Software Group

IBM Business Process Manager 8.0

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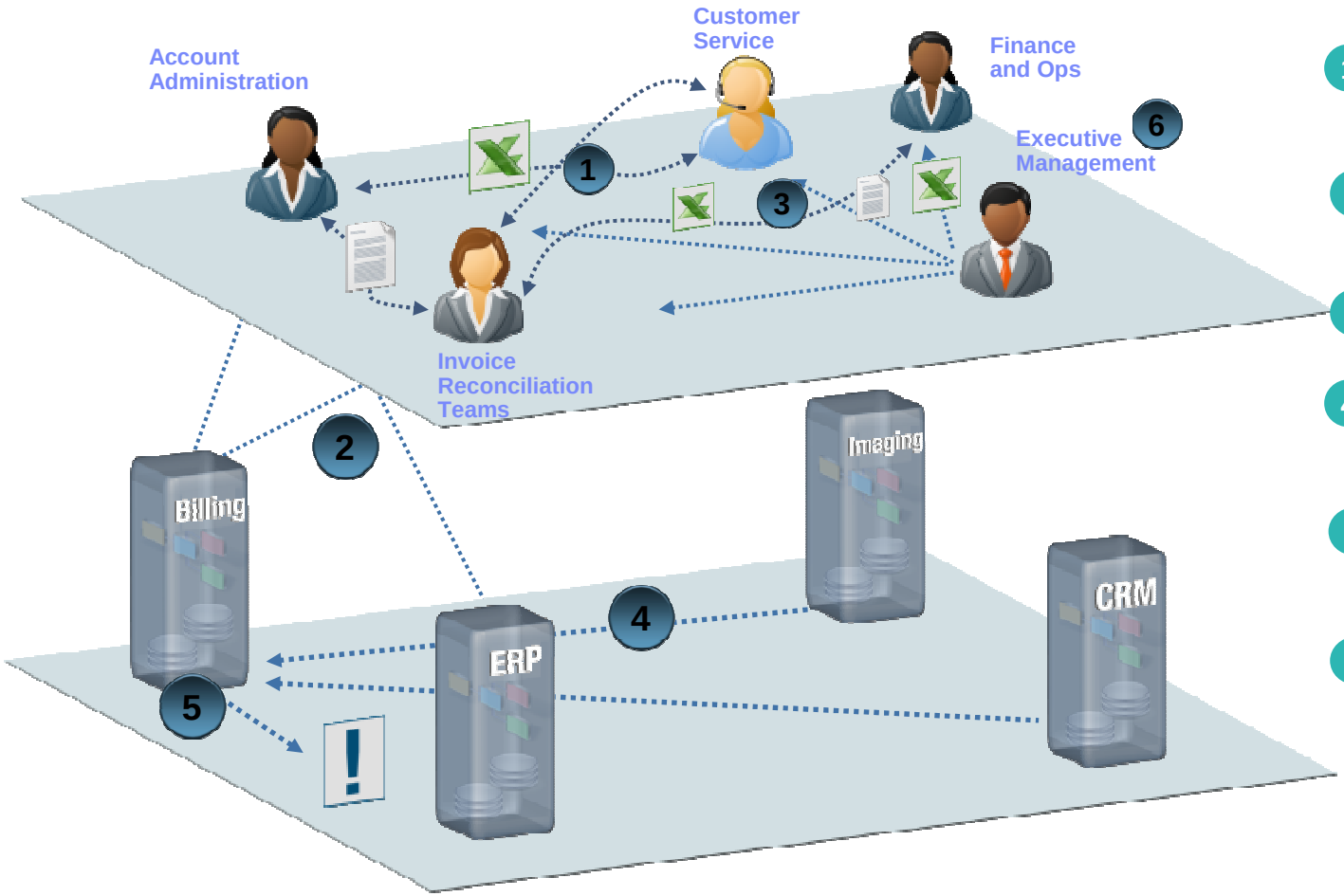
Outline

- Definition of BPM
- Overview of BPM Approach
- Introduction to IBM BPM
- IBM BPM Demo
- Architecture of IBM BPM
- Example of PoC for Real Customer

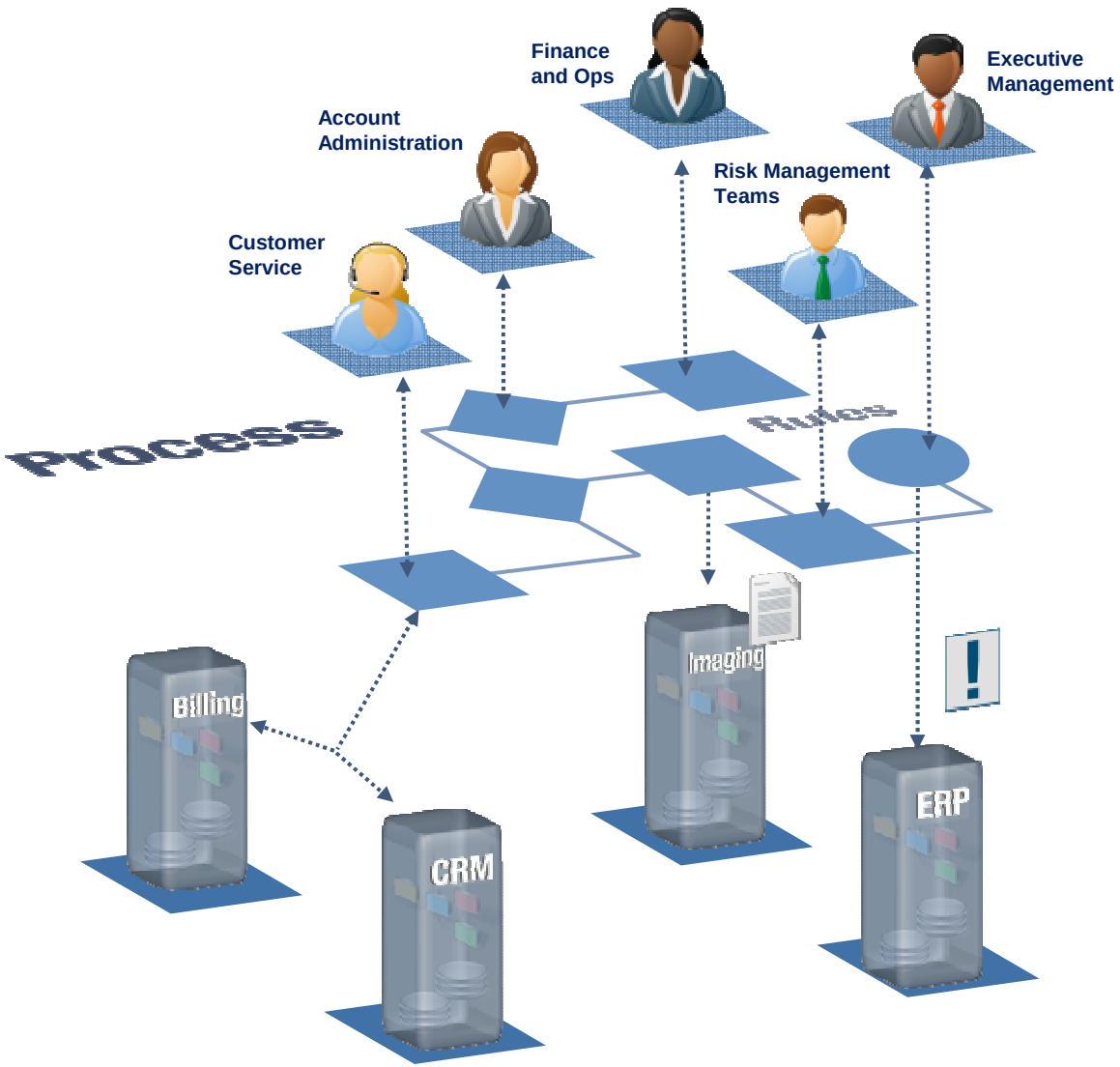
Definition of BPM

Typical Process Problems



1. Unstructured Tasks and Communication (ex Paper or email)
2. Inefficient Working Environment Spans Systems
3. Inconsistent Prioritization
4. Incomplete or Inaccurate Data Flow Between Systems
5. Lack of Control Over System and Business Events (Exceptions)
6. Poor Visibility Into Process Performance

BPM Brings Order to the Chaos

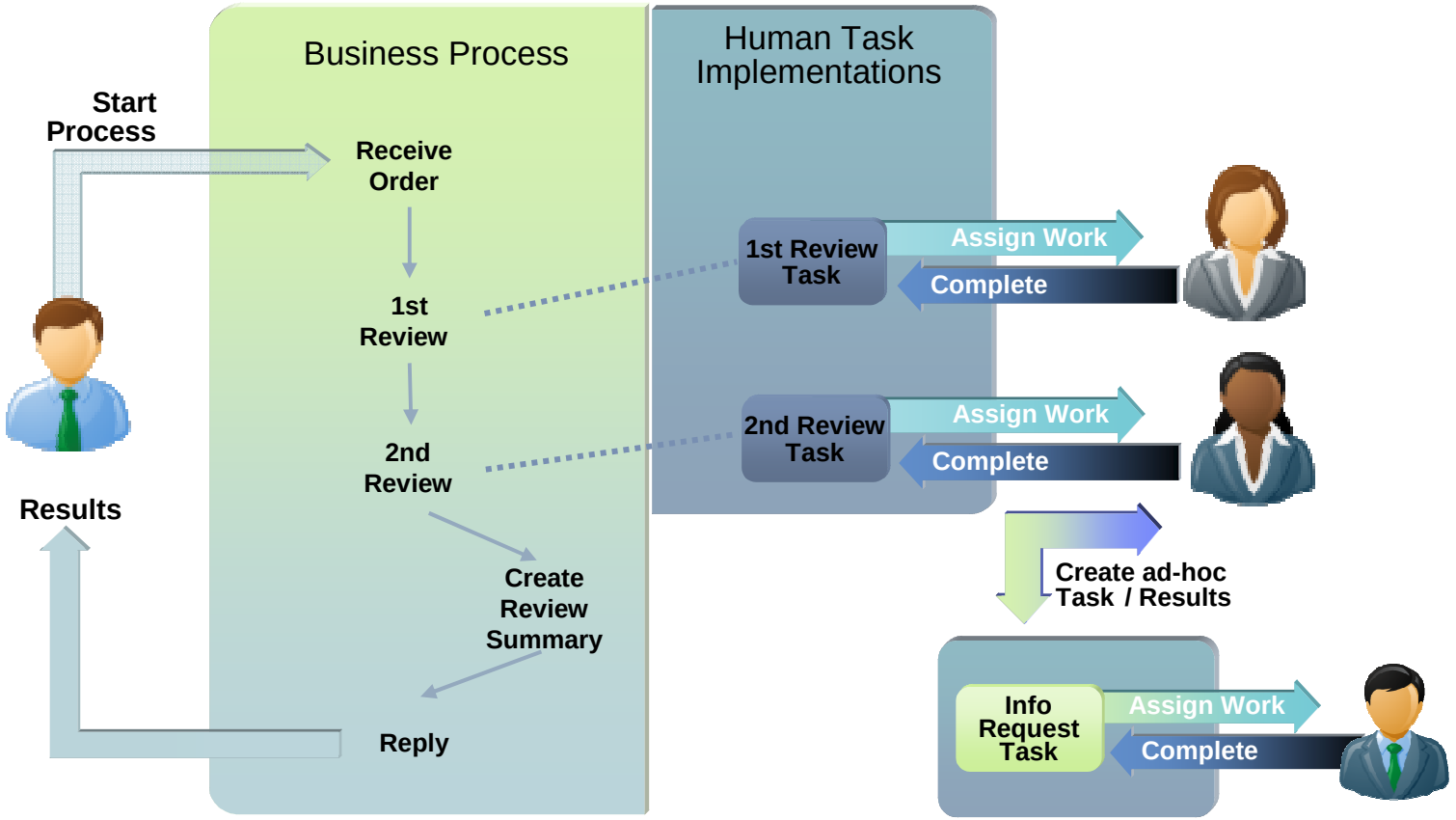


1. Automate workflow & decision making
2. Reduce errors and improve consistency
3. Standardize resolution across geographies
4. Leverage existing systems and data
5. Monitor for business events and initiate actions
6. Real-time visibility and process control

Customer Benefits:

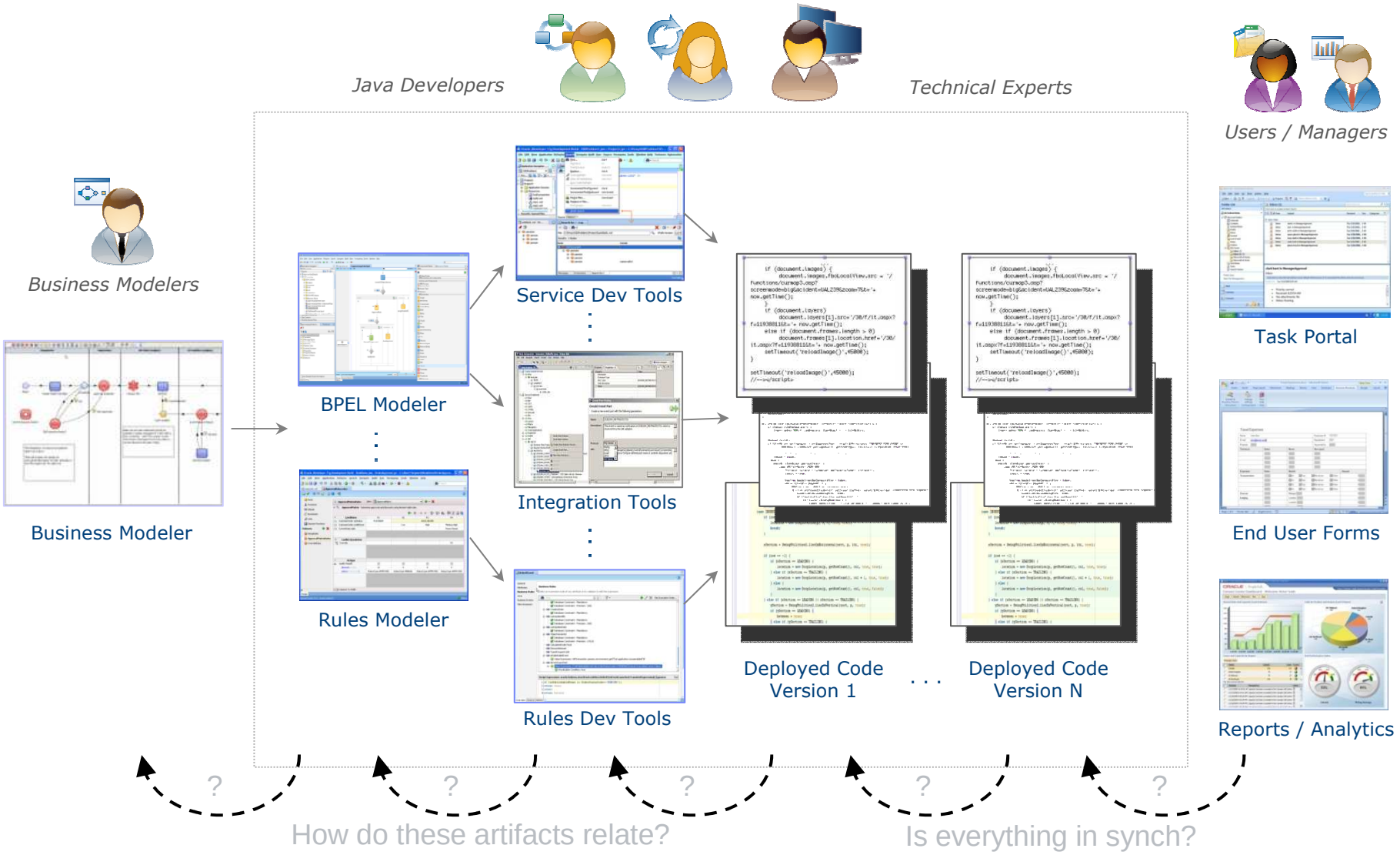
- Huge Reduction in Manual Work, Errors
- Faster, More Consistent Issue Resolution
- Easier to Manage the Business
- Consistent Case Handling

BPM Streamlines Human Tasks

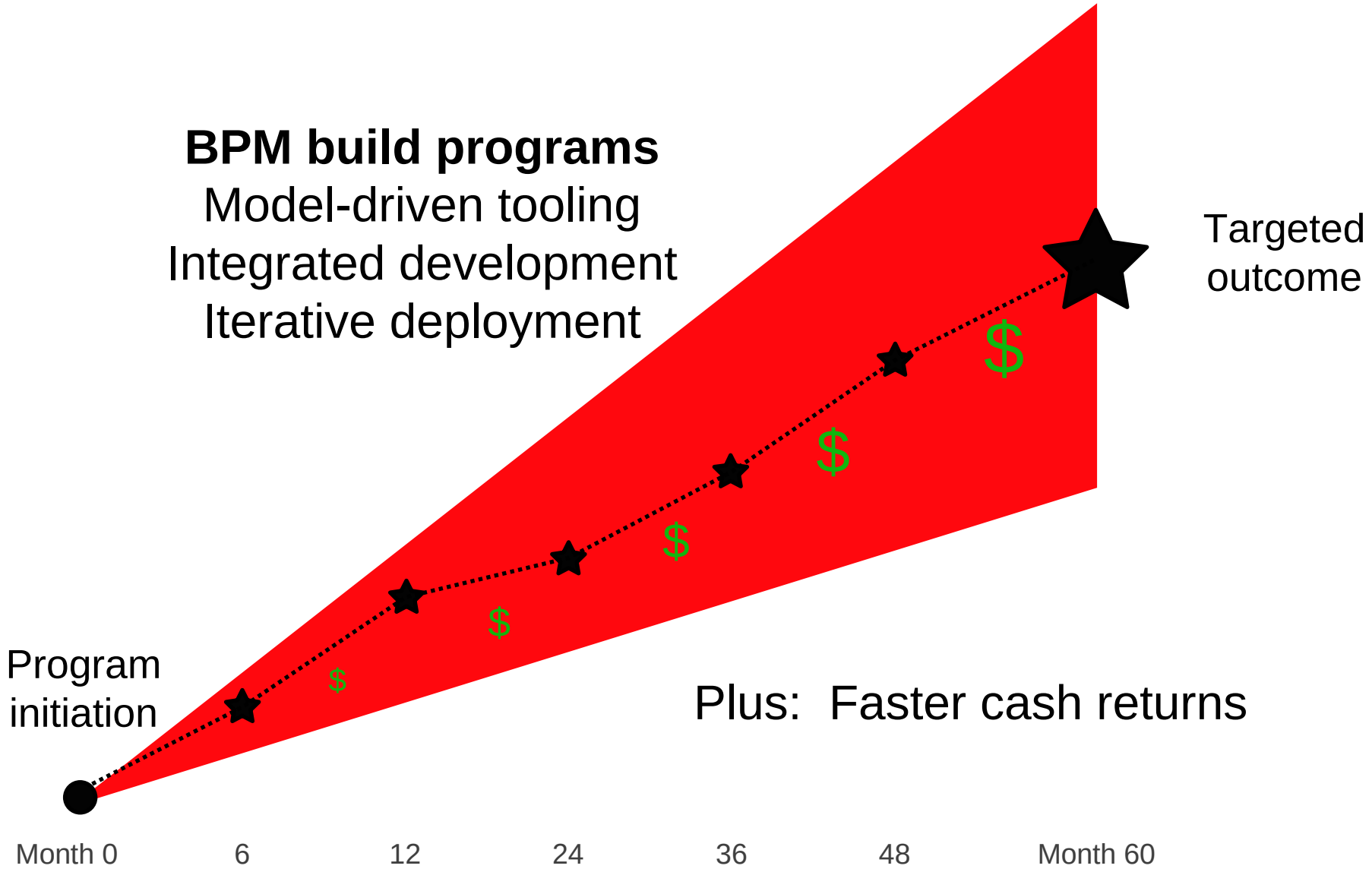


Overview of BPM Approach

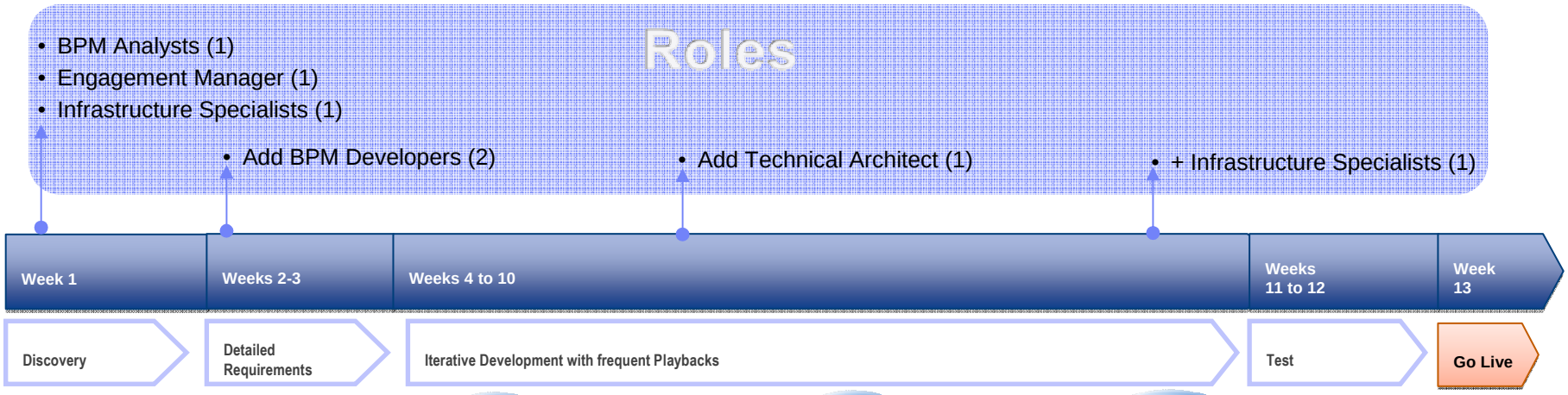
Traditional BPM/Process Application Lifecycle



BPM Accelerates Better Business Outcomes

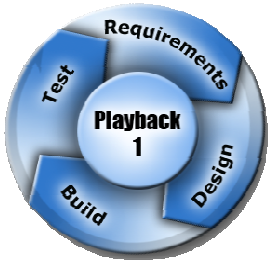


BPM Projects from Inception to Production in ~90 Days



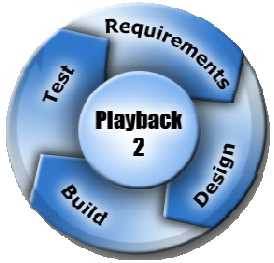
PLAYBACK 0
"Define the Process"

- As-Is and To-Be Process Maps
- User Stories
- Problems and Pain Points
- KPIs/Metrics/SLAs
- Opportunities for Improvement
- Process Triage
- Process Charter and ROI



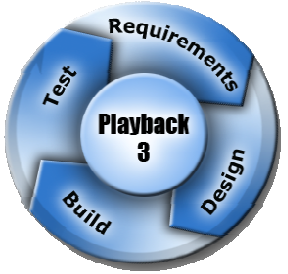
PLAYBACK 1 Series
"Build the Process"

- Author the Business Process Model
- Define the Roles / Participants
- Define the Data Elements / Variables
- Configure the Screens
- Model the Rules across the Screens and Model



PLAYBACK 2 Series
"Connect into the Infrastructure"

- Data Flow Through
- Other Systems of Record
- SMTP
- Data Warehouse
- LDAP / SSO
- EAI



PLAYBACK 3 Series
"Refine the Delivery"

- Model Corner Cases
- Expanded Search Capabilities
- Build Metrics and Performance Reports (Tuning and Measurement)
- Other types of Processing Automation
- Feedback from Playbacks

BPM Roles-based Development – Rapid, Agile and Iterative

Process Portal

UI Screen Flow Coaches

Worker

Manager

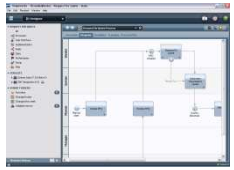
Process Portal

Scoreboards

Admin Console

Administrator

Process Designer

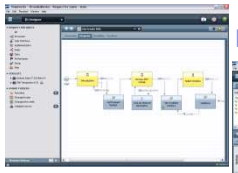


BlueworksLive.com

Process Modeler

BPM Developer

Process Designer



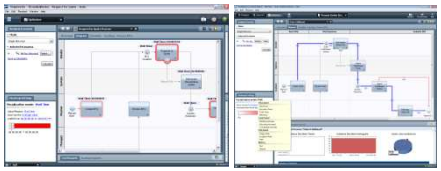
Process Inspector

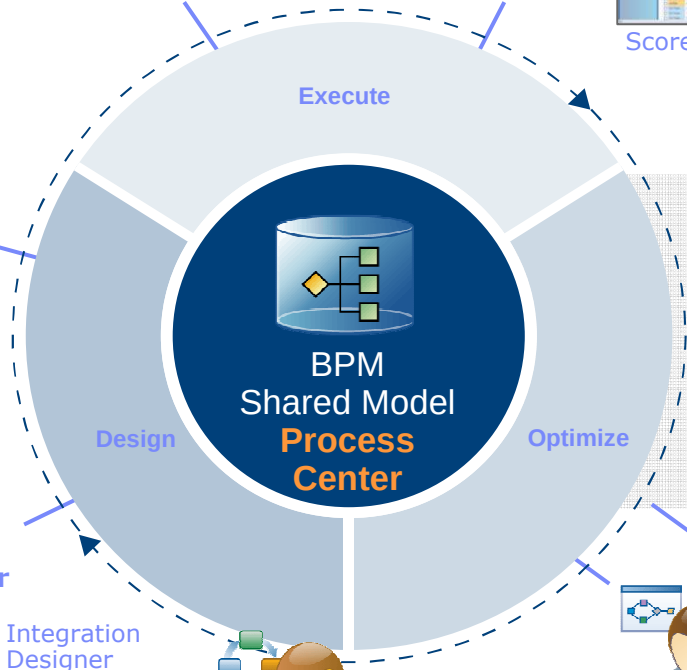
Integration Designer

Integration Developer

Business Analyst

Process Optimizer

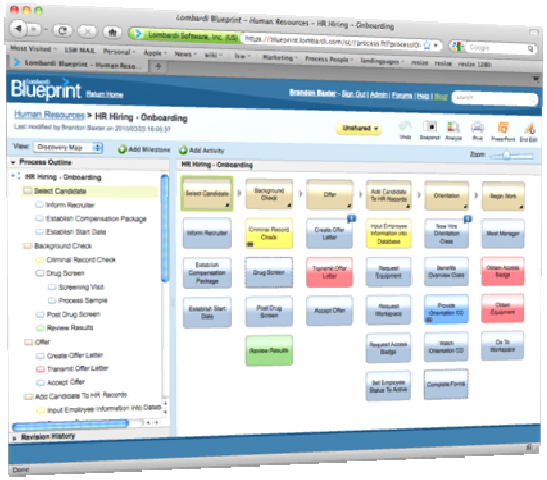




- Collaborative platform
- Iterative, shortened development cycle
- **What you model IS what is executed!**
- Single, Shared process model
- Lower technical effort (less time, cost, risk)
- Simplicity with Sophistication (Attractive to BOTH Business and IT)

Introduction to IBM BPM

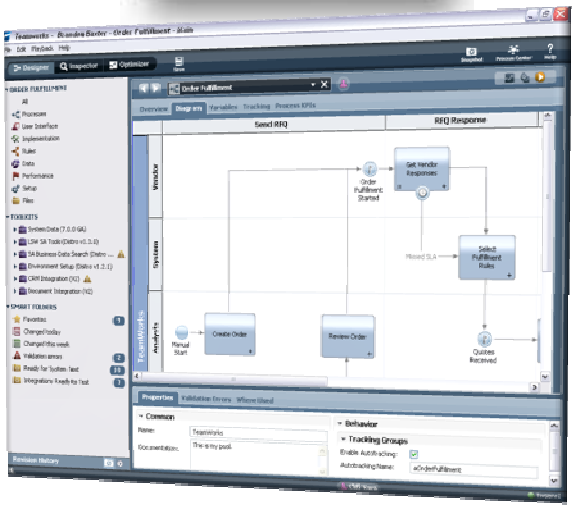
BlueworksLive



The simplest way to get started with your BPM initiative

Process Discovery
"Modeling for Documentation"

IBM Business Process Manager

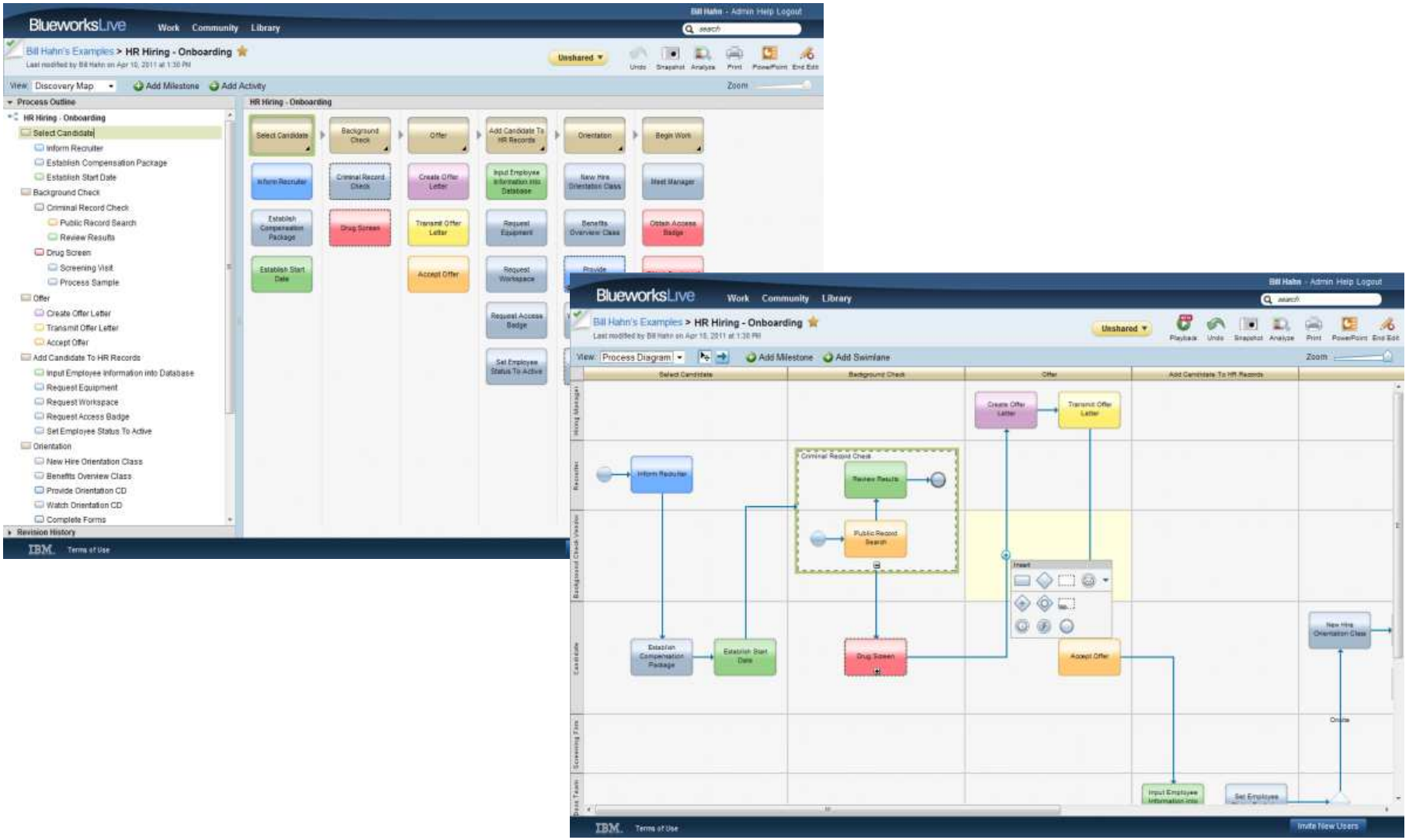


The quickest way to deliver process applications

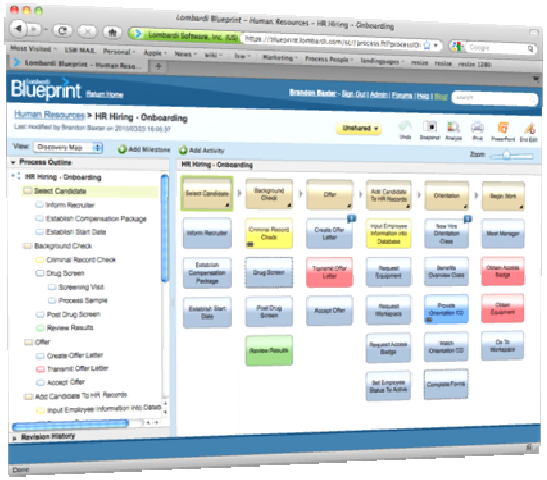
Process Implementation
"Modeling for Execution"

BlueworksLive ➔ Simple Enough for Novices, Rich Enough for Experts

"Process Discovery"



BlueworksLive



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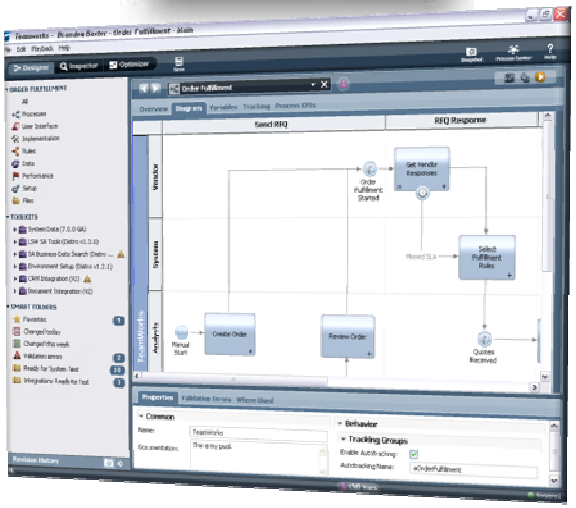
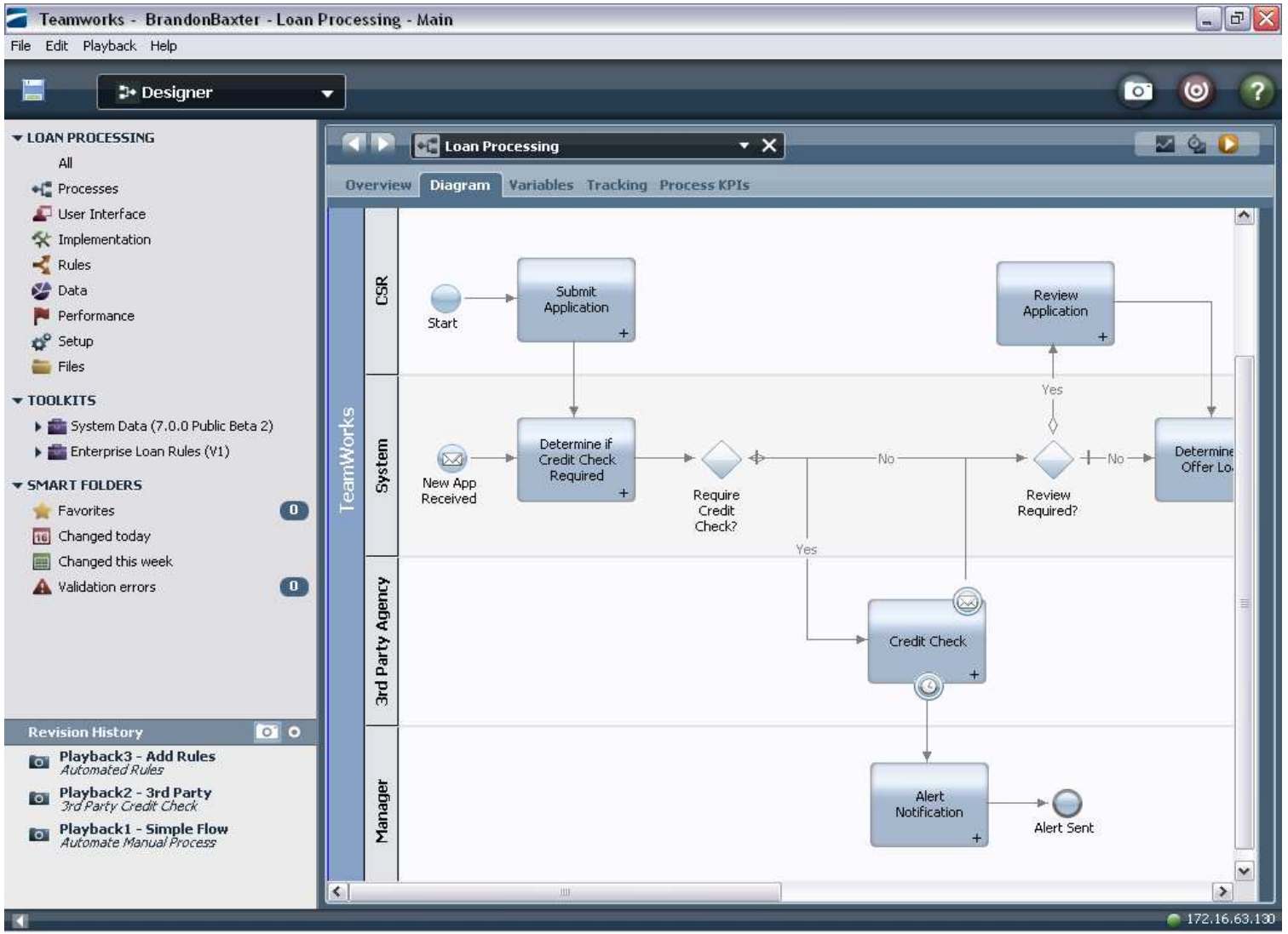


The quickest way to deliver process applications

Process Implementation
"Modeling for Execution"

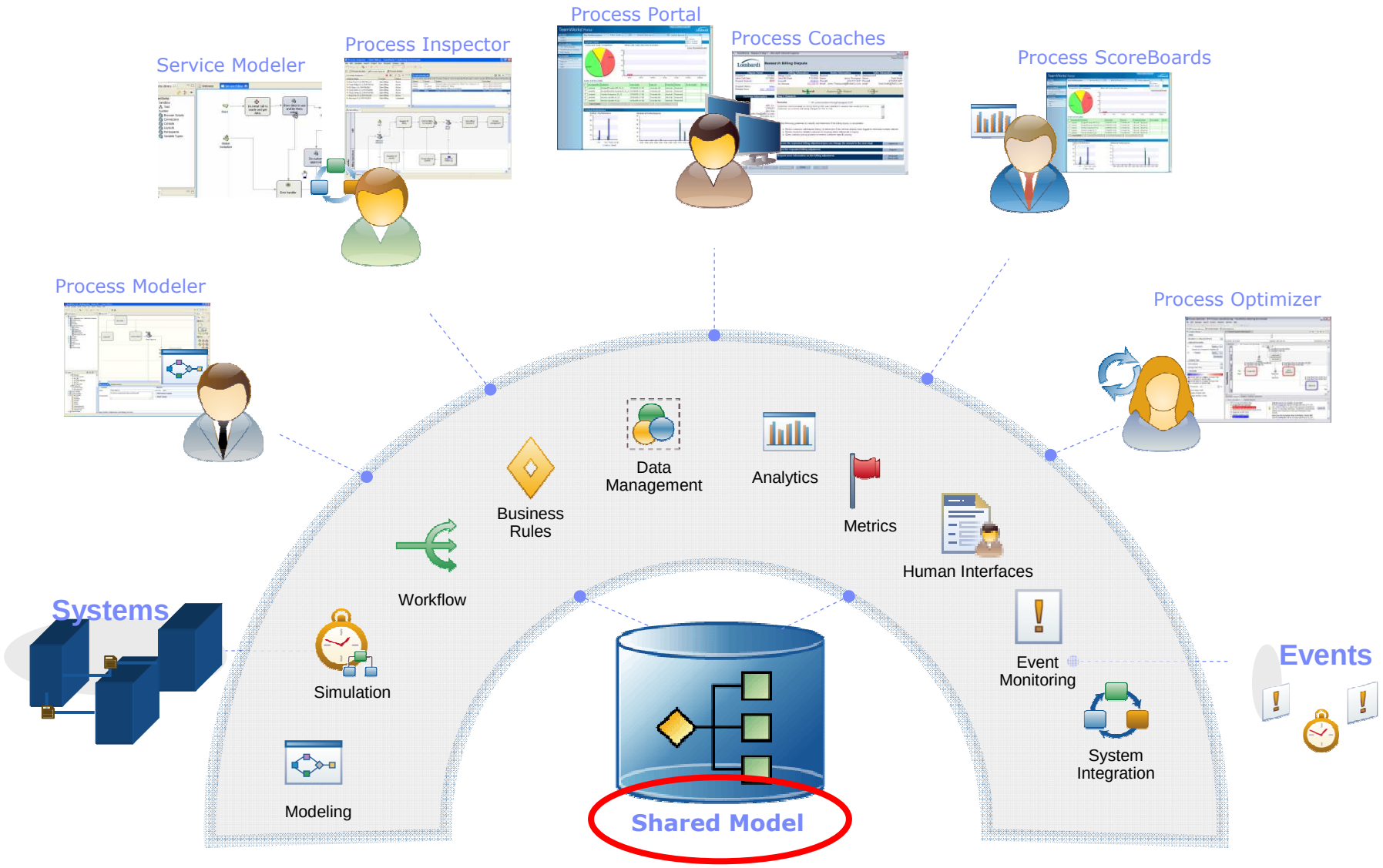
IBPM ➔ The Picture is The Process

"Modeling for Execution"

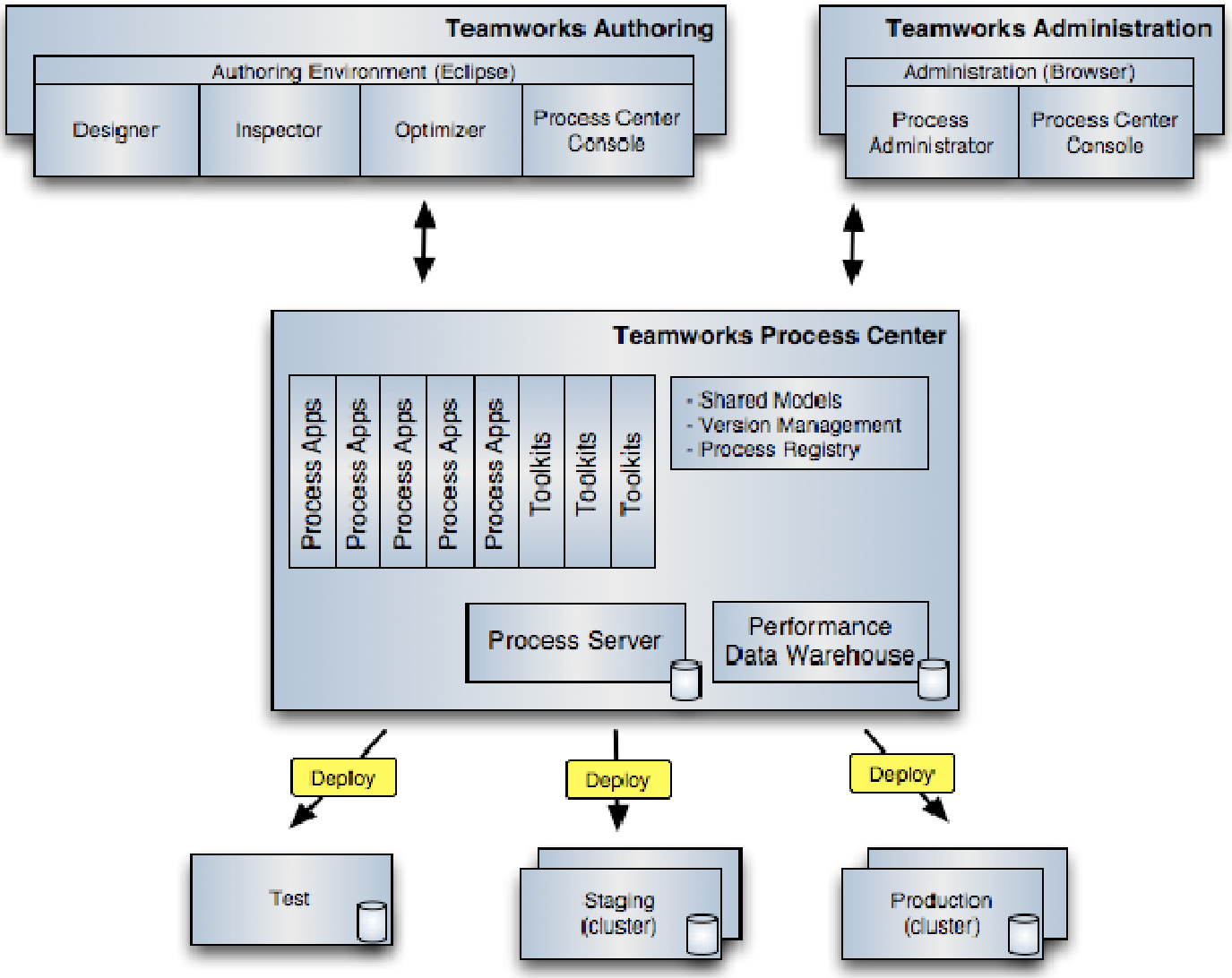


Architecture of IBM BPM

IBPM Shared Model Architecture



IBPM Design Time



PoC Demo

Links to Your Next Steps…
IBM BPM Delivery Capabilities
Including Education and Enablement Services

BlueworksLive

http://BlueworksLive.com

BPM Process Discovery & Modeling in the Cloud

- Blueprint Process Modeling for inventory & mapping
- Knowledge sharing & collaboration
- Process analysis & prioritization

IBM Business Process Manager

Demos & Free Cloud Test-drive

http://IBMBPMDemos.com

BPM Process Modeling & Implementation

- Rapid process application development
- Continuous process improvement
- BPM program management

धन्यवाद
Hindi

多謝
Traditional Chinese

Grazie
Italian

ขอบคุณ
Thai

Gracias
Spanish

Merci
French

Спасибо
Russian

شكراً
Arabic

Obrigado
Brazilian Portuguese

Danke
German

多谢
Simplified Chinese

நன்றி
Tamil

ありがとうございました
Japanese

감사합니다
Korean