Avaali Solutions Pvt. Ltd

Business Process Management (BPM)

Key Industry Challenges

In today's global economy, organizations face intensified competition from companies both large and small. Business leaders are under immense pressure to remain competitive in the face of following issues:

Pressure to increase Cost Efficiency

Economic Volatility

Enhancing Customer Experience

Increasing Globalization

High Complexity

Growing Interconnectivity

Business Process Management

Business process management (BPM) is a systematic approach to making an organization's workflow more effective, more efficient and more capable of adapting to an ever-changing environment. It is a combination of process automation and improvement platforms.

It helps you map out with your everyday processes to:

• Identify and eliminate bottlenecks

• Control your company's costs

• Make your day-to-day processes as efficient as possible

• Adapt to organizational changes

• Ensure the effectiveness of the people involved in your processes

BPM manages the entire life cycle of your business processes. It allows you to model, automate, manage and optimize your business processes in order to track and report on key business functions, as well as to continuously evaluate and improve your processes.
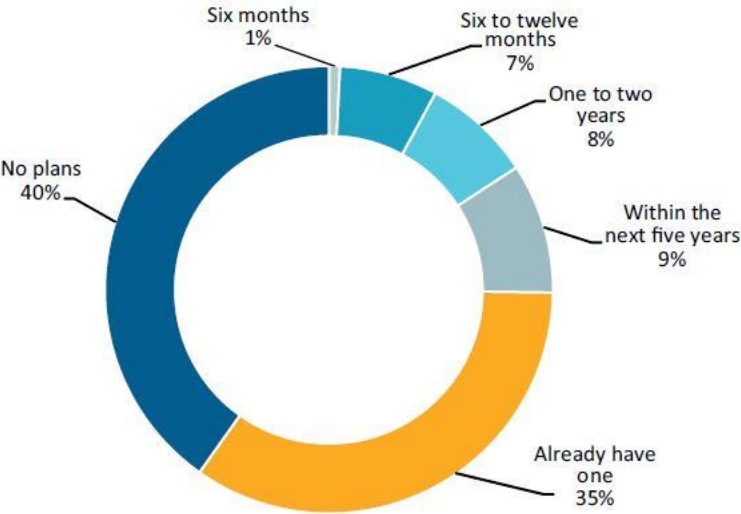
Trends in BPM

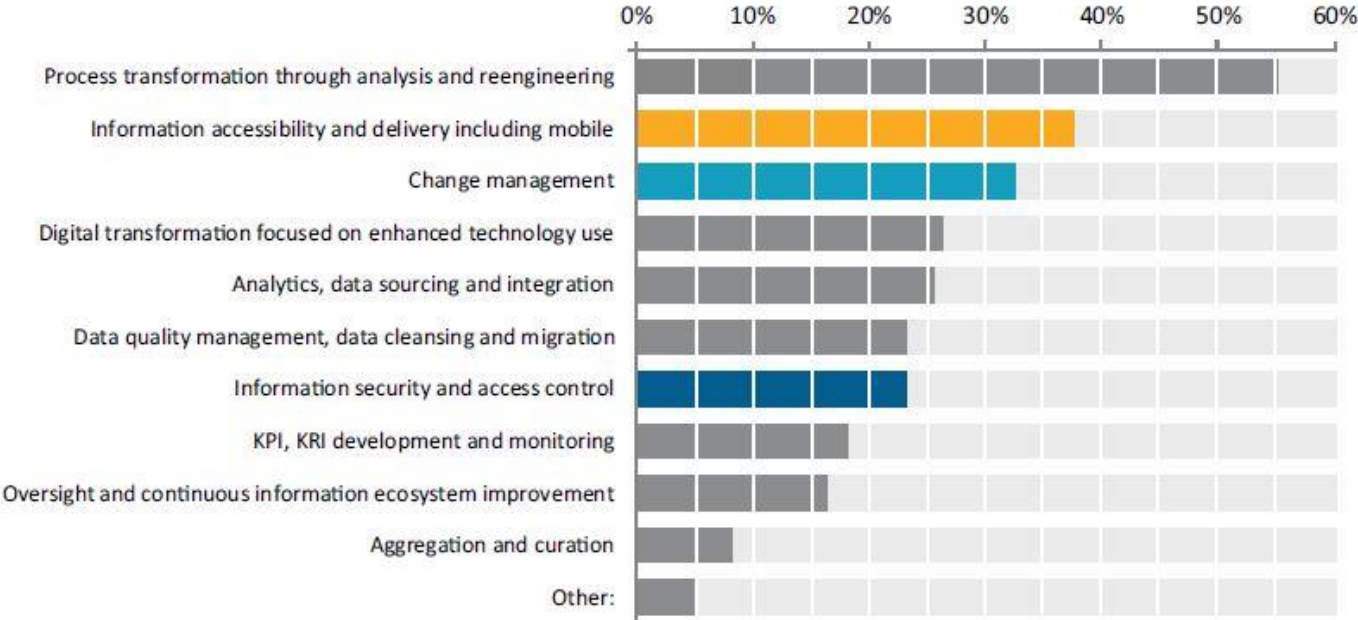**Fig.1 Our organization is planning to purchase a BPM solution within:**

Pie chart segments:
- Six months 1%
- Six to twelve months 7%
- One to two years 8%
- Within the next five years 9%
- Already have one 35%
- No plans 40%

Fig.3 Our BPM projects focus on:

Categories (0% to 60% scale):
- Process transformation through analysis and reengineering
- Information accessibility and delivery including mobile
- Change management
- Digital transformation focused on enhanced technology use
- Analytics, data sourcing and integration
- Data quality management, data cleansing and migration
- Information security and access control
- KPI, KRI development and monitoring
- Oversight and continuous information ecosystem improvement
- Aggregation and curation
- Other:

Categories (0% to 100% scale, Agree / Disagree / Not sure):
- Reduce staff and office overhead numbers
- Process business critical activities faster
- Reduce the number of errors and exceptions
- Reduce overall IT costs
- Reduce duplications
- Increase visibility into operational efficiencies and bottlenecks
- Reduce business risks
- Improve customer service and retention

Legend: ■ Agree ■ Disagree ■ Not sure

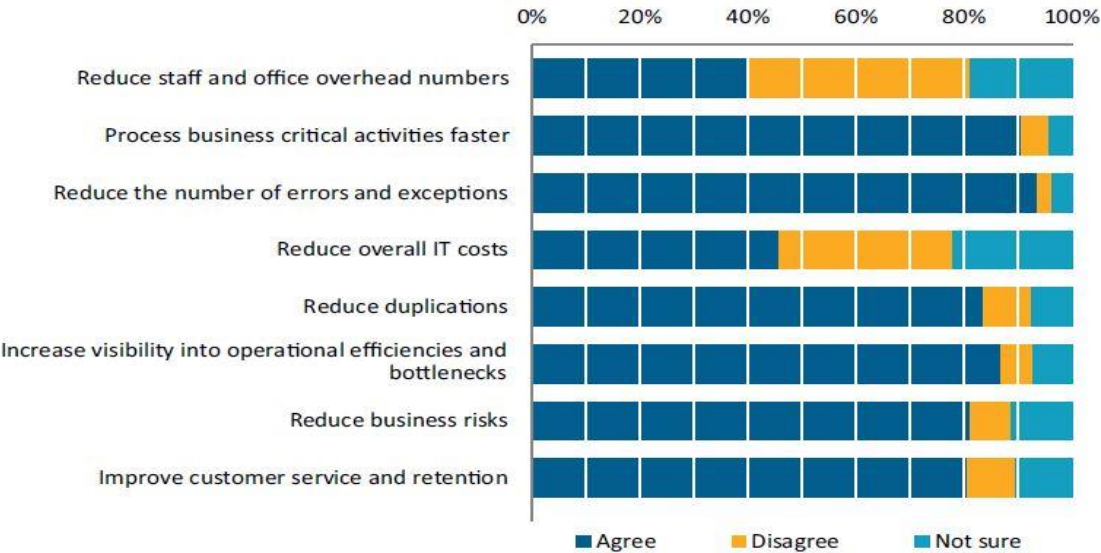**Fig.2 Our BPM projects are expected to:**   *Source: AIIM*

Trends in BPM
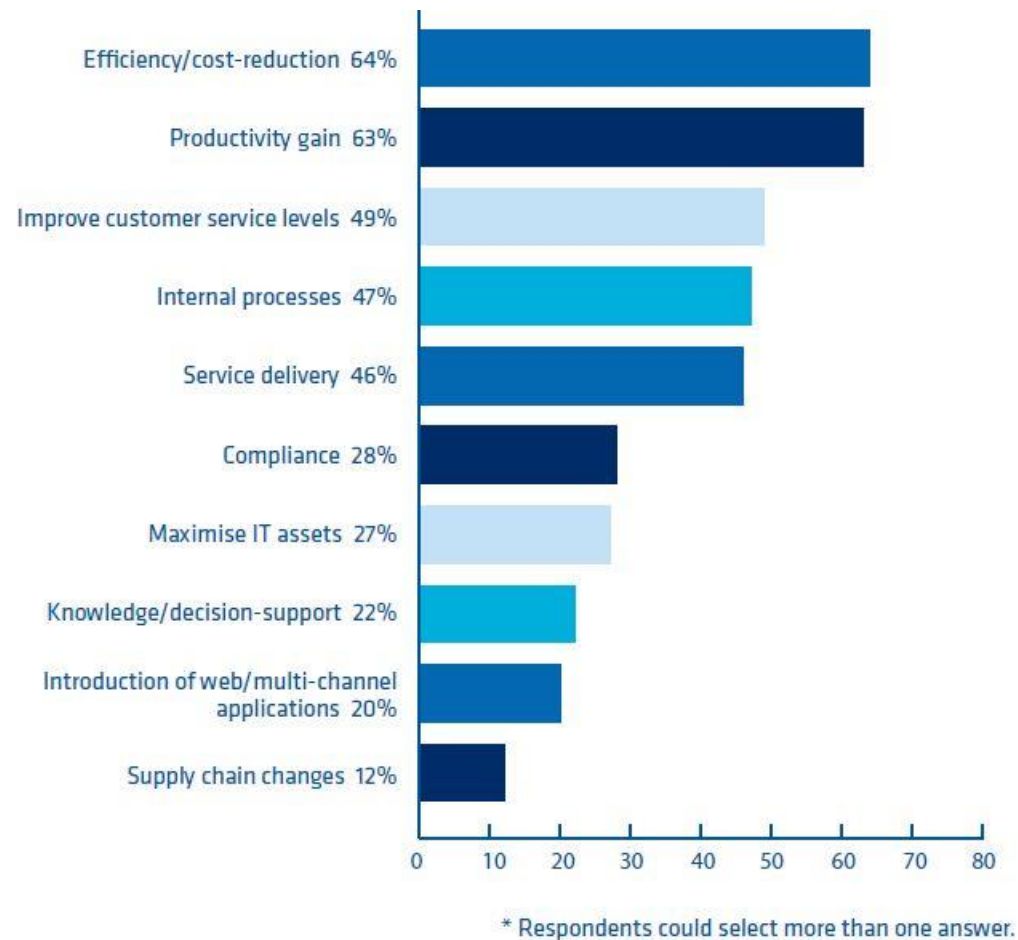
Fig.4 What impact do you anticipate the BPM project(s) having?

Efficiency/cost-reduction 64%
Productivity gain 63%
Improve customer service levels 49%
Internal processes 47%
Service delivery 46%
Compliance 28%
Maximise IT assets 27%
Knowledge/decision-support 22%
Introduction of web/multi-channel applications 20%
Supply chain changes 12%

* Respondents could select more than one answer.

Most critical process	**33%**
Highest impact process if the BPM project goes well	**28%**
Most broken process	**12%**
Current project planned to be run traditionally which we thought could now use BPM	**10%**
Lowest risk process if the BPM project goes wrong	**8%**
Process with the lowest number of knock-ons to other processes	**7%**
Other	**2%**

Fig.5 How do you prioritise each BPM project?

Source: Oracle

BPM – How does it work

Step 1
Preparation of an appropriate and efficient theoretical design

Design

Step 5
Optimization of process based on process performance information that was retrieved from prior BPM phases

Optimize

Step 2
Map out your business process to measure the time and cost needed to execute your process

Model

Step 4
Definition and monitoring of control parameters; tracking of processes; identification and verification of improvements

Monitor

Execute

Step 3
Actual execution of a process with a combination of automated activities and human intervention

- ❑ **BPM begins with drawing out your process into electronic workflow diagram.**

- ❑ **Once the complete process is mapped out, you can test your workflow in a virtual environment**

- ❑ **Forecasts total cost and time of your process.**

- ❑ **The virtual test environment also allows you to modify your workflow to eliminate bottlenecks and improve your process.**

- ❑ **Managing your process is made easy with advanced tracking and reporting capabilities that are built into BPM Software.**

Key Benefits with BPM

Agility: One key feature of BPM is that it facilitates the design of processes that are flexible. With BPM, you get the flexibility of making changes to processes with minimal costs. Processes can easily be customized to suit the requirements of your organization.

Productivity: BPM can facilitate the automation of a lot of repetitive elements within regular workflows. Process improvements like removal of bottlenecks, introduction of parallel processing, and elimination of redundant steps can easily be achieved with BPM.

Compliance & Transparency: Organizations need to be compliant with industry regulations. BPM ensures that organizations can implement regulatory requirements quickly, thereby preventing delays in compliance and any associated fines

Consistency & Transferability: With BPMS, each task is executed the way it was planned and designed. Identical problems are addressed the same way and there is no need to reinvent the wheel, even if roles do change.

Technology Integration: BPM when implemented with technology, provides reporting and analytical tools for making executive decisions. With BPM, you can streamline processes and quantify how these processes are helping your organization optimize its workflows.

Process Suite 16

Process Suite 16 delivers the power and flexibility to digitize, automate and integrate processes across functions, systems, machines and clouds. These processes can be structured or unstructured, giving you ultimate control to optimize your business' performance and expand its reach. This innovative platform supports tight integration between content and process to connect the right person, system or thing with the content it needs at the right time.

- A single solution for process automation and case management

- Full array of development tools and capabilities, from packaged apps to development APIs and resources

- A rich platform suite of products and apps and add-ons to meet specific needs

- Full support for social and mobile users

- Broad set of deployment options, including cloud, on premise, and hybrid

- Comprehensive process analytics tools and data visualization

- Access to a broad set of EIM (Enterprise Information Management) services, including content/doc management, rich media, and correspondence management.

Key Features of Process Suite 16 Platform

Unified Platform
Combines process and case management in one system to help you automate everything from the simplest to most complex processes

Simplified Application Development
New, low-code approach to building process-based applications significantly reducing the time-to-solution.

Greater Integrations
Integrations that deepen the information exchange between Process Suite, the OpenText Portfolio, external systems and applications

Enhanced Usability
Collaboration capabilities and Process Intelligence for advanced reporting and analytics

New Business Applications
Prebuilt applications by OpenText and Partners + customer-specific solutions

Process Portfolio

Dynamic Case Management

Empowering knowledge workers to achieve business outcomes and goals for cases or work that combine structured data and unstructured information

Process Modeling

Delivering process modeling tools that enable organizations to embrace change while maintaining control of their business.

Business Rule Management

Automating actions with seamless integration of rules into business processes and business objects during modeling and design time..

Process Intelligence

Driving smarter decisions with advanced dashboards, reporting and analytics resulting in increased visibility into processes.

Enterprise Service Bus

Using a unique technology to streamline integrations across systems, services and applications to build contextually rich business processes.

Entity Modeling

Bringing application development closer to the subject matter expert by enabling them to engage directly in the development of their application with a simplified development approach.

BPM in the cloud

Multiple deployment options including managed service, SaaS and PaaS.

Master Data Management

Managing your critical business data within a uniform, single source platform.

System Architecture
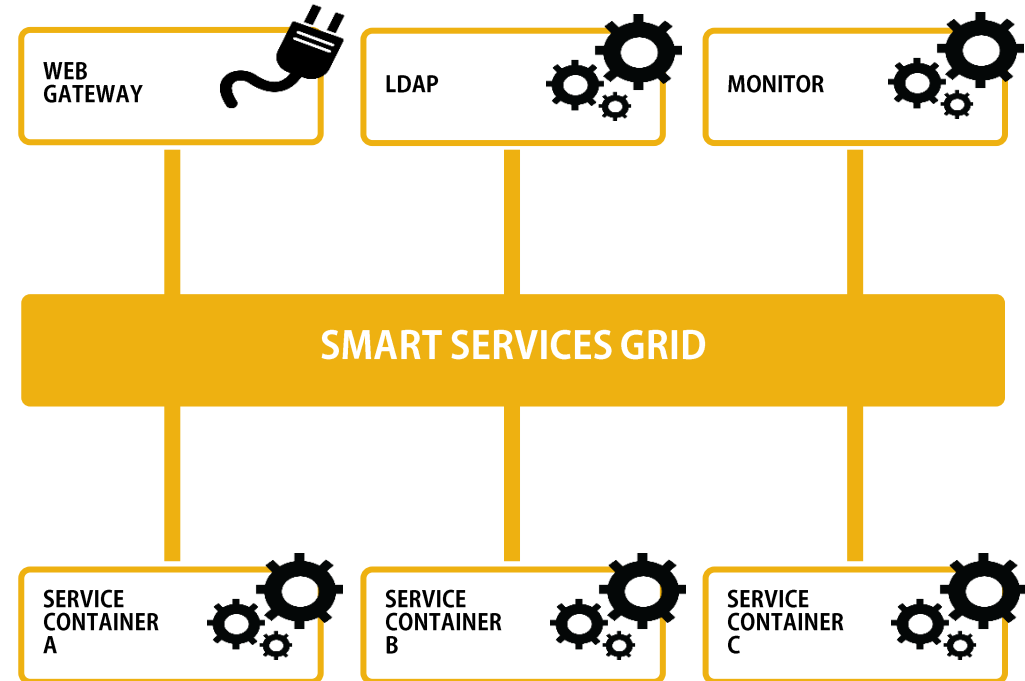
Process Suite Platform

Smart Services Grid
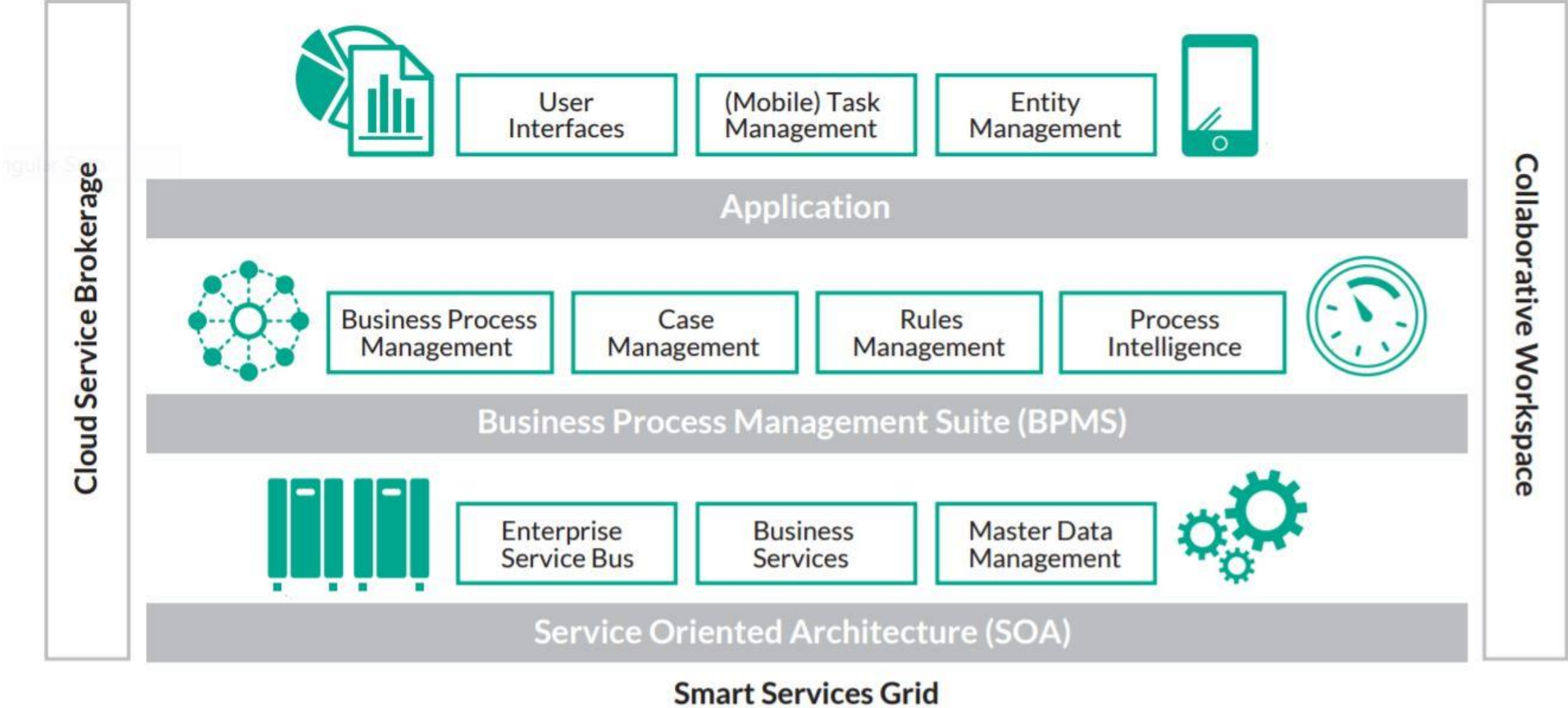
Service Oriented Architecture

Service Oriented Architecture (SOA)

The Process Suite Platform provides an open and standards-based, highly scalable Smart Services Grid for seamless integration amongst disparate IT applications.

- The Smart Services Grid is multi-tenant aware and can be configured easily for high availability
- No single point of failure and several options for hot dynamic reconfiguration
- Load balancing and fail-over support
- Multiple options for transportation(JMS, MSMQ, TCP/IP)
- Includes several Enterprise Service Bus (ESB) capabilities
- Management and monitoring services for health analysis and pro-active alerting
- Problem registration and resolution mechanism for fail-fast

WEB GATEWAY

LDAP

MONITOR

SMART SERVICES GRID

SERVICE CONTAINER A

SERVICE CONTAINER B

SERVICE CONTAINER C

Business benefits: Expand business potential by leveraging previous IT investments and compose new, innovative business solutions that deliver on the promise of agility.

Smart Services Grid: Multi-tenancy

Process Suite Platform has embraced the concept of multi-tenancy in its' foundation, allowing multiple levels of sharing and isolation of design artifacts.

- Process Suite supports **all different multi-tenancy models** serving multiple client organizations (tenants) on a single instance
  - An **application can be deployed for all organizations** via a shared space facilitating the ultimate form of re-use of artifacts
  - **Tenant specific customization** can be made for each of the design artifacts in the Process Suite (Organization level deployment)
  - Hybrid models: reuse parts of a solution; customize others
- All functionality is invoked in the context of a user and organization. The role of user is validated against the **Access Control List** of the service
- Process Suite service containers are **organization aware** and use multitenant data stores to persist their data

ORGANIZATION 110

ORGANIZATION 267

BPM customized in organization

SHARED (SYSTEM)

BPM ENGINE

BPM Engine executes BPM in the context of organization of user

ISV SPACE

BPM defined in ISV space
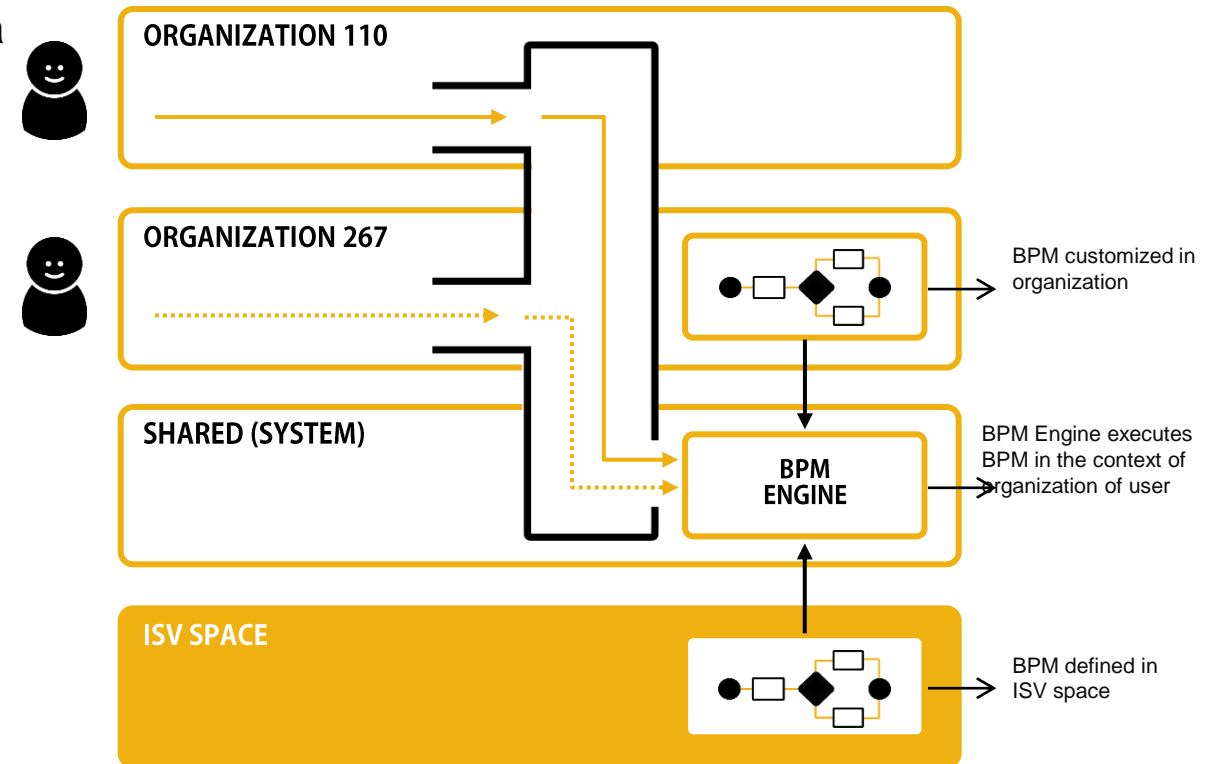
Business benefits: the multi-tenancy concepts allows for the ultimate form of reuse and enables public cloud deployment. It further minimizes the system administration costs and effort.

Smart Services Grid: High-available & linear scalable grid foundation

The Process Suite's Smart Services Grid provides self-optimizing load management and fully distributed deployment of all services on a grid of commodity hardware blades
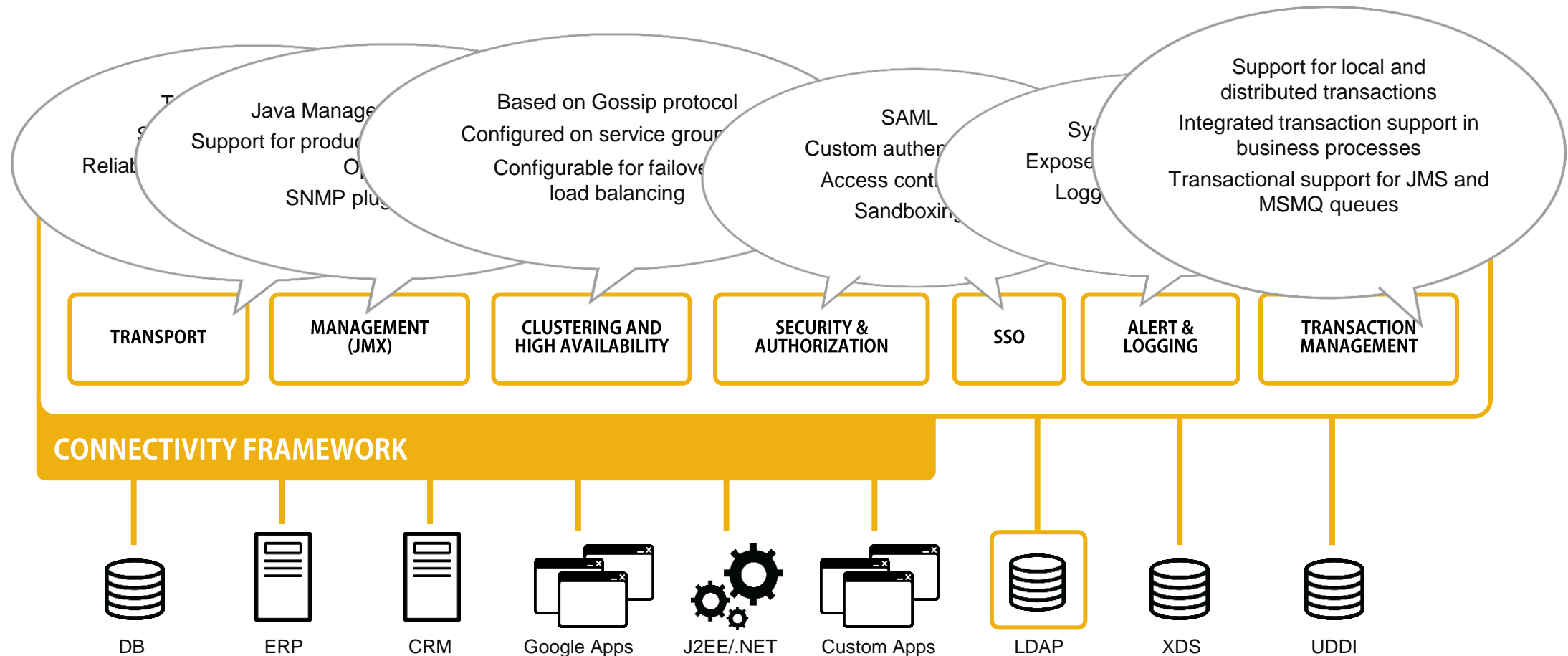
Process Suite Smart Services Grid

- Takes care of routing messages
- Provides high availability and faster failover
- Provides automatic load-balancing
- Provides active health management based on robust standard Gossip protocol
- Provides linear horizontal scaling on commodity hardware
- Takes care of optimized XML handling
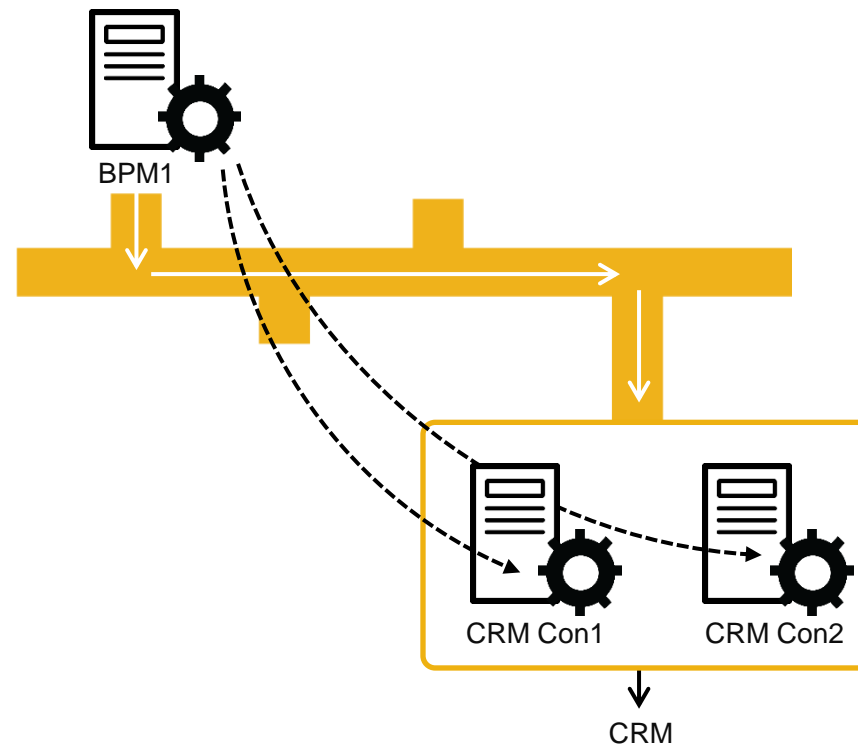
Business benefits: A robust high-availability framework facilitates non-stop execution of mission-critical solutions on commodity hardware, reducing the total cost of ownership.

SOA – Enterprise Service Bus (ESB)

Reliab...

Java Manage...
Support for produc...
O...
SNMP plug...

Based on Gossip protocol
Configured on service grou...
Configurable for failove...
load balancing

SAML
Custom authen...
Access cont...
Sandboxing

Sy...
Expose...
Logg...

Support for local and
distributed transactions
Integrated transaction support in
business processes
Transactional support for JMS and
MSMQ queues

| TRANSPORT | MANAGEMENT (JMX) | CLUSTERING AND HIGH AVAILABILITY | SECURITY & AUTHORIZATION | SSO | ALERT & LOGGING | TRANSACTION MANAGEMENT |

CONNECTIVITY FRAMEWORK

DB ERP CRM Google Apps J2EE/.NET Custom Apps LDAP XDS UDDI

Business benefits: Create an event-driven service oriented architecture that guarantees business agility and optimal responsiveness.

SOA – Business Services

Business Services enables the business logic from existing applications to be used in business processes and composite applications. All Process Suite design artifacts can be exposed as business services as well.

- Using this capability IT organizations can service-enable any software asset, data or application functionality, as web services

- Standards-based way to discover and consume services that are available external to the organization

- Assemble small, fine-grained services into larger composite business services
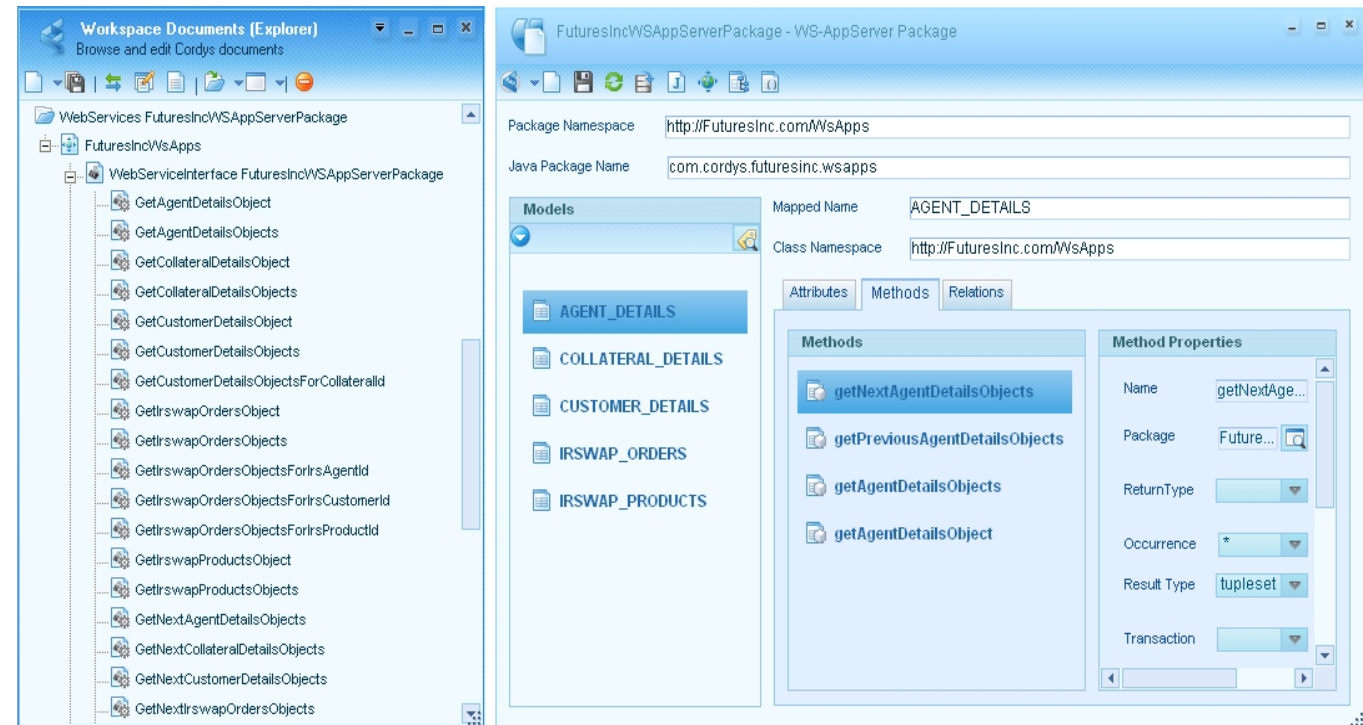
Process Suite Business Services

Business benefits: Unlock the data and business logic lodged in the silos of legacy systems, thus leveraging the value of the original investments made in these systems.

SOA – Master Data Management (MDM)

The Process Suite's MDM offers a process driven, customer-centric approach to information management and master data synchronization.

- Pluggable architecture (employing third party data quality tools etc.)

- Near real-time data synchronization between different systems

- Event driven master data/business object life cycle management

- Strong workflow capabilities

- Works in publish-subscribe model

- Support for web services

- Supports all 3 MDM patterns (Registry, Coexistence, Transactional)
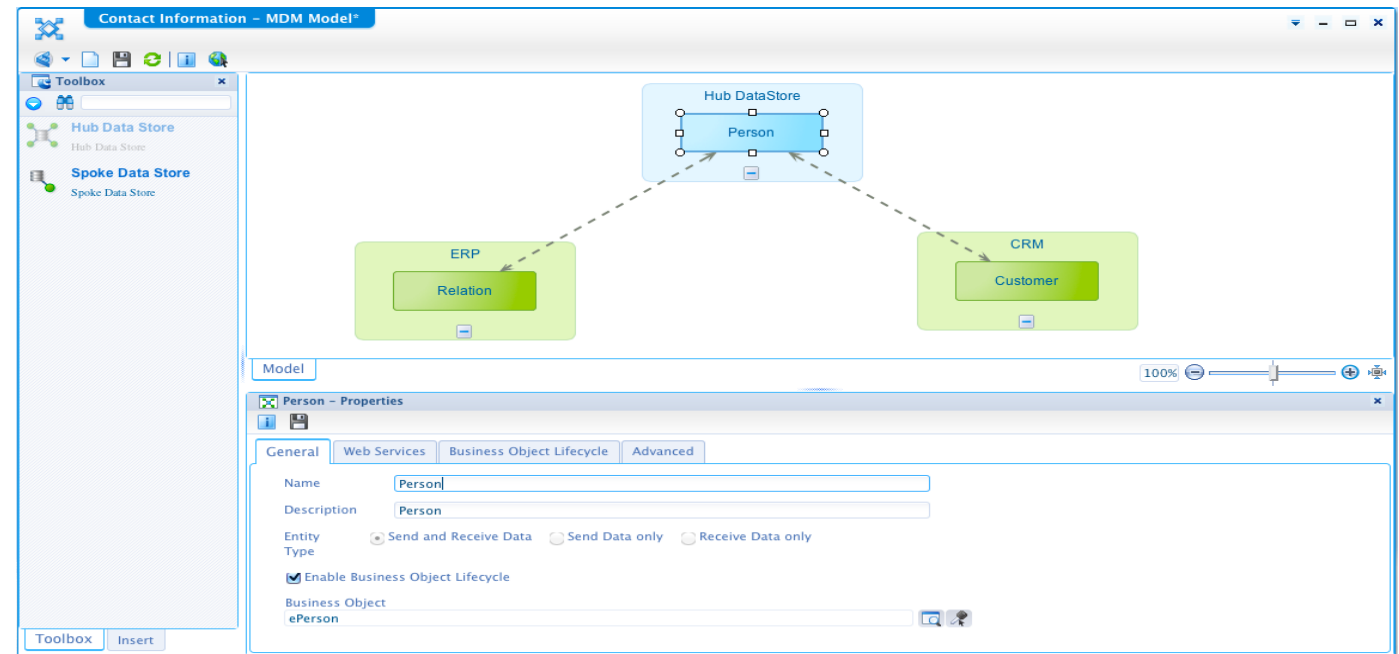
Master Data Synchronization

Business benefits: Unified management of core master data and controlled access & timely distribution of high quality, consistent, and synchronized data.

Business Process Management Suite

Business Process Management Suite (BPMS)

The Process Suite BPMS is a full-featured BPM suite which includes business process management (BPM), dynamic case management (DCM), business rules management (BRM), and business activity monitoring (BAM) for Business & IT.

- Supports the discovery, design, modeling, execution and analysis of business processes, including all types and aspects of workflow
- Supports the definition, manipulation & management of business rules by business and IT users
- Single environment for design and execution
- Supports organization modeling and flexible work allocation
- User and group collaboration on work items in the process
- Monitoring, reporting, analysis and notification of activities (real time)
- Interoperates with external software assets
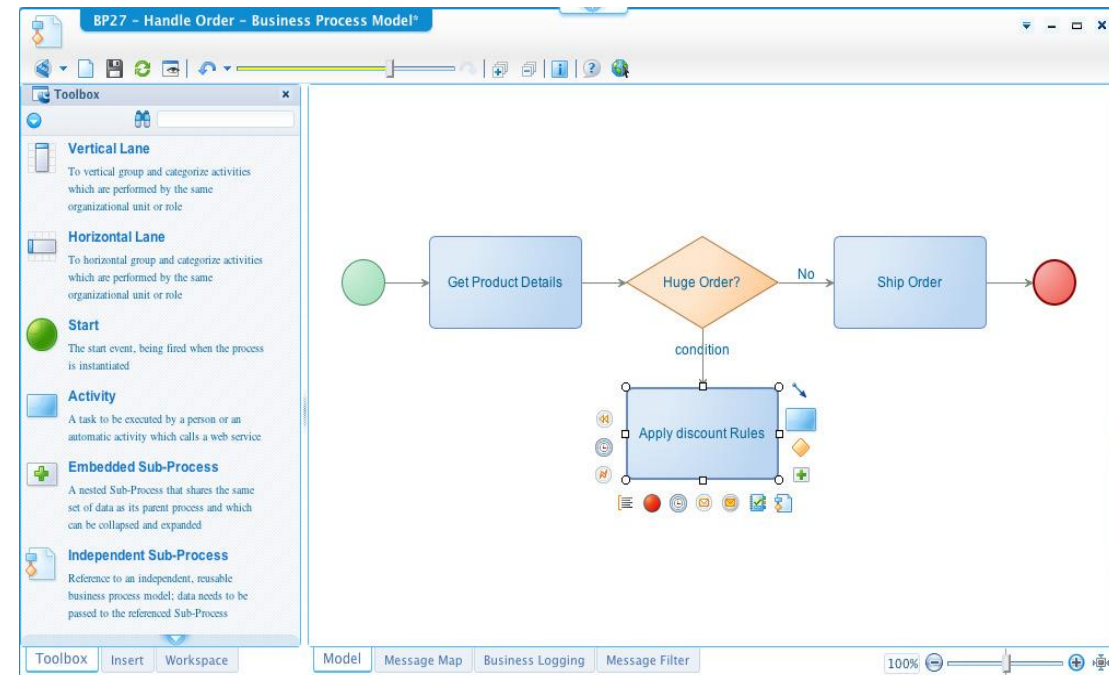
Process Suite BPM Designer

Business benefits: Design, execute, monitor, change, and continuously optimize (critical) business processes to respond quickly to changing business dynamics.

BPMS - Business Process Management (BPM)

Process Suite BPM supports the entire lifecycle of process improvement through a graphical modeling environment and robust, standards based process engine for execution.

- **Supports all process patterns:** short-lived (integration centric) and long-lived (human centric) processes, allowing hybrid modeling of human activities and data transactions (web services)

- **Team development:** powerful features for real-time collaborative modeling

- **Fully integrated with all other modelers:** linking all other design artifacts (sub model, UI, case model, business rule, calendar etc) via drag & drop technique

- **Process Instance Manager:** monitoring the execution of a business process with full auditing capabilities

- Adheres to **Business Process Modeling Notation (BPMN)** standard

- **Debugging & Administration:** Detailed process debugging features, crash recovery and operational management capabilities
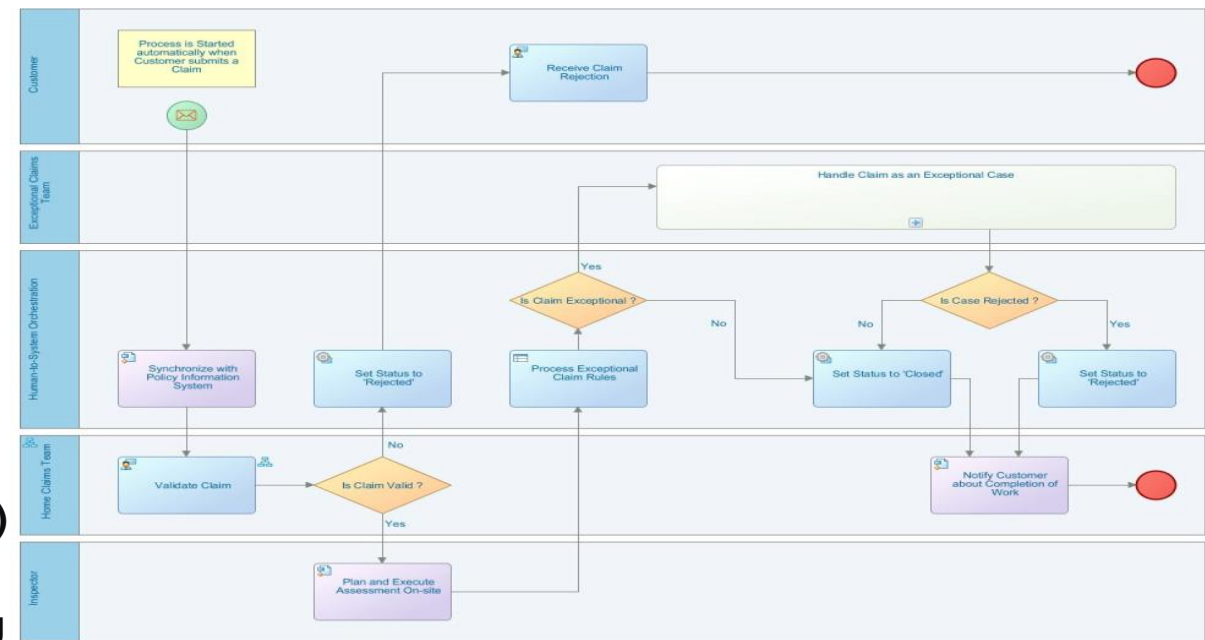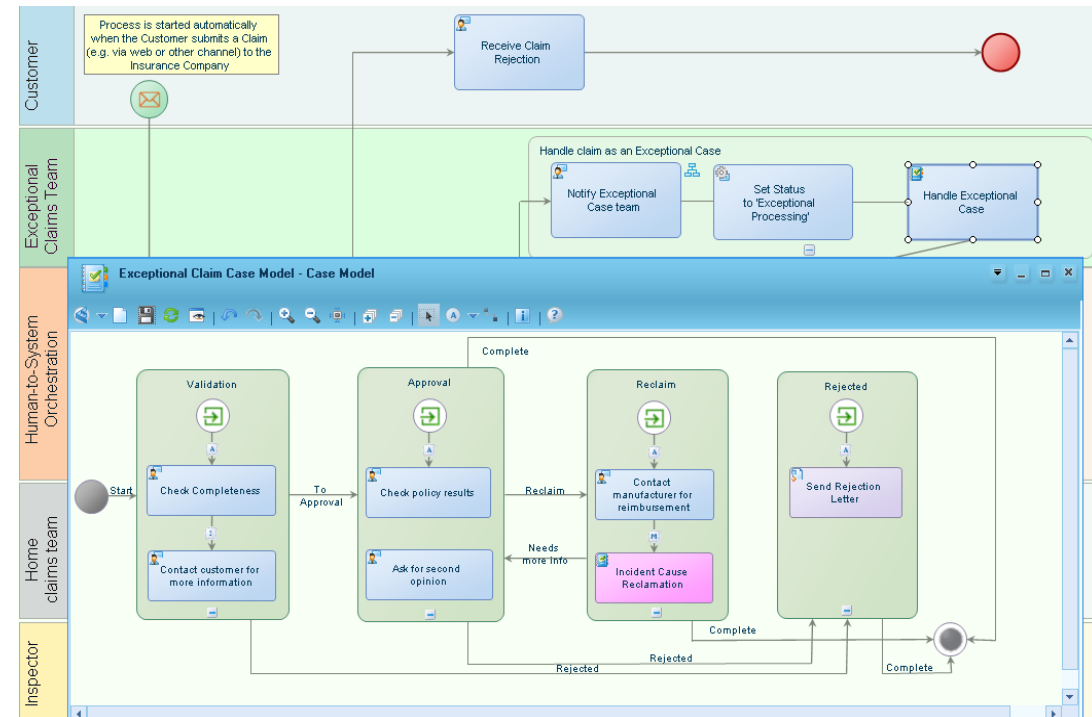
Business Process

Business benefits: Business and IT work on exactly the same graphical process models which always stays in sync, leading to faster and better process optimization and business process management.

BPMS – Dynamic Case Management (DCM)

Dynamic Case Management supports ad-hoc and dynamic workflows, where the knowledge worker decides on the next steps and who to involve, within the boundaries of the defined case model.

- **Graphical modeler** to express dynamic workflow behavior, supporting flexibility for the case worker to act upon judgment. Applicability rules help the case worker to select next action.

- **Case data management:** Case models can be associated with case details in composite application to build sophisticated case management applications.

- **Case Instance Manager:** Full transparency of case workload and audit trials. The progress of a particular case, as well as any changes to the case data, are tracked in the case instance tables.

- **State-based engine:** A case model is converted into a state model, including aspects like follow-up relations

- **Standard SCXML format:** The state definition complies with the SCXML10 standard as defined by W3C


Case Model invoked from BPM

Business benefits: Employee productivity, collaboration and high speed change to dynamic, ad-hoc, unstructured operations.

BPMS – Rules Management

Process Suite Rules Management is a powerful, high performing rule engine for expressing business logic in the form of rules and decision tables.

- **Supports modeling and maintenance of business rules expressed in business language.** It provides a consistent view and understanding of decision logic across applications and processes.

- **Decision tables are layered over rules –** A business-user friendly way to define and manage complex rules. Decision tables can be used directly as an activity in a BPM or Case Model

- **Integrated with WS-AppServer –** Application logic can be expressed as rules

- **Rule engine available as a Java library –** Allowing in-process embedding
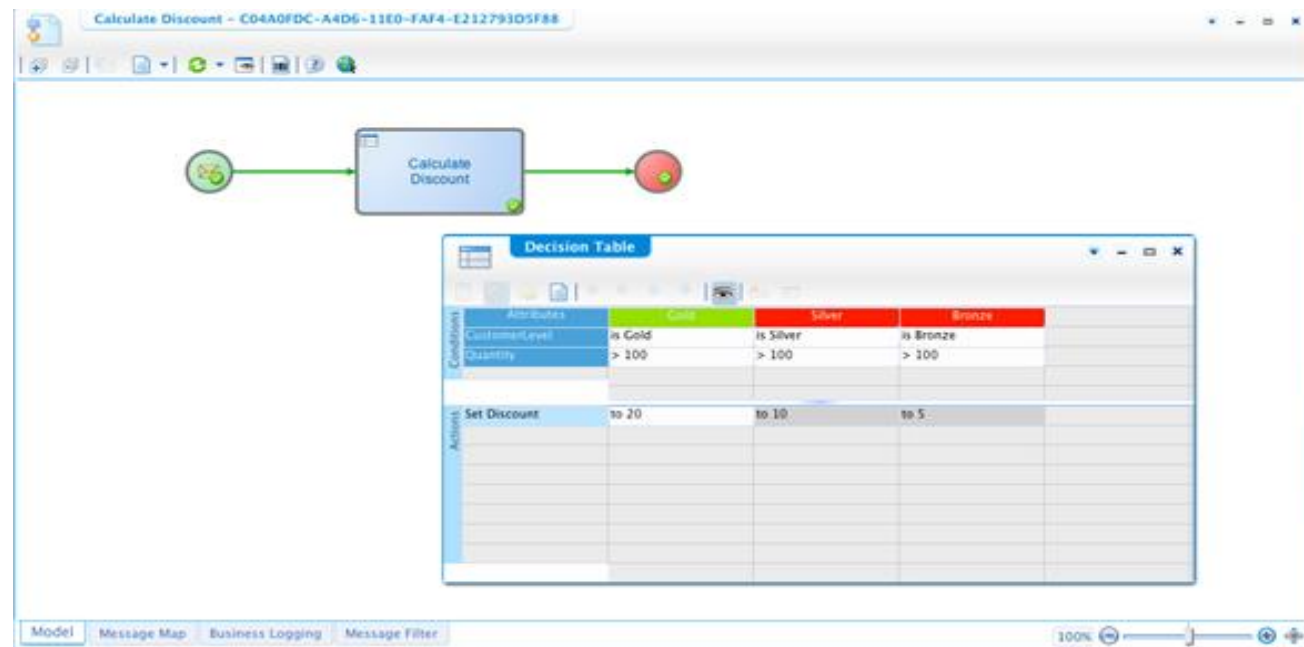
Decision Table Execution

Business benefits: Faster development and easier maintenance of business rules (Business & IT collaboration), allowing organizations to respond more rapidly to changing business needs and policies.

BPMS – Business Activity Monitoring

The Process Suite Platform's BAM enables monitoring of SLAs and achievement of goals using key performance indicators and business dashboards, identify exceptions and address them at real-time.

- **Personalized KPI dashboards** for process performance and non-process based metrics

- **Real-time notifications** for detecting process inefficiencies

- **Business metrics and KPIs** for fine-grained, contextual performance monitoring

- **Drill-down analysis** for root-cause bottleneck discovery and process improvement

- **Actionable data** triggering escalation processes, rules and/or cases as follow-up activities based upon monitoring data

Process Suite Platform BAM

Business benefits: Respond quickly to process or business inefficiencies, ensure that operations run smoothly, and guarantee that critical business services are available.

Composite Application Framework

Composite Application Framework (CAF)

The CAF provides the necessary features to enable the creation of process-centric applications which leverages the full power of the Process Suite platform.

- Application server, mobile SDK and UI Framework to build smart (mobile) process-centric applications

- Out-of-the-box task management application for work allocation, search and navigation through inbox

- Integrates disparate data sources, legacy systems, business software and web content into a personalized, process oriented workplace

- Extends ROI of existing systems by leveraging existing application logic in new process centric composite applications

- Connecting external stakeholders with business portals

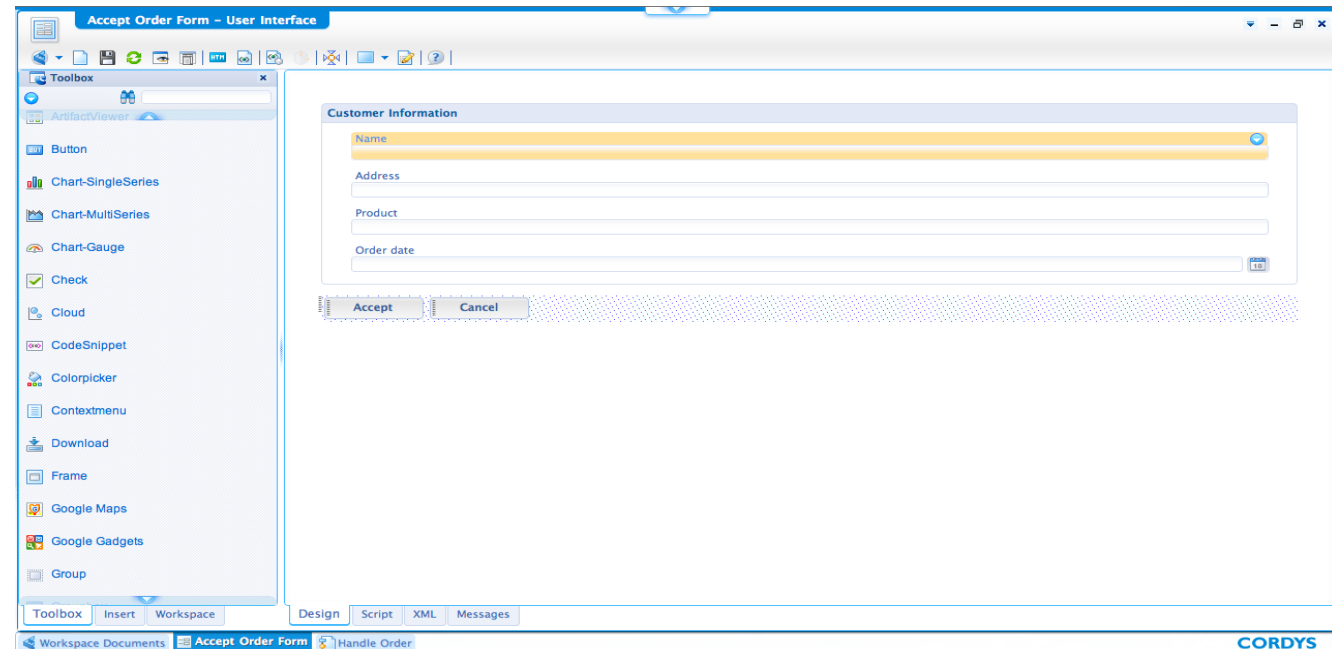- Empowerment of knowledge workers with dynamic case management applications
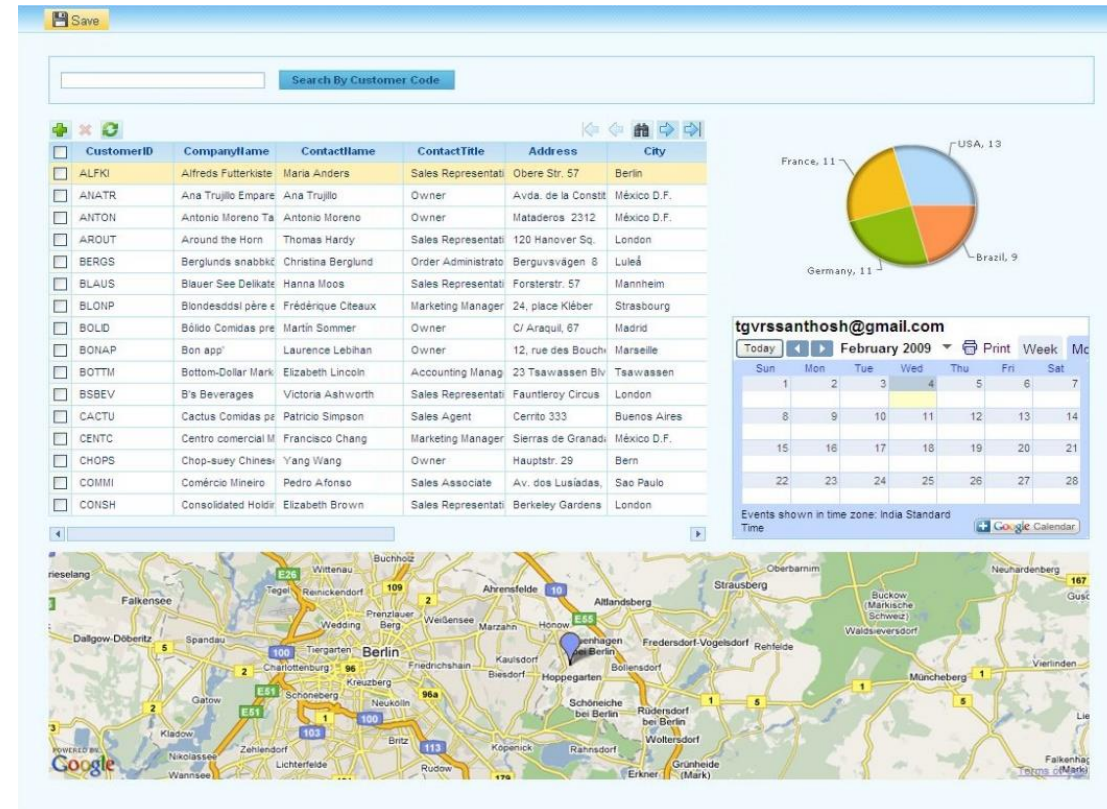
Composite Application

Business benefits: Increase personal productivity of knowledge workers and connect external stakeholders with fit-for-purpose applications.

CAF – User Interfaces

The Process Suite's CAF provides a powerful UI designer to quickly build custom applications and user interfaces through effective service reuse.

- **WYSIWYG** (What You See Is What You Get) **Form Designer** based on open standards like HTML5, Xforms, CSS and SOAP

- **Library of rich UI controls** available for reuse to improve developer productivity

- **Extensible environment** allowing to store custom (and complex) UI controls to be stored as composite controls, available as reusable UI controls

- **AJAX based technology** to ensure a rich and responsive user experience that run in a browser environment

- **Translation capabilities** including Right-to-Left support for Arabic and Hebrew languages

Process Suite Platform's Form Designer

Business benefits: Increase personal productivity of knowledge workers and connect external stakeholders with fit-for-purpose applications.

CAF – (Mobile) Task Management

The Process Suite Platform's Task Management allows (groups of) users to manage their tasks, associated with the activities and business logic modeled in Business Process Models, Case Models and Business Rules.

- **Role-based task management** supporting tasks assignment to users and roles (teams/worklists) by using fine grained authorizations for enabling or disabling different task parts

- **Seamless integration with all modelers** for Business Process models, Case models, Rules, Organization models etc. to manage all modeled business activities

- **Integrated monitoring/logging** to measure all human tasks and trigger escalation mechanisms in case the SLA is not met

- **Rich customization possibilities** at personal Inbox level and also at the role/team/work list level

- Support of **Mobile Inbox to manage (personal) Tasks,** based on roles, teams and worklists

Inbox: A single view of the work

Business benefits: Increase personal productivity of knowledge workers and connect external stakeholders with fit-for-purpose applications.

CAF – Process Suite Mobile SDK

Software Development Kit to quickly build Apps which are suitable for mobile devices.

- The Process Suite Mobile SDK targets **professional developers** (requiring HTML and JavaScript skills) to build Apps for mobile devices

- **Process Suite Platform Native App Container** for Android, iOS and BlackBerry OS to access the native mobile device features in the Apps

- Apps will work as **normal Web apps** when launched from the browser

- **Leverages popular open source frameworks** for mobile devices (e.g. JQuery, JQuery Mobile)

- The Process Suite Mobile SDK is designed fsor **an open pluggable architecture** and connects to the underlying Process Suite platform via webservices
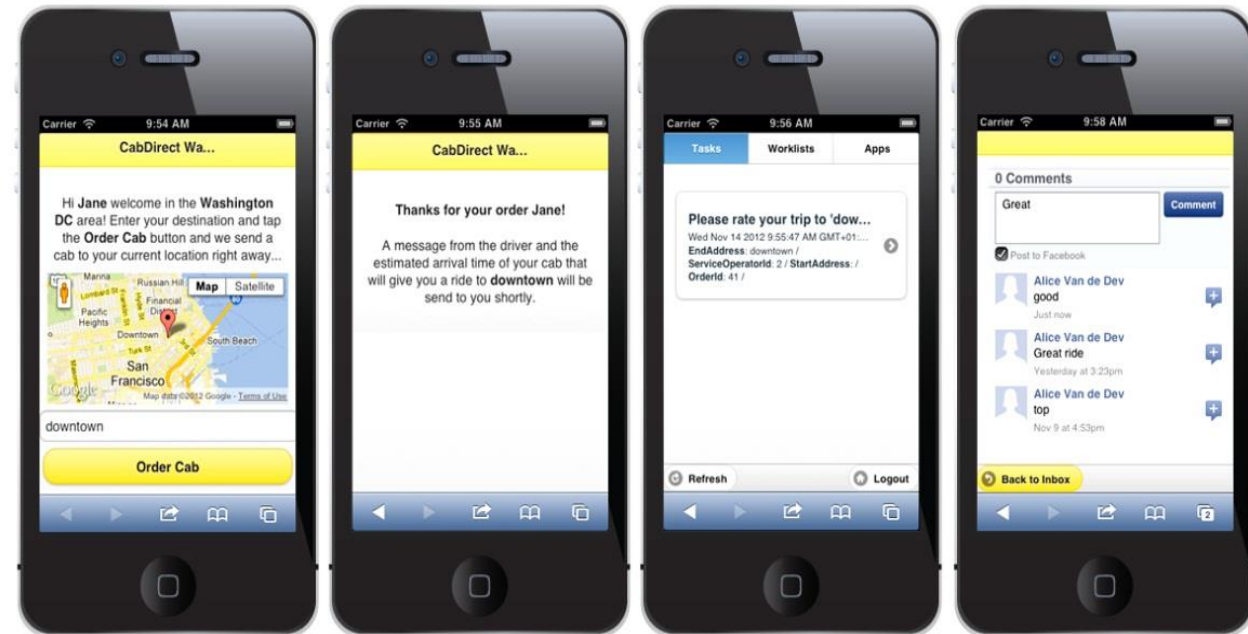
An example app for mobile device

Business benefits: Increase personal productivity of knowledge workers by supporting them through hybrid and Web apps over Process Suite for mobile and tablet devices.

Major Competitors

IBM Business Process Manager

- ✓ If you need to call SOA Services that have complex data structures such as recursively nested objects and any Type objects, the built in service discovery and type generation does not support it and blows up.
- ✓ If you need to develop complex User Interfaces, they are very hard to implement using Coaches.
- ✓ The Process Designer IDE tends to run very slow because of all the chatting it has to do with the server side Process Center.

bizagi BPM Suite

- ✓ Although Bizagi provides the ability to manage both structured and unstructured processes, it lacks some capabilities to deliver complex case control.
- ✓ Compared to leading iBPMS vendors, Bizagi offers one of the less intelligent products in this evaluation. It supports only the minimal required dimensions of the Gartner Business Process IQ Framework

Appian

- ✓ Appian uses a rule expression language that citizen developers may find challenging. Appian does offer a free, downloadable plug-in that is available to offset some of these challenges
- ✓ Compared with other leading iBPMS vendors, Appian offers fewer prebuilt adapters to IoT platforms

OpenText™ Process Suite

OpenText recognizes that digital information is no longer only used by trained IT professionals. It is now routinely used all across organization by employees of different levels of skills and training. Therefore new OpenText Process Suite 16 emphasizes full seamless integration of all components as well as radical improvements in both UI and UX, which makes the platform significantly more user friendly.

Process Suite 16 is a new way to think about Business Process Management (BPM)

- Business leaders gain critical visibility into operations at the right time empowering them to optimize results and drive growth and innovation.
- As a market-leading BPM platform, OpenText Process Suite enables organizations to tackle their most pressing and complex process automation and case management challenges from a single platform.
- Process Suite 16 adds new and extends the existing integration opportunities with other business management systems such as ECM, ERP and CCM.

Key Benefits of OpenText Process Suite

Enables true business and IT collaboration through a single workspace

Addresses the challenge of orchestrating services between on premise and the cloud

Supports any kind of workflow; human, document or integration-centric

Supports traditional BPM and Dynamic Case Management in a single platform

Includes master data lifecycle management and synchronization across multiple source systems

Integrates a single, open platform based on SOA architecture

01

02

03

04

05

06

Some OEM Case Studies

Avaali Advantage

We have significant experience helping our clients implementing BPM –
We utilize a full project life-cycle approach to BPM programs focusing on key project phases

Avaali has strong partnership with the leading BPM vendor. We are working closely with OpenText to help address your every Business Process Management need. We have rich experience in developing and implementing BPM solutions designed to help institutions ensure that their business processes are integrated, transparent, automated and most of all deliver measurable business value
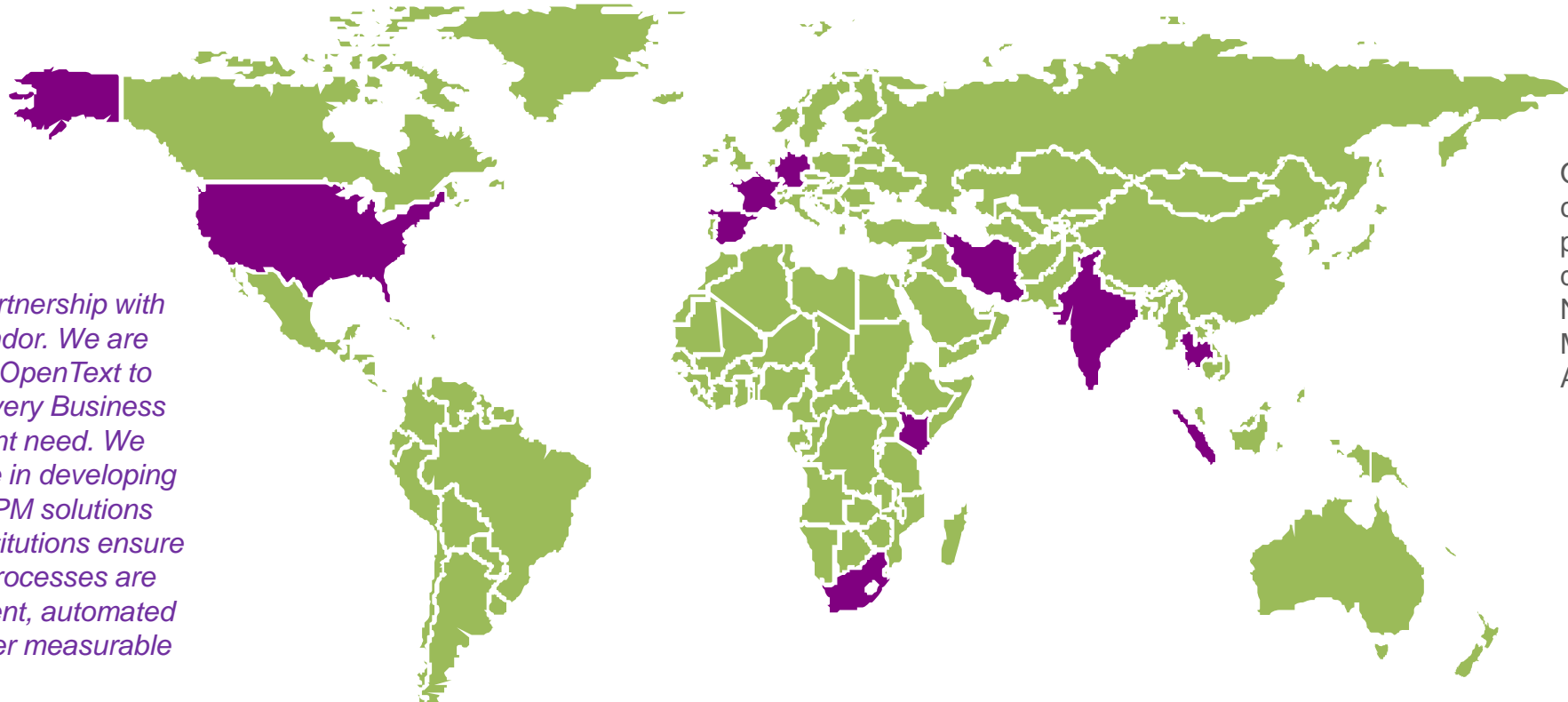
Our Global BPM practice consists of 100 plus professionals working across different geographies including North America, Europe, Africa, Middle East and South East Asia

- Focus on business value of BPM, Alignment of business vision, critical success factors and goals to the BPM's strategy and technology
- Analyse Process and identify opportunities to improve effectiveness and efficiency
- Proven methodologies and experience to deliver solution in a consistent manner at the total lower cost

Thank You!

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