

WebSphere software

IBM WebSphere Business Services for Business Process Management

*Delivering early insight into your business processes for
smarter decisions and actions*



Highlights

- ***Gain real-time visibility to issues as they occur***
- ***Detect situations requiring a business response***
- ***Continuously improve business performance***
- ***Capitalize on new and emerging opportunities***

Business Challenge

Your business is interconnected—to suppliers, partners, consumers, citizens and the government, to name a few. It's this interconnectedness that is creating an excess of information. But are you taking advantage of the intelligence being infused into those connections? Is your business becoming smarter? Most business leaders are faced with the challenge of processing all of their intellectual assets, performing advanced analytics on the data and turning it into real insight, in real time. And they also find it difficult to turn that insight into action and to implement those process changes necessary to survive and thrive.

Service Solution

IBM Software Services for WebSphere® doesn't offer just incremental process improvements; we deliver smarter processes that help you focus on smart work. We offer end-to-end vis-

ibility of your business processes and the expertise to help you drive change with confidence and flexibility. Our proven methodology delivers a foundation that supports an ever-changing, dynamic business environment. We understand that in these challenging economic times, you need to realize quick time-to-value for your technology investments.

Modeling for Insight

Business Process Modeling (BPM) is a key prerequisite for insight and action. IBM Software Services for WebSphere can help you start with one process, on a solid foundation, and then expand as your needs evolve—across your enterprise or across the globe. We'll help you identify redundant, duplicated and inefficient processes and synchronize business and IT agendas while leveraging industry standards and our own best-of-class methodologies and pre-built assets to quickly gain visibility into your processes.

Monitoring for Continuous Process Improvement

Transforming insight into action can be extremely important to your business, allowing you to continually improve operations, capitalize on new and emerging opportunities, or mitigate future risks. To do that, you need to get a complete picture, with the ability to sharpen focus on specific areas

quickly and easily. IBM Software Services for WebSphere can help you harvest data to analyze and optimize process performance and also achieve insight and receive alerts to small problems before they become big ones.

Visibility for Smarter Decisions

Working hand-in-hand with IBM Software Services for WebSphere, your business stakeholders will quickly realize the benefits of business process insight. Upon discovering how to capture and define key business activities as business process models, users will learn how to simulate and analyze those models to gain insight into business performance and potential issues.

Business users will then learn how to define and customize industry samples to reflect the unique scenarios in your business—to make faster, smarter business decisions. They will capture and define predictive Key Performance Indicators (KPIs) that help prevent problems by measuring performance against strategic and operational targets, historical baselines and industry measures.

Business activity monitoring will offer information on the KPIs that is consolidated into customizable, role-based dashboards. Using these dashboards, business leaders can receive alerts to stay on top of key business performance measures and define thresholds for action.

Without a clear view of your processes, the risk to your business—in terms of lost opportunities and lost revenue—can be substantial.

We Perform

Our customers and their business needs vary, but IBM Software Services for WebSphere typically performs a common set of activities, including

- Installing the BPM Solution for use in your BPM analyst environment
- Creating a Recommended Practices document that describes techniques for business process modeling and analysis
- Building and verifying a business process model with your team of business experts
- Creating a BPM Solution Requirements document describing your business performance measurements, dashboard and alert requirements

We Deliver

To be effective, our experts know that you need to leverage insight to drive business process improvement, capitalize on opportunities and mitigate risk. At the conclusion of your project, we'll provide

- An environment enabled for your BPM analyst to create business models and perform measurements
- A Recommended Practices document with techniques for business process modeling
- An example business process model for your business experts
- A BPM Solution Requirements document for your business performance measurement, dashboard and alert requirements

Our emphasis is on skills transfer and our priority is to enable your capabilities to grow. Our objective is for your team to be able to perform a similar exercise with little or no direct assistance from IBM by the engagement's conclusion.

Education

IBM offers a number of courses to complement BPM. For additional course information, please visit the following URL:
ibm.com/websphere/education

Contact

To discuss your specific needs or to find out more about the value that IBM Software Services for WebSphere can offer, please locate your IBM Software Services Sales Specialist by visiting the following URL:
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