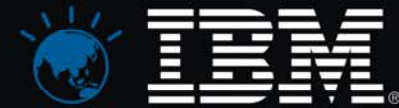




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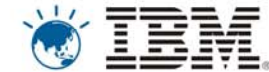
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# Optimizing Business Processes using IBM FileNet BPM

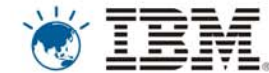
**Srinivas Palaka**

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

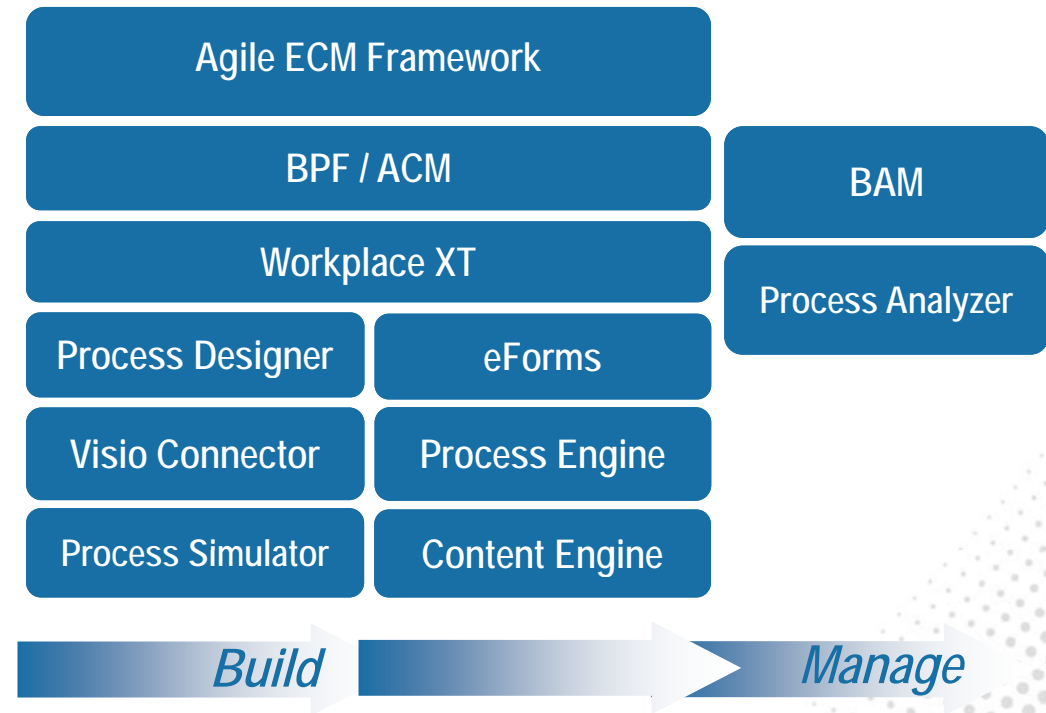
**Simulate** the designed Processes based on real execution data or per assumed scenarios to identify bottlenecks and optimize

**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

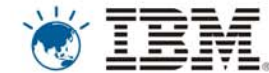
## Advantages for Organizations:

- 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



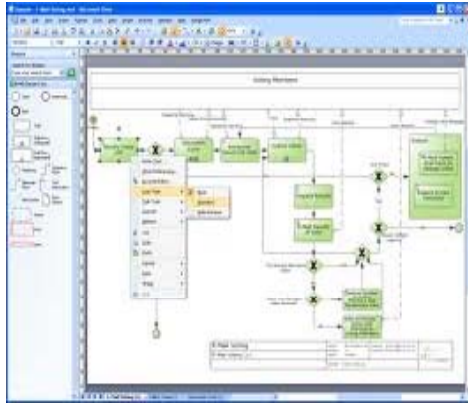
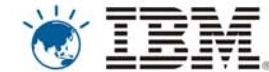
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# Most Common Problems with Business Process Management

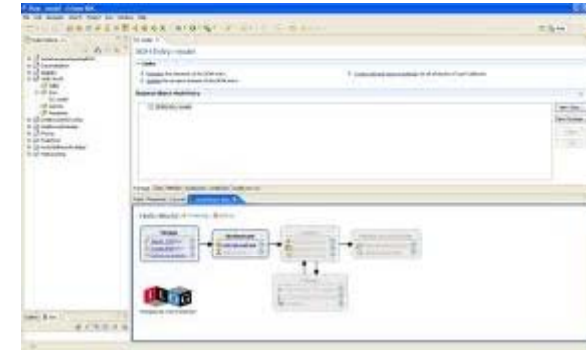
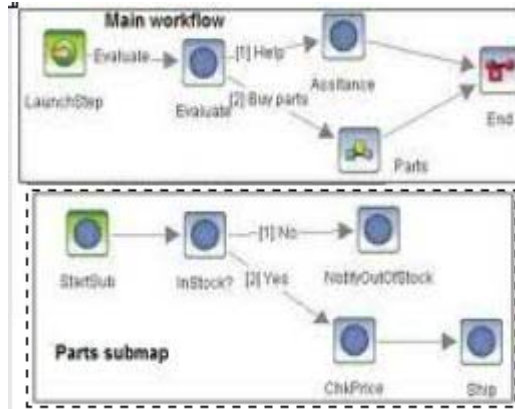


- Cumbersome business processes resulted in Increased cycle times & Lower productivity
- Could not monitor Key Performance Indicators (KPIs ) to take quick decisions
- No capability of mining Intelligent information and Compare historical Throughput with ongoing Productivity numbers
- Hard to change 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

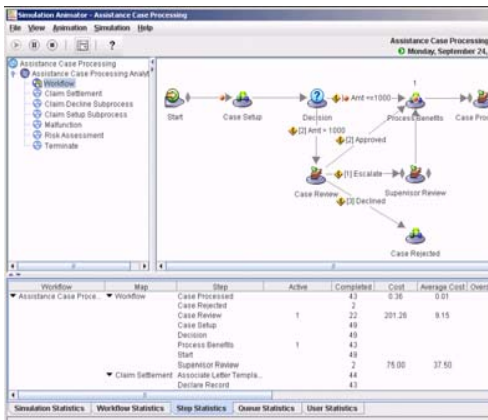
# IBM FileNet BPM Solution



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

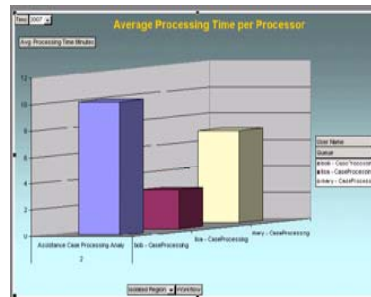


Business Rules Management System (BRMS) integration from within Business Process can effectively handle quick business rule changes



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



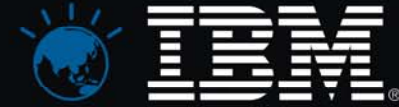
Business Activity Monitoring (BAM) that can monitor KPI's in real time dashboards and send notifications when KPI thresholds are reached for quick decision making

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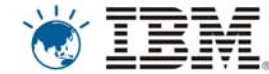


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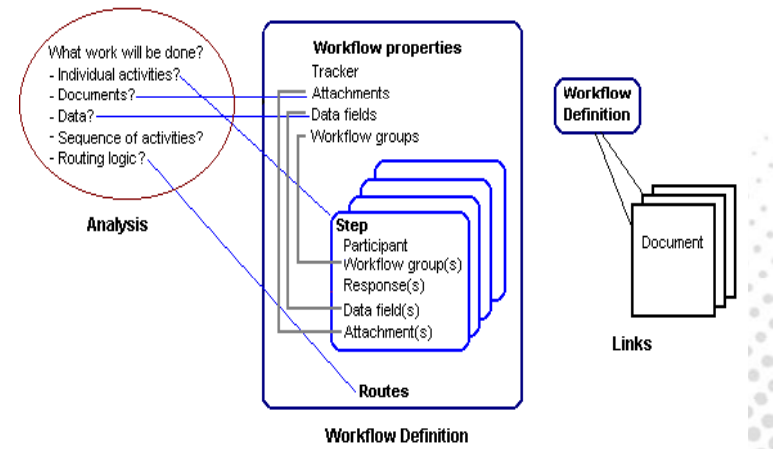
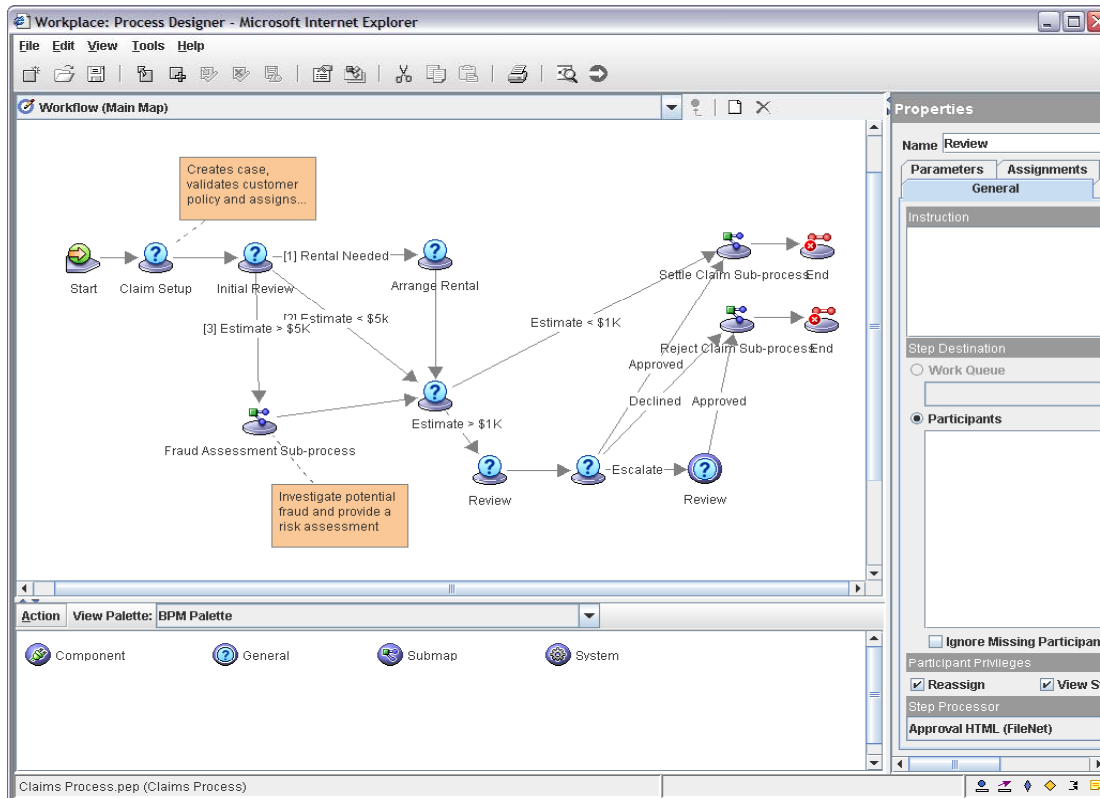


# Optimizing Business Processes using IBM FileNet BPM: Process Modelling & Design



# 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

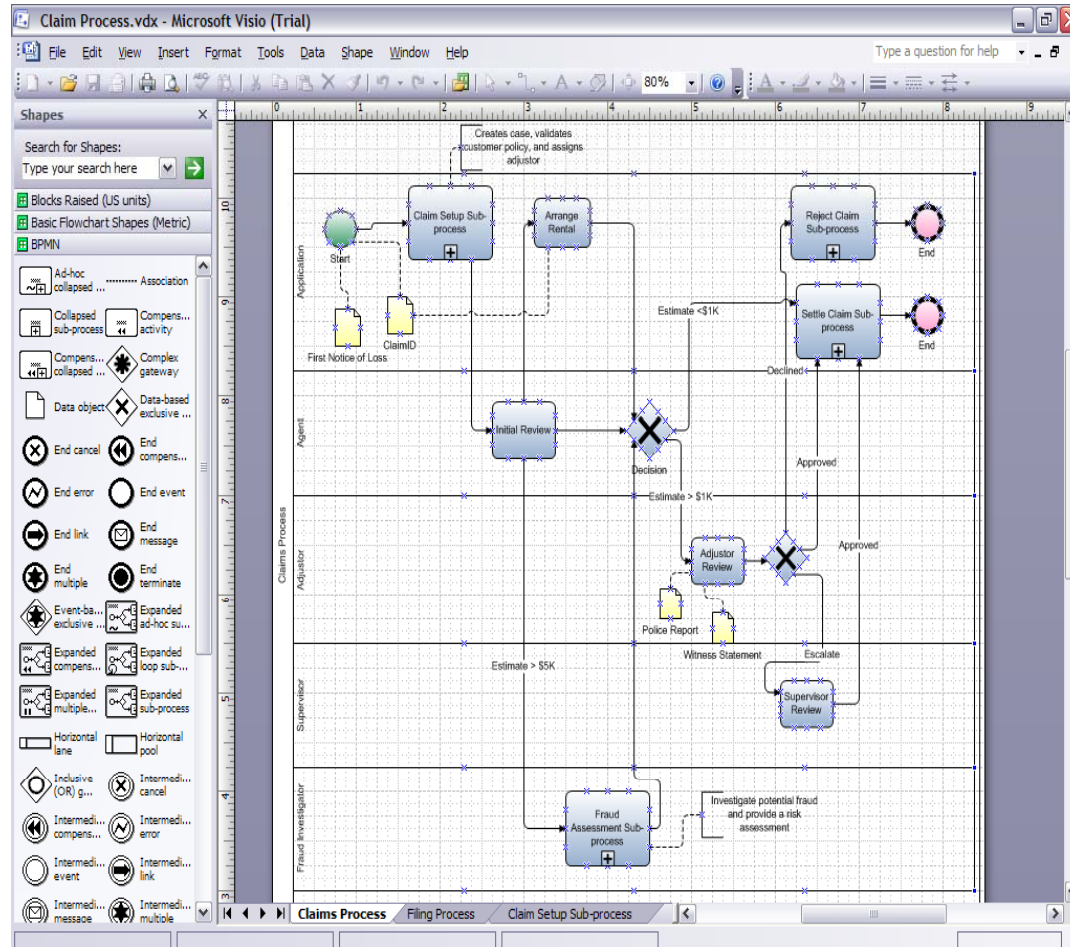
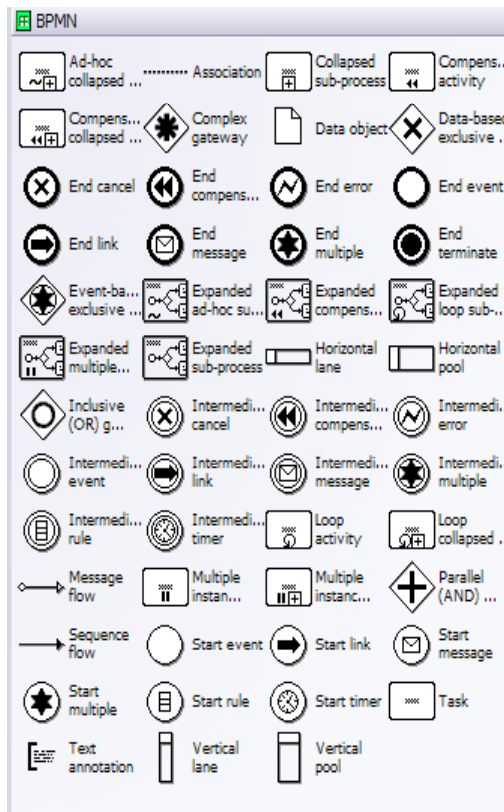


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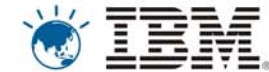


# FileNet Connector For Microsoft Visio

- Business Analysts can use MS Visio to develop business processes
- IBM FileNet Provides BPMN Stencil (.vss) for Visio







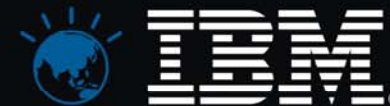
## IBM FileNet Process Designer : External Systems Integration

- 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

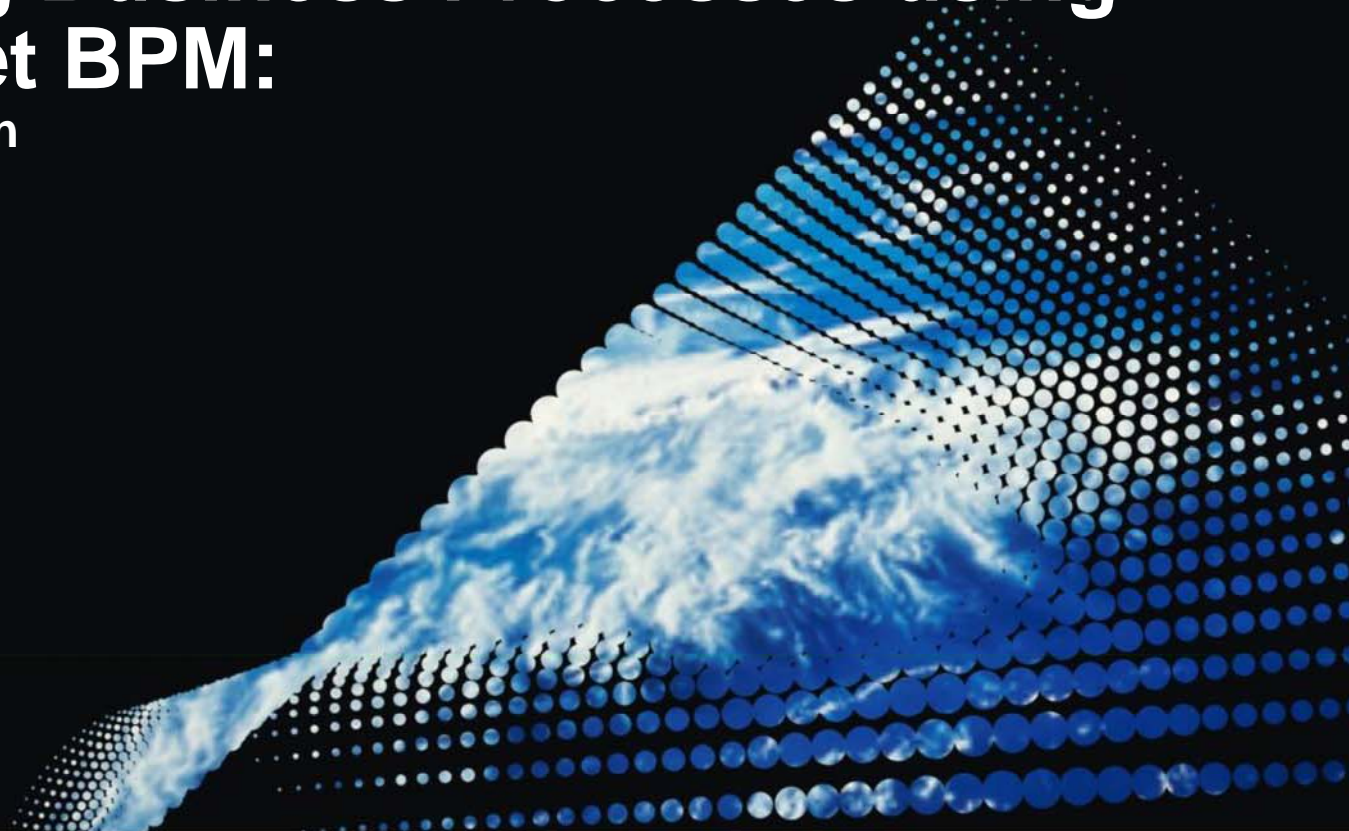


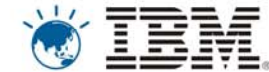
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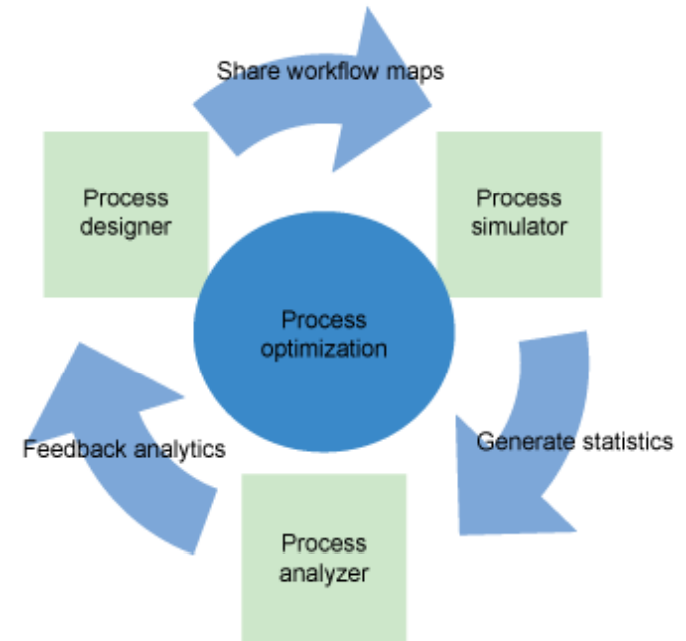
# Optimizing Business Processes using IBM FileNet BPM: Process Simulation



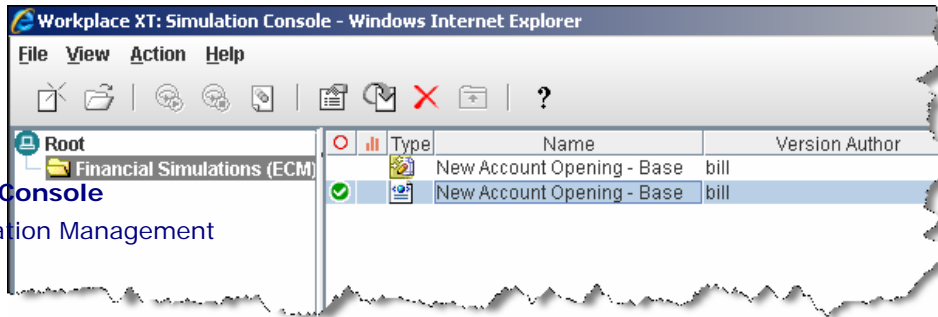


# IBM FileNet Process Simulator

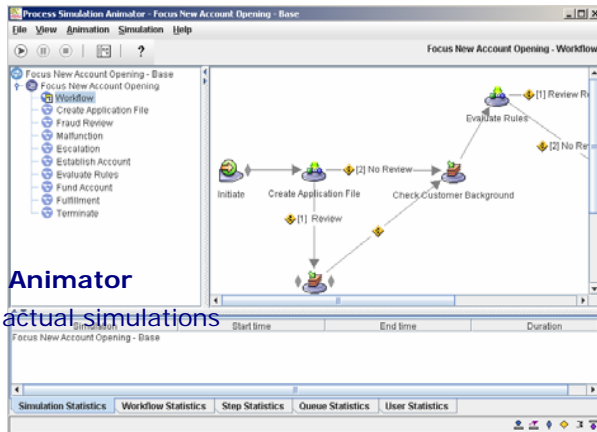
- Simulate business processes under real-world conditions
- What-if analysis of simulation on live or assumed data
- Remove bottlenecks, align resources and reduce overall cost



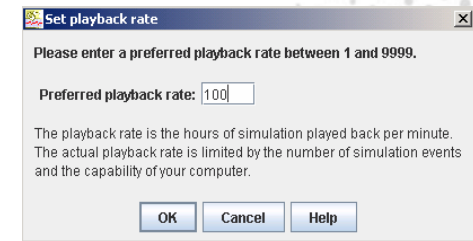
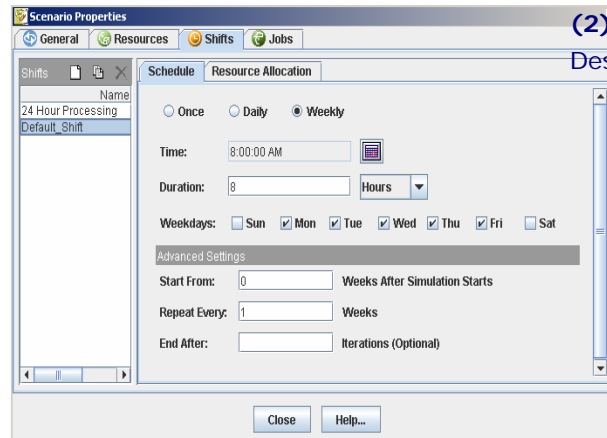
on Console  
Simulation Management



tion Animator  
g of actual simulations



(2) Simulation Designer  
Design real-world scenarios

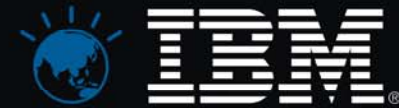


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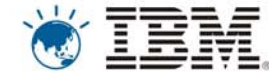


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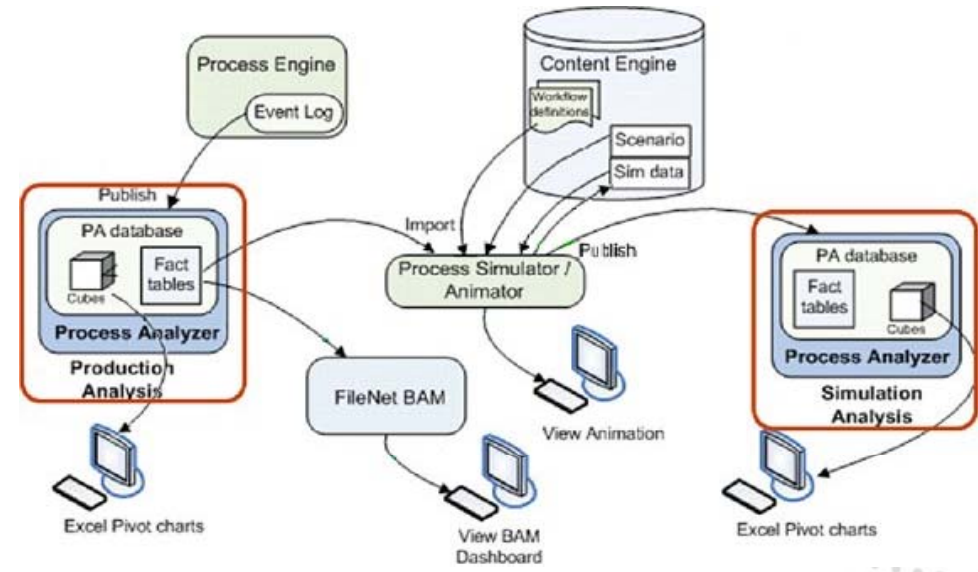
# Optimizing Business Processes using IBM FileNet BPM: Process Analysis



# IBM FileNet Process Analyzer

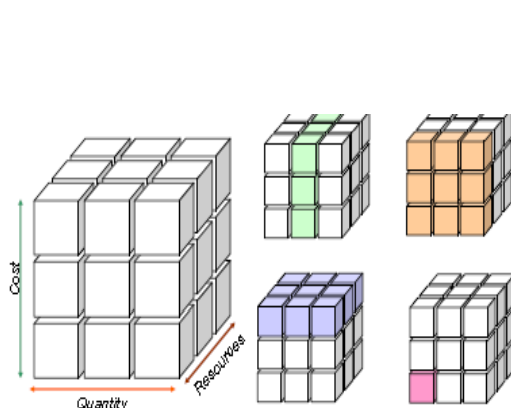
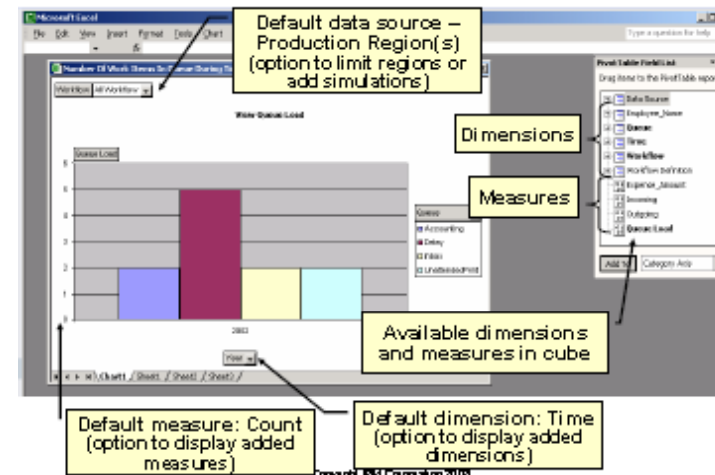
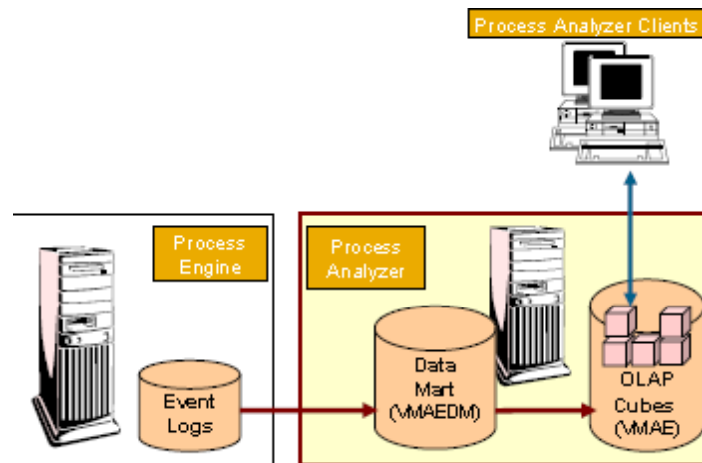
- Gathers intelligence and performance data from crucial business processes
- Provides Drill down, Filtering, Roll-over and Slice & Dice capabilities on data
- Make timely business decision to maximize corporate performance
- Delivers dynamic historical and real-time data for reporting and monitoring

- 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..)



2001	Queue Load	Incoming	Outgoing
Process Refund	1	9	8
Process Order	8	24	16

2002	Queue Load	Incoming	Outgoing
Process Refund	1	9	8
Process Order	8	24	16

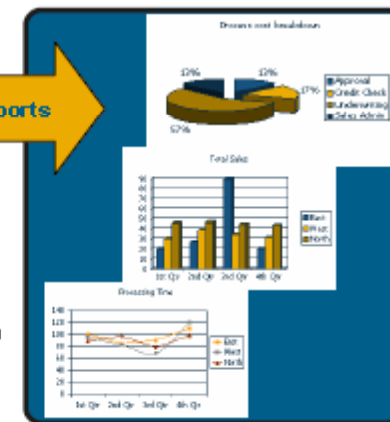
  

2001	Queue Load
Process Refund	1
Process Order	8

Data Cube



Reports



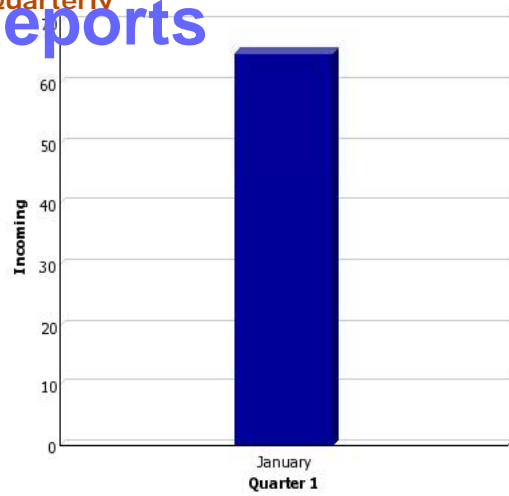
- **Support for any OLAP-capable reporting tool**
  - Example: Microsoft Excel PivotTables and PivotCharts
  - Low total cost of ownership
  - Tailored views and drill down
- **Built-in and custom reports**
  - For real time, historical and simulated data

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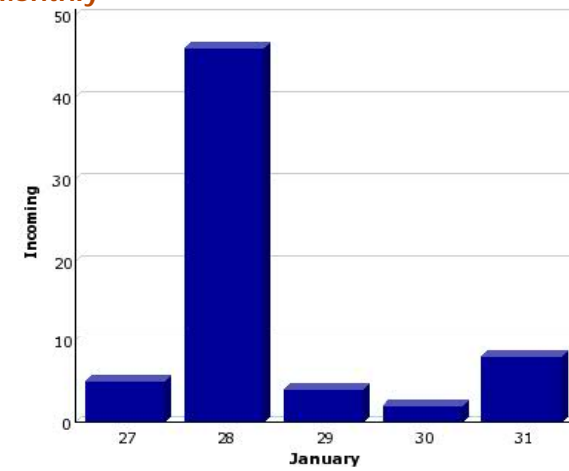
# IBM FileNet Process Analyzer : Drill-down



## Quarterly Reports



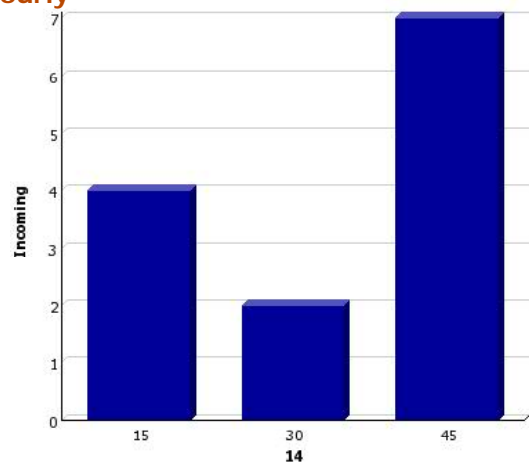
## Monthly



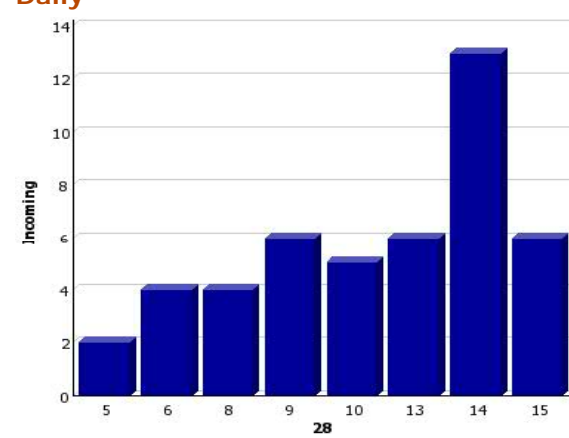
Drill-down



## Hourly



## Daily

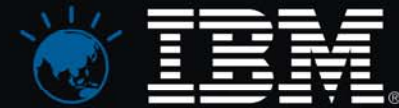


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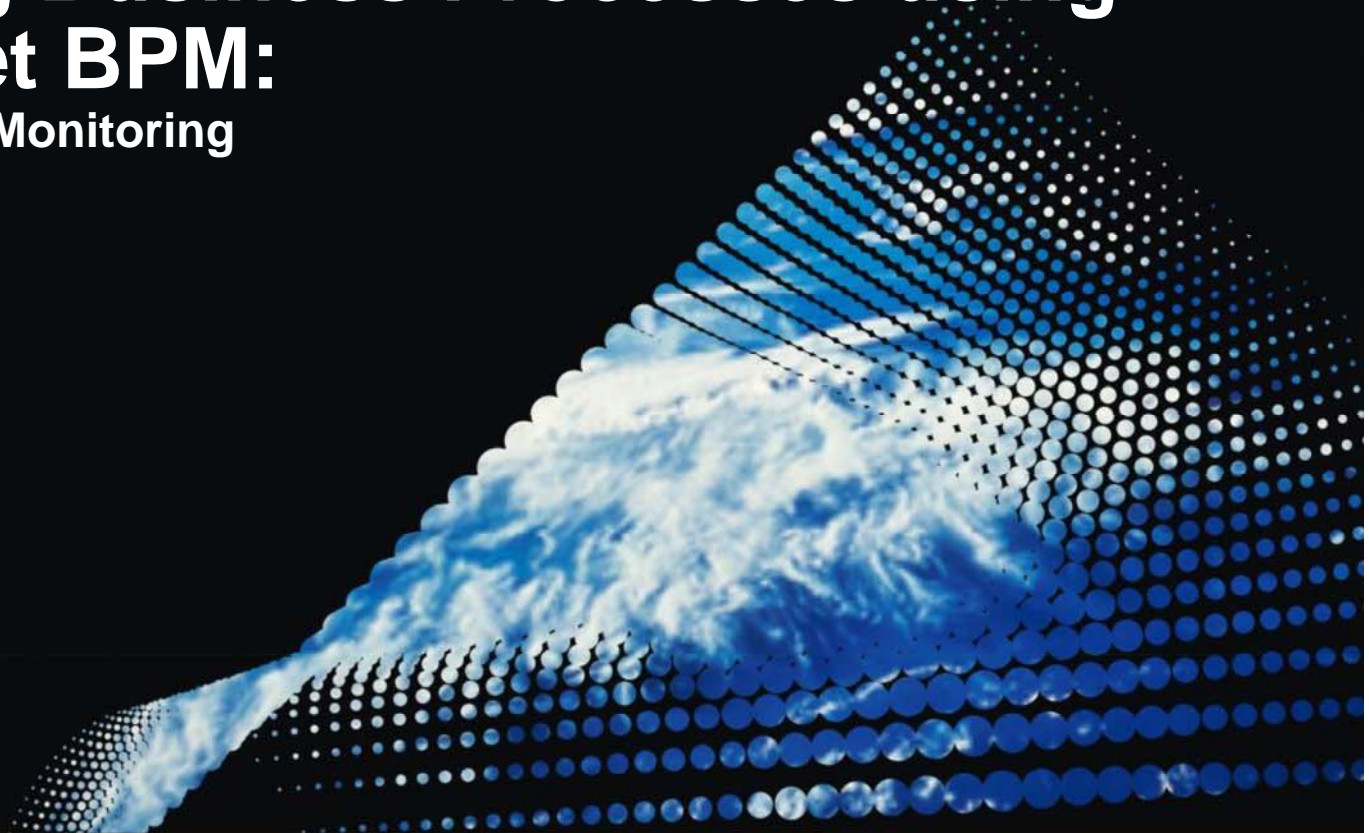


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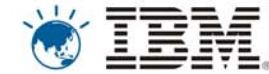
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# Optimizing Business Processes using IBM FileNet BPM: Business Activity Monitoring







# 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**

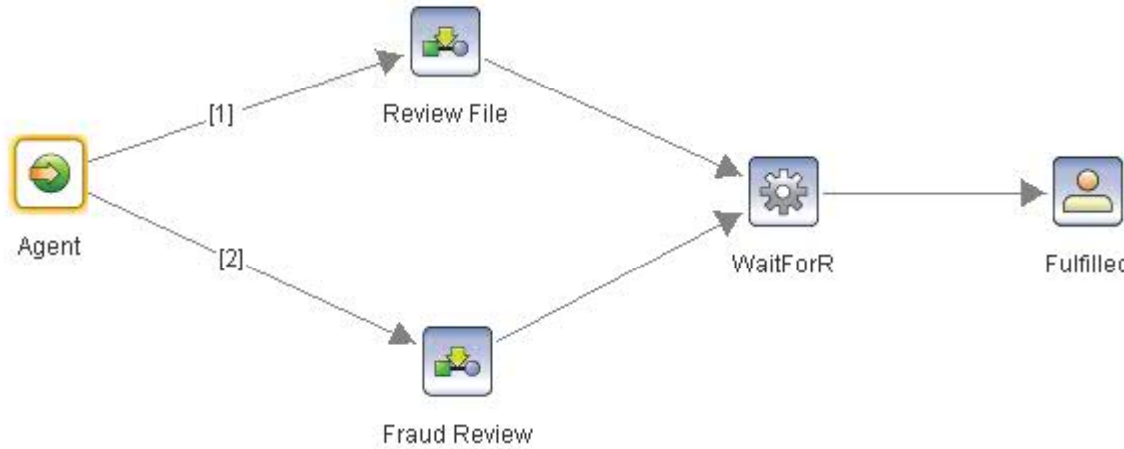
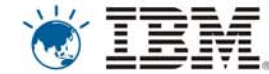
- Process Modification
- Process Simulation
- Continuous Optimization

**Correlate**

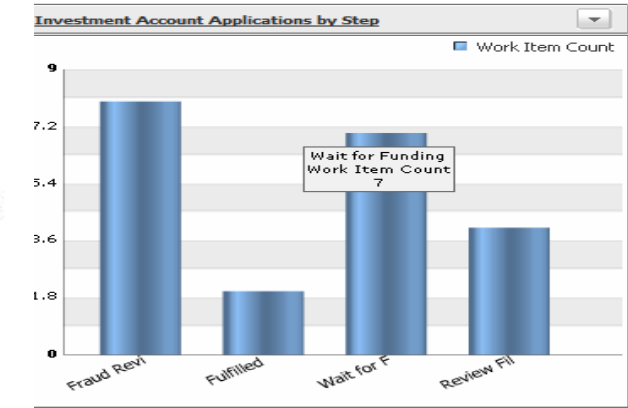
- Professional Reports
- Real-time Dashboards
- Historical Analysis

**Escalate**

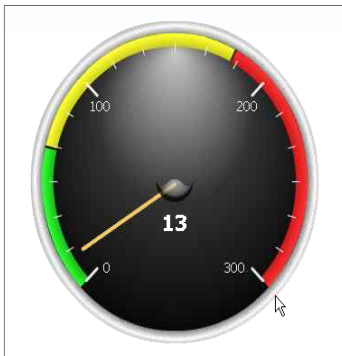
# IBM FileNet Process Analyzer : BAM (Contd..)



**Current Work items:**  
 > More than 7 items pending in "Fraud Review"

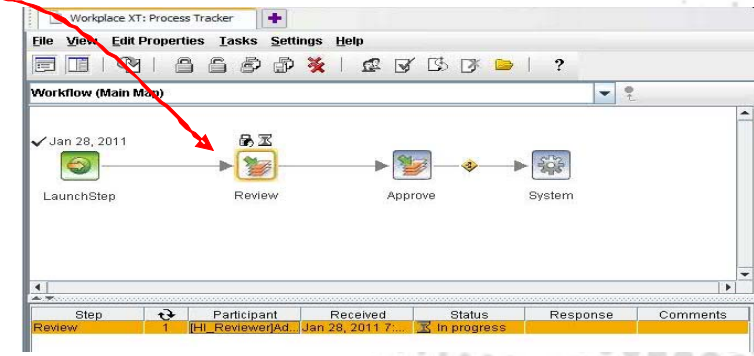


**Threshold:**  
 "Fraud Review" should not take more than a week

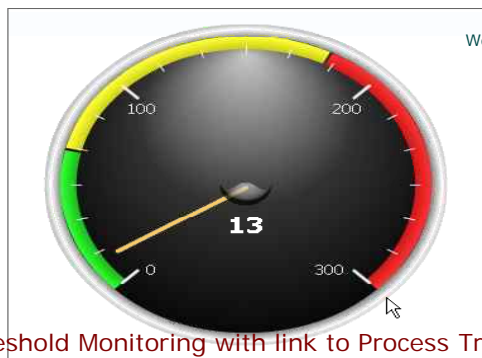
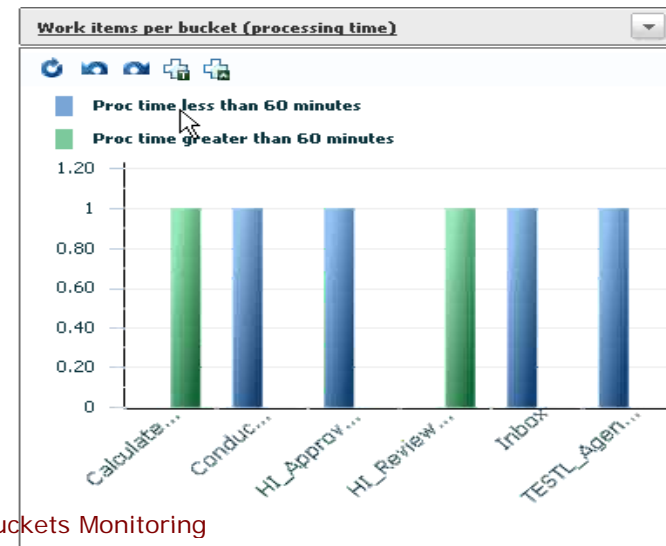
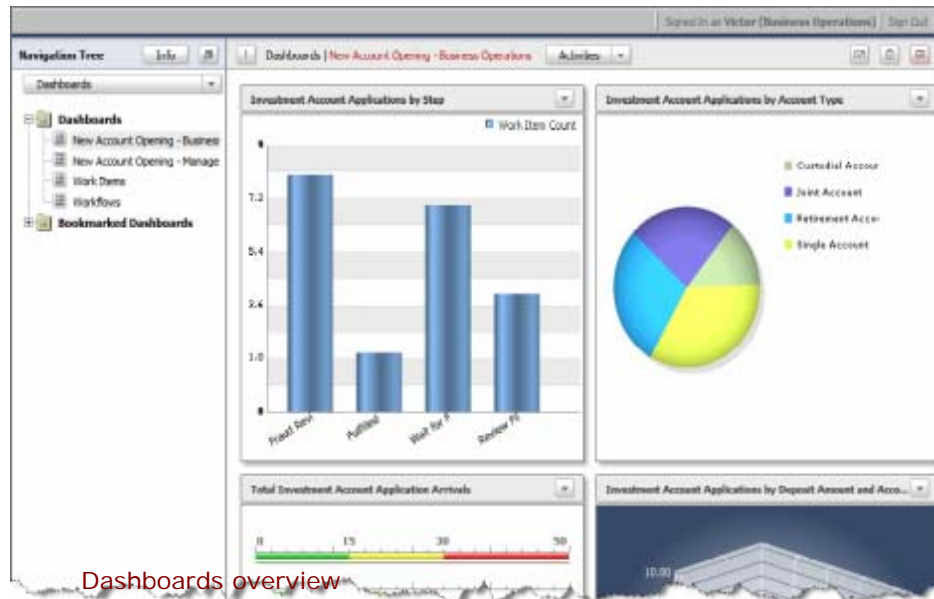
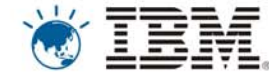


Task ID	WobNum	Total Processing ...	Open Process Tr...
43			67
13			76
39			68
6			97
14			76
7	84E9F18D67BD834...		77 Process Tracker
15			76
38			68
45			67
37	CB563844A7D77...		68 Process Tracker
11	60130DA3FA7FFA...		76 Process Tracker
44			67
12			76

**Tracking:**  
 > From Process Tracker identify blocked step in sub-map

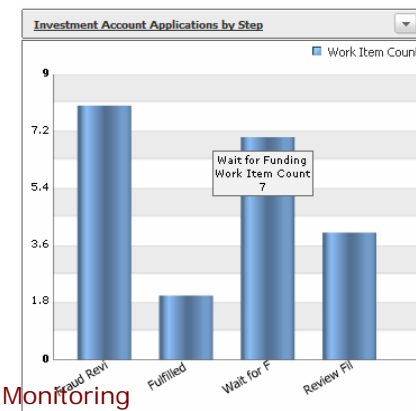


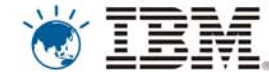
# IBM FileNet Process Analyzer : BAM (Contd..)



Threshold 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	





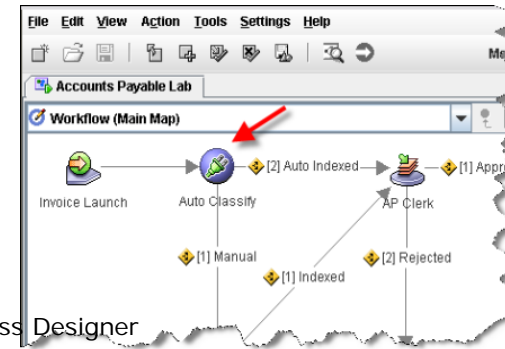
# Business Process Optimization

/ bottlenecks

Modify process definition

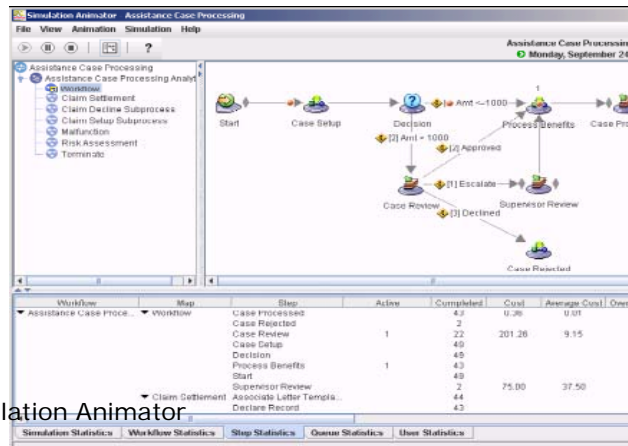


and Dashboards



Process Designer

Check correctness using Simulation



Simulation Animator



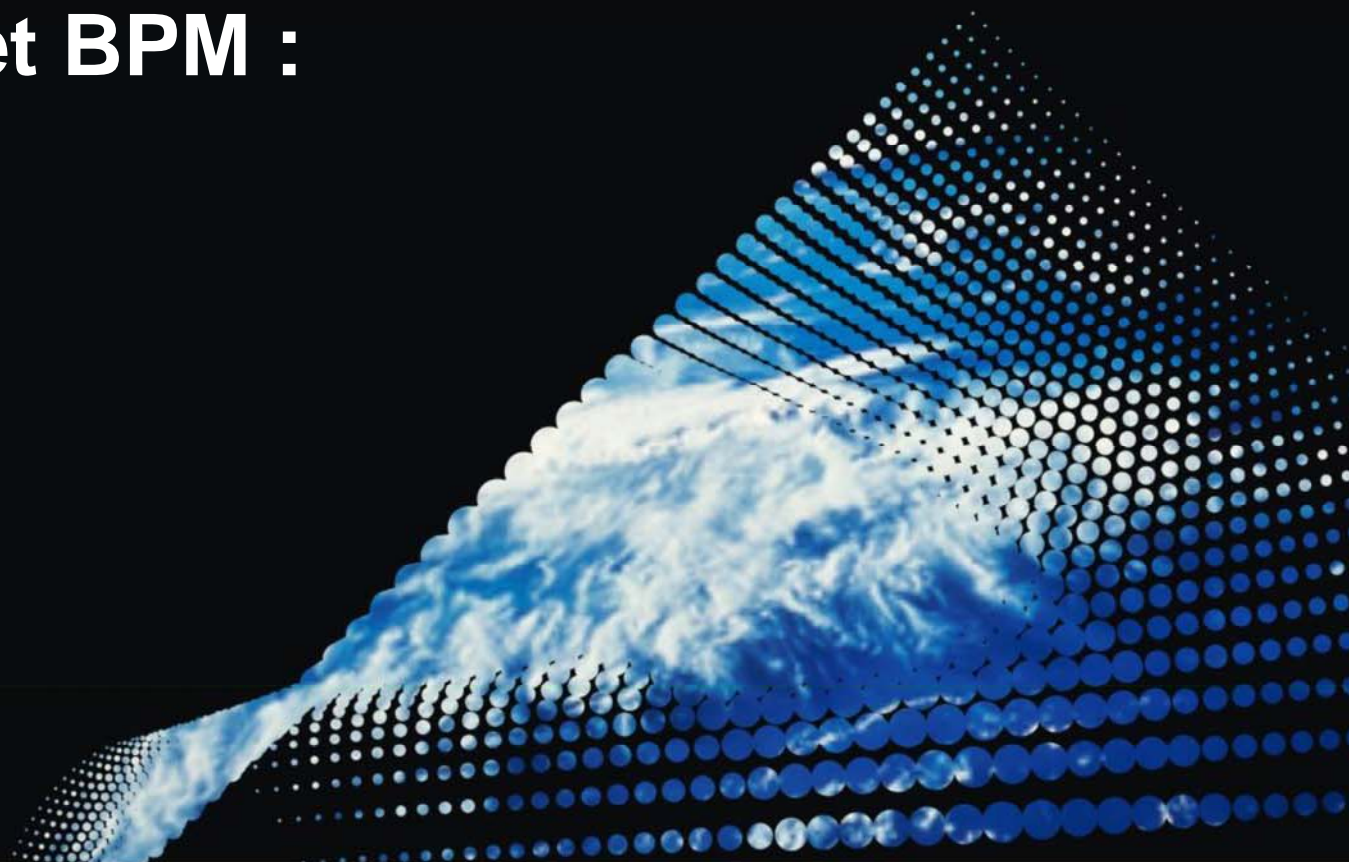


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# **IBM FileNet BPM :** **Success Stories**



## *New Jersey Manufacturers Insurance*



### Business Problem

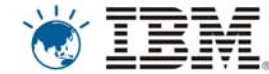
- 

### Actions

- 

### Smarter Business Outcomes

- 
- 
- 
- 
- 
-



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



### Business Driven Decision:

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

*Optimize inefficient processes*

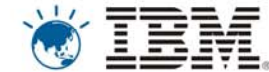
### Smarter Business Outcomes:

*Speed up loan origination process*

Ability 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 consequence



- 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*





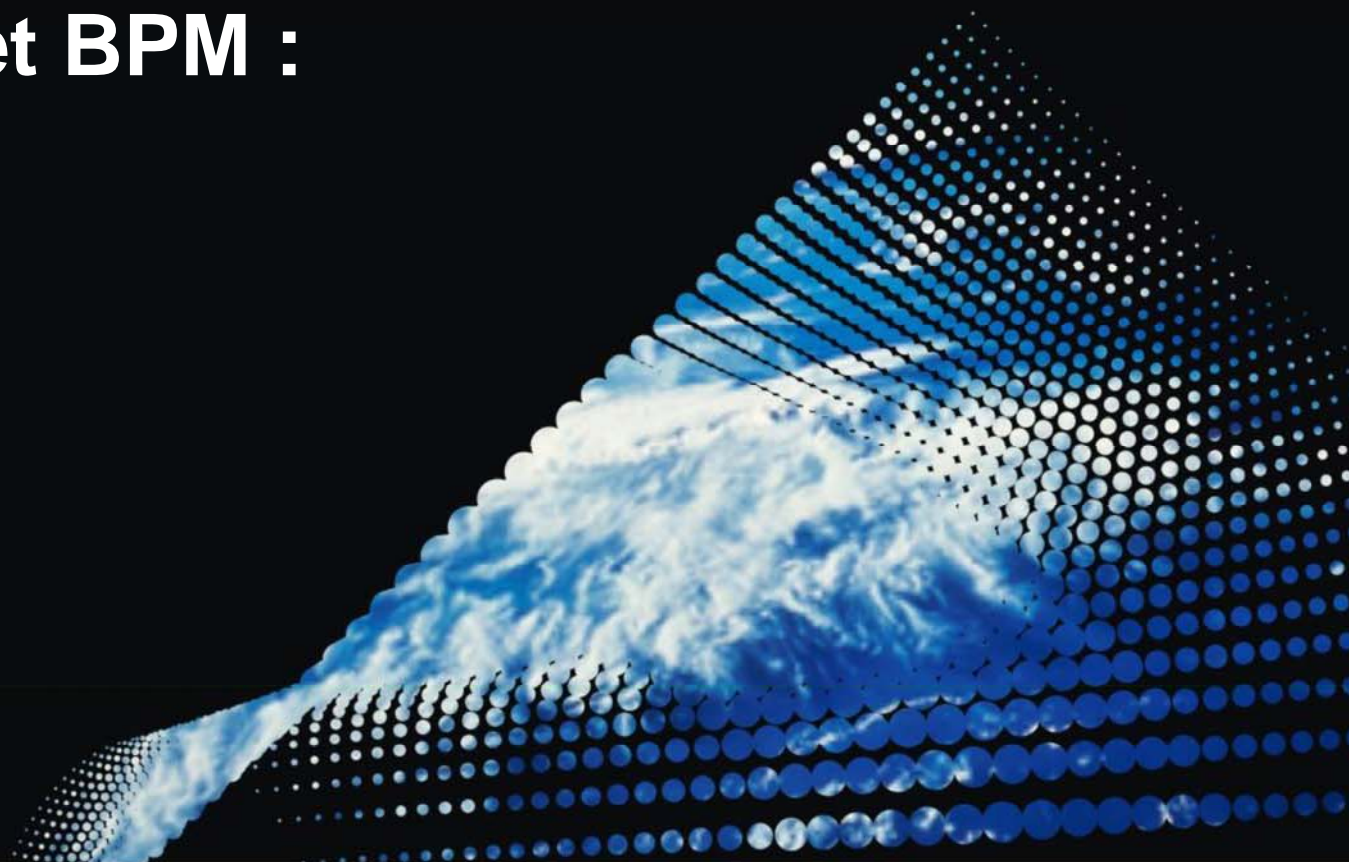
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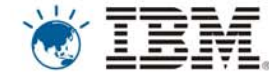
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# **IBM FileNet BPM :**

## **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):

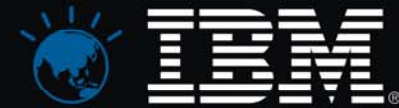
<http://www-01.ibm.com/software/data/advanced-case-management/>



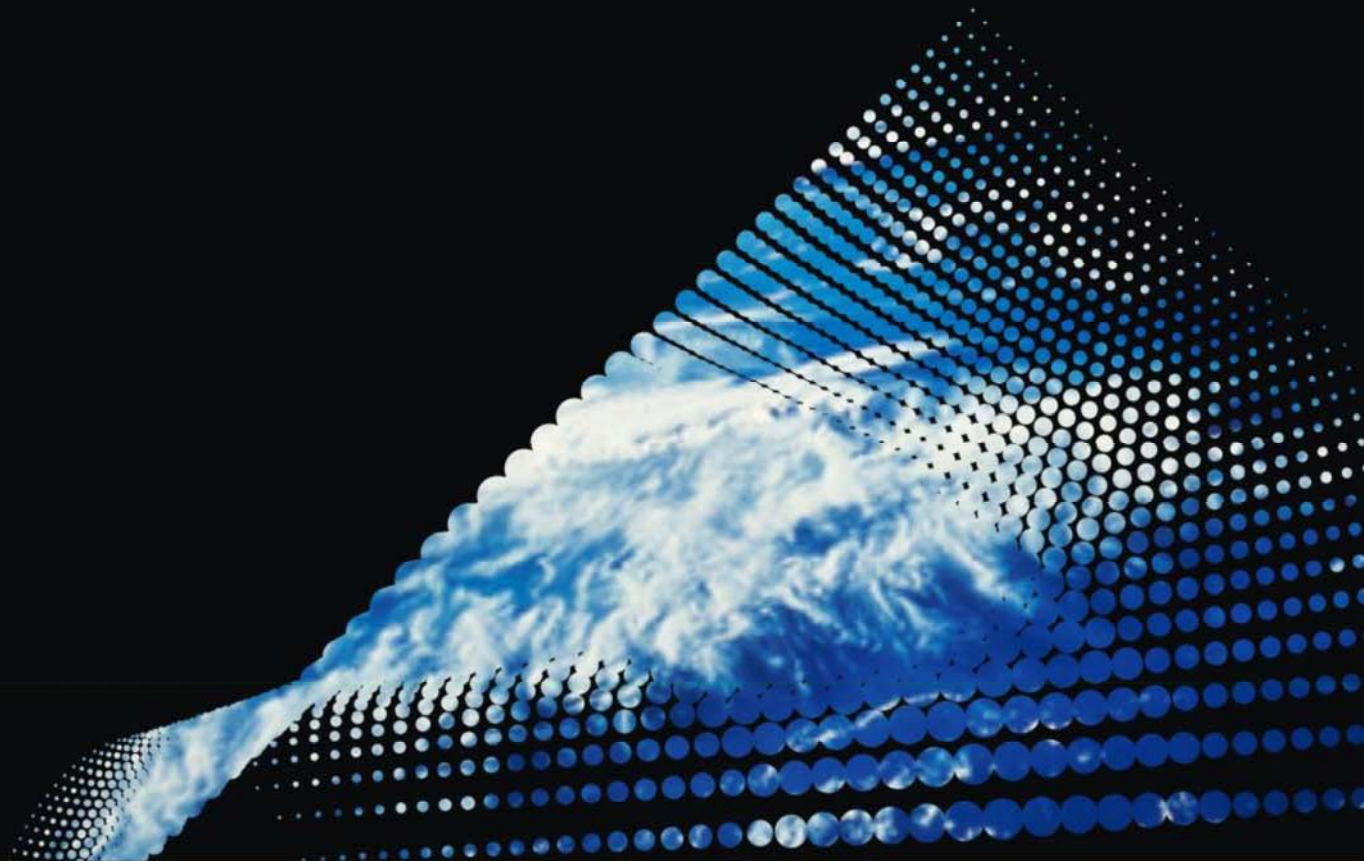
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**THANK YOU**

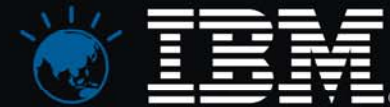




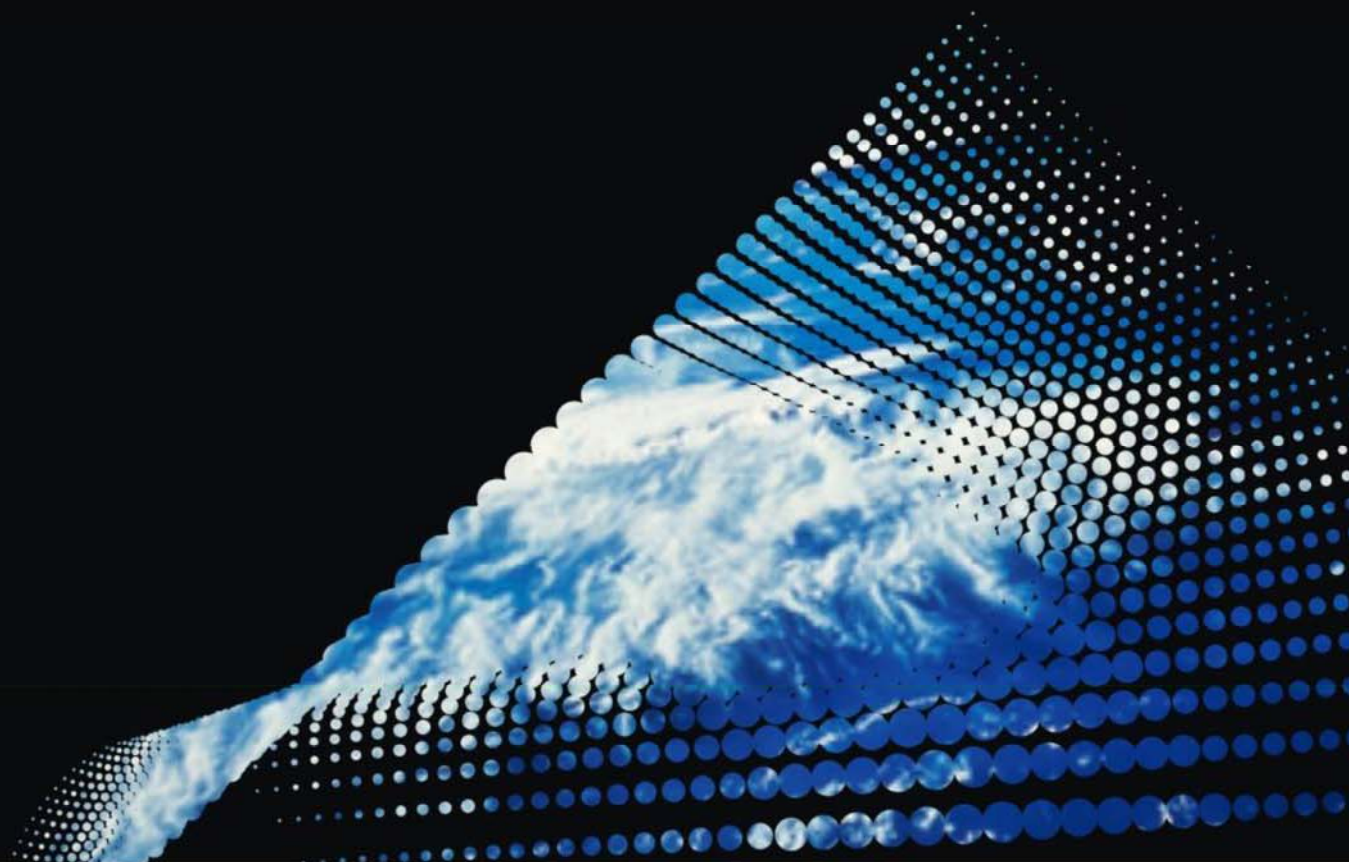
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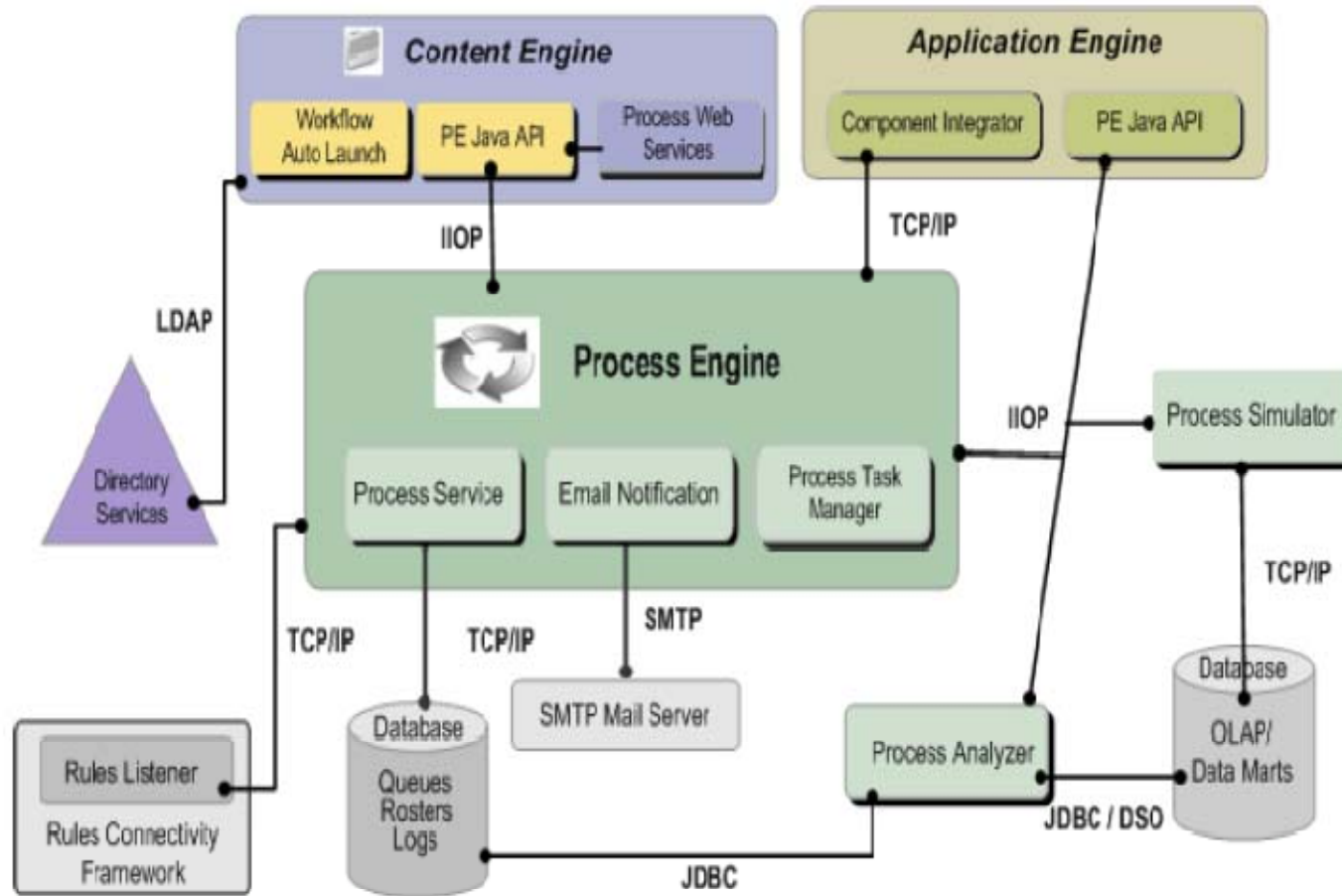
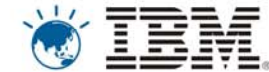
8th March 2011, Pan Pacific, Dhaka.

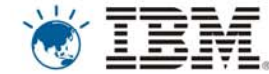


**BACKUP**

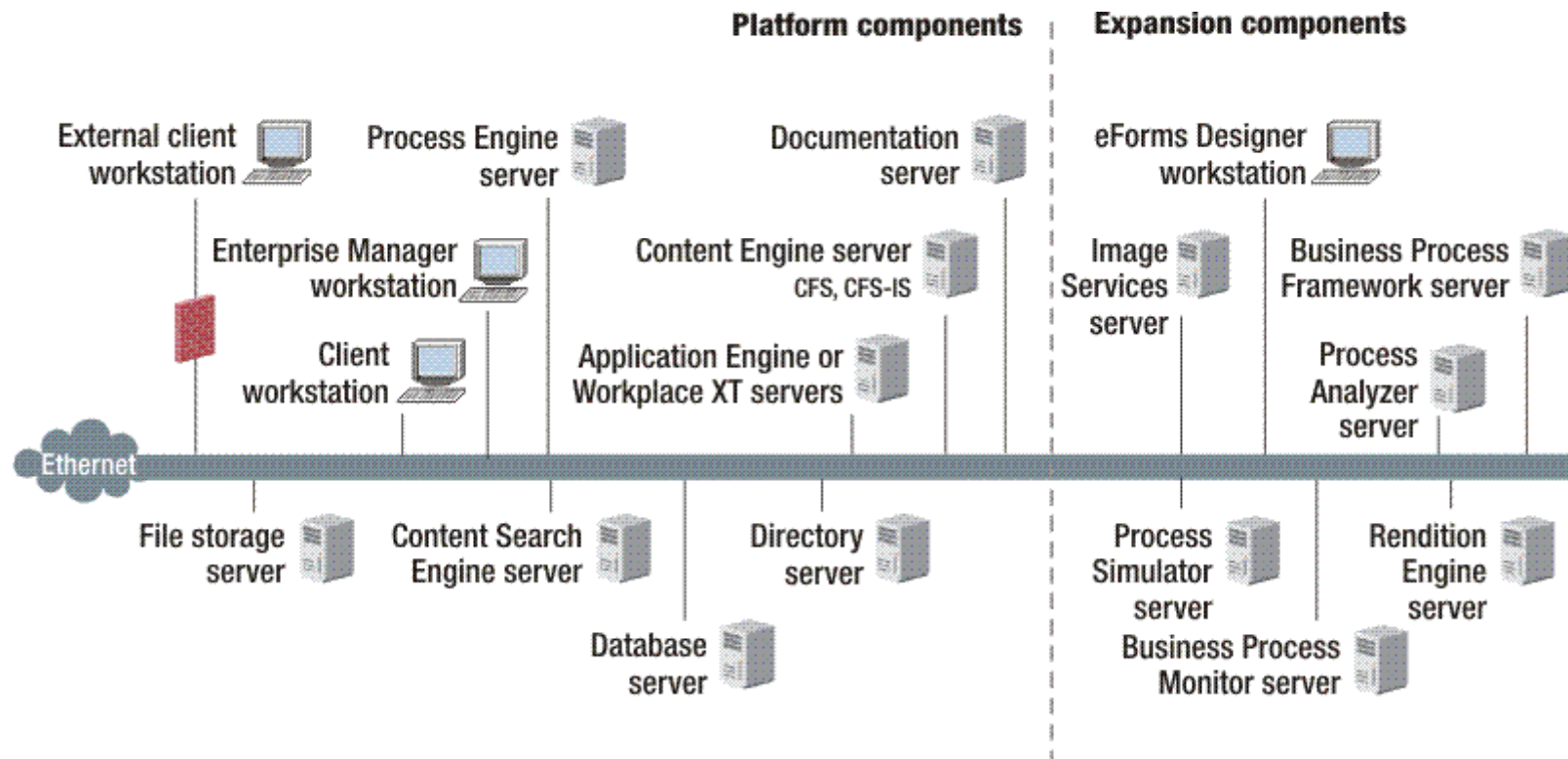


## IBM FileNet BPM : Process Engine Architecture

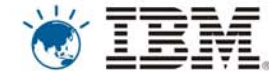




## IBM FileNet BPM : P8 Components



# IBM FileNet BPM : An End-to-End solution for Process Modelling, Optimization, Analysis and Monitoring



## IBM FileNet Business Process Framework (BPF)

**Configurable Case tools**

**Actions determine outcome of step**

**Case Tab: the primary processing UI**

**Fields are based on current role**

**Attached Content**

The screenshot shows a web browser window titled "Case Management - Microsoft Internet Explorer". The main content area is a "Case Tab" for a case titled "Case". It contains several sections: "Case Information" with fields for Case ID, Account Number, Designated Rep, Company Name, Effective Date, Contract Amount, and Received Date; "Comments"; and "Document Type". On the right side, there are action buttons like "Send To Approval", "Reject", "Post", and "Route". A sidebar on the left shows "Attached Content" with a list of documents. At the bottom, there are more action buttons like "Add To Worklist", "Download/Upload", and "Print Agreement.pdf".

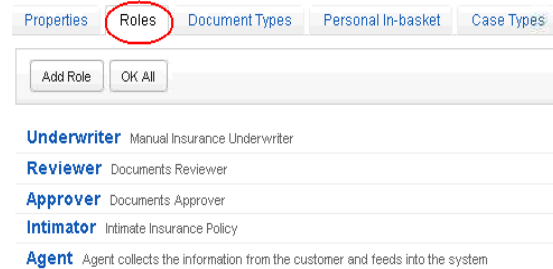
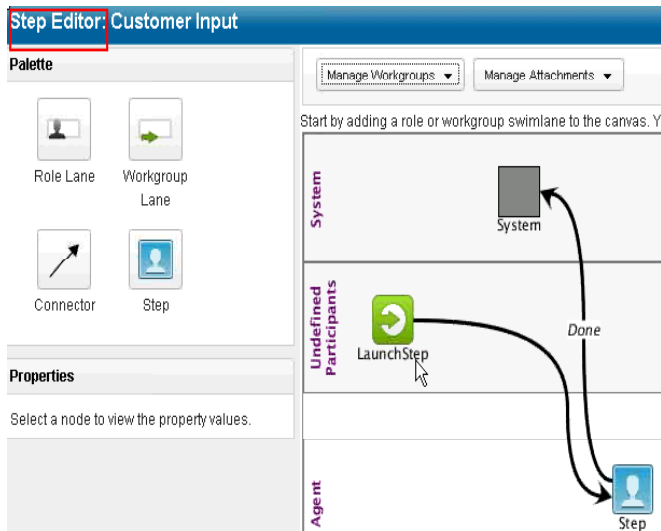
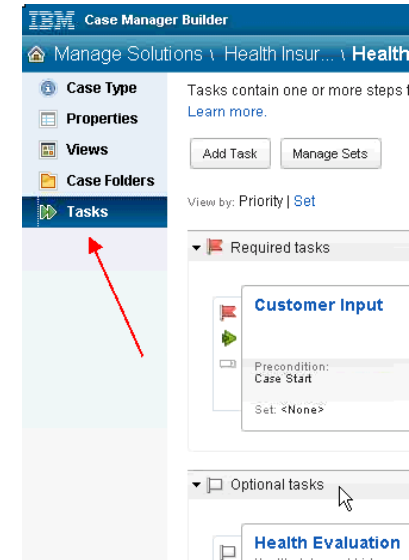
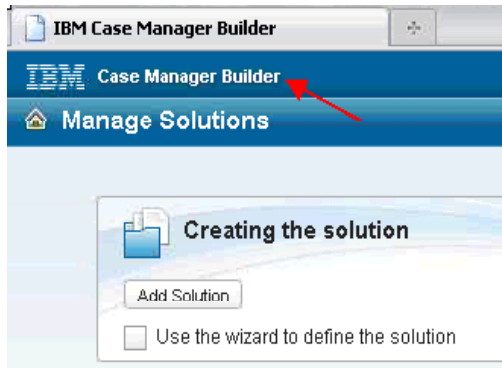
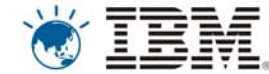
The screenshot shows a web browser window titled "Case Management - View Attached Documents - Microsoft Internet Explorer". It displays a document viewer for a document titled "Sheraton Hotels of New York". The document content includes a header with the hotel name and address, followed by a table of charges and a receipt section. The table has columns for Date, Room & Tax Paid, Telephone, Parking, Other, Total, and Payment. The receipt section includes a barcode and text: "THIS IS YOUR RECEIPT".

The screenshot shows a web browser window titled "BPF Explorer - [Console Root] Business Process Framework Explorer". It displays a tree view of configuration options under the "Console Root" folder. The tree includes folders for "User And Access Information", "Inbasket Configuration", "Applications Settings", "Case Fields Configuration", "Miscellaneous", "Tools", "Case Types", "Workflow Configuration", and "Export and Import Management".

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# IBM FileNet BPM : An End-to-End solution for Process Modelling, Optimization, Analysis and Monitoring

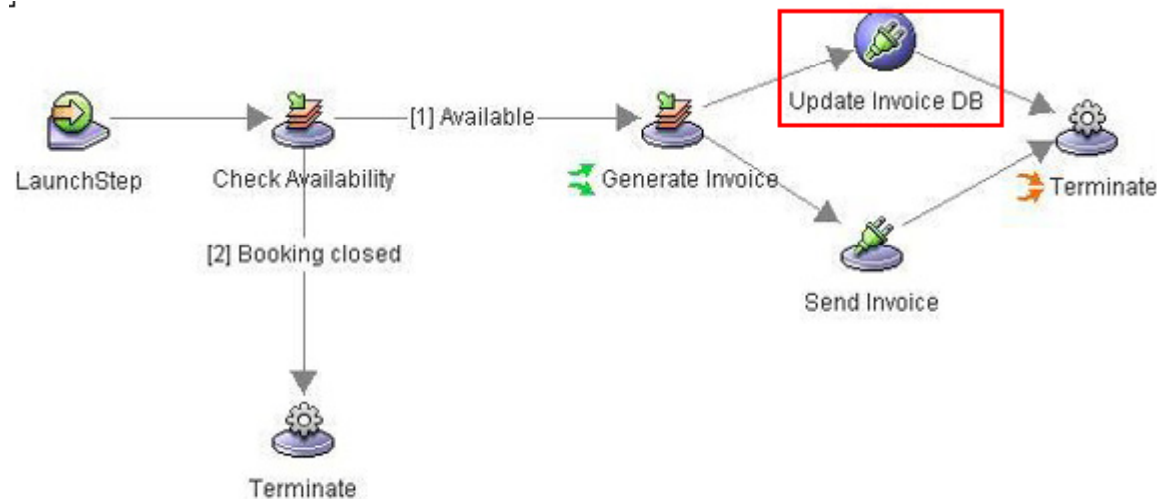
## IBM Advanced Case Management (ACM)



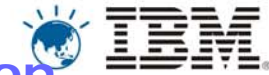
Smarter Businesses, Smarter Industries.



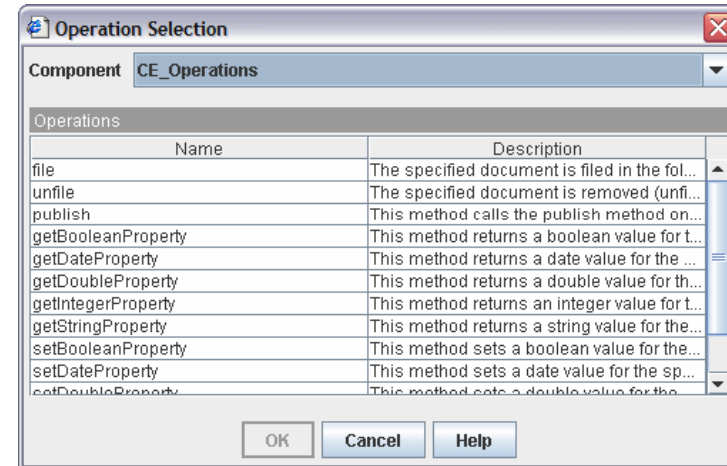
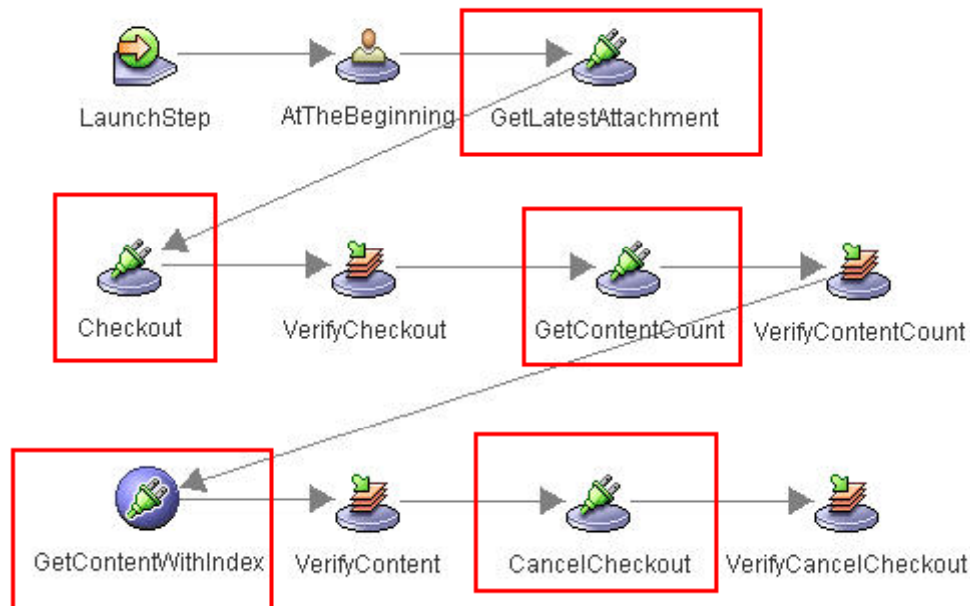
## IBM FileNet Process Designer: External Systems Integration – DB Execute



- 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

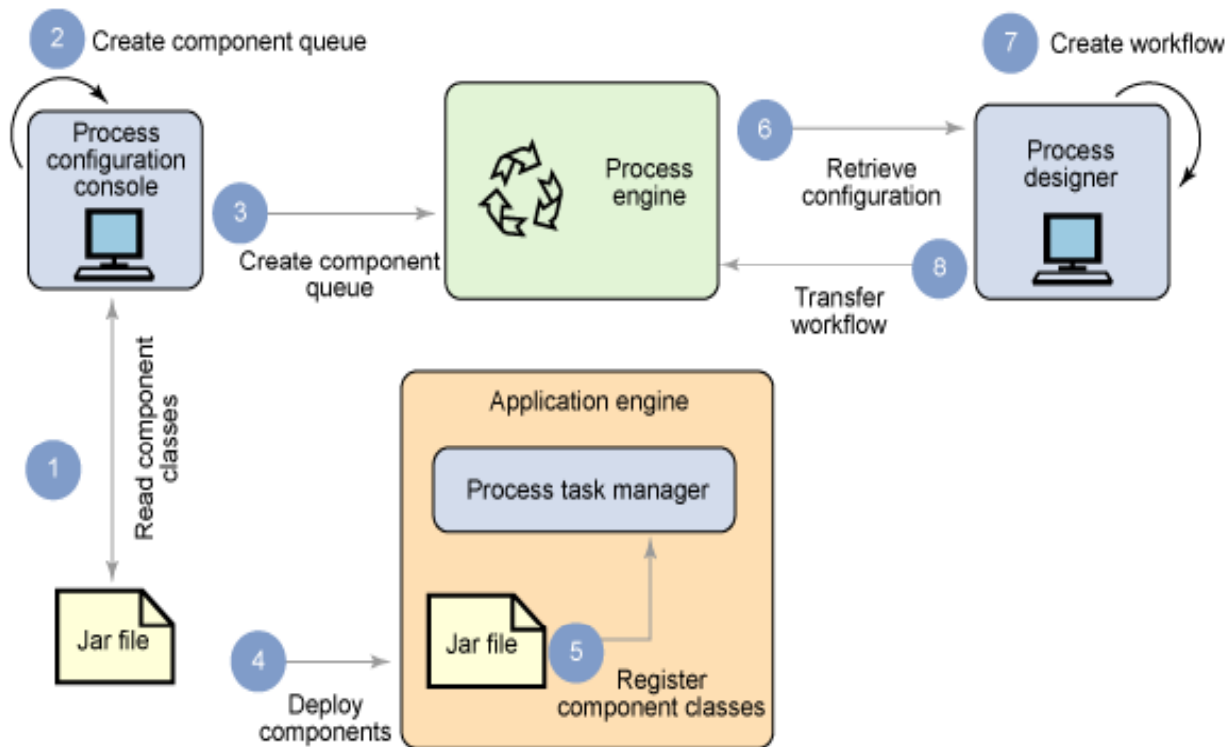
Examples:

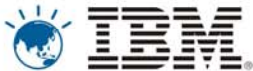
Create CE Object like Document, folder etc

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

