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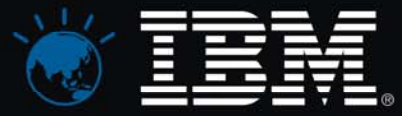


Optimizing Business Processes using IBM FileNet BPM

Srinivas Palaka

Software Development Manager

Agenda

- IBM FileNet BPM at a Glance
- Most Common Problems with Business Process Management
- IBM FileNet BPM Solution
- Process Modelling & Design
- Process Simulation
- Process Analysis
- Business Activity Monitoring
- Success Stories
- References

IBM FileNet BPM at a Glance

With IBM FileNet BPM customers can:

Model & Design the Business Processes to streamline the operations

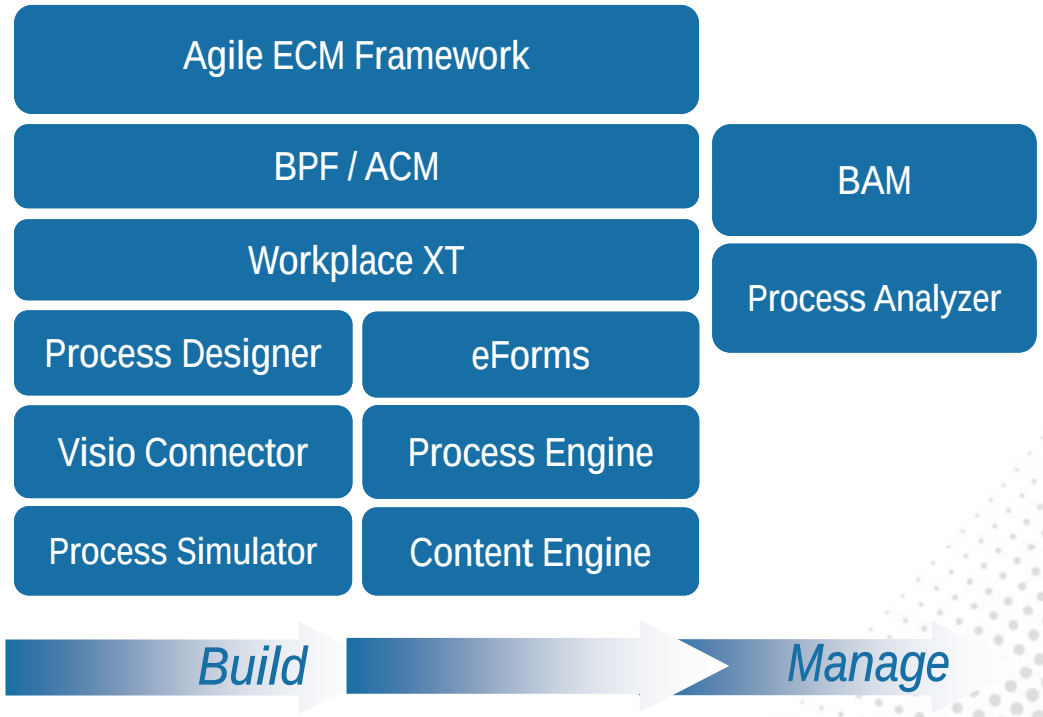
Simulate the designed Processes based on real execution data or per assumed scenarios to identify bottlenecks and optimize

Track & Analyze processes to get in-depth analysis of live and historical process information to ensure better business decisions

Monitor the execution of business processes and overall organizational performance thru live dashboards

Advantages for Organizations:

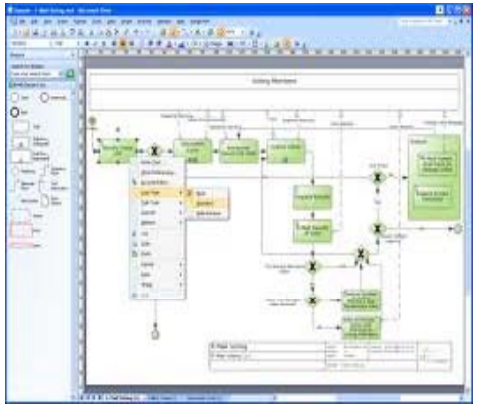
- Automate, Steamline and Integrate business processes
- Make fast and accurate decisions
- Monitor Key Performance Indicators (KPI) for taking corrective actions
- Quick deployment and easy modification of solution for better response to changing conditions
- Reduce cycle times and improve productivity
- Collaboration between Business Analysts and IT Developrs



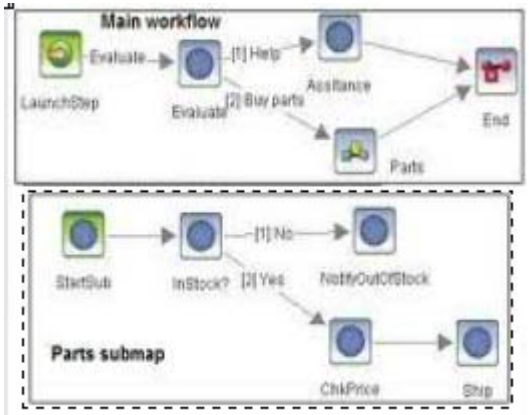
Most Common Problems with Business Process Management

- Cumbersome business processes resulted in Increased cycle times & Lower productivity
- Could not monitor Key Performance Indicators (KPIs) to take quick decisions
- No capability of mining Intelligent information and Compare historical Throughput with ongoing Productivity numbers
- Hard to change business processes to compete in ever changing market
- No test beds and metrics to identify bottlenecks before deployment to production
- No collaboration between Business Analysts & IT Developers

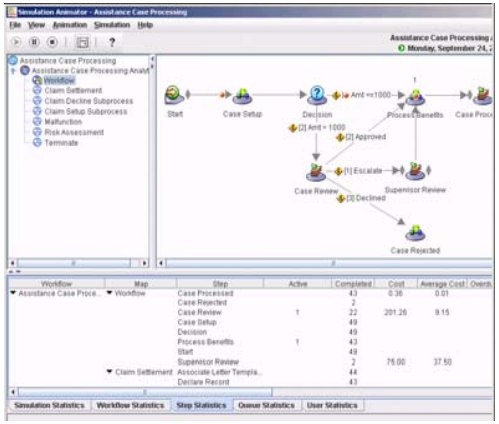
IBM FileNet BPM Solution



Business Process modeling in MS VISIO and import into Process Designer (PD). Improves collaboration between Business Analysts and IT Developers

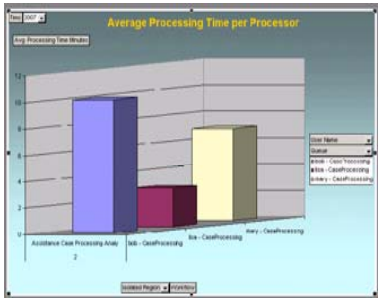


Business Rules Management System (BRMS) integration from within Business Process can effectively handle quick business rule changes

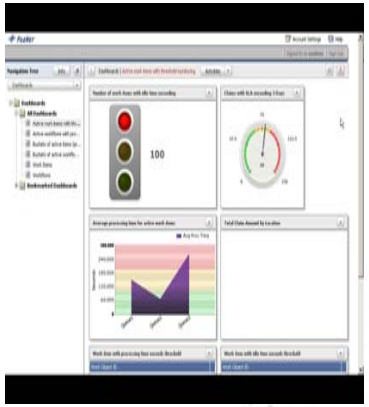


Business Processes optimization using Process Simulator (PS) identifies process bottlenecks and helps resolve them

Streamlined Business Processes



Online Analytical Processing (OLAP) mines business processes data for intelligent historical & work in-progress reports



Business Activity Monitoring (BAM) that can monitor KPI's in real time dashboards and send notifications when KPI thresholds are reached for quick decision making

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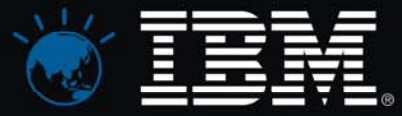
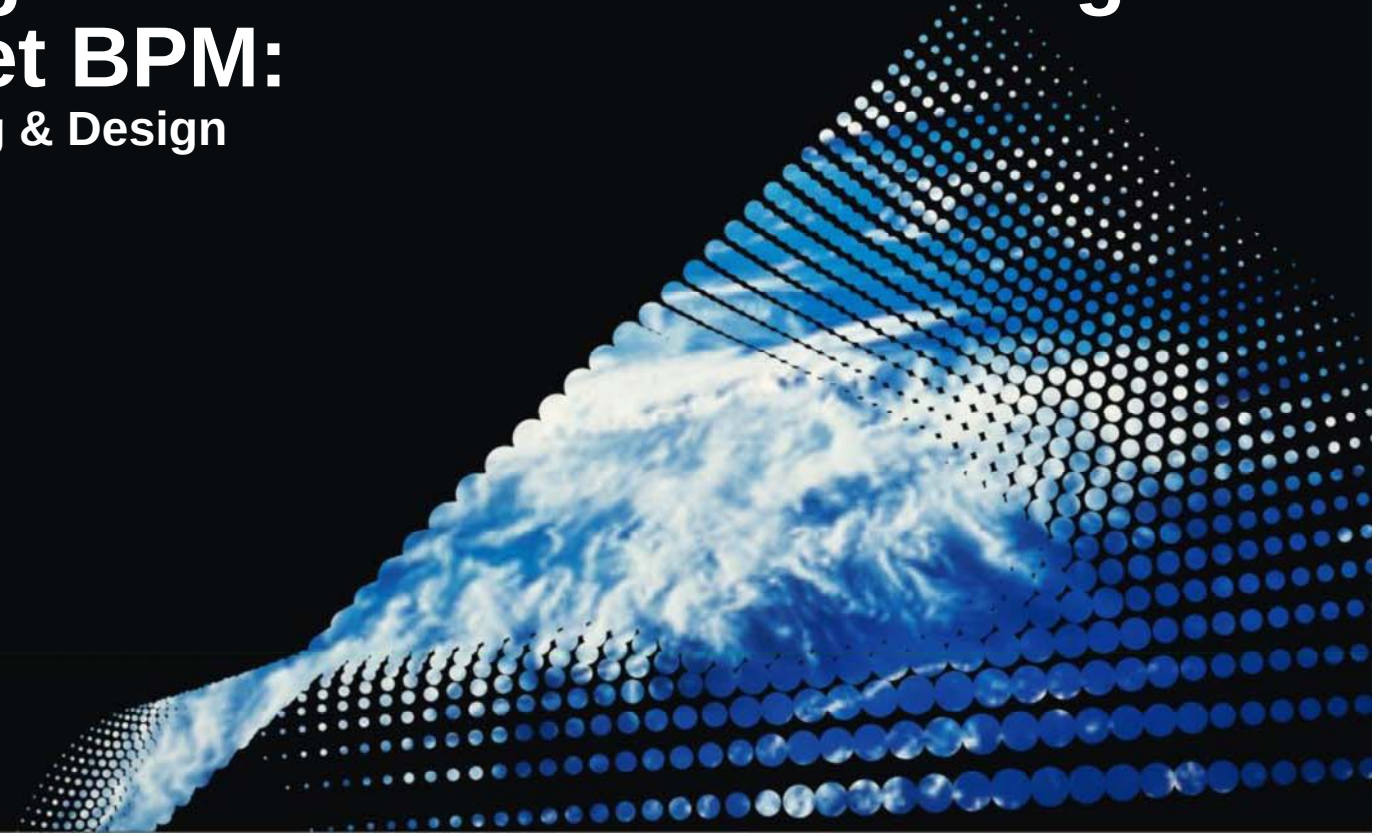


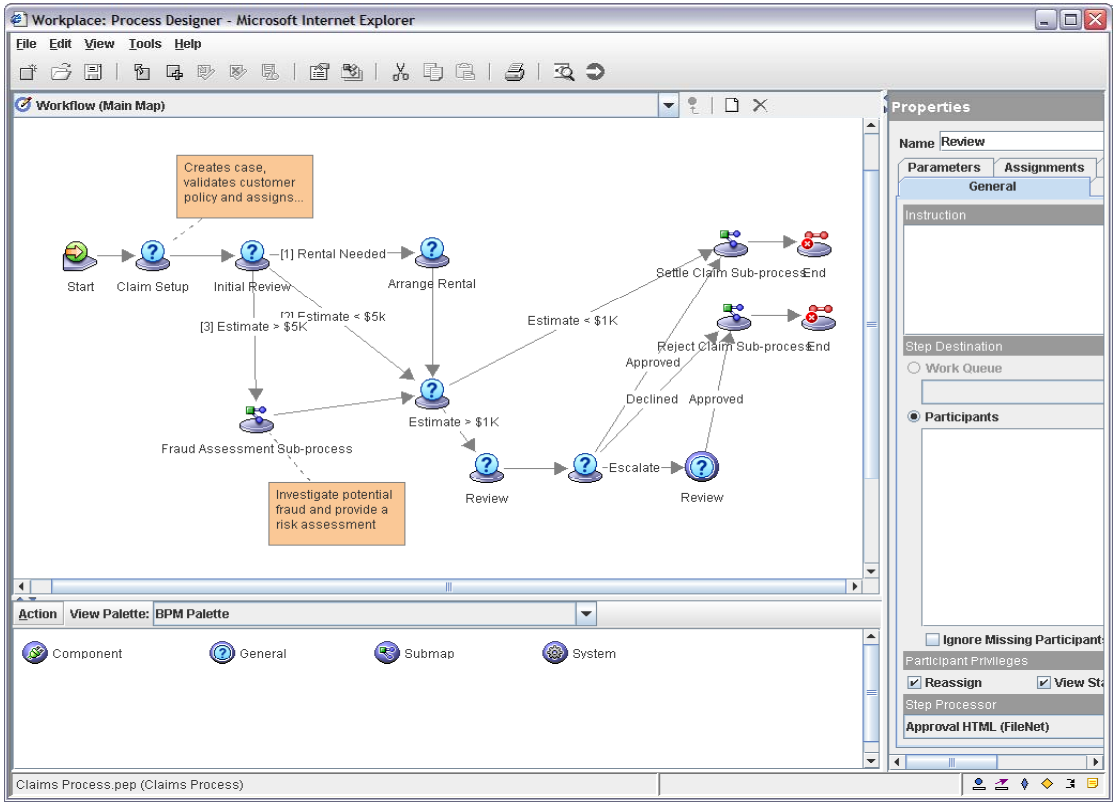
Optimizing Business Processes using IBM FileNet BPM:

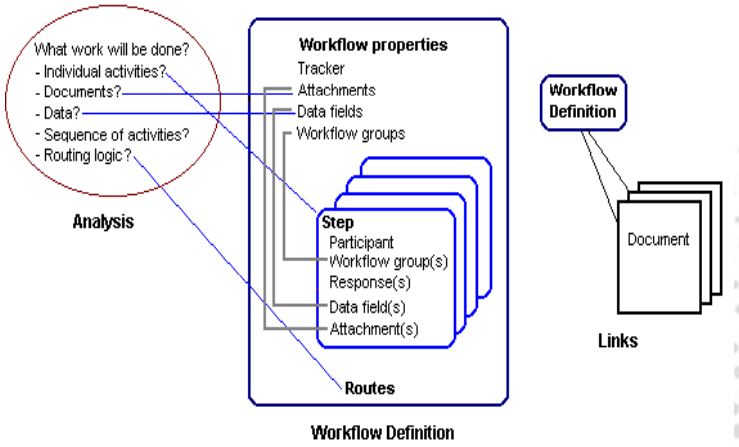
Process Modelling & Design



IBM FileNet Process Designer

- GUI tool to design, configure and deploy business processes
- Interacts with Content Engine to store Process Definitions and Process Engine when they are executed

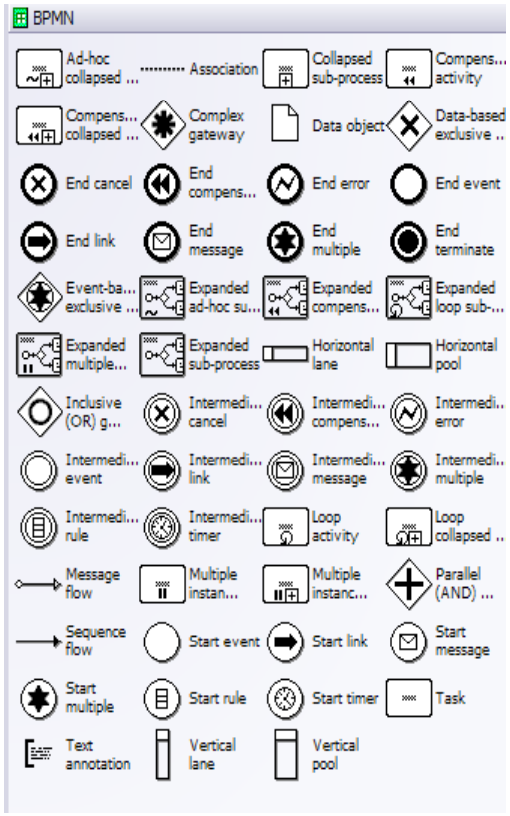


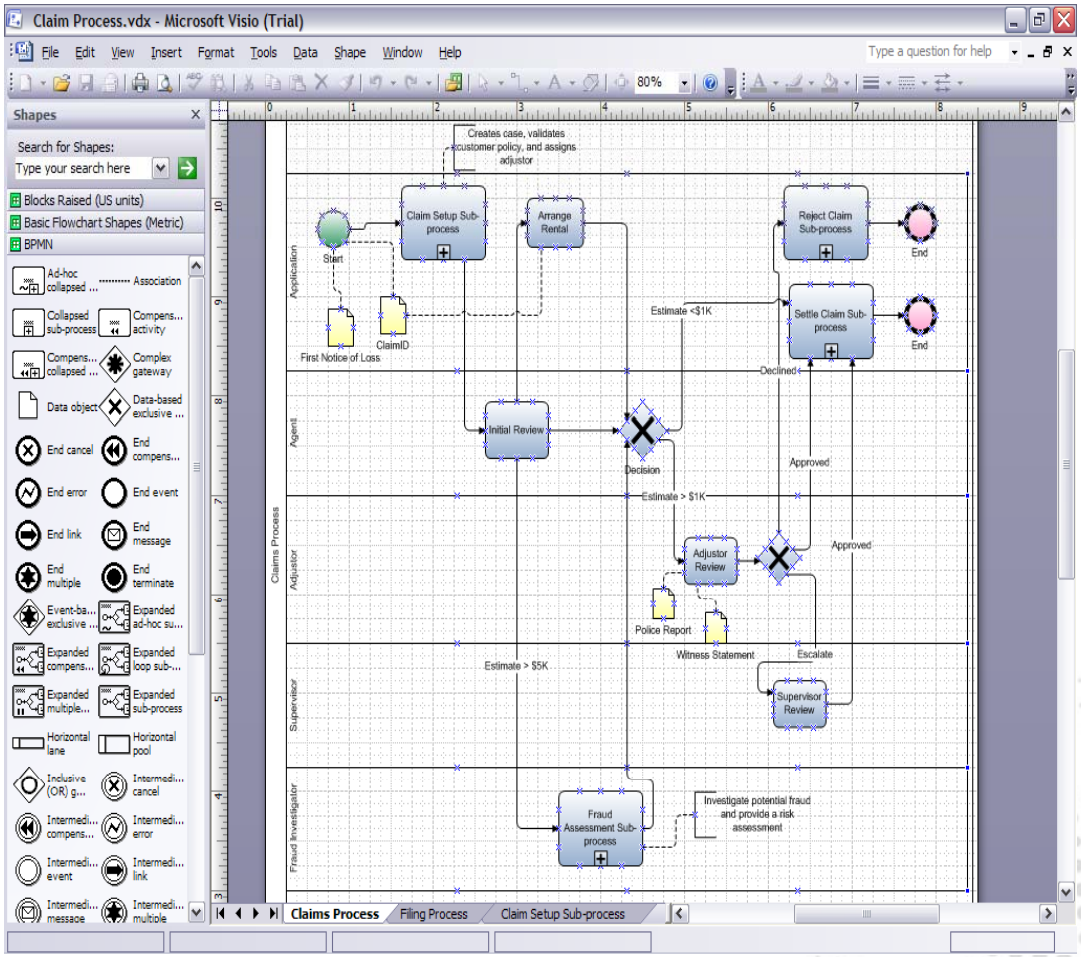


FileNet Connector For Microsoft Visio

-Business Analysts can use MS Visio to develop business processes

-IBM FileNet Provides BPMN Stencil (.vss) for Visio





IBM FileNet Process Designer : External Systems Integration

- Business processes need to interact with systems that are outside of workflow
- Categories of external systems
  - Databases
  - P8 Content Engine
  - Other systems
- Interfaces to interact with external systems
  - DB Execute step
  - CE Operations
  - Component Manager & Integrator for custom JAVA/JMS components
  - 'Invoke step' for web services integration

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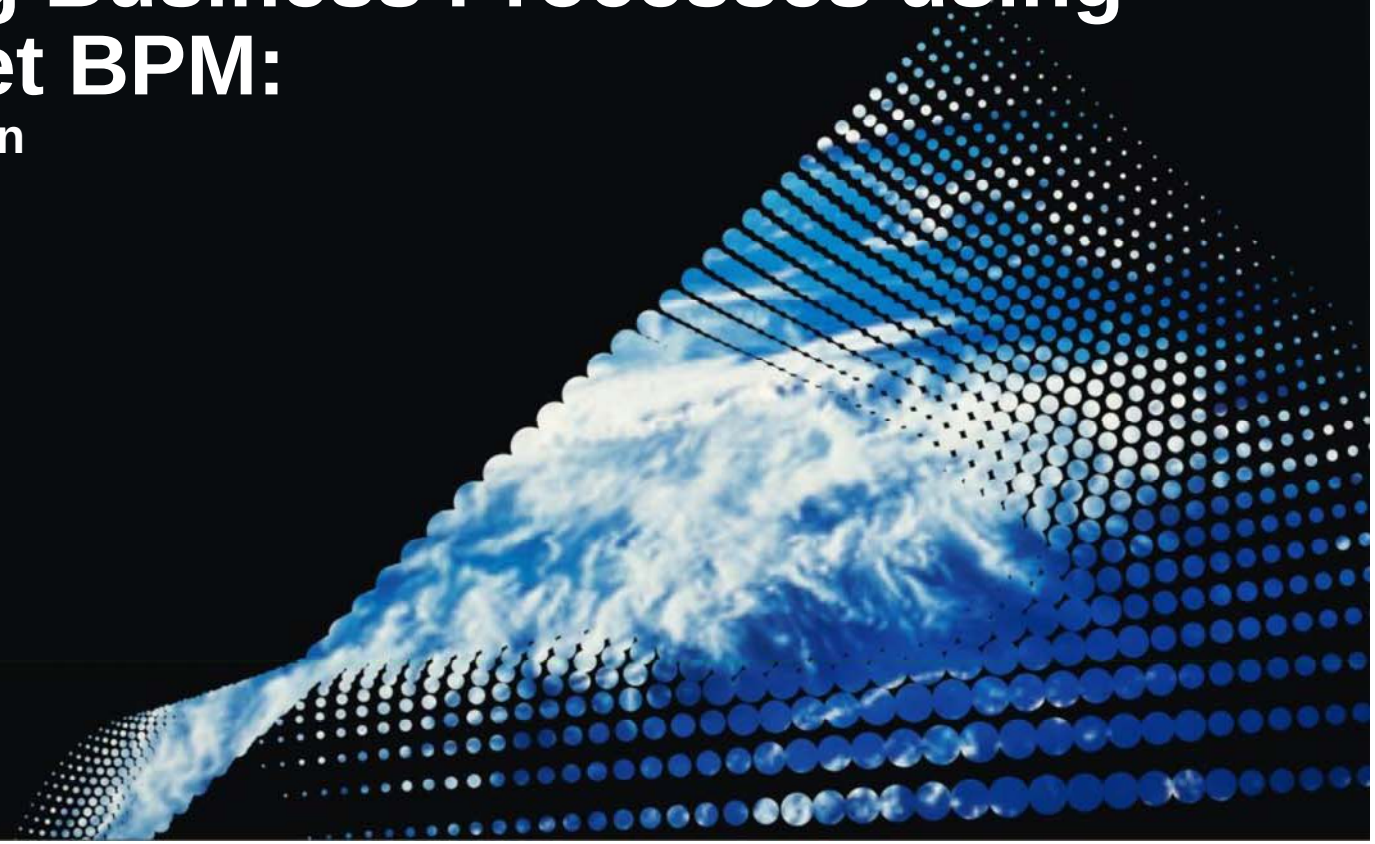
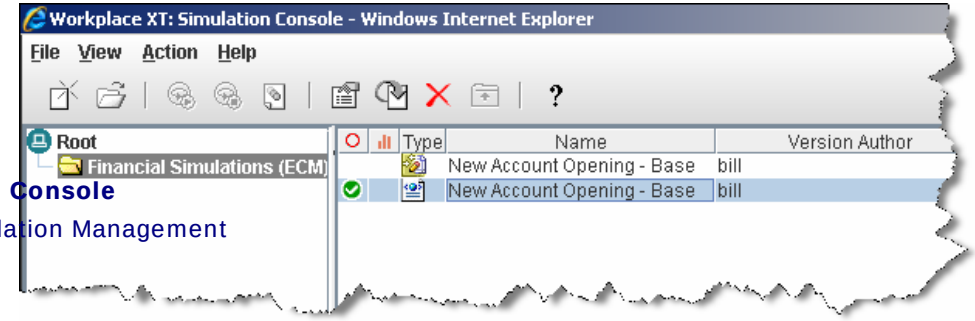
Optimizing Business Processes using IBM FileNet BPM:

Process Simulation



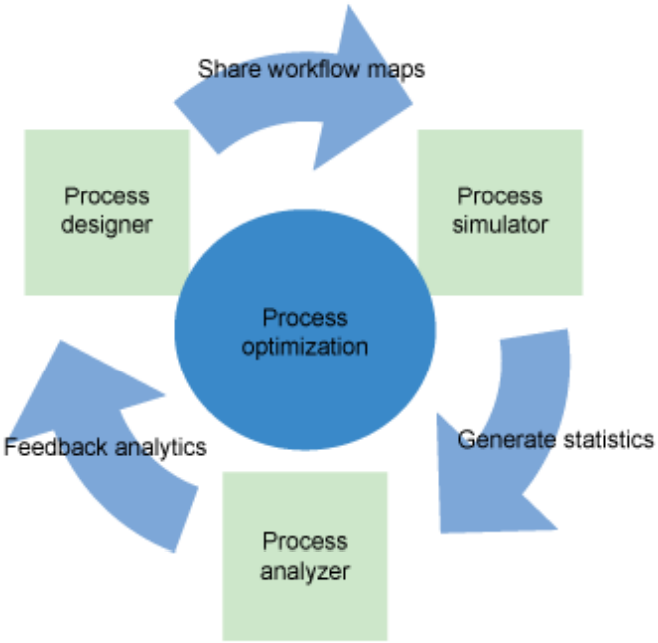
IBM FileNet Process Simulator

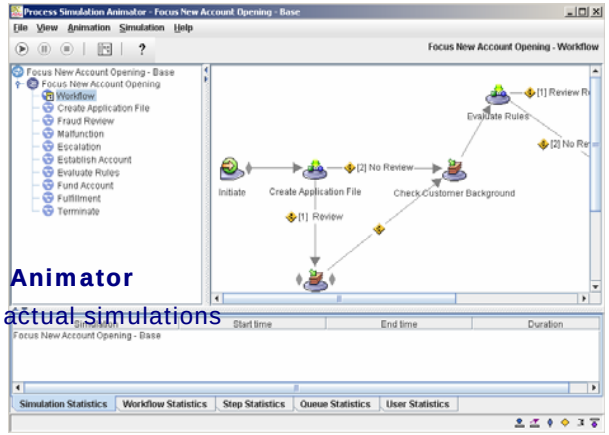
- Simulate business processes under real-world conditions
- What-if analysis of simulation on live or assumed data
- Remove bottlenecks, align resources and reduce overall cost



on Console

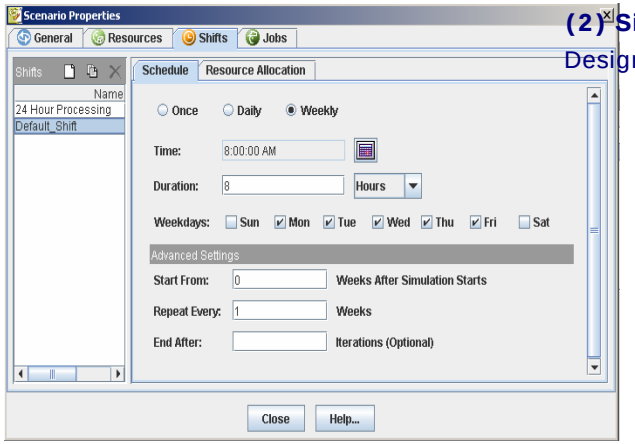
ulation Management





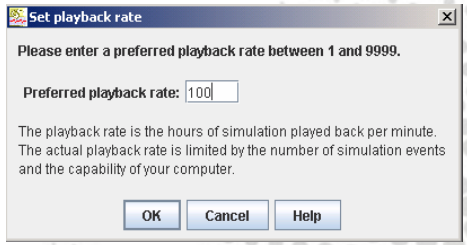
tion Animator

g of actual simulations



(2) Simulation Designer

Design real-world scenarios



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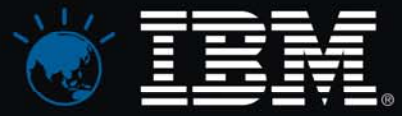
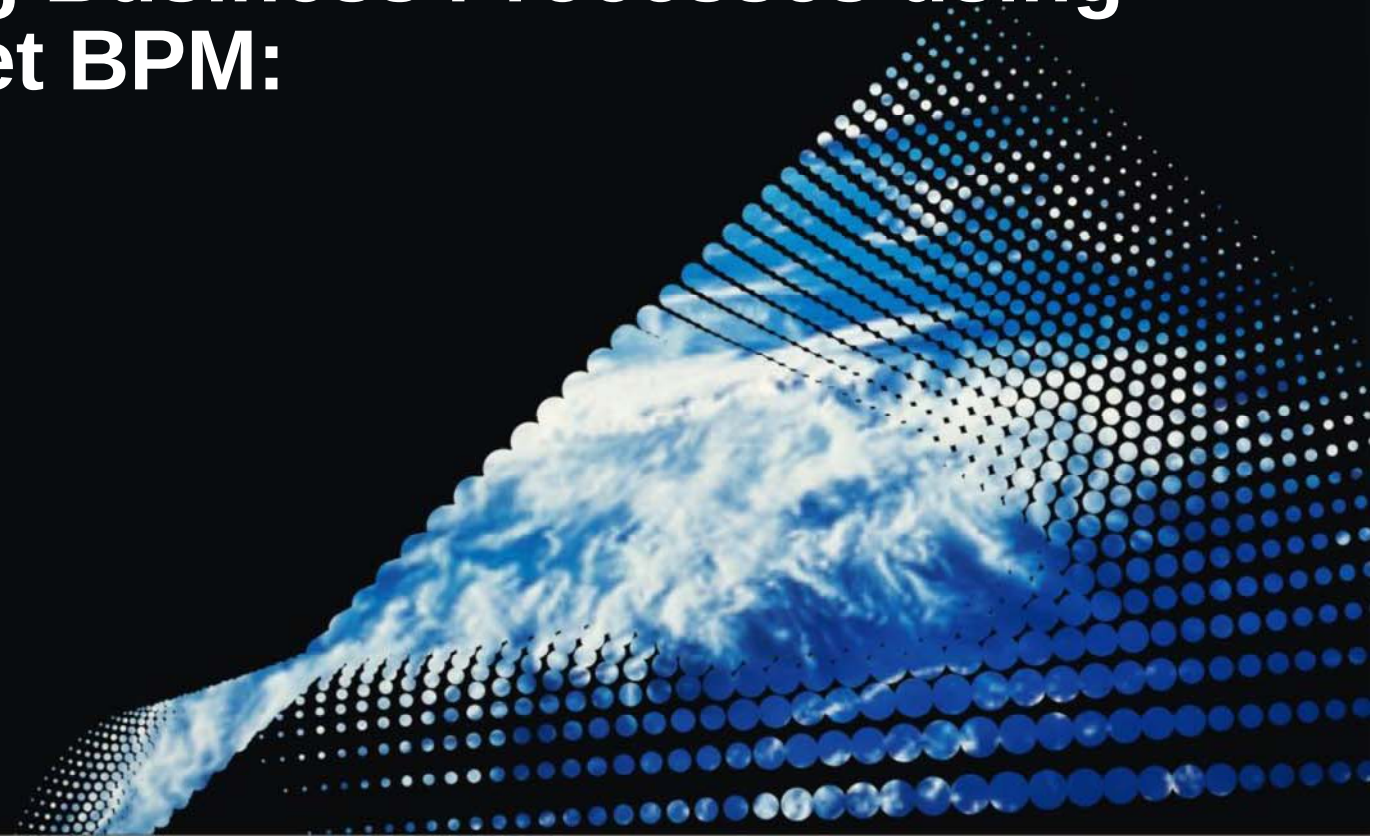


Optimizing Business Processes using IBM FileNet BPM:

Process Analysis



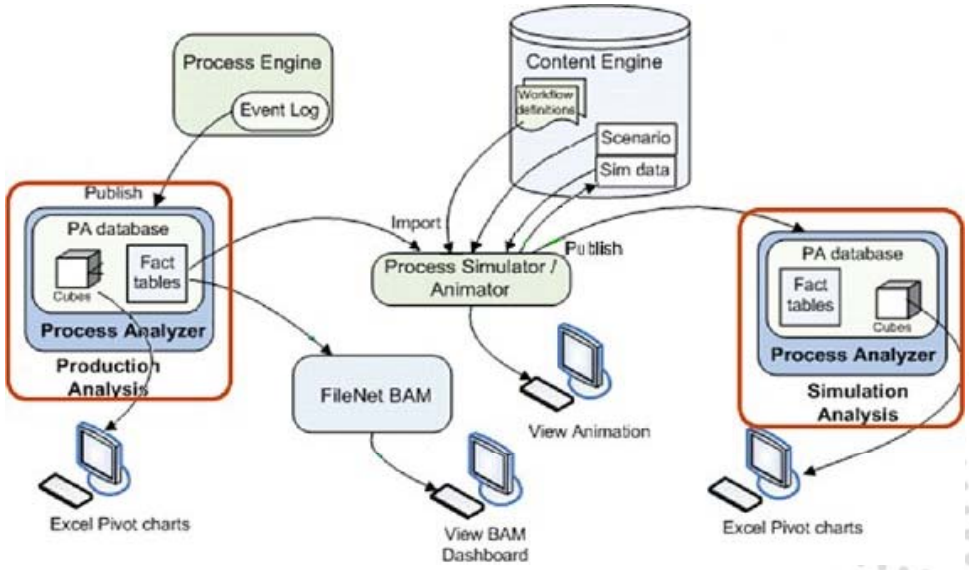
IBM FileNet Process Analyzer

- Gathers intelligence and performance data from crucial business processes
- Provides Drill down, Filtering, Roll-over and Slice & Dice capabilities on data
- Make timely business decision to maximize corporate performance
- Delivers dynamic historical and real-time data for reporting and monitoring

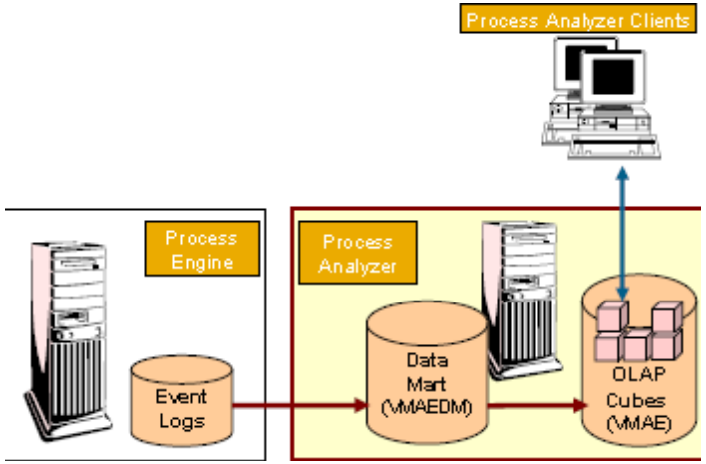
View
- Professional Reports
- Real-time Dashboards
- Historical Analysis

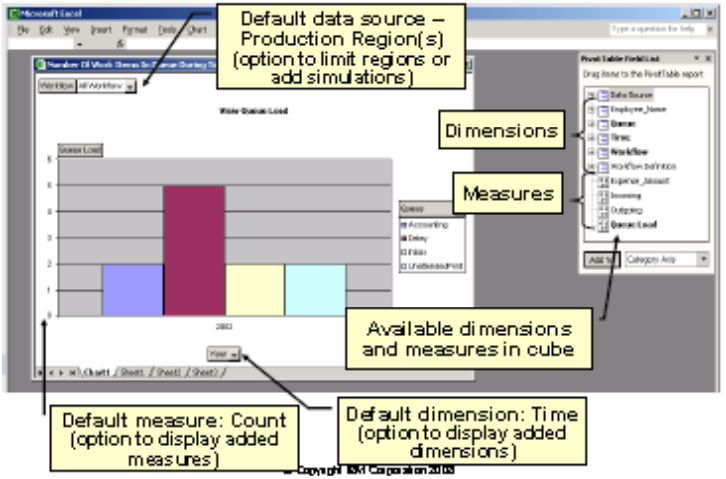
Analyze
- Actuals vs Targets
- Identify bottlenecks
- Process improvements

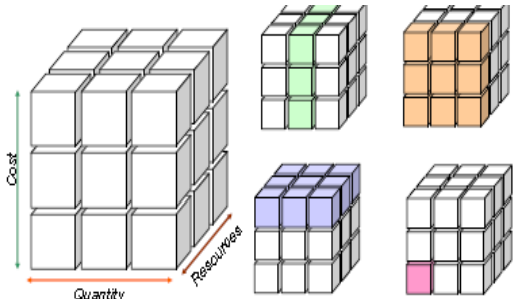
Optimize
- Process Modification
- Process Simulation
- Continuous Optimization

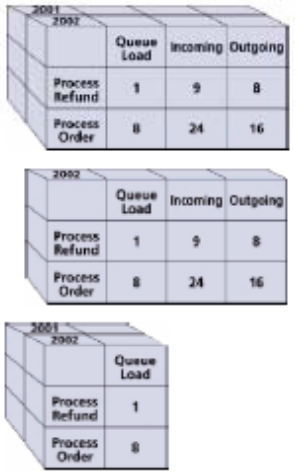


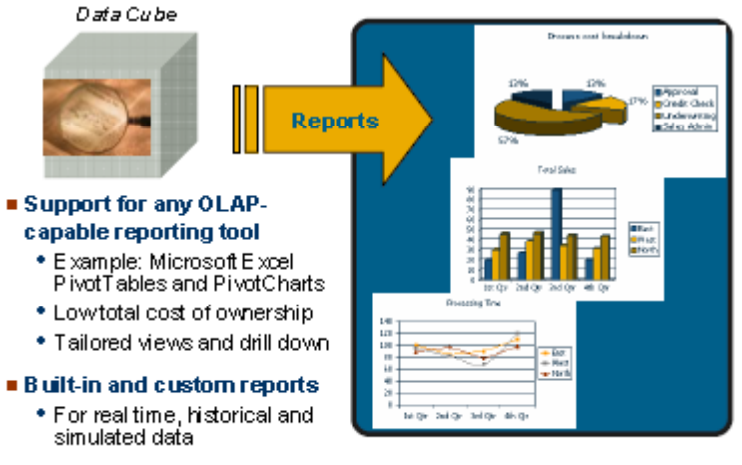
IBM FileNet Process Analyzer (Contd..)



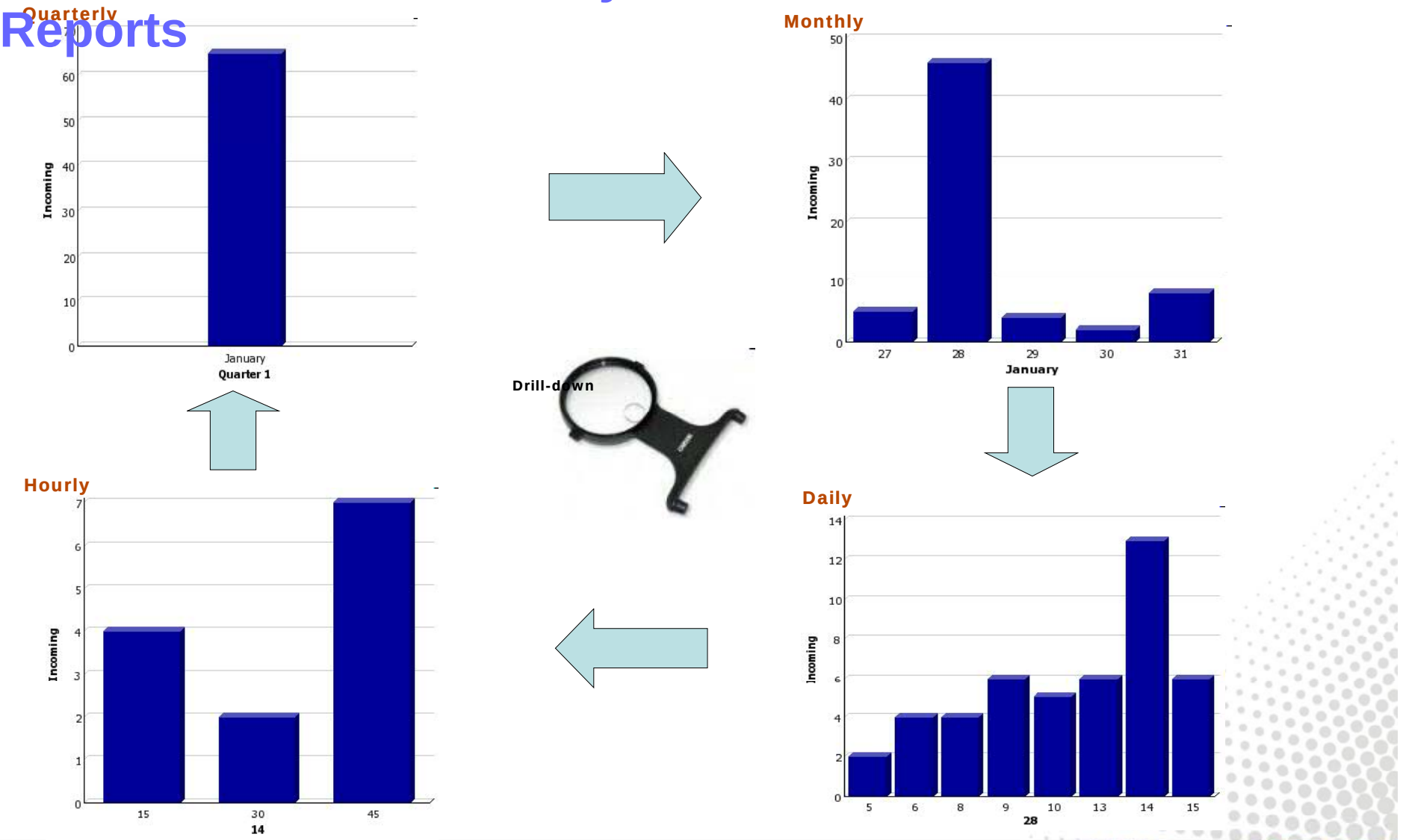








IBM FileNet Process Analyzer : Drill-down Reports



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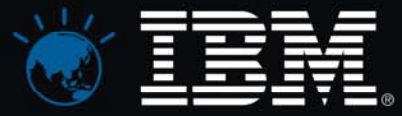
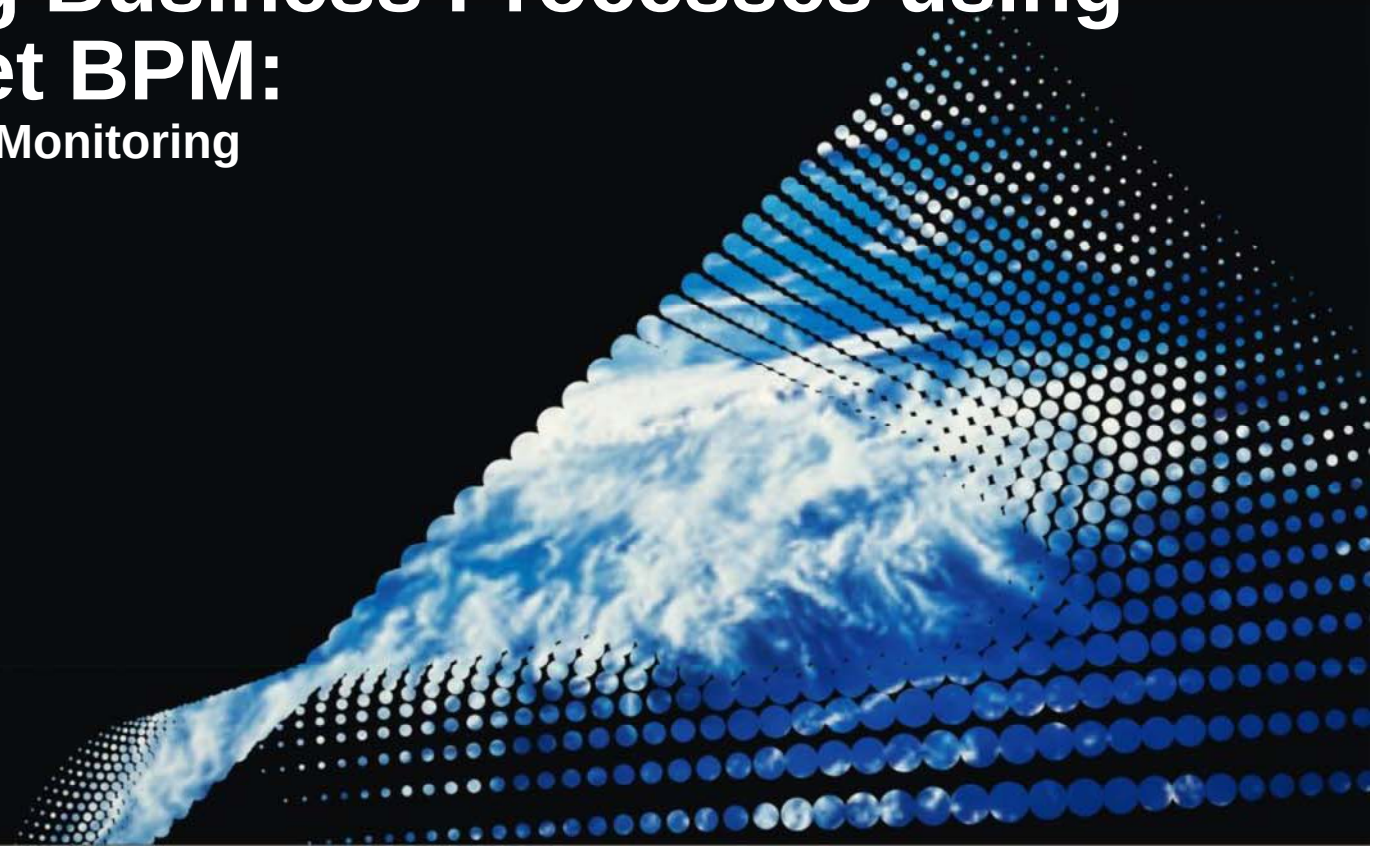


Optimizing Business Processes using IBM FileNet BPM:

Business Activity Monitoring



IBM FileNet Process Analyzer : Business Activity Monitoring

- Visibility into the effectiveness business processes with dashboards
- Tie Process metrics to Key Performance Indicators (KPI)
- Real-time event processing and Alerting
- Flexible data modelling and Temporal processing

- Actuals vs Targets
- Identify bottlenecks
- Process improvements

Sense

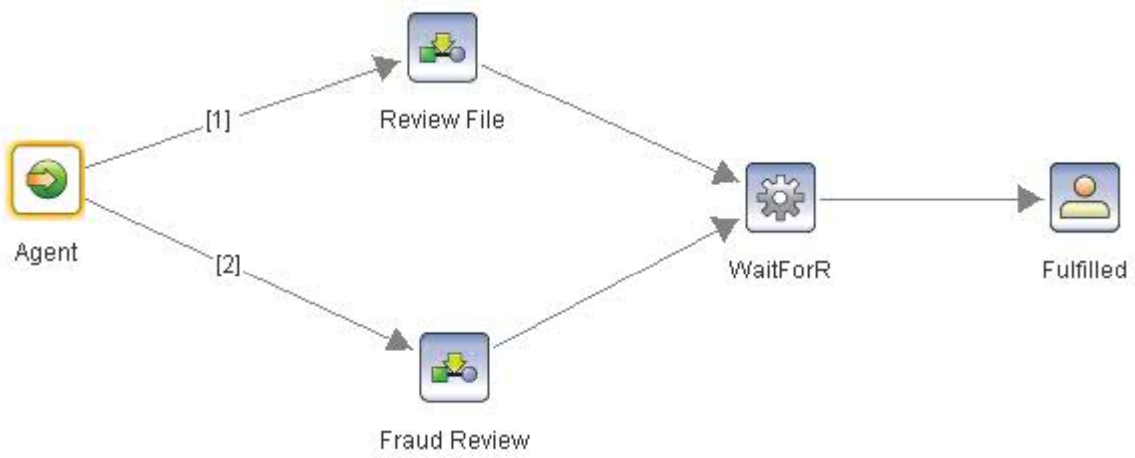
- Process Modification
- Process Simulation
- Continuous Optimization

Correlate

- Professional Reports
- Real-time Dashboards
- Historical Analysis

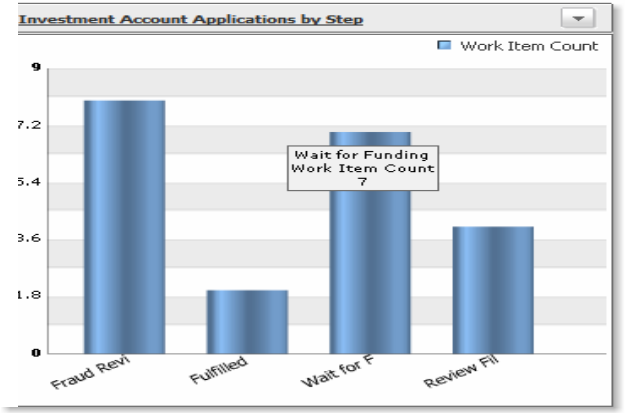
Escalate

IBM FileNet Process Analyzer : BAM (Contd..)



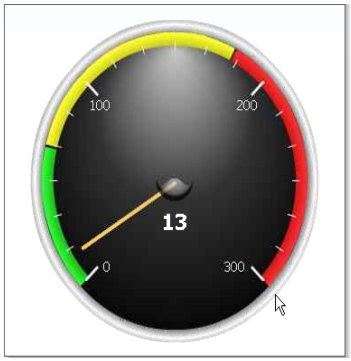
Current Work items:

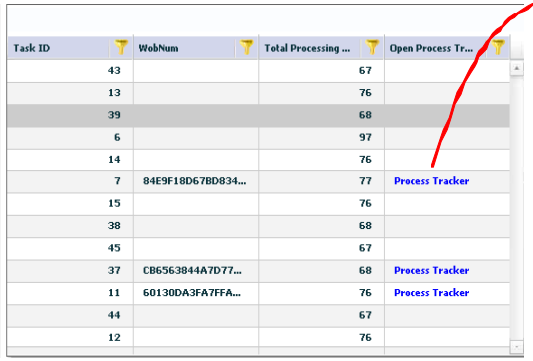
- More than 7 items pending in “Fraud Review”



Threshold:

“Fraud Review” should not take more than a week

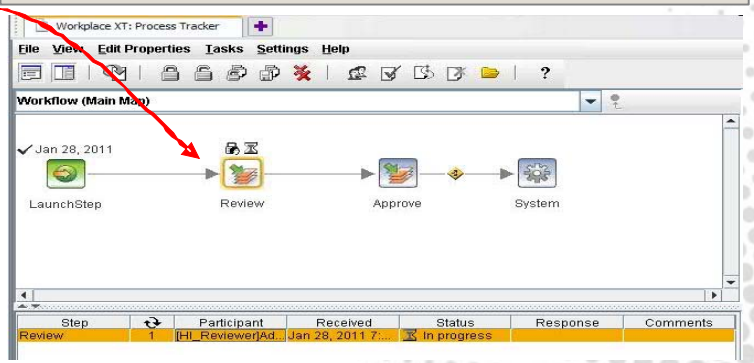




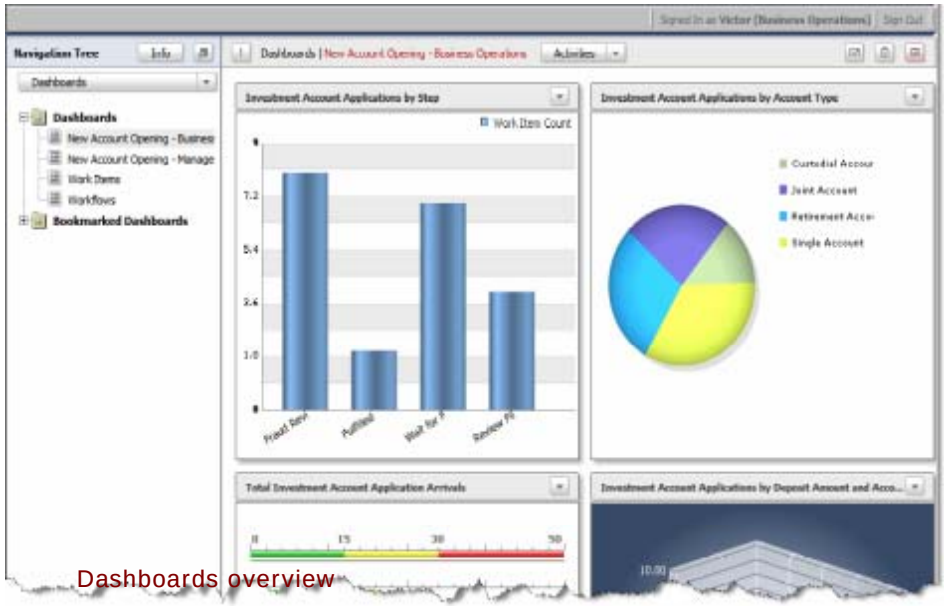
Task ID	WobNum	Total Processing ...	Open Process Tr...
43		67	
13		76	
39		68	
6		97	
14		76	
7	84E9F18D67BD834...	77	Process Tracker
15		76	
38		68	
45		67	
37	CB6563844A7D77...	68	Process Tracker
11	60130DA3FA7FFA...	76	Process Tracker
44		67	
12		76	

Tracking:

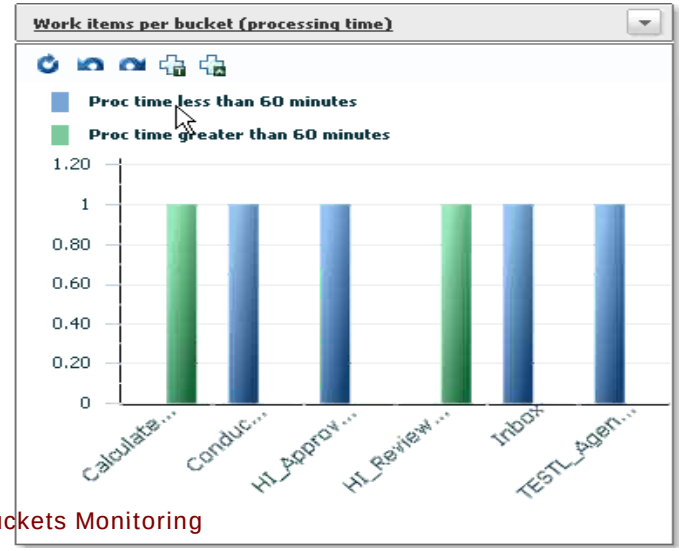
- From Process Tracker identify blocked step in sub-map



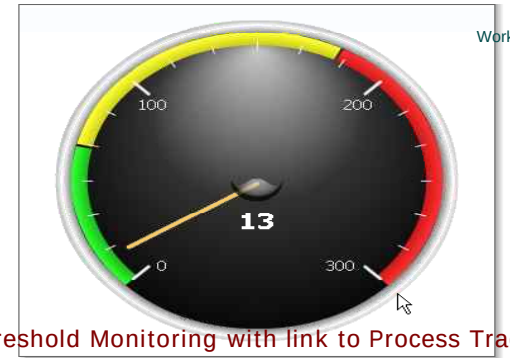
IBM FileNet Process Analyzer : BAM (Contd..)



Dashboards overview



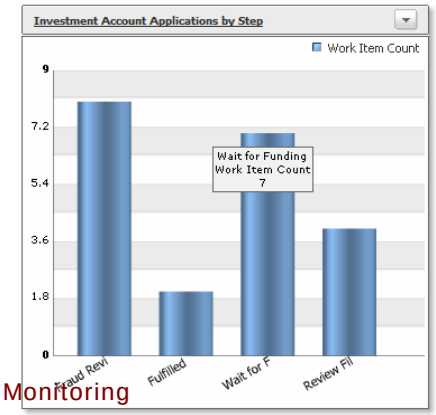
Buckets Monitoring



hreshold Monitoring with link to Process Tracker

Workflow ID

Task ID	WobNum	Total Processing ...	Open Process Tr...
43		67	
13		76	
39		68	
6		97	
14		76	
7	84E9F18D67BD834...	77	Process Tracker
15		76	
38		68	
45		67	
37	CB6563844A7D77...	68	Process Tracker
11	60130DA3FA7FFA...	76	Process Tracker
44		67	
12		76	



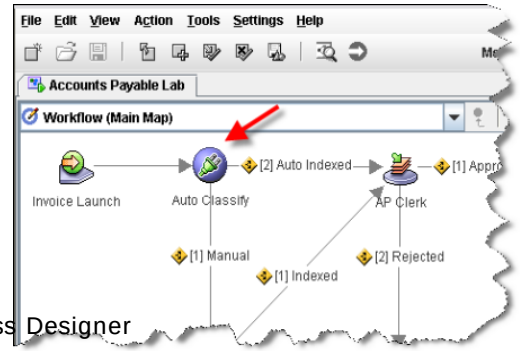
Work items Monitoring

Business Process Optimization

r bottlenecks

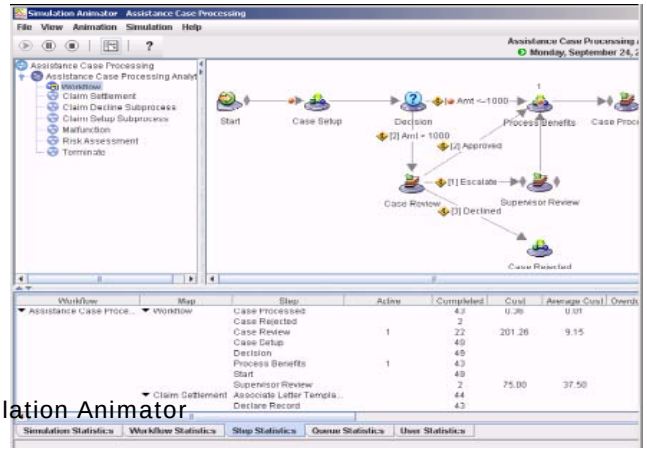
nd Dashboards

Modify process definition



Process Designer

Check correctness using Simulation



Simulation Animator

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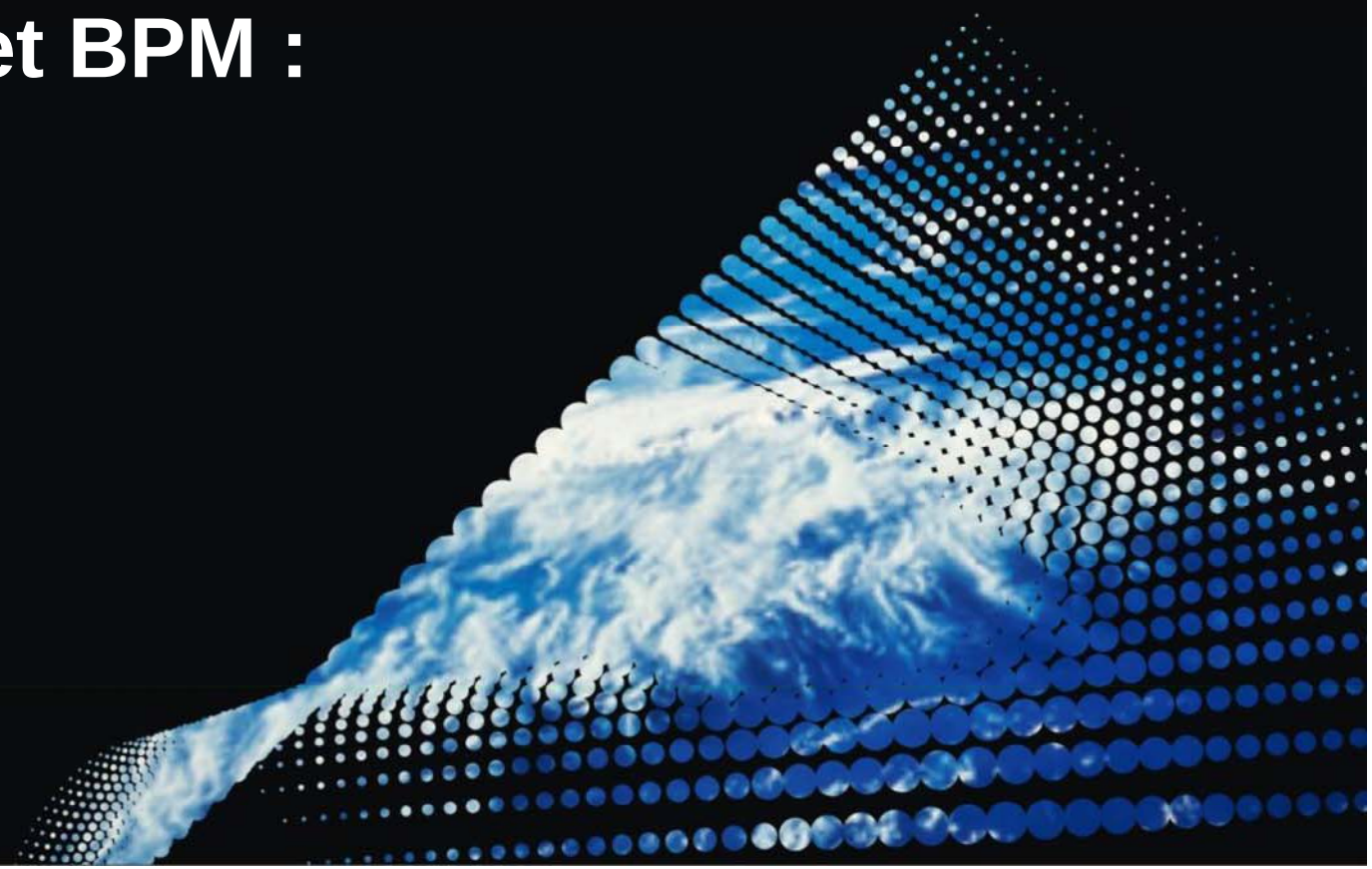
IBM FileNet BPM :

Success Stories



New Jersey Manufacturers Insurance

Business Problem

Smarter Business Outcomes

Actions

National Australia Bank: Develops and assimilates new technologies to meet business objectives

Optimize inefficient processes

Speed up loan origination process

Business Driven Decision:

- To rapidly assess and deploy new technologies
- Eliminate bottlenecks in the bank's loan origination application process by figu

Smarter Business Outcomes:

Able to identify ways to expedite information capture, properly qualify customer
Determined why customers withdraw applications and identify methods for imp
Improved profitability of the bank's loan origination process by reducing the nu

Smart Work:

Create an environment where mistakes could occur without financial conseque

IBM FileNet BPM： Success Stories (Health Care)

- **Gain competitive edge**
- **Increase productivity**
- **Improve quality of service to customers and provides by delivery timely and seamless access to inform**

- **IBM Content Manager, Information Server, and OmniFind Enterprise Edition**
- **P8 Suite which includes the BPM, BPF components, Content Engine, Application Engine, Records Mana**
- **FileNet Image Services: Lotus Forms, Lotus Quickr, Sametime**
- **Scalable enterprise data warehouse with powerful multidimensional analytics**

ent is critical for us and our customers. We see it as a real differentiator in the marketplace. We must have the right information in place for people to be able to mak

Chris Levan, Chief Information Officer, BlueCross BlueShield of Tennessee

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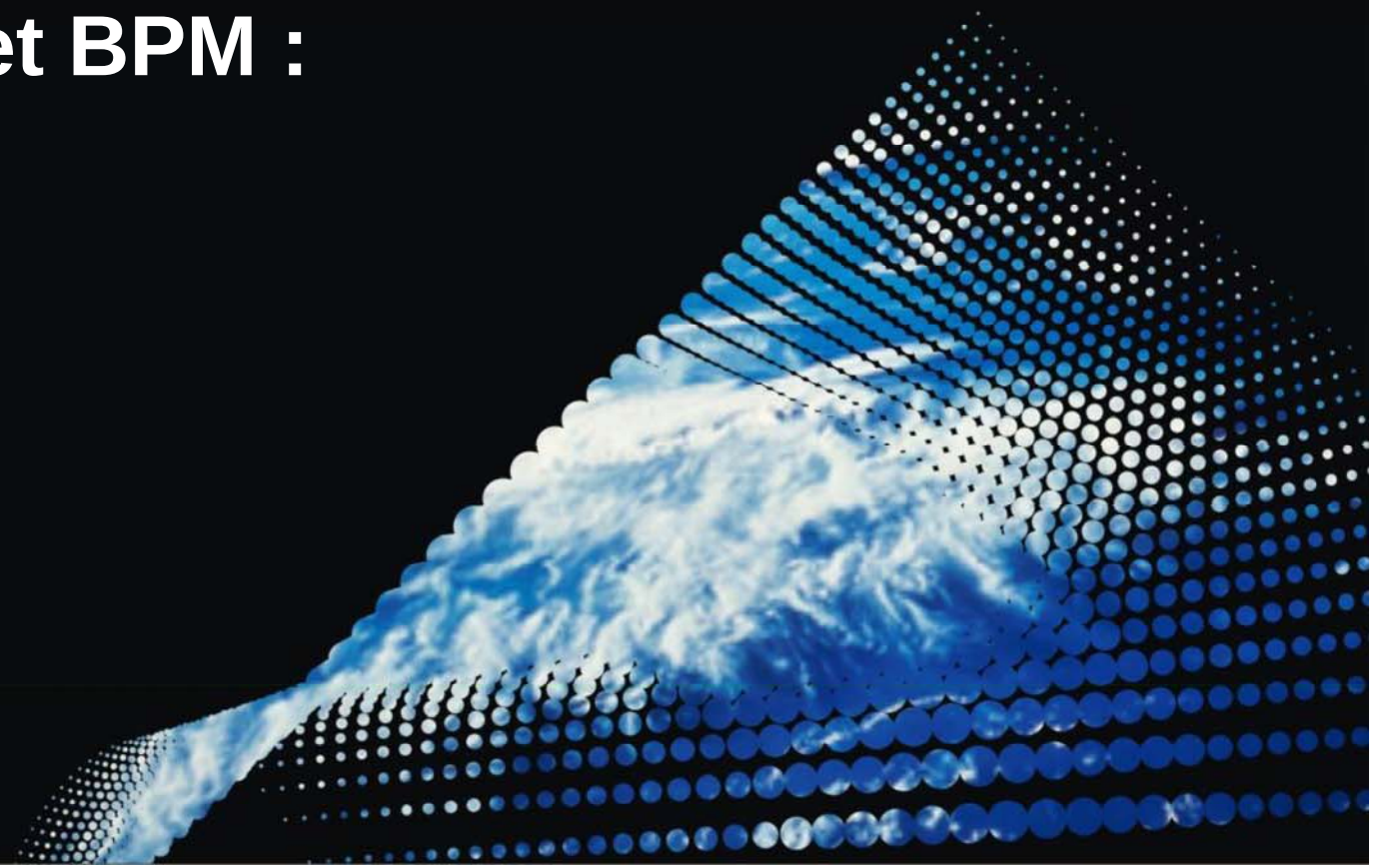
IBM FileNet BPM :

References



Useful Links

-IBM FileNet P8 BPM integration with IBM WebSphere iLOG Jrules:
http://www.ibm.com/developerworks/data/library/techarticle/dm-1004filenetbpmjrules/

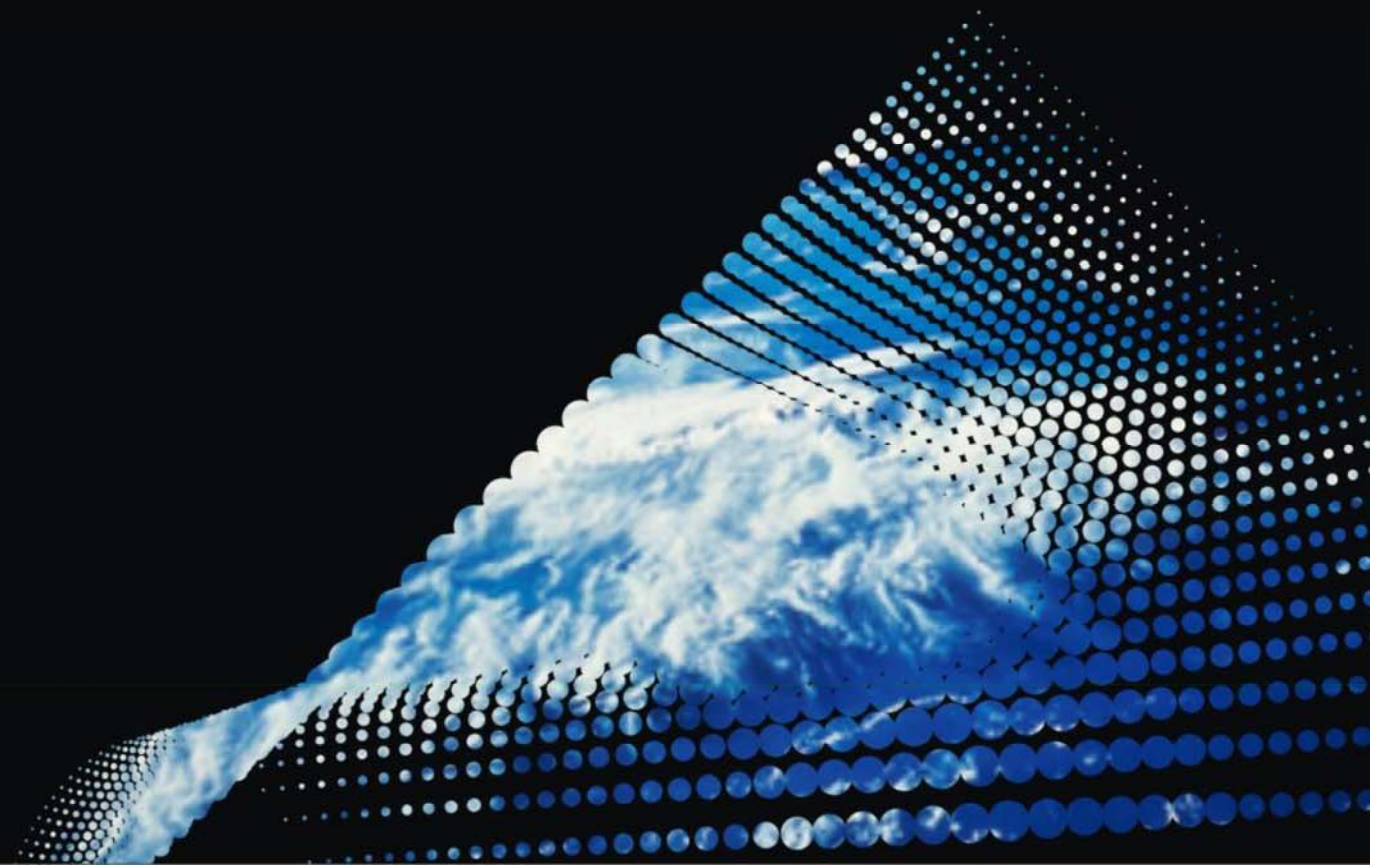
-IBM Advanced Case Management (ACM):
http://www-01.ibm.com/software/data/advanced-case-management/

IBM Software Universe

Smarter Businesses, Smarter Industries.

8th March 2011, Pan Pacific, Dhaka.

THANK YOU



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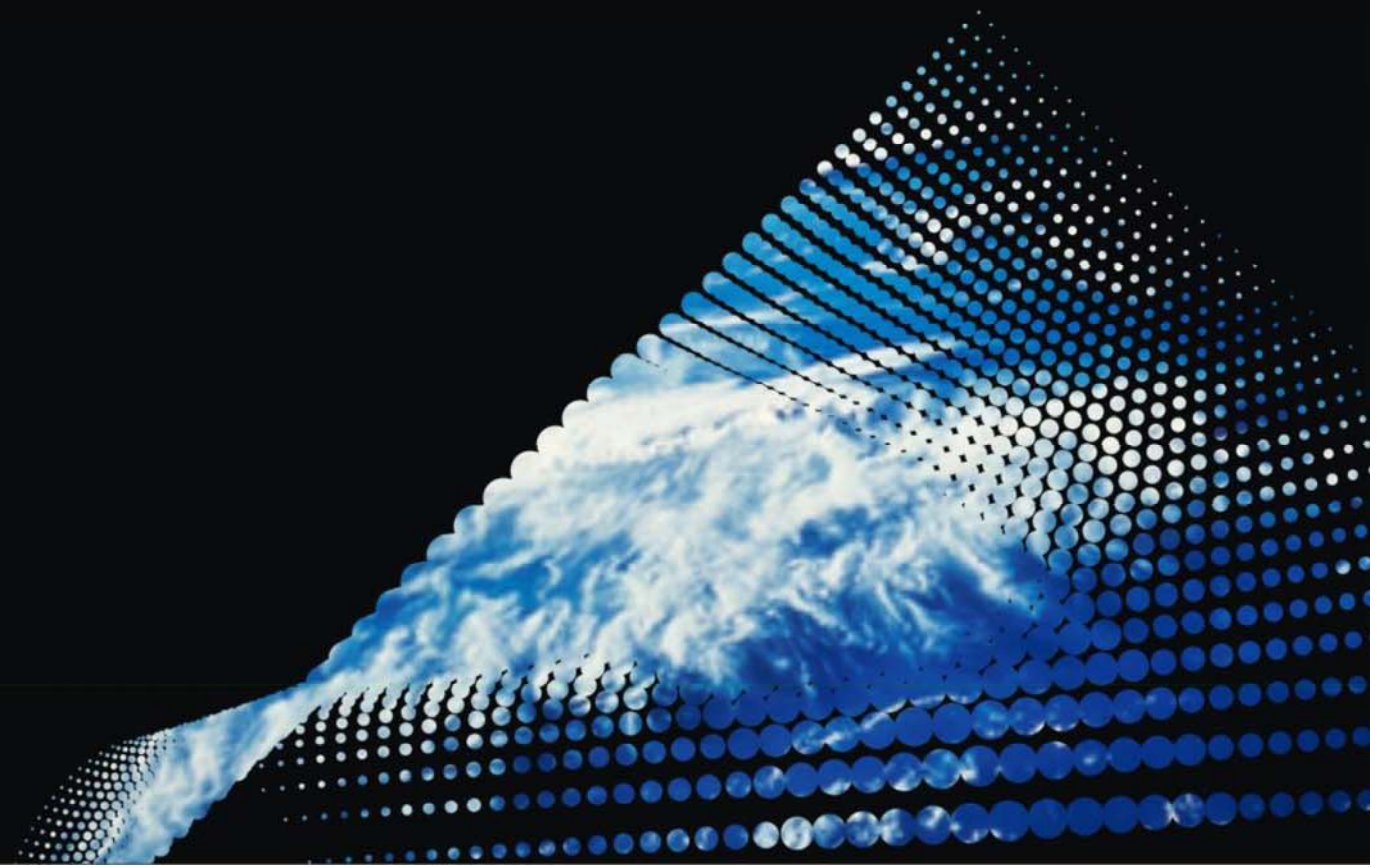
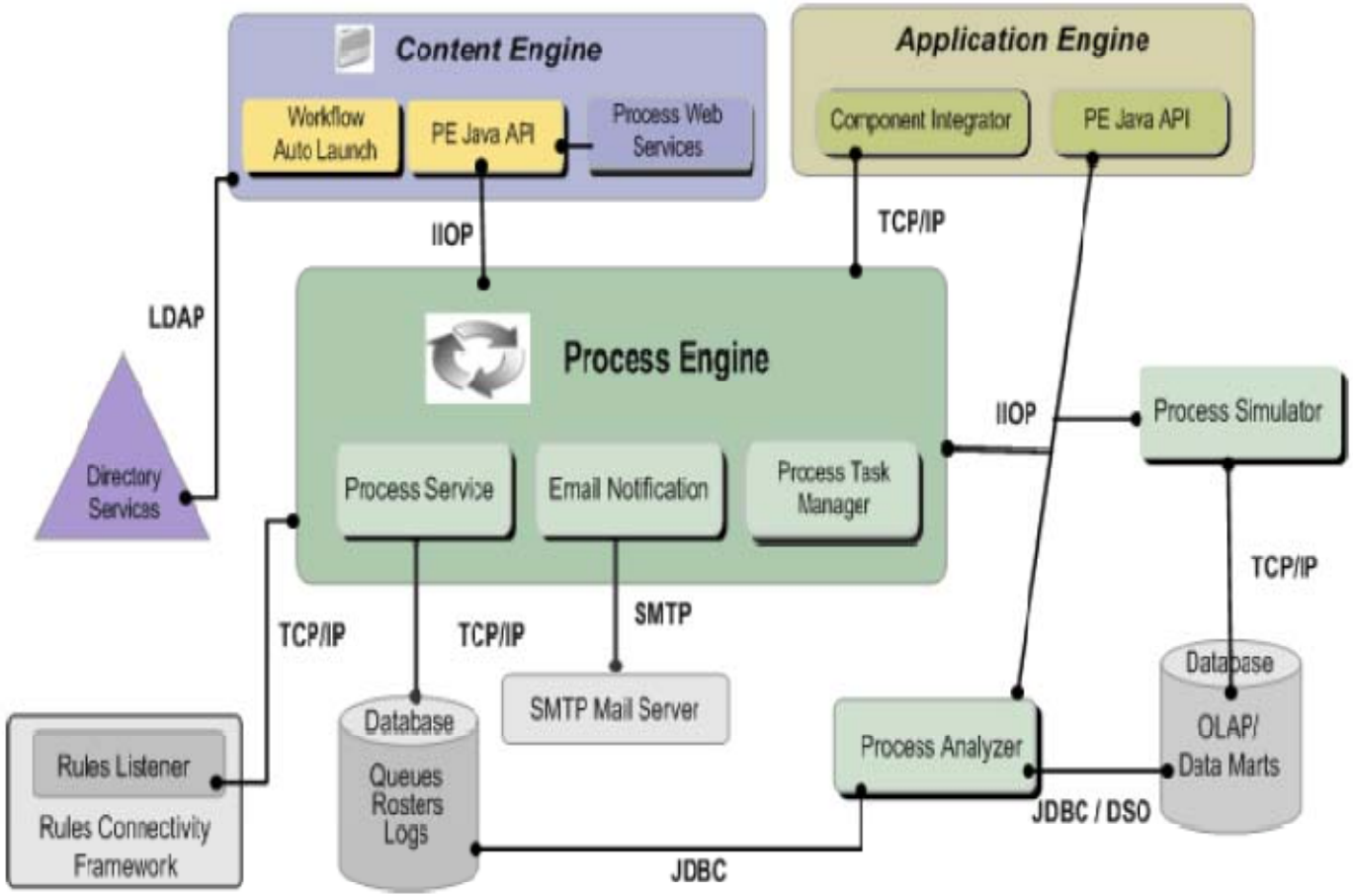
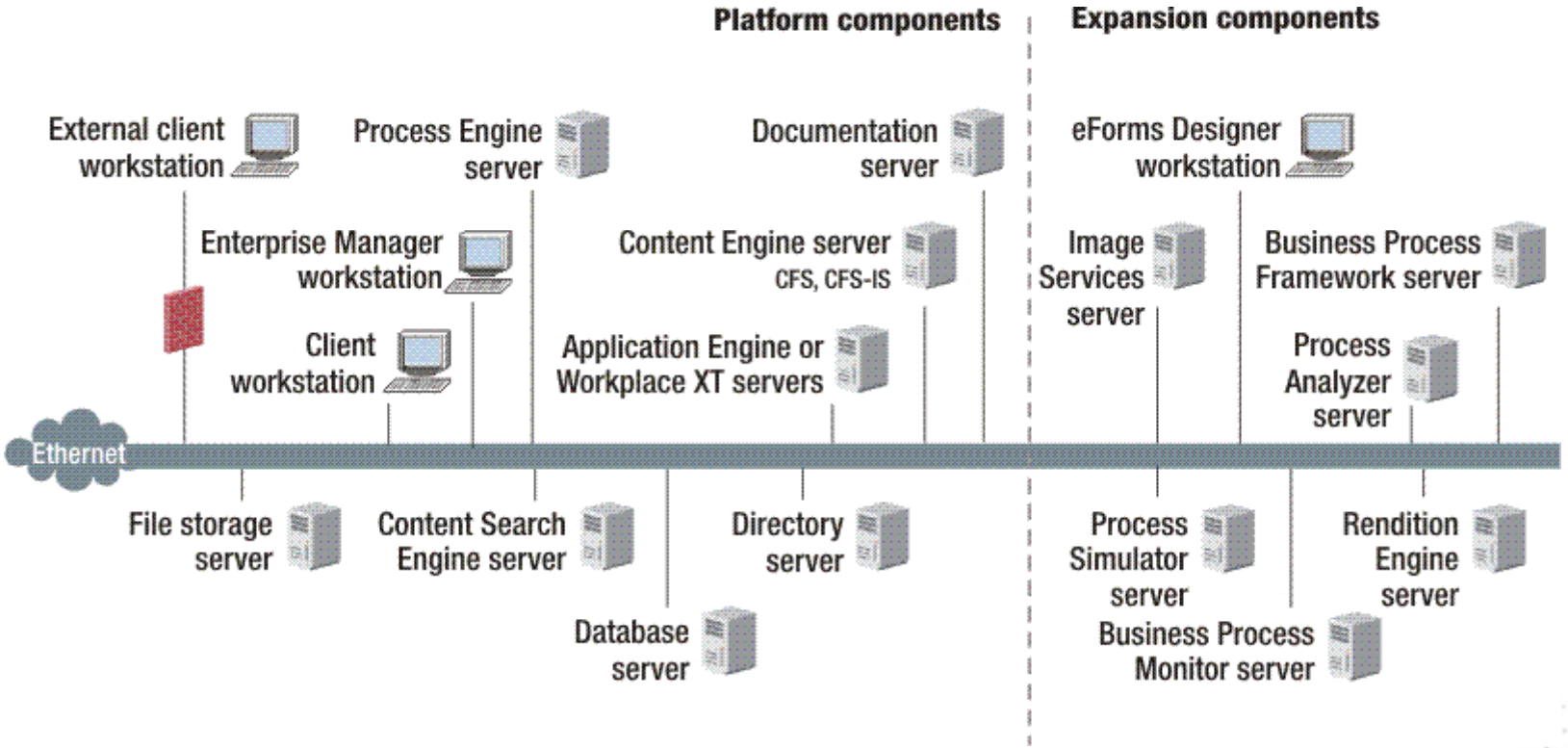
BACKUP



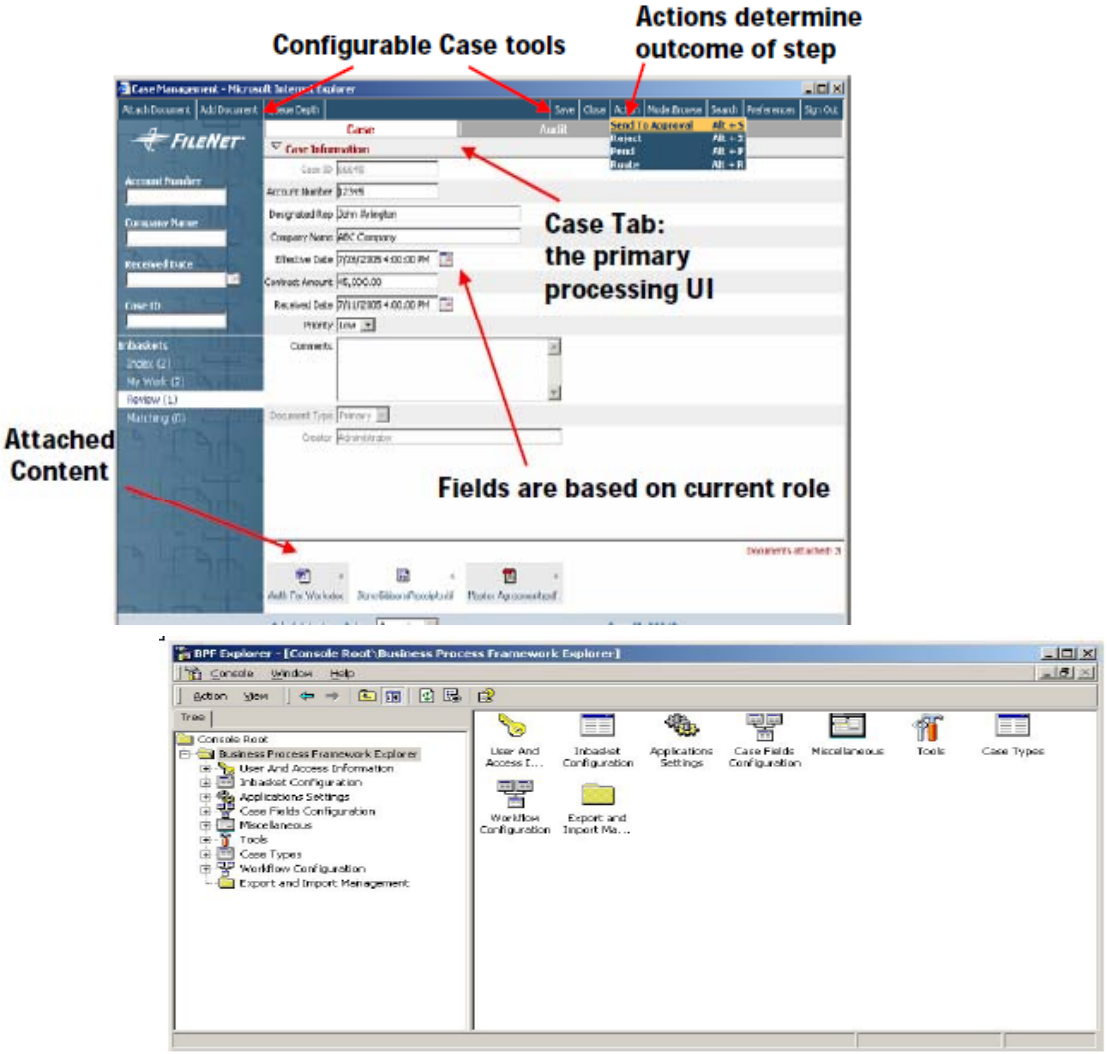
IBM FileNet BPM : Process Engine Architecture

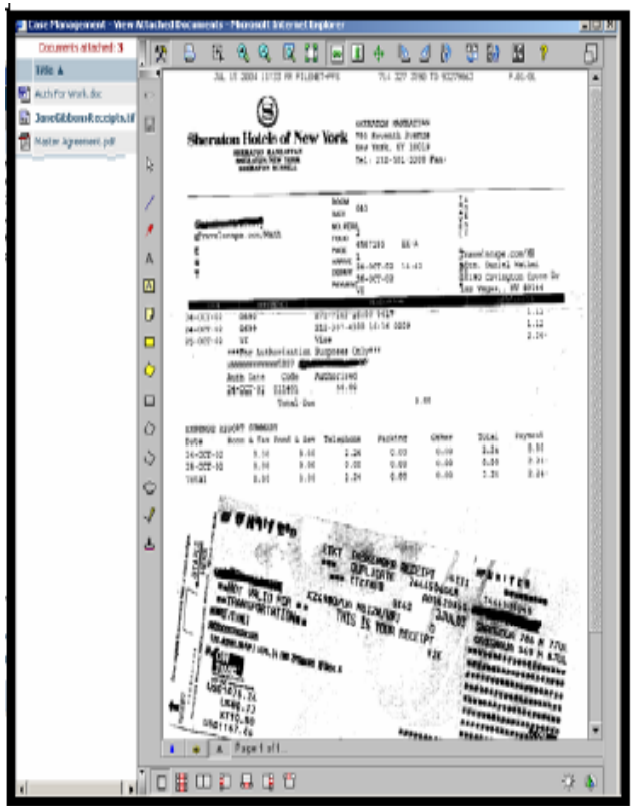


IBM FileNet BPM : P8 Components

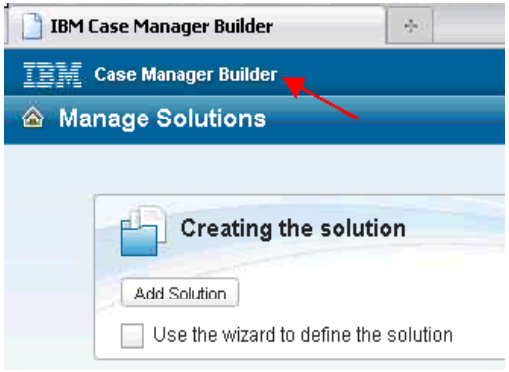


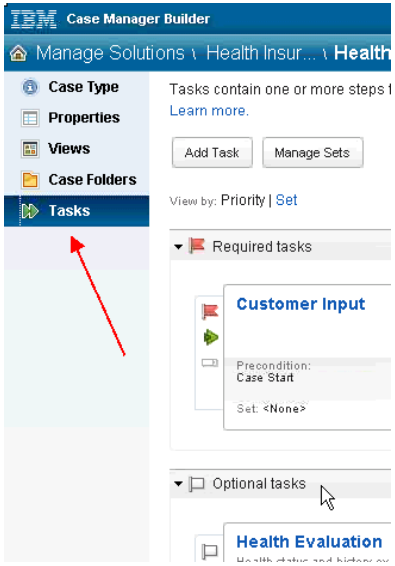
IBM FileNet Business Process Framework (BPF)

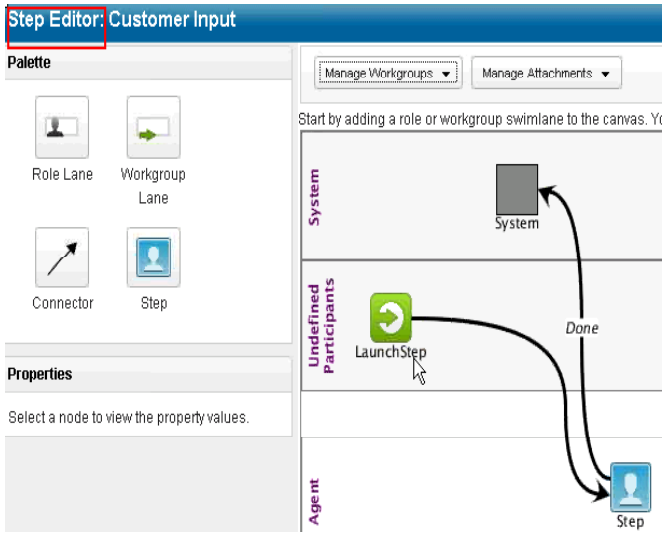


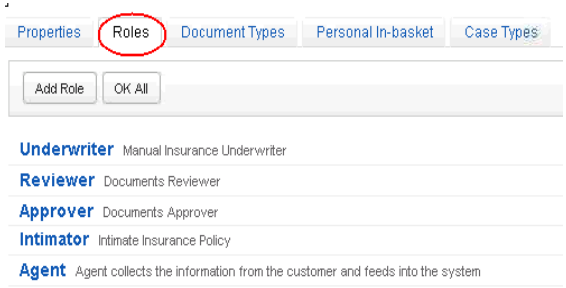


IBM Advanced Case Management (ACM)

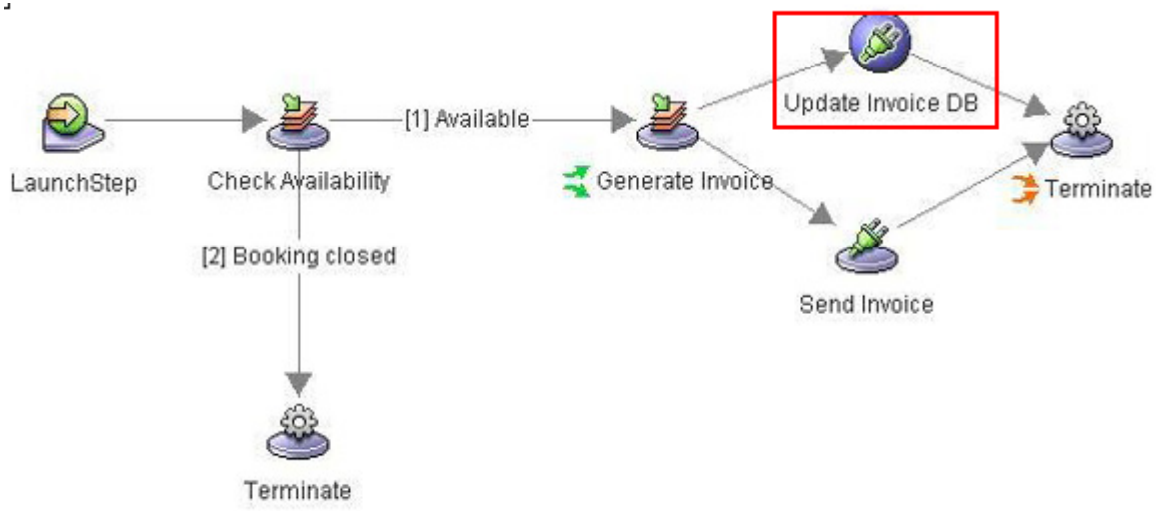






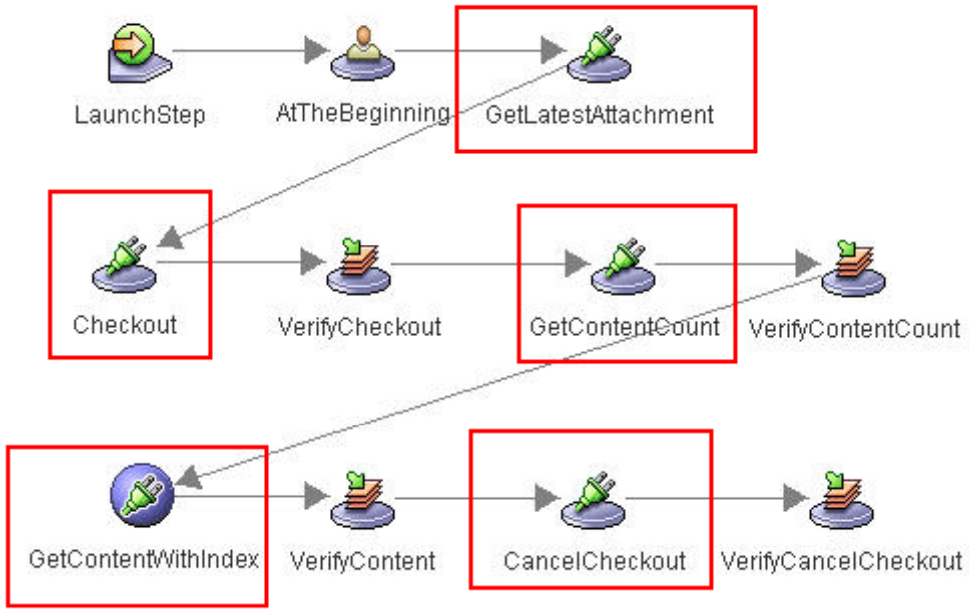


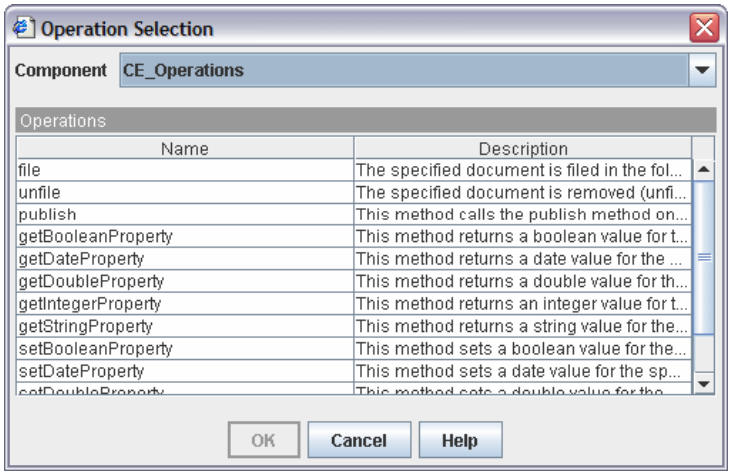
IBM FileNet Process Designer: External Systems Integration – DB Execute



- Used for direct database interaction from a workflow step
- Configured with the Database name and Stored Procedure to execute
- Handles parameter and return values of all datatypes
- Supports SQL, Oracle and DB2

IBM FileNet Process Designer: External Systems Integration – CE_Operations



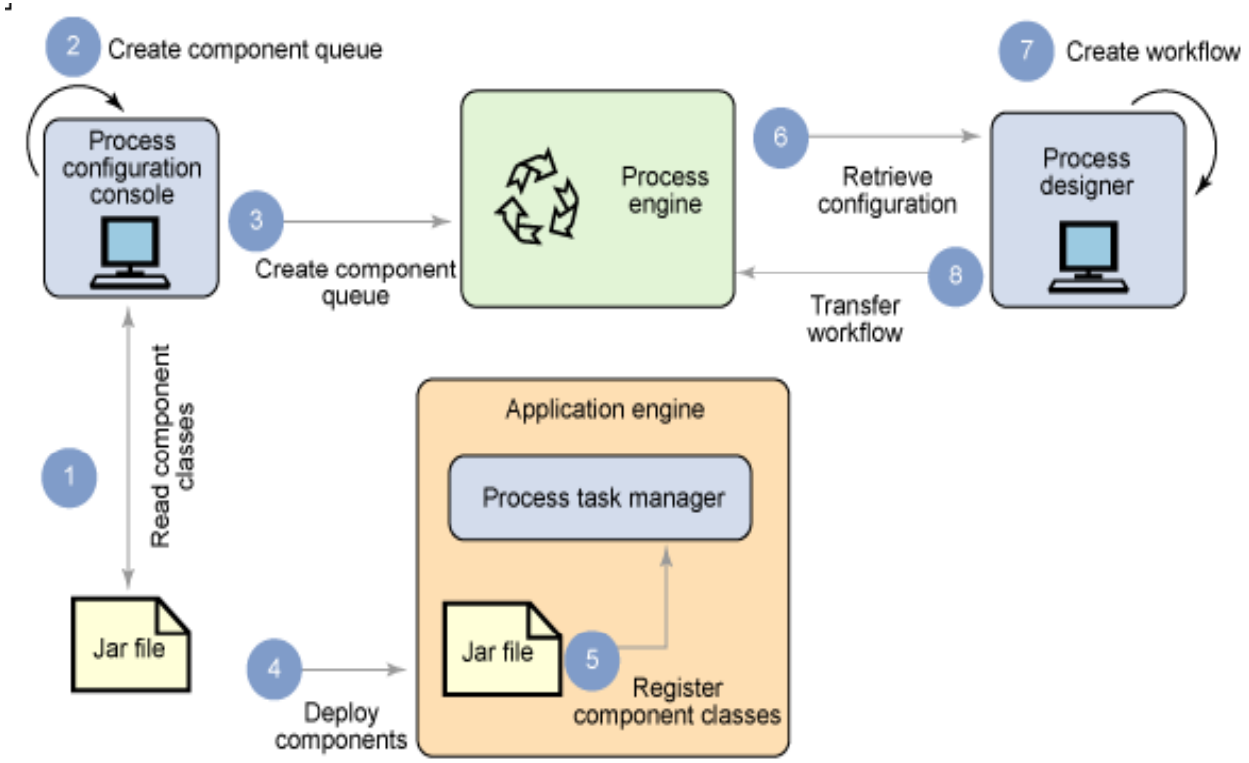
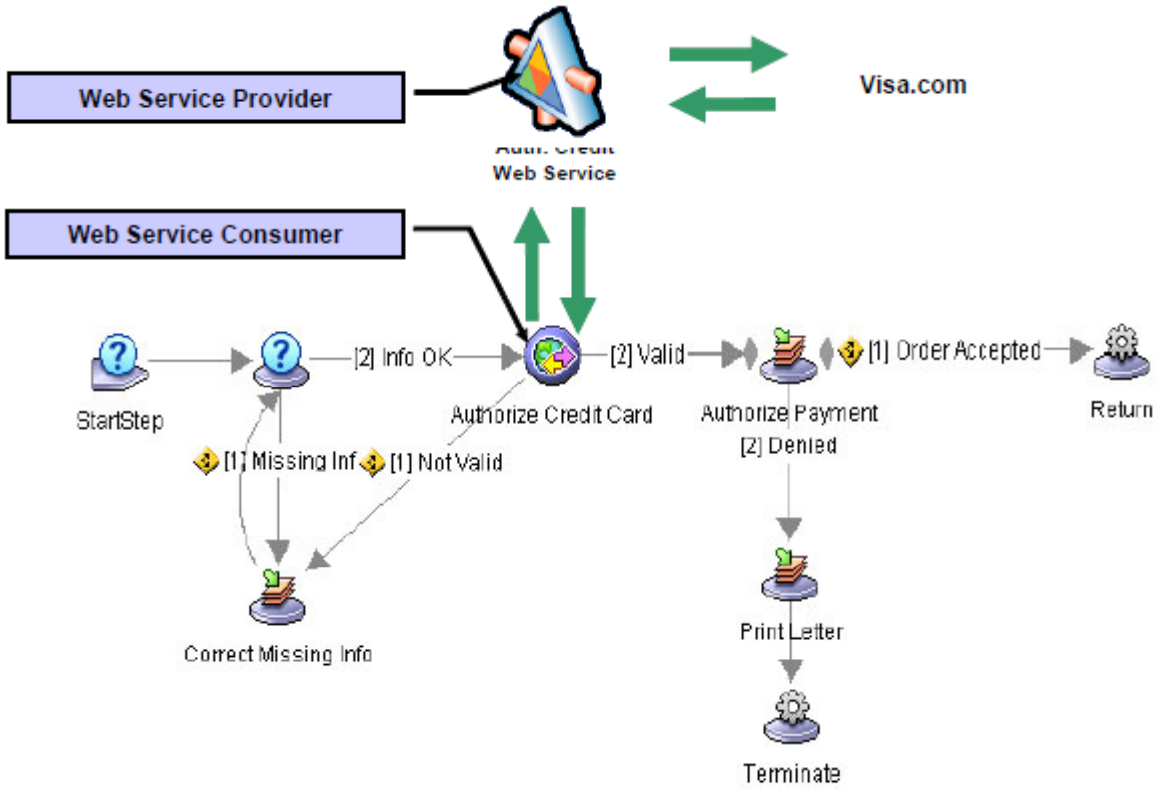


- CE_Operations are implemented using Component Integrator Step
- Basic tool to invoke Content Engine Operations at a workflow step

Examples:
Create CE Object like Document, folder etc
Content Extended Operations like file / unfile documents, get /set document property

IBM FileNet Process Designer: External Systems Integration Component Integrator

Component Integrator for integrating external JAVA / JMS components



IBM FileNet Process Designer: External Systems Integration – WebServices Integration