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Using Business Process Management to accelerate Value and Business Insight

IBMSmarterSystemsTour2010

WebSphere Business process management

BUSINESS PROCESS MANAGEMENT

Efficiently respond to change; processing a growing number of transactions

Automate progression of work
- A process can extend beyond a department or firm
- Information is handed between firms to automate wider structures

Improve service quality and outcome
- Knowledge of the process is encoded and formalised
- Reduce duplication, validation failures, and inconsistencies
- Provide E2E oversight

Manage Meta-data
- Consistent and complete process metrics
- Time and motion, hot spots, error rates
- Support Business Analytics

Optimise resources
- Automate escalation and chasing activities
- Automate movement of data between systems

Business Process Management must have integrity and grow with your business

Process Integrity

Conduct reliable business activity in a secure, scalable way with seamless synchronization between services, human tasks, information, domains and users.

Transaction Integrity

- Compensation for failures in long running transactions
- XA transactions for assured once-only short running transactions

Information Integrity

- Consistent measures and meta-data for analytics
- Consistent, validated information with avoidance of re-keying
- Automated synchronisation of data-sources

Interaction Integrity

- Integration with enterprise security
- Auditing, retry, and multiple protocol support
- Process controlled routing and escalation

Demonstrating Compliance is as important as being compliant

IBM

IBM BPM Suite
Achieve growth and agility through process discovery, interactions and optimization

Take control of your processes to fuel new growth, optimize costs and drive *Greater Business Agility*

WebSphere Lombardi Edition
- Build and manage process applications in a single executable platform

WebSphere ILOG Business Rule Management Systems
- Accelerate business rule automation by leveraging business user expertise
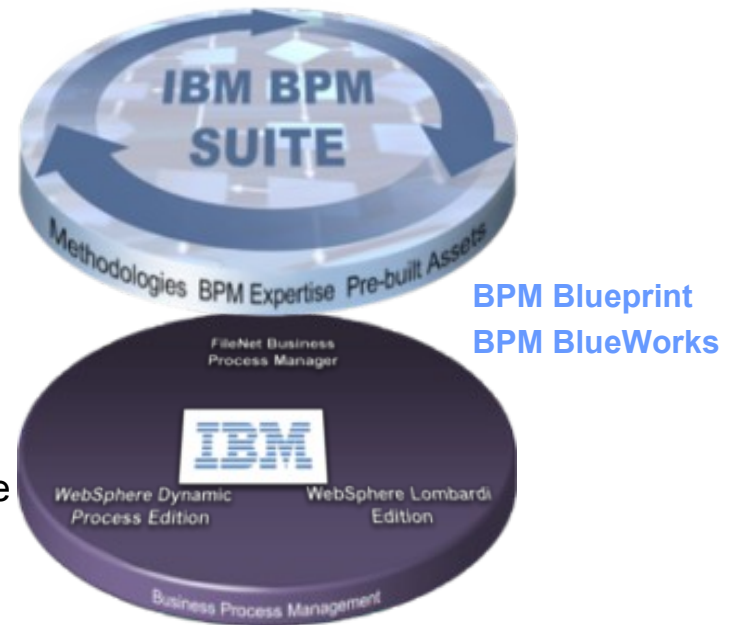
WebSphere Business Events
- Easily capture and correlate events from a wide range of sources for a more agile response to market demands

WebSphere Process Server
- Enables businesses to choreograph processes across disparate applications, people, and systems to remove inefficiencies, optimize costs, ensure compliance, and boost productivity

FileNet Business Process Manager
- Integrates workflow, content management & collaboration capabilities for case management and similar processes

BPM Blueprint
BPM BlueWorks

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Fire and Rescue Service: A Recruitment process

Challenges:

- Slow, paper-intensive, manual processes

- Lengthy processing times

- No real-time management reporting

Benefits:

- **75%** reduction in manual workload

- Real-time process visibility and reporting

- **70%** reduction in process duration

- E2E oversight for the first time

Accelerating BPM solutions

Cloud based tools (Free!)
- Quick start to BPM

BPM Centre of excellence
- GBS industry expertise

Industry accelerators
- Insurance industry
- Banking

- Top performers have 2x greater use of process automation and modeling[1]

- Agile businesses that actively converge business and technology have 7% higher EPS growth[1]

- 83% of CIOs said that analytics is their top priority for gaining a competitive advantage[2]

- CIOs at high growth companies are 61% more likely to proactively turn data into actionable information[2]

[1] Source: IBM CIO Study

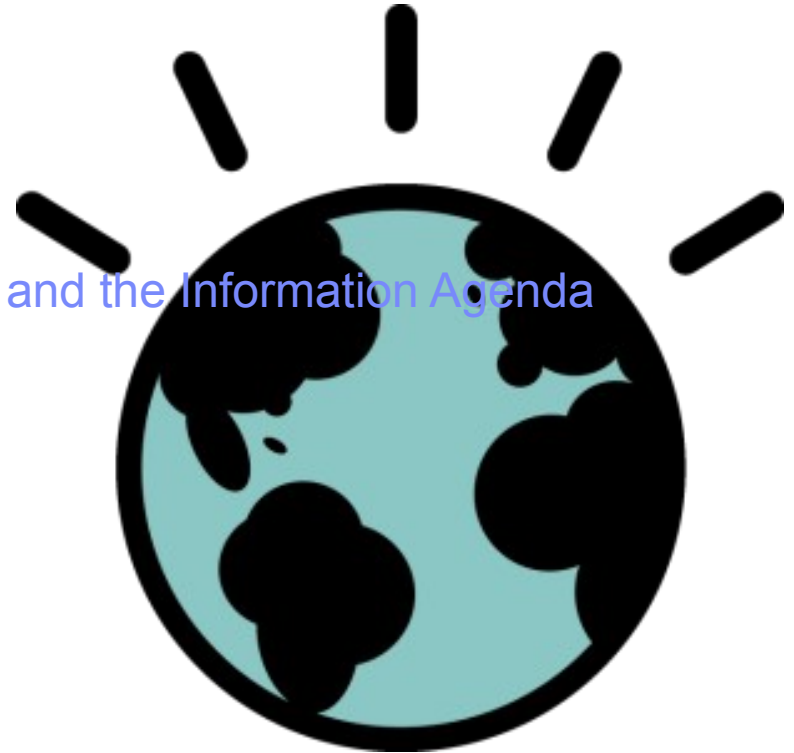[2] Source: IBM Institute for Business Value

Thank You!

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For additional information including
whitepapers and demos, please visit:

- Business Process Management
- Smart Analytics Systems, Industry Solutions and the Information Agenda

Contact your local IBM sales
representative to learn more about:

- IBM BPM Business Value Analyzer
- Business Analytics and Optimization
- Business Process Improvement Workshop

Simply put, IBM is
making systems smarter.