IBM WebSphere Lombardi Edition

The platform for process applications
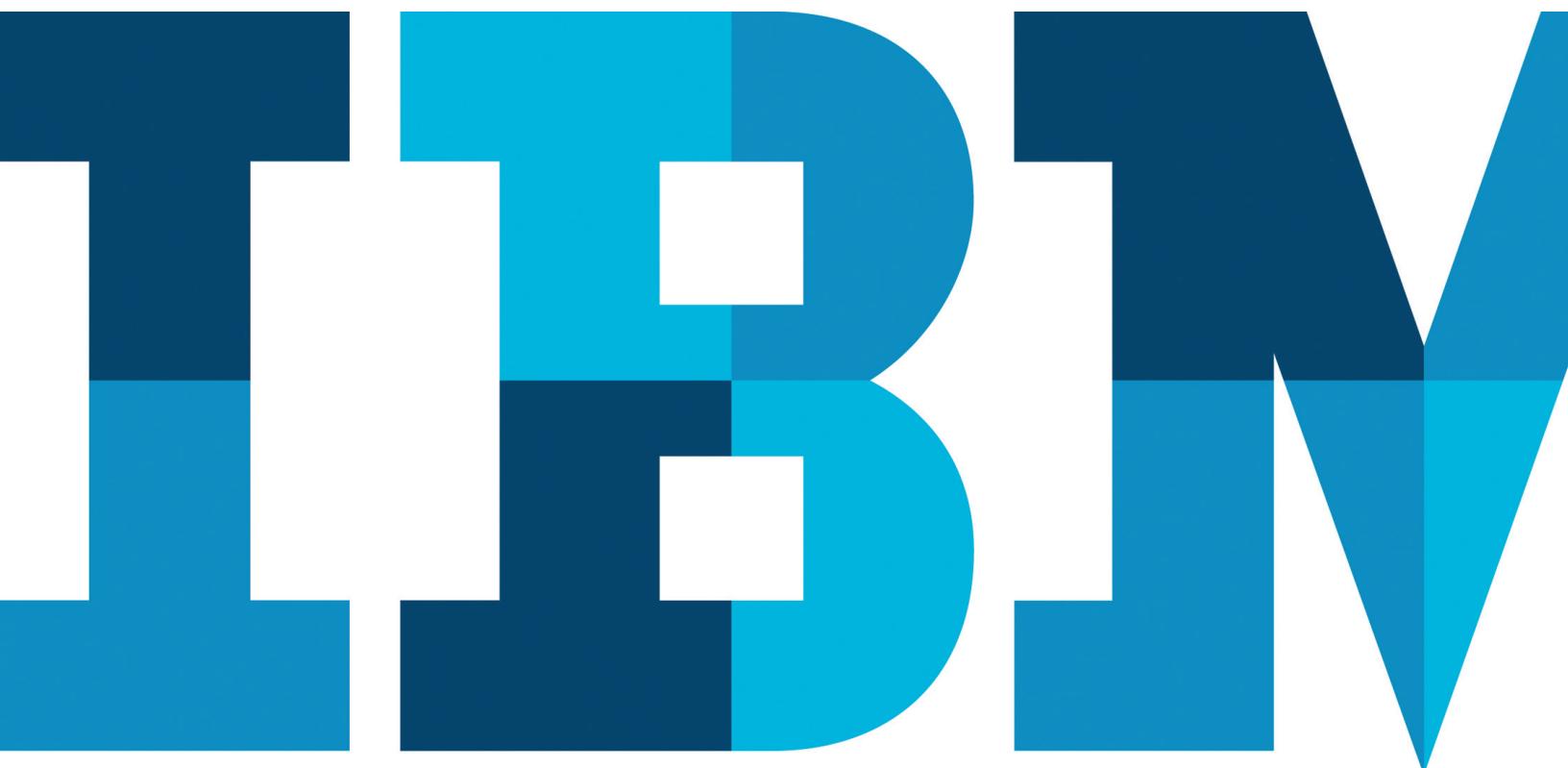
Highlights

Design
- A unified design environment helped Lee Memorial deploy in under 90 days

Control
- Performance visibility and control helped Pfizer cut cycle time from 33 to seven days

Optimize
- Continuous process improvement helped Hasbro realize 250 percent productivity gains

Take cost out. Respond to exceptions faster. Focus on the problem areas. Process improvement is at the heart of all Business Process Management (BPM) initiatives. But driving process improvement requires people from across the company to work together to design, control, monitor and optimize processes. IBM® WebSphere® Lombardi Edition delivers the platform for driving process improvement.

Process improvement challenges

The promise of BPM is simple. Better understanding and control over processes leads to better results. Realizing this promise, however, is more complex.

It is not just about delivering the first iteration of a new process into the business; it's about enabling continuous process improvement. This requires that the people who participate in a process have complete visibility. They need the
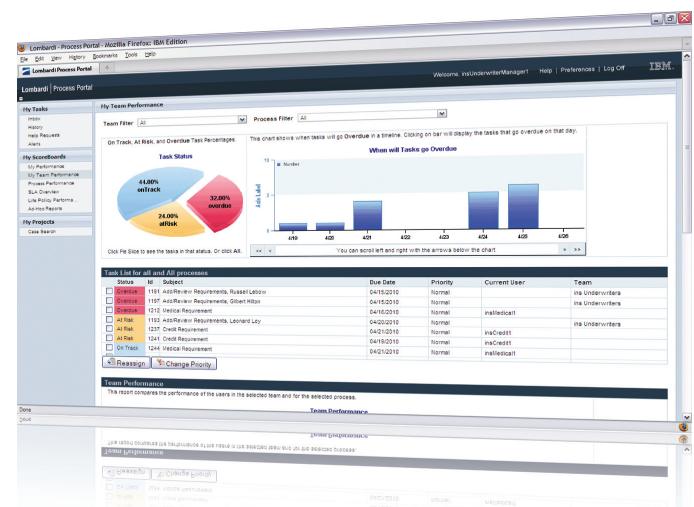
tools to identify problems and trends and to take action quickly. BPM is not just automation. Helping workers and managers focus on process performance—not just immediate tasks—is critical to achieving improvement goals.

In addition, business processes change frequently. Maintaining a competitive advantage requires that companies have the ability to adapt their process quickly. But knowing what to change to optimize performance is a challenge for even the most sophisticated process organizations.

Finally, moving beyond a couple of processes to enabling process improvement across the company is a big challenge. In fact, it is a hurdle that many organizations have failed to clear in corporate process initiatives. This requires multiple groups to collaborate effectively in hundreds of processes across all aspects of the process life cycle.

Why WebSphere Lombardi Edition?

We built WebSphere Lombardi Edition to help companies meet the challenges of designing, controlling, optimizing and managing the life cycle of processes across an organization.

We believe the design of processes should be graphical—simpler for people to build processes and easier for everyone on the team to understand processes. Design must be collaborative. So, we built a unified authoring environment in WebSphere Lombardi Edition for designing everything that goes into a process. There is no faster or better way to design processes.

We believe that BPM should help workers and managers not only work more efficiently—it should help them anticipate problems. That is why we built the WebSphere Lombardi Edition Portal to not only better organize work, but also to automatically identify potential process problems.

Important business trends and problems are often hidden in your process data. With so much information to sift through, knowing what to change is a major challenge. We built process optimization into WebSphere Lombardi Edition to help analysts find those trends and test potential changes in order to find the best solution.

Finally, BPM should enable process improvement across the organization. The WebSphere Lombardi Edition Process Center is the central hub of a BPM program—managing all aspects in the design, build and changes that occur in process applications.

Authoring environment

WebSphere Lombardi Edition provides a graphical environment for collaboratively defining processes. The Process Center organizes assets into individual process applications and common components into "Toolkits" to facilitate reuse and collaboration. Everything from the process diagram to input forms and low-level web services can be defined graphically in the Process Designer—speeding up design time. Validating a process design is as easy as hitting the Playback button. The process optimization view helps analysts identify process problems, try changes and compare results using simulated and actual performance data.

"Allianz Life needed a BPM platform to meet the demands of our enterprise process improvement initiatives as we continue to grow. IBM WebSphere Lombardi Edition was the clear choice."

—Tom Bauer, Vice President, Application Services IT, Allianz Life

Work portal

WebSphere Lombardi Edition helps drive better process performance. The Portal Inbox gives users a consolidated view of all outstanding tasks. Flexible search and filtering helps users manage their workloads efficiently. And built-in team collaboration with discussion threads and document attachments simplifies getting help. Over 50 built-in reports help managers track the performance of processes, teams and individuals. Real-time controls also give managers the ability to dynamically adjust workload, prioritization and process behavior.

Playback is the key to successful process design

A complete process design includes many elements—from the highest level process diagram to business events, user input forms and system interactions. Each element contributes to the whole process—and it is critical that everyone involved in the process design understands how it works. WebSphere Lombardi Edition's


Shared Model and unified design environment bring everything together. But the only way to get everyone on the same page is to run the process. WebSphere Lombardi Edition "Playback" allows you to step through your process design—or a specific process element—at any time. Find a problem? Uncovered a new requirement? Make your changes and hit the "Run Process" button again. Nothing to compile. Nothing to export. See your changes instantly. There is no faster way to get everyone to agree on the "to-be" process.
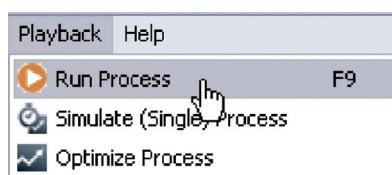
Focus on performance, not just activity

One of the key differences with the WebSphere Lombardi Edition Portal is its focus on driving improved process performance. Beyond executing tasks, WebSphere Lombardi Edition provides continuous feedback to individuals, managers and executives about the status of all tasks, processes and corporate objectives. Knowing which work is on track and which work is at risk gives teams the opportunity to change priorities and assignments and still reach performance goals. If necessary, managers can change decision thresholds in real time to eliminate bottlenecks and accommodate increases in process volume. Instant access to current and past individual and team performance helps managers forecast future staffing needs as process and work volume grows.
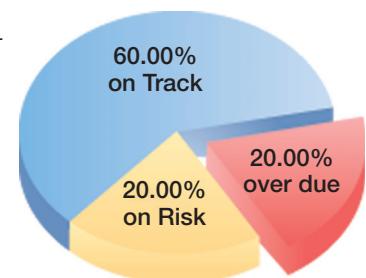
Helping you optimize your processes

Finding the problem areas in your process is not always simple. In fact, it can be quite complex. WebSphere Lombardi Edition automatically highlights the problem areas. More importantly, WebSphere Lombardi Edition also recommends solutions to process problems and steps
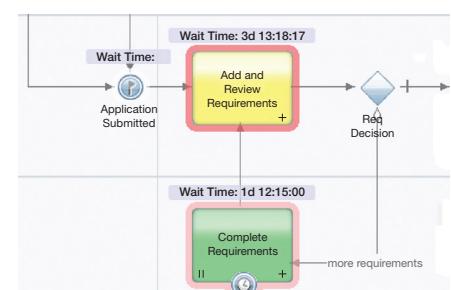
business analysts through the changes required to fix those problems. Business analysts can quickly implement recommended changes and then conduct comparison analyses to ensure that the changes will drive the expected level of process improvement.

Back-in-time versioning

Processes need to adapt to changes in business needs. "Snapshots" and "Back-in-Time" provide simple ways to manage all the changes that authors make to process applications. No exporting code to an external system or managing multiple copies of components. Business analysts can quickly take "Snapshots," which reference all artifacts of a process at specific points in time and go "Back-in-Time" to view and run any historical version of a process at any time with just the click of a mouse.

Managing a BPM program, not just the first project

Managing the scale of a BPM Program has it complexities; hundreds of authors, thousands of components per process and processes at different stages of their evolution. The Process Center becomes the central hub for a BPM Program—providing the organization and management of all artifacts, process applications and reusable functionality created during design and development.
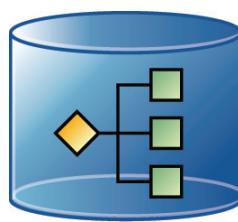
System requirements

WebSphere Lombardi Edition is a standards-based application that runs on the following technologies:

Operating Systems	Windows Server, Solaris, IBM AIX®, Red hat Enterprise Linux®, SUSE Linux Enterprise Server
Databases	DB2®, Oracle, Microsoft® SQL Server
Browsers	Microsoft Internet Explorer, Mozilla Firefox

Why BPM from IBM?

Business Process Management (BPM) software and services from IBM help organizations optimize business performance by discovering, documenting, automating, and continuously improving business processes to increase efficiency and reduce costs.

For more information

To learn more about IBM BPM and IBM WebSphere Lombardi Edition, please contact your IBM marketing representative or IBM Business Partner, or visit the following websites:

IBM WebSphere Lombardi Edition:
ibm.com/software/integration/lombardi-edition/

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