








BPMS – State of the Art 2008

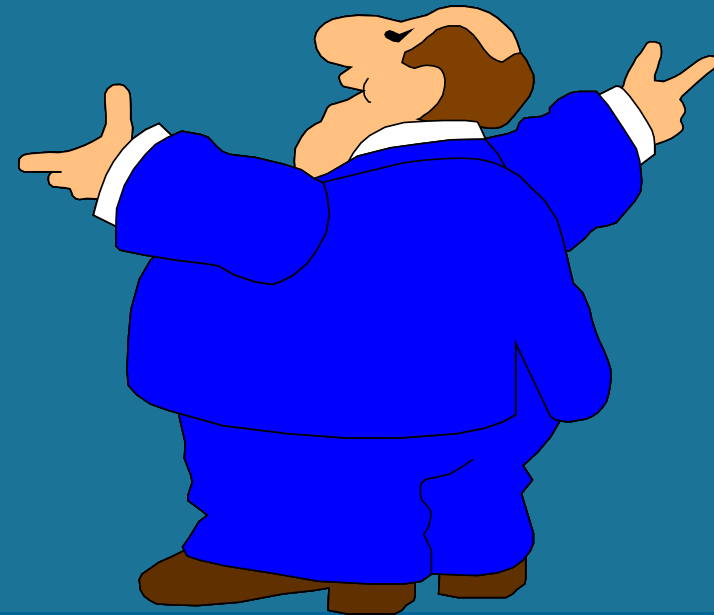
Simon Holloway

Practice Leader

Process Management and RFID

Agenda

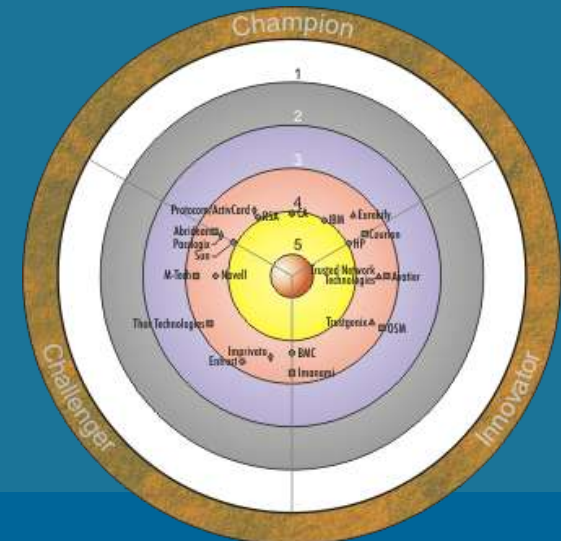
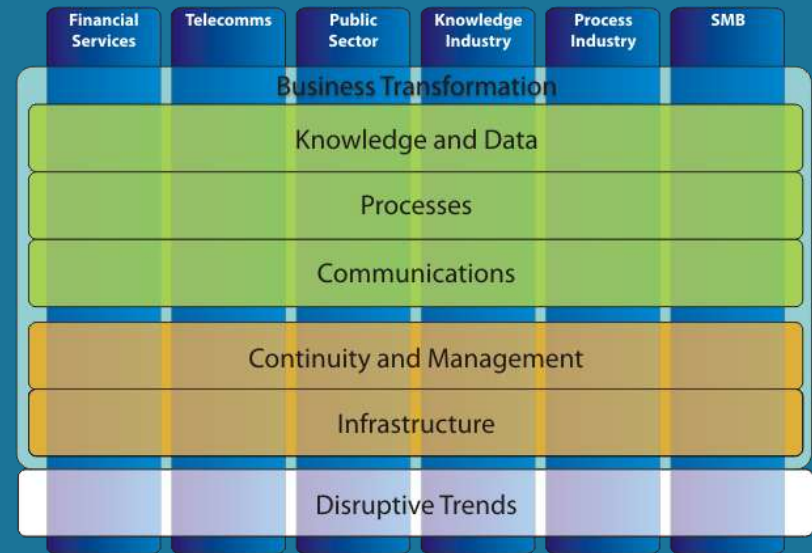
-  Introduction
-  Process Management – where are we?
-  BPM Market 2008-9
-  Assessment of QPR
-  Summary



...optimise your IT investments

Bloor Bloor Research

- IT Research, Analysis and Consulting since 1989
- UK based with strong European & International brand
- Vendor respected analysts in key domains
- Solutions focused for vendor marketers and product owners
- End user centric focus on business issues, risks and opportunities
- Bullseye open research framework
- Founder member of IT-Analysis
- Founder member of OAK alliance (Opinion Analysis Knowledge)



www.bloor-research.com

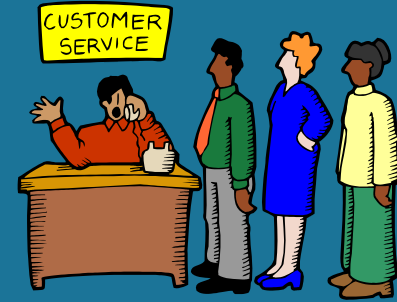
...optimise your IT investments



- Reputation for his ability to provide translation between the business and IT worlds
- 20 years as an IT consultant specialising in:
 - IS/IT strategy planning
 - information management
 - business process management
 - software selection
 - project management
- Worked in a wide variety of industry and service based companies including:
 - Aerospace
 - CPG
 - Police
 - Construction
 - Retail
 - Finance



Environment



Customers



Regulation
Governance



Product/Service
Lifecycle Mgt

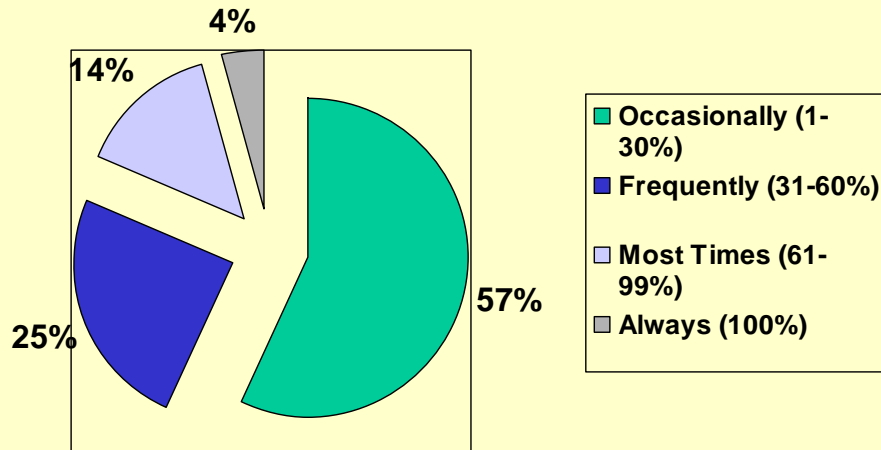
What makes us different?



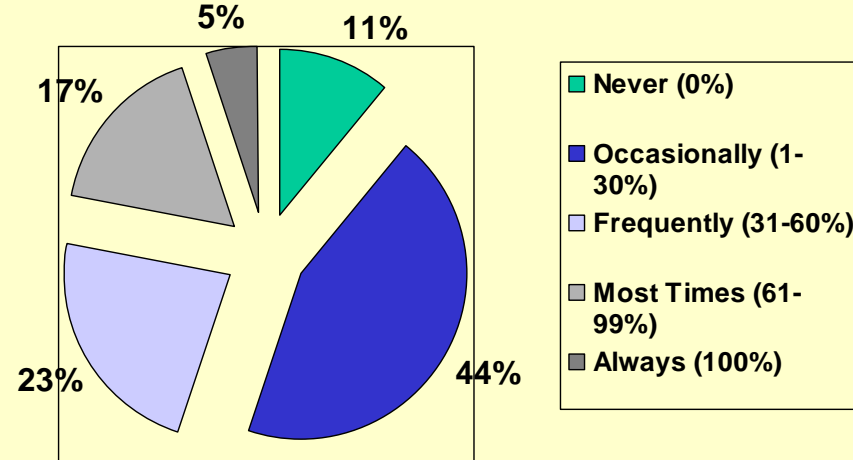
- ≡ Any activity in an organisation or between organisations, that:
 - ≡ Takes an input
 - ≡ Performs some action on the input
 - ≡ Produces an output
 - ≡ Provides value to the parties taking part
- ≡ Some of these activities:
 - ≡ Differentiate the organisation from its competitors
 - ≡ Provide support for regulations and governance
 - ≡ Are necessary to run the organisation, but provide no differentiation
- ≡ It must have both Worth and Saliency

Do we know our processes?

Work processes are documented and documentation is kept up to date



Does the organization have standard process models for each of its value chains?



Would appear not!

Source: The State of Business Process Management Feb 2008, BPTrends

...optimise your IT investments

- ≡ Risk Management & Compliance Quality Management initiatives
- ≡ Corporate Performance Management
 - ≡ Customer
 - ≡ Costs
 - ≡ Product/Services
 - ≡ Business Ethos Strategy
- ≡ Competitive pressure
- ≡ Merger or Acquisition

Business Process Management: Challenges and Benefits

Challenges:

- Getting consensus among users
- Collaboration support between IT and business users
- Change management
- Integration with existing applications
- Increasing complexity of business
- Increasing burden and the complexity of governance

Benefits:

- Better processes produce lower costs, higher revenues, motivated employees, and happier customers.
 - improve process efficiency
 - ensure optimum resource utilizations
 - ensure process standardization
 - improve process control
 - enable process improvement and rapid change
 - Liberation of the burden of legacy and governance

BPMS current version (V1)

The contentions:

 Process type - People Centric vs System Centric

Have to be both and some

 Platform – Unix/Linux vs Windows

Non-issue

 Rules – internal vs 3rd party

Want both

 Monitoring – proactive vs reactive

Want both

The Final Base Model

PROCESS MODELLING
HUMAN INTERACTION SUPPORT
PROCESS MONITORING
SYSTEM INTEGRATION
RUNTIME ENGINE(S)
REPORTS & FORMS DESIGN

BPMS 1.0 is a technology designed to make companies more efficient

However:

Efficiency is no longer key

Efficiency stems from predictability

Business is no longer predictable









We need to do more

It's how you do what you do that will make the difference

BPMS – Next Generation (V2)

BPM V1 plus

Horizontal extensions:

-  **Dynamic Processes / Case Management / Knowledge Processes**
-  **BPMS as a Service**
-  **Process Intelligence**
-  **Business User – IT User collaboration**
-  **Microsoft SharePoint collaboration**
-  **Web 2.0 – “mash-up” support**
-  **Linking to business strategy**
-  **Real support for Process Improvement**

Vertical extensions:

-  **Frameworks and specialization**
-  **Partner channel importance**

BPMS 2.0 is a Business Services Platform

It facilitates:

Rapid change and innovation

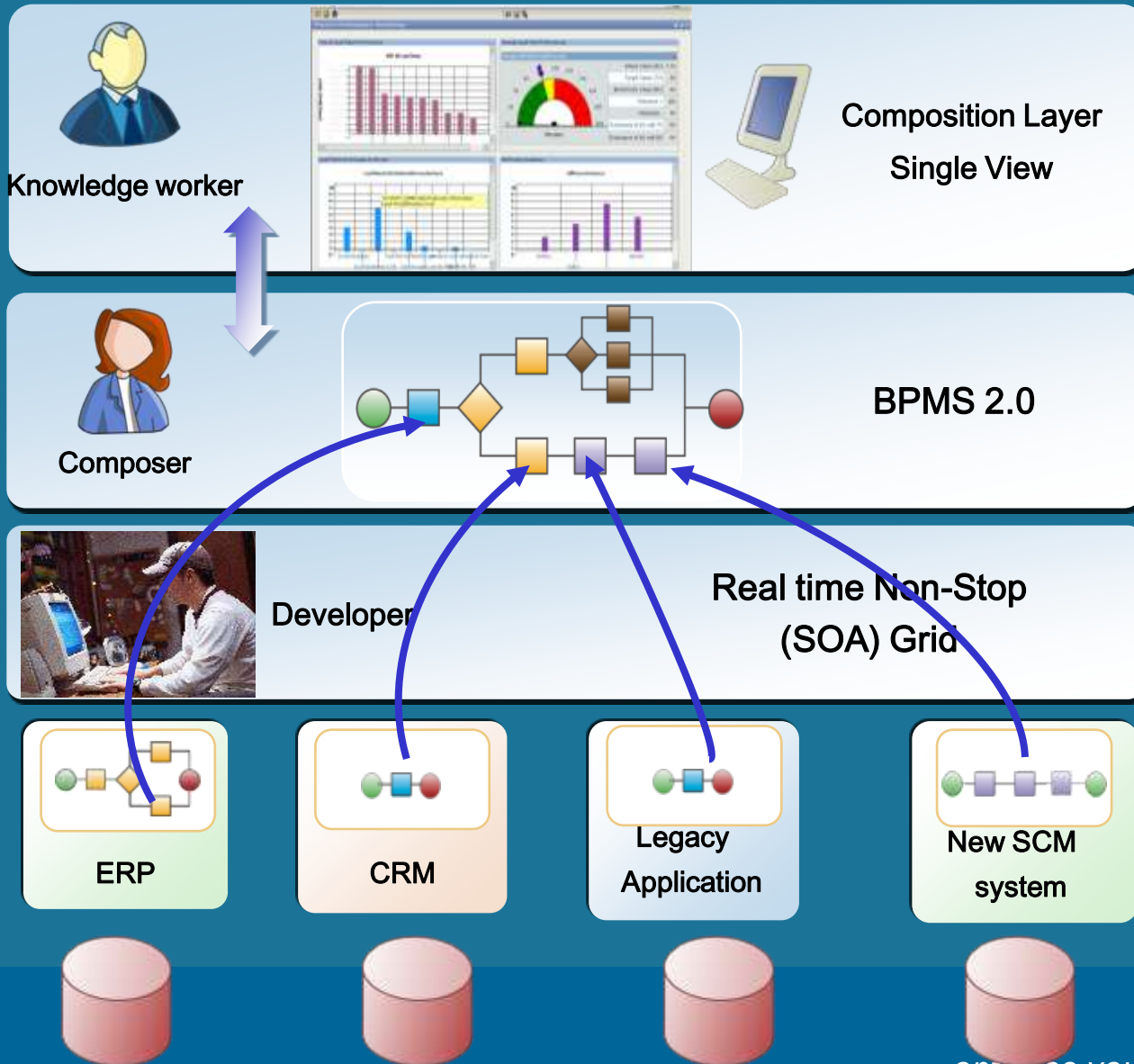
Business/IT collaboration

Operational Excellence

Optimization of (out)Sourcing

BPMS 2.0 is a business service that puts the control and execution in the hands of the business, whilst maintaining the necessary IT control for governance

Enable new business by leveraging existing investments



Knowledge worker

Composition Layer
Single View

Composer

BPMS 2.0

Developer

Real time Non-Stop
(SOA) Grid

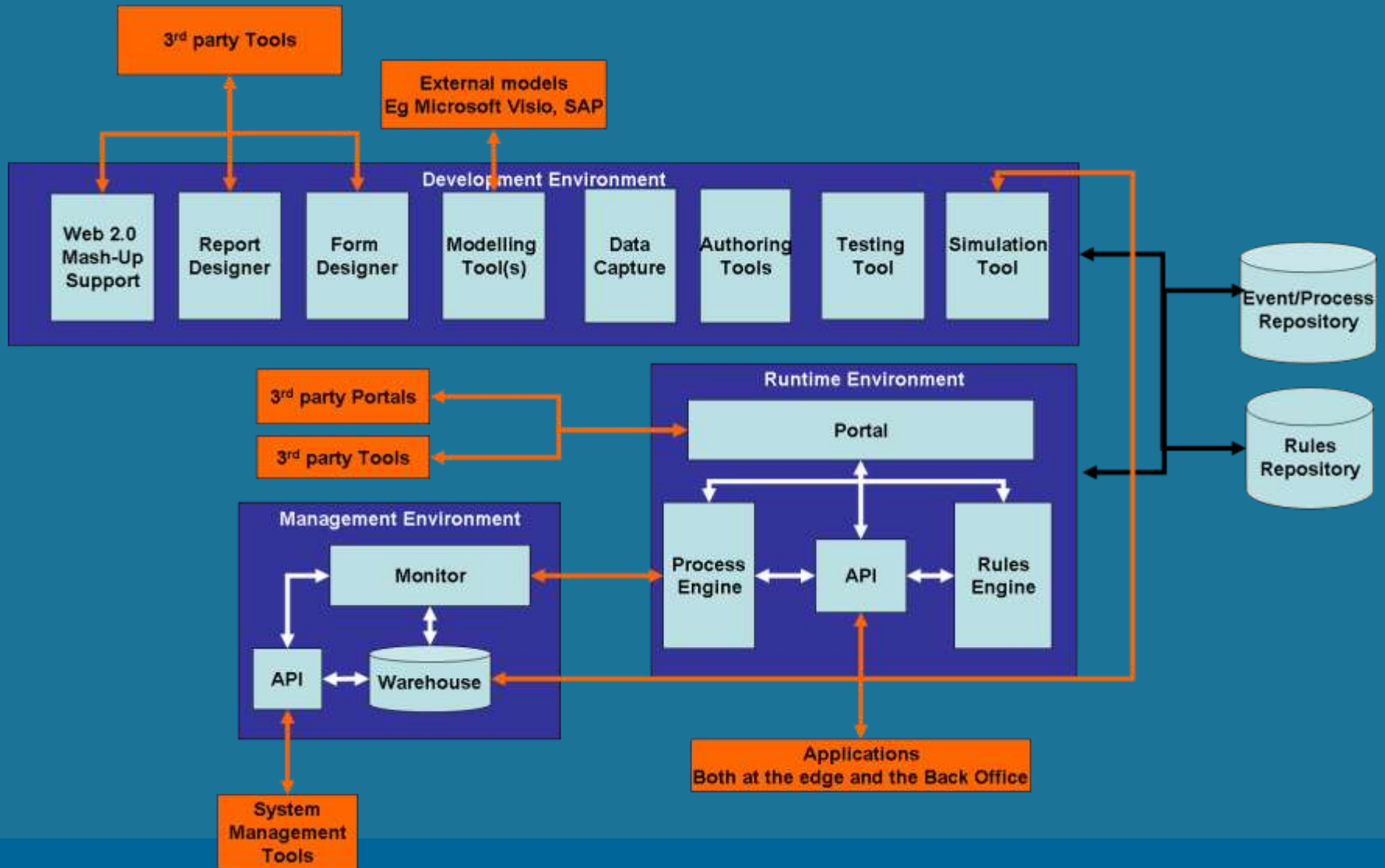
ERP

CRM

Legacy Application

New SCM system





How do I choose the right BPMS tool for my organisation?

- 1. First understand the sort of processes you have:**
 - a. integration intensive**
 - b. Manual process intensive**
 - c. Document Intensive**
 - d. Human knowledge intensive**
 - e. All of the above!!**
- 2. Identify BPMS tools that best fit your processes**
- 3. They must support all of BPMS V1 components (average of 3 out of 5)**
- 4. Identify which of BPMS v2 criteria are important to you:**
 - a. Vertical knowledge and solutions**
 - b. Process Intelligence**
 - c. Dynamic Process/Case Management support**
 - d. Collaboration support**
 - e. Business Strategy link support**
- 5. Now you evaluate the different products**

How does QPR BPM Suite stand up?

☰ Process Type:

- ☰ BPM suite
- ☰ Human workflow
- ☰ BAM



☰ BPMS v1:

- ☰ Process Modelling
- ☰ Human Interaction Support
- ☰ Process Monitoring
- ☰ Systems Integration
- ☰ Report & Form Design
- ☰ Runtime Engines



☰ BPMS v2:

- ☰ Process Intelligence
- ☰ Collaboration support
- ☰ Business Strategy link support



- Ability to purchase the product suite as you need it
- Extensive partner network
- Very powerful BAM environment provided by QPR ScoreCard and QPR FactView
- Good use of portal concept to engineer the products together
- Easy to use Modelling and Form/Report Design tools
- Ability to link to Business Strategy
- Ability to exploit underlying Microsoft Platform
- Good value for money

Bloor Summary

- ≡ **Recession is not the time to sit back and do nothing**
 - ≡ **Need to invest in:**
 - ≡ **getting greater flexibility**
 - ≡ **identifying areas where costs are incurred**
 - ≡ **Identifying areas where better customer involvement and support can be achieved**
- ≡ **Your Business Processes are what make you different**
- ≡ **BPMS products are changing**
- ≡ **Look for one that matches your needs and allows you to cover your initial needs and then grow.**



BPMS – State of the Art 2008 Subtitle

Thank you

Contact Information:

Email: simon.holloway@bloor-research.com

Web: www.bloor-research.com

Phone: +44 (0) 7813 637293