Process Automation

Business Overview Presented By:

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Change is Accelerating . . . . Will You Keep Up?

CEOs Worry About Their Business Agility

98% of CEOs expect their business models will need to change

Agile businesses have 29% higher earnings per share.

“We have seen more change in the last ten years than in the previous 90.” Ad F. Scheepbouwer, CEO KPN Telecom

Source: IBM Global CEO Study 2008
Organizations are constantly “raising the bar” by continuously improving their business processes.

CIO's top priority over last three years: “Improving Business Processes”

BPM provides benefits across a broad spectrum of business processes:

- Structured, Simple-n-Local
  - Employee On-boarding
  - Merchandising
- Structured Complex-n-Global
  - Payments
  - Claims
- Un-Structured, Simple-n-Local
  - Contracts
- Un-Structured, Complex-n-Global
  - Supply Chain
  - Case Management
Leverage BPM to address **critical business needs**

**Business Needs**

“Greater efficiency and reduced costs”

“Real-time visibility for smarter decisions and actions”

“Faster and easier to respond to change”

**Common BPM Adoption Patterns**

End-to-End Process Automation

Transform Insight into Action

Adapt and Respond Dynamically
Collaborate through Process Modeling

Fully understand impacts before deploying!

Successful BPM Projects requires the active participation of business experts and IT personnel in the Process-modeling exercise

- Business users benefit through collaboration with coworkers, partners and customer across the value chain
- Collaboration capabilities improve productivity and drive rapid innovation for increased ROI
- Leverage collaboration capabilities in the WebSphere Business Process Management products
Documenting with *process-modeling* enables collaboration and quick deployment!

- use of common *tools*
- import content
  - simulate-n-deploy rapidly
- easier collaboration
  - fewer misunderstandings
Process Automation Overview

Improve Business Performance - Reduce Costs

Streamline business activities
- Claims Lifecycle Management
  - Healthcare

Simplify or Eliminate Exceptions
- Spare Parts Replenishment
  - Aerospace and Defense

Ensure consistency and compliance
- Global Payments Processing
  - Banking

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Process Automation Overview

Process Automation

• Streamlines processes across existing assets and infrastructure

• Seamlessly automates manual tasks, IT systems, and information

• Complements and extends current applications

• Leverages reusable process components
  ✓ Eliminates duplicate data entry
  ✓ Shortens process cycle times
End-to-End Process Automation increases business value by spanning silos

Business results can include:

• Lower costs
• Reduced cycle time
• Greater consistency
• Easier to manage

Source: North American company supply chain process

Reduce staffing requirements for manual tasks by 85%
Process Automation provides *process integrity*

- Businesses live by their Service Level Agreements
- Scalability to allow for future growth
- Accommodate demanding, transaction intensive processes
- SOA enabled process flexibility
- Consistency and recovery to safeguard against system failures

*Best of Both: Flexibility combined with scalability and reliability*

Financial services firm processes 1.2 million orders per second

Source: IBM results for market leading U.S. financial services firm. Measured from gateway to order matching engine and back.

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Process Automation Overview

Process Automation increases efficiency and productivity

- Streamline human interaction to reduce cycle time
  - Full automation where possible
- Minimize human touch for processes requiring human interaction
  - Presents the right information at the right time to the right people
- Provides flexibility to dynamically engage knowledge workers where needed
  - Skip, jump, repeat or insert activities

Source: Large Chinese Telecommunications firm
Process Automation Overview

Process Automation Simplifies or Eliminates Exceptions

- Respond to changing business needs with greater flexibility
- Dynamically assign roles based on runtime context
- Support for ad-hoc human collaboration
- Multi-level escalation mechanisms
Consistency: Do what you say, say what you do:
- Prove that processes are doing what you claim they do
- Process integrated with governance, security, workplace and organizational policies

Confidence: Processes run as designed
- Full audit trail of what was done by who, where and when
- Closed loop end-to-end process optimization capability
- Process agility and flexibility to enable faster response time

Financial services firm achieves savings of $50M with effective governance thru Process Automation

Source: German financial company governance project

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Process Automation Enables Faster ROI.

Interactive Process Design

Quickly define, test, and deploy complete BPM solutions

- New processes are implemented quickly and correctly
- Reduced confusion between business and IT
- Greater business insight into daily work activities
- Less strain on IT people and infrastructure

Faster modeling to execution

Interact & test process designs & forms in managed sandbox, using role-based business spaces.
Import PowerPoint process diagrams.

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Process Automation Helps Align Roles-n-Stakeholders To Business Goals, Objectives and Performance

Empowers Line of Business with minimal IT involvement

Manage and Monitor from desktop and/or mobile devices

Modify rules, policies and processes

Review KPIs, manage task lists and staff productivity

Analyze metrics, optimize process models and dashboards
Combining the power of BPM and SOA in one engine

Robust platform that is easy to deploy

- Complete toolbox for building composite applications
- One easy-to-learn end user interface, based on Eclipse technology
- Design that is built for reuse and flexibility
- Reach to any services across your enterprise to extend the scope of solutions quickly and easily.
- Integrated server built on an open standards-based ESB.

Supports process choreography across applications, systems, and people

- Flexible Infrastructure Enables Process Change
- Assemble and Execute mission critical processes
Empowering business users with collaboration tools

*Visualize, document, and model business processes*

- Easy-to-use BPM tool for business users to graphically model, analyze, simulate human workflows and automated business processes
- Empowers business users beyond modelling
  - Visualize and storyboard user interaction
  - Simulate execution of processes with detailed statistical analysis tools
  - Optimize business operations by running “what if” scenarios
  - Define Metrics, KPIs, Counter
- Enables collaboration and information sharing on BPM projects

Modeler enables faster deployments and return on investments

- Provides integrated industry content to jumpstart solution development
- Deploy and run human workflows on a Process Server

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Process Automation Overview

Process Automation delivers a range of powerful business outcomes

Application processing time cut from 2 weeks to 2 days

Reduced retail order errors by 89%

Processing time reduced from 32 hours to less than 30 minutes

Lowered supply chain paper handling costs by 63%

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Automate critical emergency response processes

City of Madrid, Spain

Government Pains
• Poor coordination between safety and security personnel

Smarter Business Outcomes:
• Real-time, coordinated deployment of police, fire and ambulatory emergency response teams and assets
• Automated delivery of crucial information to the right teams

Automate processes across disparate IT systems and mobile devices in a secure environment with extremely high availability and reliability

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## Process Automation is happening in your industry

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<td>Real-time Demand Signaling</td>
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<tr>
<td><strong>Banking</strong></td>
<td>Customer Profitability, lowering of costs across multiple business</td>
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<td>channels, regulatory compliance, self service</td>
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<td><strong>Government</strong></td>
<td>Customer Payments, Legal and social services, implementing legislation</td>
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<td>and regulatory compliance</td>
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<td><strong>Insurance</strong></td>
<td>Analytics for Cross-Sell and Up-Sell opportunities and Risk Management,</td>
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<tr>
<td><strong>Electronics</strong></td>
<td>Supply Chain Analytics, Plant Floor Automation and Preventive Maintenance</td>
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<td><strong>Telco</strong></td>
<td>Service provisioning, customer loyalty, regulatory compliance</td>
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<td><strong>Health Care</strong></td>
<td>Cost vs. Care Analysis, health monitoring, Claims, Therapeutics …</td>
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<td><strong>Consumer Products</strong></td>
<td>Demand Planning; Maintenance, Repair and Overhaul (MRO); and Promotion Analysis</td>
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<td><strong>Financial Markets</strong></td>
<td>Straight through processing, stock trading, Management and Compliance Dashboards</td>
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<td><strong>Automotive</strong></td>
<td>Customer Analytics, Preventive Recall and Quality Management</td>
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Thank You

Russian

Spanish

English

French

Italian

Arabic

Brazilian Portuguese

German

Simplified Chinese

Japanese

Korean

Tamil

Traditional Chinese

Simplified Chinese

Danke

Merci

Obrigado

Grazie

Thank You