



Business Process Management - BPM



The Challenge

The dynamic nature of the market means new risks and challenges arise incessantly. Economic pressures and changing business needs demand a fundamental shift in the way companies approach business processes. They must streamline these processes in order to quickly respond to changing market conditions.

Business Process Management (BPM) is the key to meeting these challenges and creating highly efficient and responsive business processes. BPM is a type of management discipline that integrates people, content and enterprise applications by combining a process-centric and cross-functional approach.

Solution

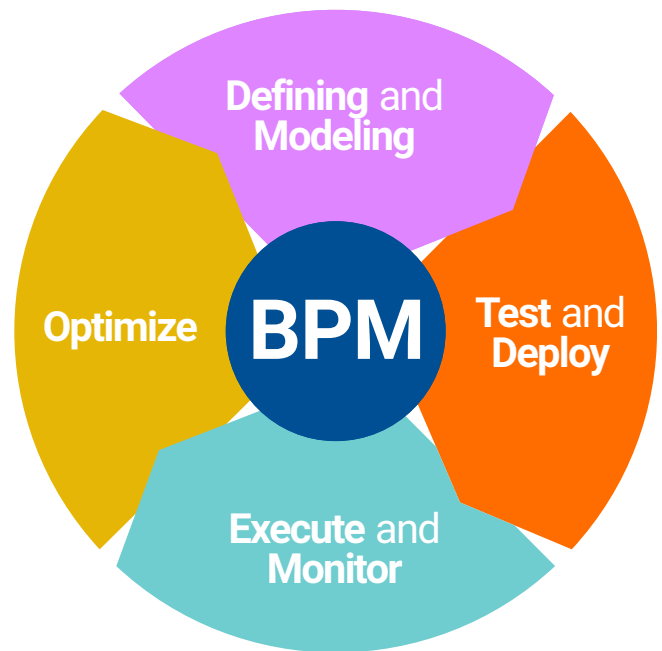
SoftExpert BPM is a process management software that improves visibility and control of business processes through a user-friendly, human-centric interface. The solution encourages continuous process improvement throughout the organization. It manages every stage of the organizational lifecycle, from modeling and optimization to automation, execution and monitoring.

The solution provides a powerful modeling tool based on the BPMN (Business Process Model and Notation) standard. This tool allows you to use events, activities, tasks, decisions, streaks and other elements to quickly create executable, drag-and-drop processes in a 100% web environment. Users can quickly create processes and business rules, add functional roles, create user-friendly interfaces, customize forms, and manage all related content in an integrated way.

Cases which involve complex interactions between content, people, transactions, and business or regulatory policies are fully supported by SoftExpert's process management solution. SoftExpert BPM was built with Case Management requirements in mind, delivering a better understanding of the business, greater agility, and a bigger impact on strategic results.

The software solves the challenges of people-to-business interaction using task management and collaborative resources. Users can monitor and gain visibility by tracking real-time processes, using mobile devices such as tablets and smartphones. The performance snapshot helps in making decisions and resolving specific situations.

SoftExpert BPM also includes enterprise-level capabilities such as monitoring for business activities and metrics, decision management, document management, quality assurance, system integration tools and dashboards. It is able to store process models in a native process repository with full version control, hierarchical categorization, search capability, and role-based security for controlled access to each model. It also further delivers on your process automation goals, supporting RPA (Robotic Process Automation) capabilities. In short, SoftExpert BPM delivers process control to the business while allowing IT to change its focus from maintenance to driving innovation.



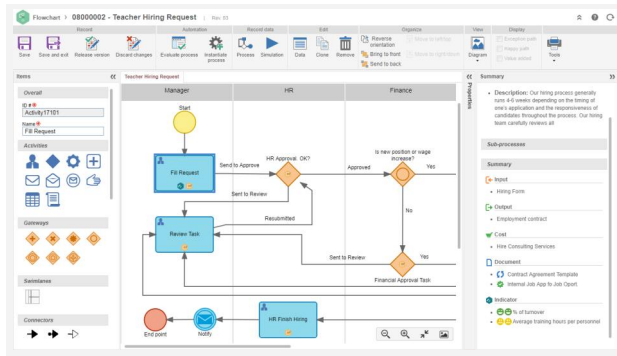
Resources

- | Friendly end-user tool for process modeling and automation.
- | Fast design of electronic forms, integrated into processes and data-sources.
- | WebServices integration with diverse systems.
- | Process simulation with identification of bottlenecks and inconsistencies.
- | Tasks are executed in an easy and intuitive way.
- | Real-time process monitoring through personalized portals.

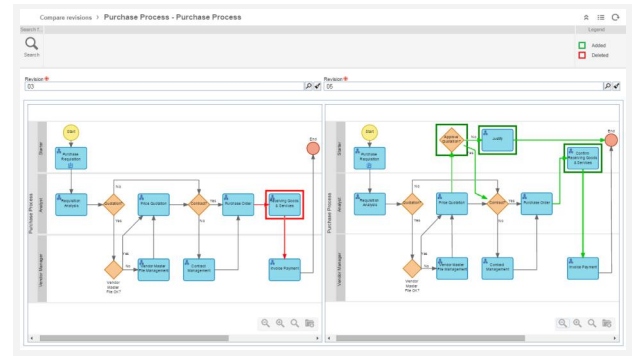
Benefits

- ✓ Reduces the number of FTEs (full-time employees) needed to perform non-value-added functions within the organization.
- ✓ Cuts overtime labor costs by automating and optimizing manual tasks, thereby directly reducing outbound cash flow.
Significantly lowers the amount of time spent responding to customer inquiries by continuously improving and
- ✓ monitoring customer service processes.
Eliminates revenue losses by enforcing rules and processes related to strategic planning mandates.
- ✓ Avoids audit fees by providing a means to quickly create processes to track compliance efforts.
- ✓ Promotes collaboration between IT and business users to document and implement the process.
- ✓ Monitors the performance of individual processes or aggregates and potentially identifies trends.
- ✓ Transforms raw process data into valuable process intelligence to drive strategy and business performance
- ✓ enhancement
Eliminates rework and promotes standardization and transparency throughout the organization, increasing employee
- ✓ motivation.
- ✓ Ensures real-time visibility and productivity as a result of process automation.
- ✓ Increases customer retention rate, reputation, market share and revenue by improving customer satisfaction.

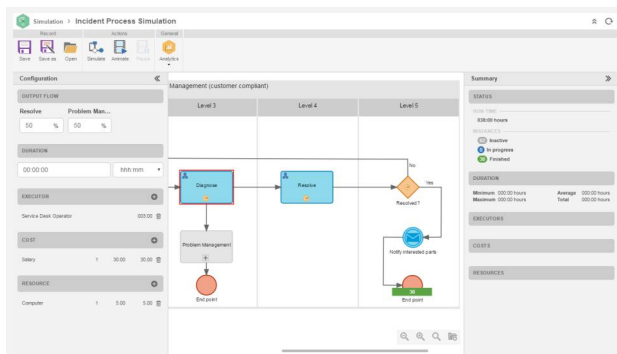
Screenshots



Business process modeling (BPMN)



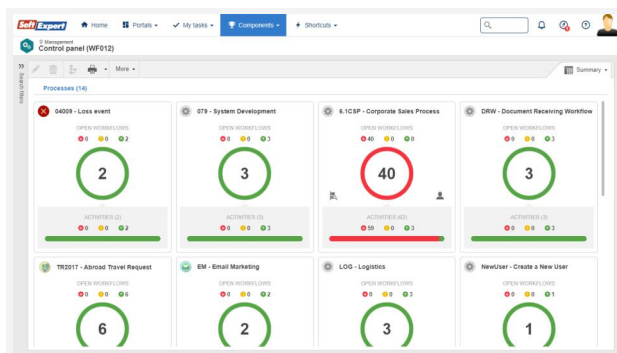
Process Revision Control



Business Process Simulation

The screenshot shows the 'Electronic Forms Automation' interface for a 'Service Request' form. The form includes fields for 'Requester Name', 'Requester Email', 'Requester Phone', 'Requester Address', 'Requester City', 'Requester State', 'Requester Zip', 'Requester Country', 'Requester Title', 'Requester Department', 'Requester Job Title', 'Requester Job Description', 'Requester Job Location', 'Requester Job Type', 'Requester Job Status', 'Requester Job Category', 'Requester Job Subcategory', 'Requester Job Function', 'Requester Job Role', 'Requester Job Title', 'Requester Job Description', 'Requester Job Location', 'Requester Job Type', 'Requester Job Status', 'Requester Job Category', 'Requester Job Subcategory', 'Requester Job Function', 'Requester Job Role'. The interface includes a 'Form' tab and a 'Rules' tab.

Electronic Forms Automation



Workflow Monitoring

The screenshot shows the 'Process Analysis' interface, which displays a table of process data. The table includes columns for 'Year', 'Process', 'Process status', and 'Quantity'. The data is filtered by 'Year' and 'Process'.

| Year | Process | Process status | Quantity |
|------|--------------------------------|----------------|----------|
| 2008 | Corporate Sales Process | In progress | 23 |
| 2009 | Purchase Request Process | In progress | 21 |
| 2009 | Pension Request | In progress | 13 |
| 2013 | ITSM - Service Request | In progress | 10 |
| 2009 | Asset Control | Finished | 9 |
| 2009 | Corporate Sales Process | In progress | 9 |
| 2009 | Incident Management | In progress | 8 |
| 2009 | Asset Control | In progress | 6 |
| 2009 | Incident Management | Finished | 6 |
| 2009 | Pension Request | In progress | 5 |
| 2009 | Asset Control | In progress | 5 |
| 2010 | Corporate Sales Process | In progress | 5 |
| 2014 | Product Change Request | In progress | 5 |
| 2010 | Document Receiving Workflow(1) | In progress | 5 |
| 2014 | Standard Revision Process | In progress | 4 |

Process Analysis