasks: *Review, Verify, Approve.*

It's a natural discussion: *"What's the state of things before, what do you do, and what's the situation after?"*

That last question is the heart of the approach. Every piece of process knowledge is captured as a simple three-part fact: the **situation** or **state before**, the **task**, and the **new situation after**.

This simple yet powerful design pattern is unique to Flowstate. It is how people naturally describe their work, and it is the core building block of the entire model.

The process emerges : you don't draw it

Traditional process maps are flowcharts: boxes connected by arrows in a prescribed sequence. But real processes are messier. Tasks run in parallel. Conditions change. Exceptions arise. The flowchart either becomes impossibly complex or dangerously oversimplified.

Flowstate takes a different approach. Each task simply declares: *"I can start when these conditions are true, & when I finish, these conditions are changed."*

The overall flow is not drawn by anyone, it emerges naturally from the interaction of all the tasks.

This has a very practical consequence: the model cannot lie. If a deadline is missed and no alternative path exists, the system knows. If a compliance requirement says *"every claim must be reviewed"* but there is a path that skips the review, the system knows.

Time, deadlines, and waiting : handled naturally

Business processes are full of time-based requirements. *Invoices must be paid within 30 days. Customer responses are expected within two weeks. If a review takes longer than three days, it should be escalated.*

In Flowstate, these are not special constructs bolted on as an afterthought. A deadline is simply a task with a timer. Staged deadlines: *warn at 25 days, breach at 30*: are two parallel timer tasks. Your SLA requirements, escalation policies, and regulatory deadlines are all captured inside the same model as the work itself, not in a separate spreadsheet or policy document that nobody checks.

And during operations, the same states that drive process design align with and drive Operations, KPIs and management reporting.

"What is this month's BOOKED to BILLED ratio for all Orders?"

Rules, accountability, and evidence are built in

Every business process is governed by rules: routing rules, validation rules, compliance rules. In most tools, these live in people's heads or in footnotes on diagrams. In Flowstate, every rule is a proper part of the model: captured in plain language, linked to the tasks and states it governs, tagged with its origin (legal requirement, company policy, operational habit, or design decision). The system can then check whether the process actually respects its own rules.

For every task, Flowstate also asks: *"Who does this?"* and *"How would someone know it was done?"* The first captures the role with clear decision authority and escalation paths. The second captures the evidence: the logged decision, the signed document, the system timestamp. This makes

audit and compliance work dramatically easier: instead of asking "can you show me that every claim was reviewed?", you simply *"ask the model."*

What You Get

The model is the single source of truth. Everything else is a view of it. Flowstate can generate lifecycle diagrams, process flow diagrams, RACI matrices, decision trees, compliance maps, and gap analysis reports, all derived from the same underlying model. Change the model and every artefact updates. There is no such a thing as a *stale* diagram or document.

The design workbench supports progressive discovery. You begin with what you know and build out from there. The workbench validates as you go, highlights gaps (*"You've defined Approve Claim, but haven't said who does it"*), and catches logical errors early (*"There's no way to reach CLOSED from UNDER REVIEW, is that intentional?"*).

You can work in plain language, visual diagrams, or structured tables; the workbench keeps all three in sync.

Why This Matters

Process knowledge is one of the most valuable and least well-managed assets in any organisation. It lives in people's heads, in scattered documents, in tribal knowledge that walks out the door when someone leaves. Flowstate turns that knowledge into a living, verifiable, queryable model that the business owns and understands.

The result is a process design system that can answer the questions that matter: What state is this entity in? What should happen next? Who is responsible? What could go wrong? How would we know? Are we doing what the regulation says we should?

If your organisation cares about getting its processes right, not just documented, but genuinely understood, validated, and continuously improved, Flowstate is the foundation for that work.

