

Workflows for Business Management



Office Line A.E.
ΣΥΣΤΗΜΑΤΑ & ΥΠΗΡΕΣΙΕΣ ΠΛΗΡΟΦΟΡΙΚΗΣ

What about us?

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**Certified Microsoft Partner
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**Certified Microsoft Partner &
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Agenda

The world is changing

What is BPM

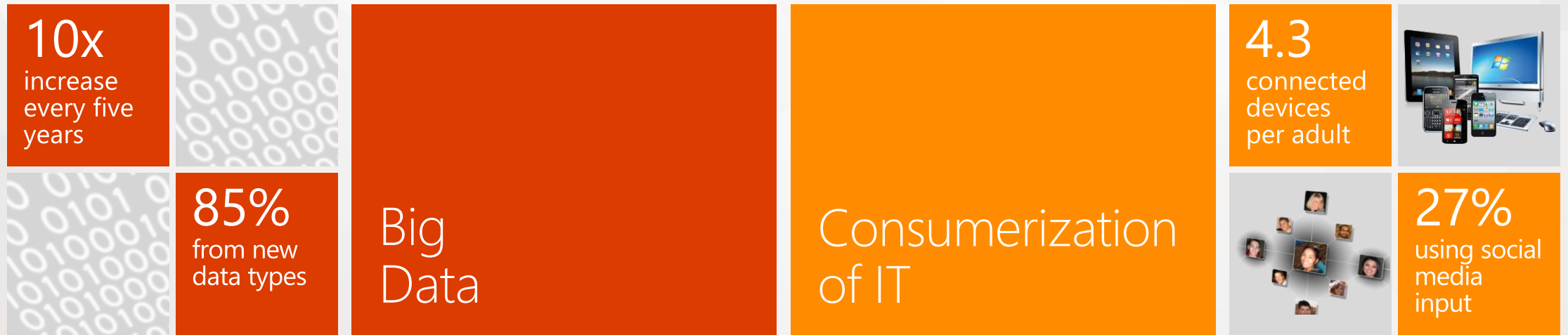
Businesses Benefits

Workflows and examples

Demos

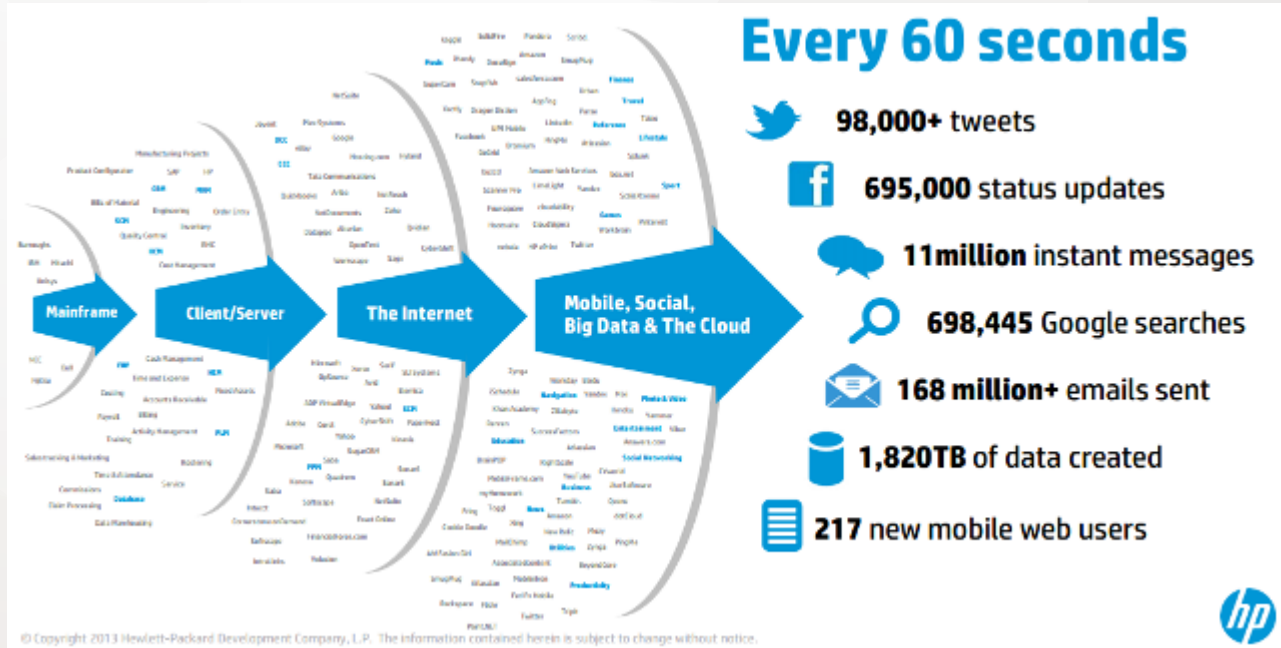
Closing Q&A

The world of data is changing



“By 2015, organizations that build a modern information management system will outperform their peers financially by 20 percent.”

– Gartner, Mark Beyer., “Information Management in the 21st Century”



Everyone should
have access
to the data
they need



What is Business Process Management (BPM)?

“Business Process Management (BPM) is a discipline involving any combination of :

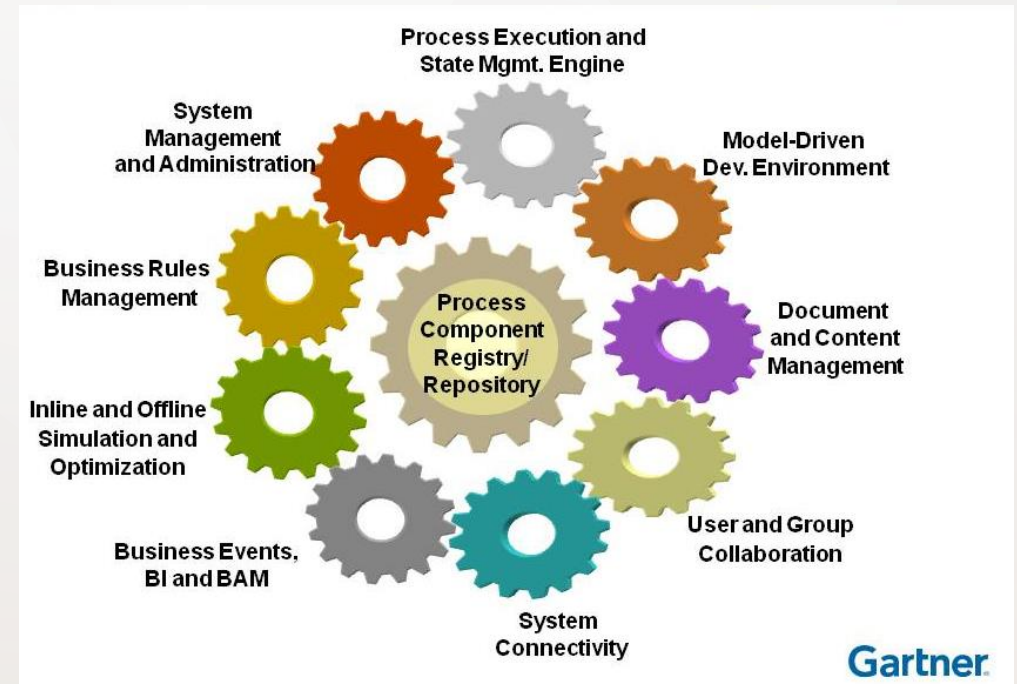
- > modeling,
- > automation,
- > execution,
- > control,
- > measurement
- > and optimization

BPM is a discipline;
it is a practice;
it is something you do.

of business activity flows, in support of enterprise goals,
spanning systems, employees, customers and partners **within**
and beyond the enterprise boundaries.”

What is a Business Process Management System? (= BPMS)

- > **Automates complex business processes** across disparate business applications and organizations (people)
- > Defines and manages **how business activities are executed**, including the interaction of people and/or systems to perform simple or complex business tasks
- > Advocates an end-to-end perspective in **measuring business process performance**



Business Process Management

What is a Process?

A series of Actions, directed toward a specific aim or goal




What is Business Process?

Activities or set of Activities that accomplish Business Goals

What is Business Process Mgt?

Systematic approach looking at org workflow more effectively, by reducing human error

How is BPM segmented?

BPM Type	Example
 Human centric – people intensive business processes, decisions and work flows	<ul style="list-style-type: none">▪ Employee on boarding▪ Loans Origination▪ Claims Processing▪ Collaborative Decision Making
 Document centric- document intensive business processes, decisions and flows	<ul style="list-style-type: none">▪ Accounts Payable▪ Contract Management▪ Case Management
 Integration centric- system, application and Integration intensive business processes, decisions and flows	<ul style="list-style-type: none">▪ Order fulfillment▪ Straight-Through Processing▪ Agile Legacy Lifecycle▪ Social Insight into Action



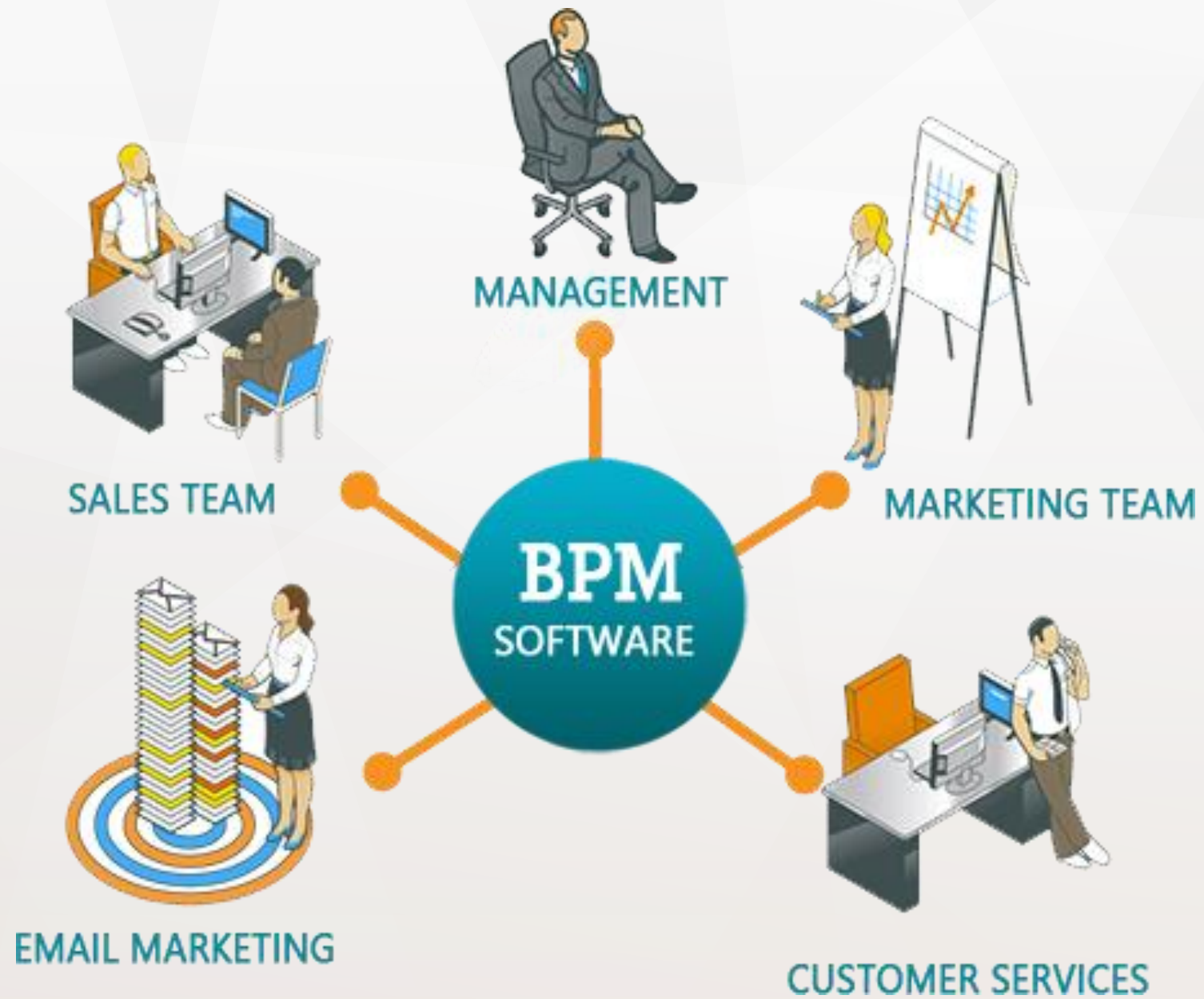
Typical Questions:

Is BPM a **concept** or a **tool** ?

Is BPM about **modeling** or **execution** ?

Benefits?

- Speed
- Adaptability/Agility
- Scalability/Elasticity
- Reliability/Repeatability
- Cost Flexibility
- Analytics
- Strategic Goal Focus
- Collaboration
- Monitoring and Accountability



End-to-end BPM enablers

BPM Diagnostics
and Dashboards

Search and
Reports Module

**Business
Process
Modeling**

**Mergers &
Acquisitions
Consolidation**

Collaboration
Mechanism

Multi-Org
Mechanism

**Business
Process
Improvement**

**Change
Management**

Graphics
engine for
Diagrams

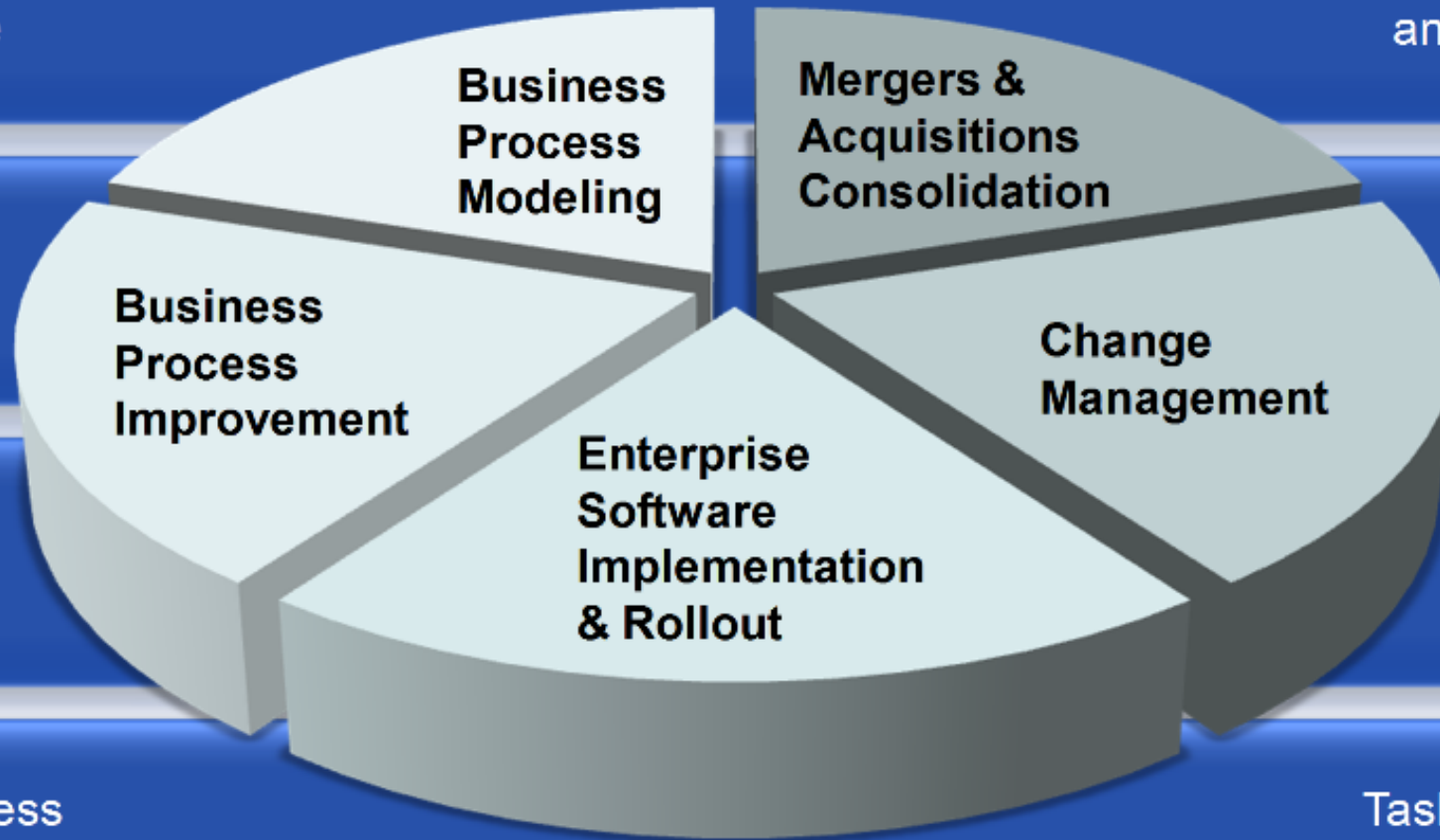
Connectivity to
ERP systems

**Enterprise
Software
Implementation
& Rollout**

Task and Workflow
Platform

Business Process
Management Engine

SaaS Platform



SMART PROCESS APPLICATIONS

41% HAVE ACHIEVED SUCCESSFUL OUTCOMES | 52% SAY IT'S EARLY, BUT INITIAL RESULTS ARE PROMISING

TOP 3 BENEFITS ACCORDING TO USERS:



FASTER, MORE CONSISTENT
CUSTOMER RESPONSE

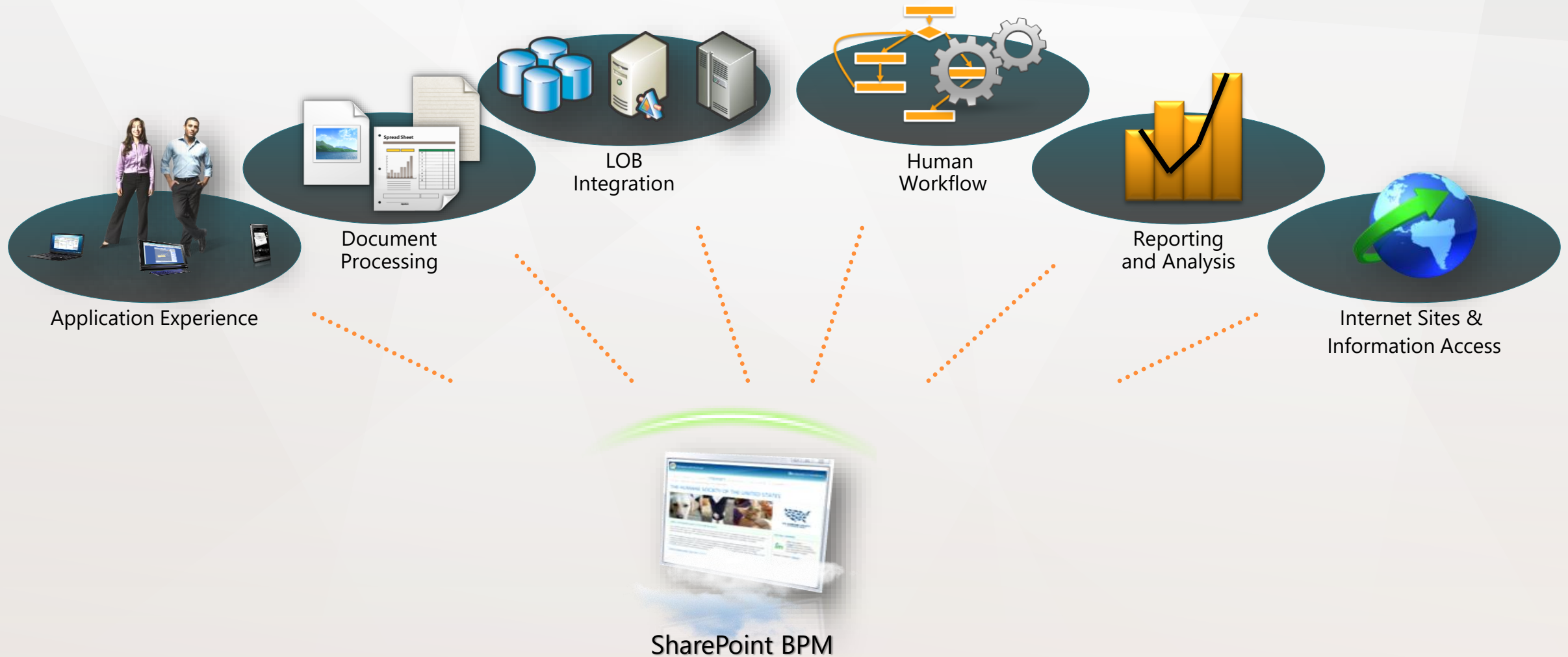


FASTER END-TO-END PROCESS TIMES



STAFF APPRECIATES THE FLEXIBILITY

Lot More Opportunities



Process?

Expense Report

Vacation Request

Help Desk / Ticketing

Evaluation

HR Management

Mobile workers / Sales ONLINE

Quality & Risk Management

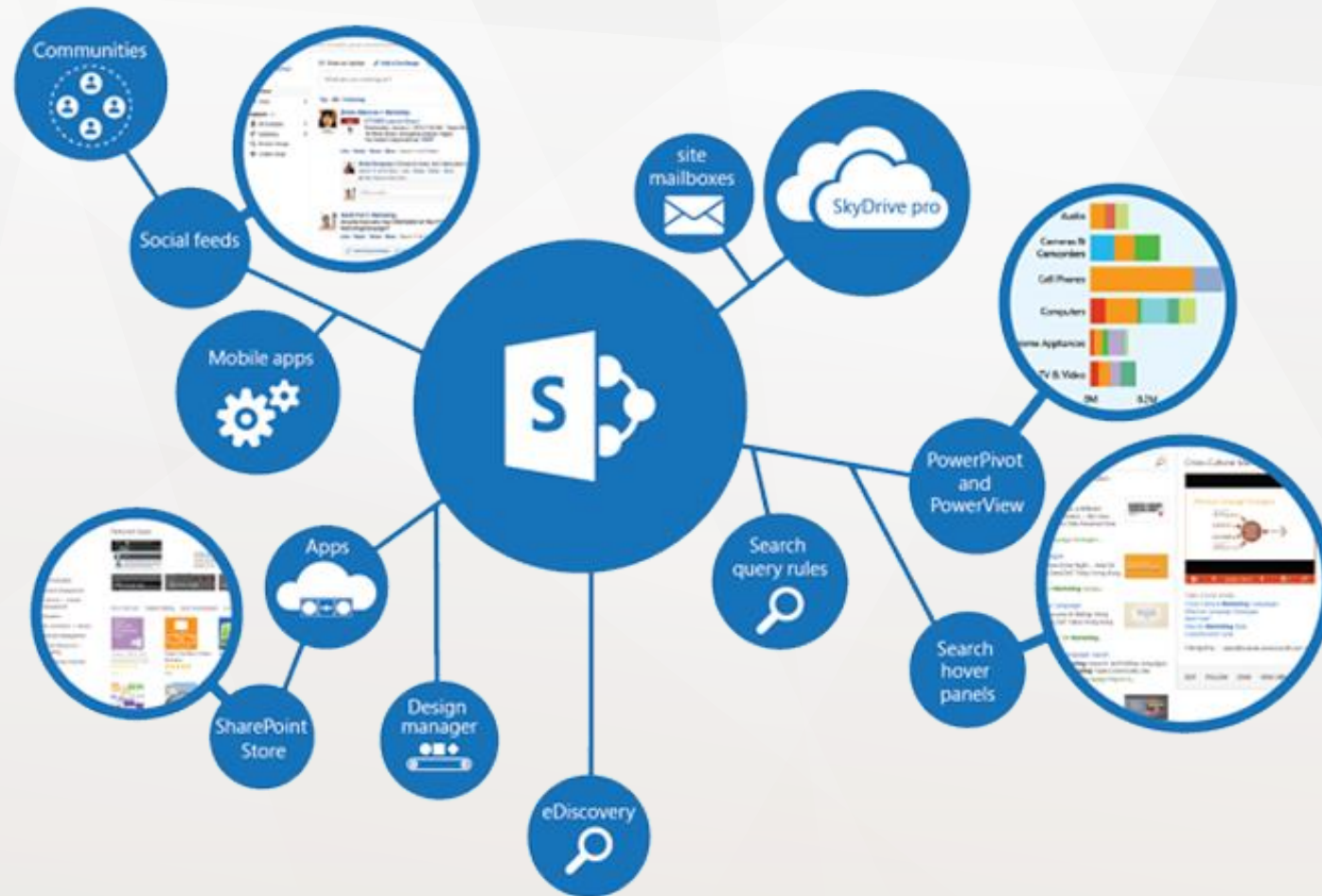
Marketing Strategies

Budgeting

And many many many many more...



How?





HR

HR

Home

Notebook

Documents

Recent

HR Links

Employee Time Off

Employee Onboarding

Onboarding Tasks

New Employee Tasks
Template

Site Contents

EDIT LINKS

My Tasks

+ new task or edit this list

Task Name	Due Date	Employee Name	Onboarding Phase
Order Business Cards	August 11	Jane	Pre-Hire
Assign Manager	August 20	Jane	Pre-Hire
Assign ID Badge	August 26	John	Active Employee
Welcome Email	August 26	John	Active Employee

Employee Time Off

+ new event or edit this list

Title	Location	Start Time	End Time
Bill Vacation		8/1/2014 11:00 AM	8/1/2014 5:00 PM
Dan Vacation		8/25/2014 8:00 AM	8/25/2014 5:00 PM

HR Links

+ new link or edit this list

Edit	URL	Notes
	Benefits	
	Paychecks	
	KnowledgeBase	

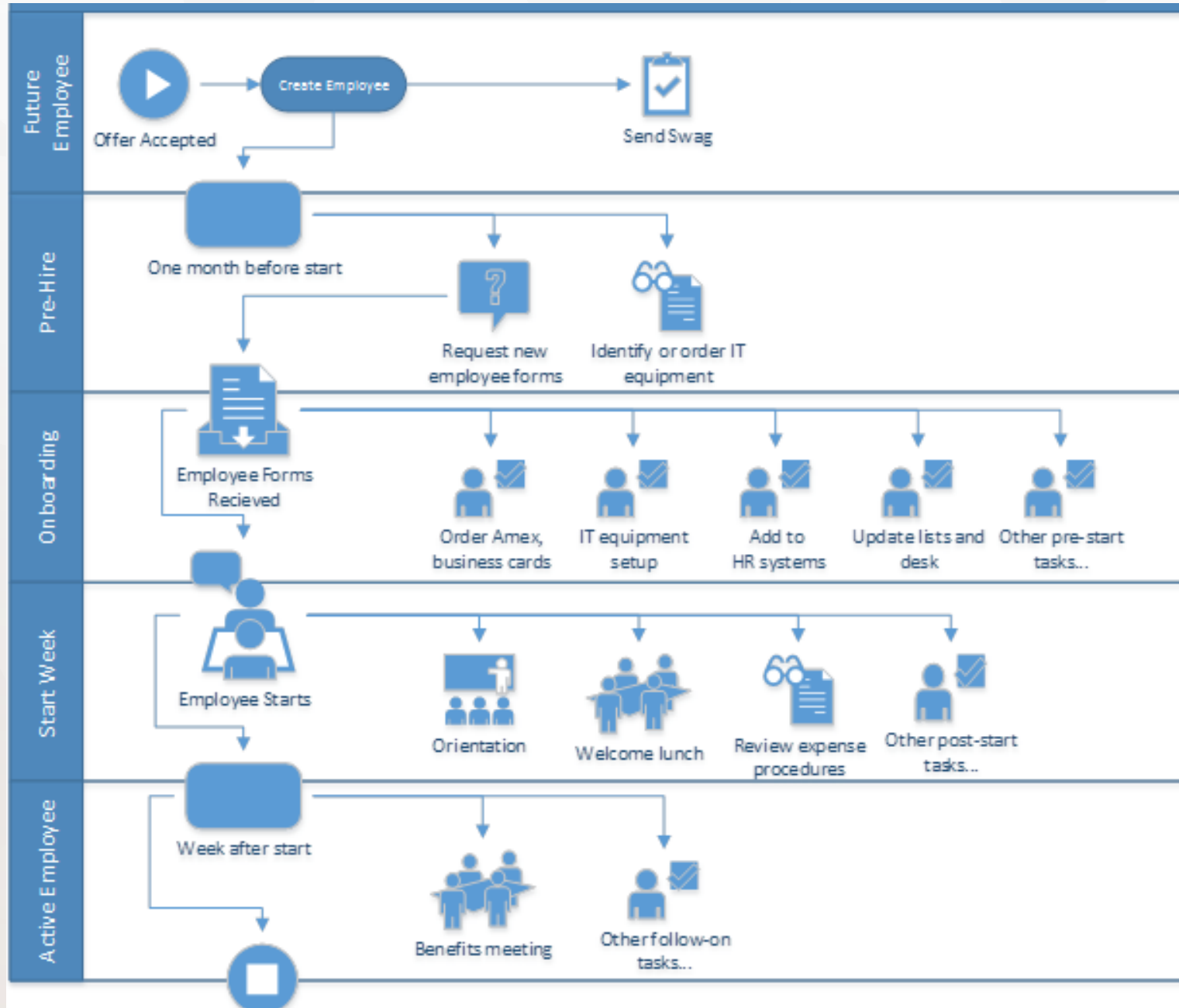


Documents

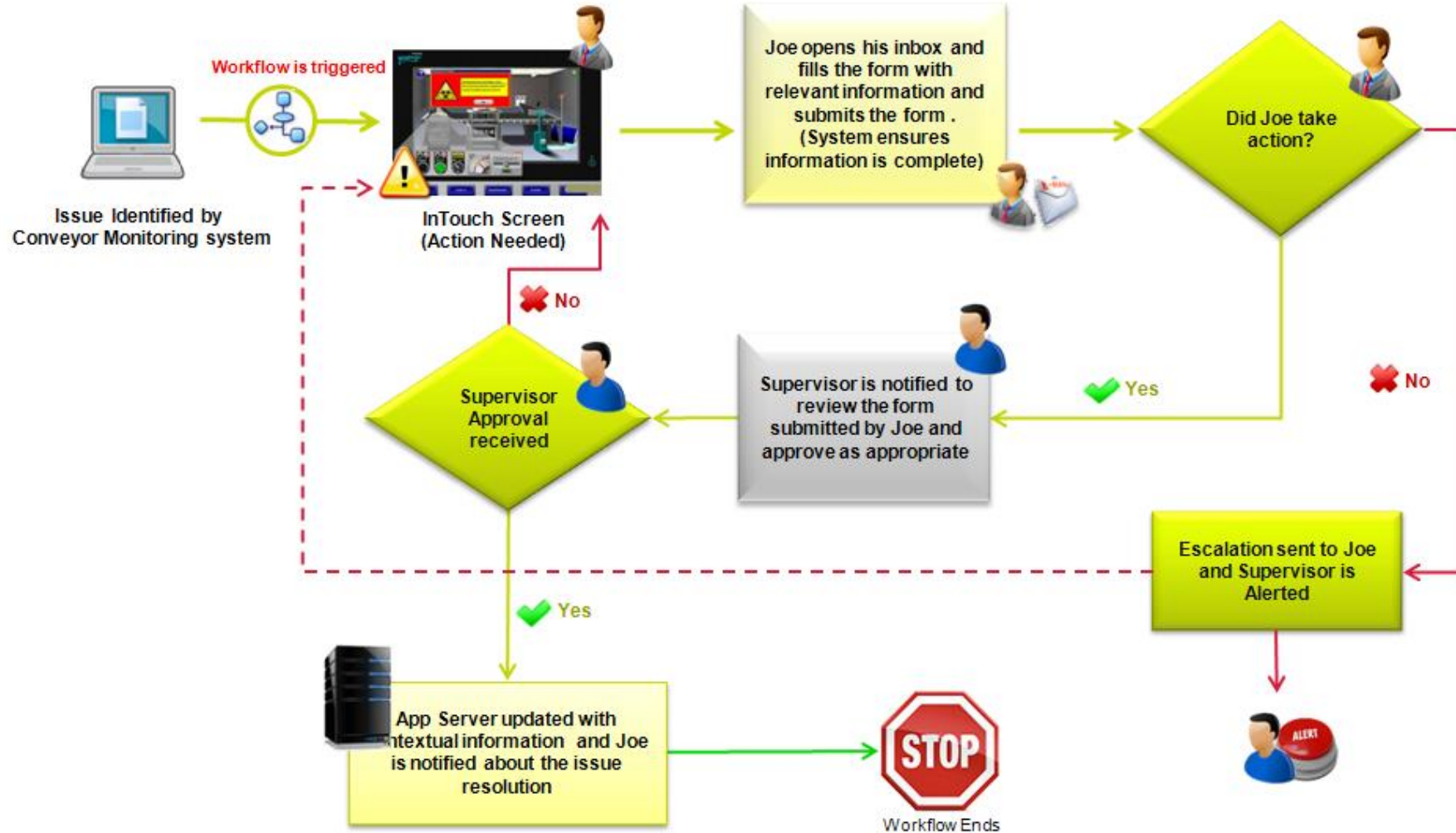
+ new upload edit share

Name	Modified	Modified By
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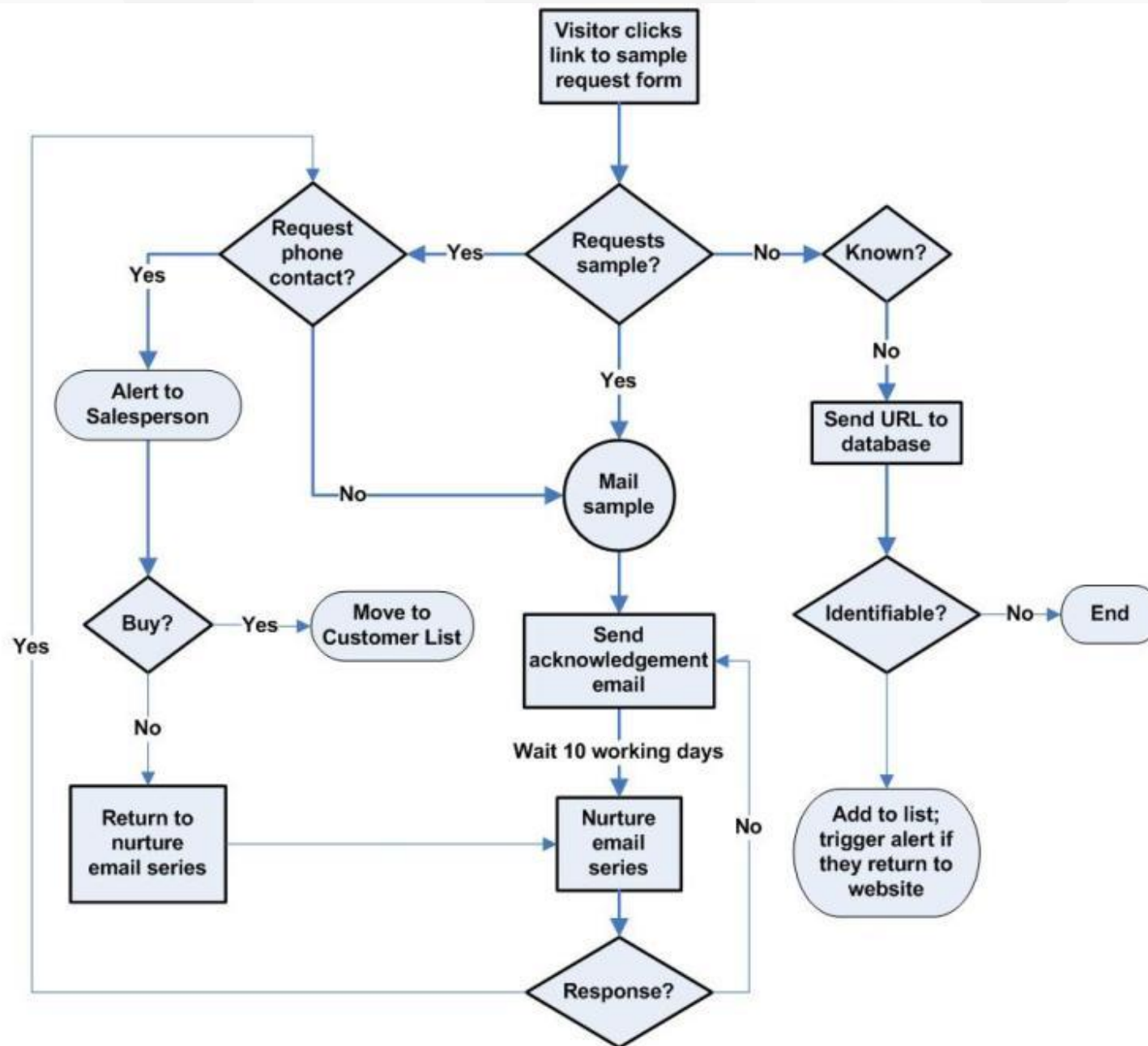
There are no documents in this view.



Use Case – Online Alarm Escalation Workflow



Or This

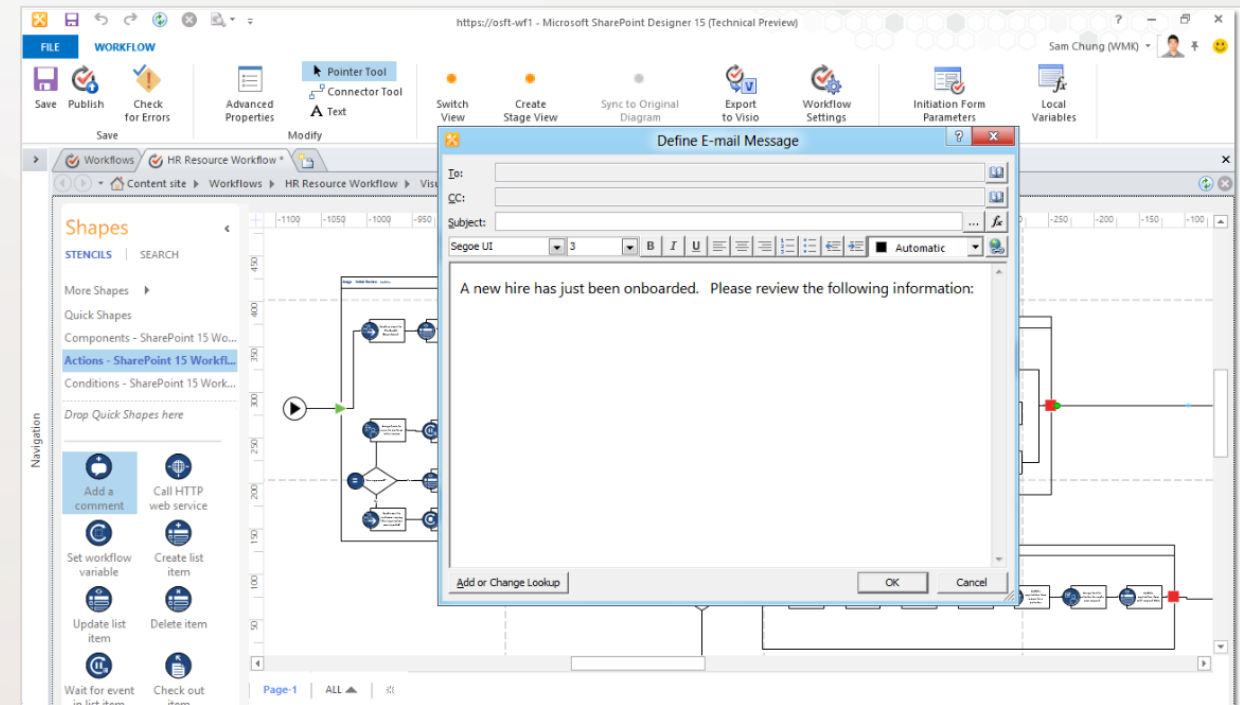
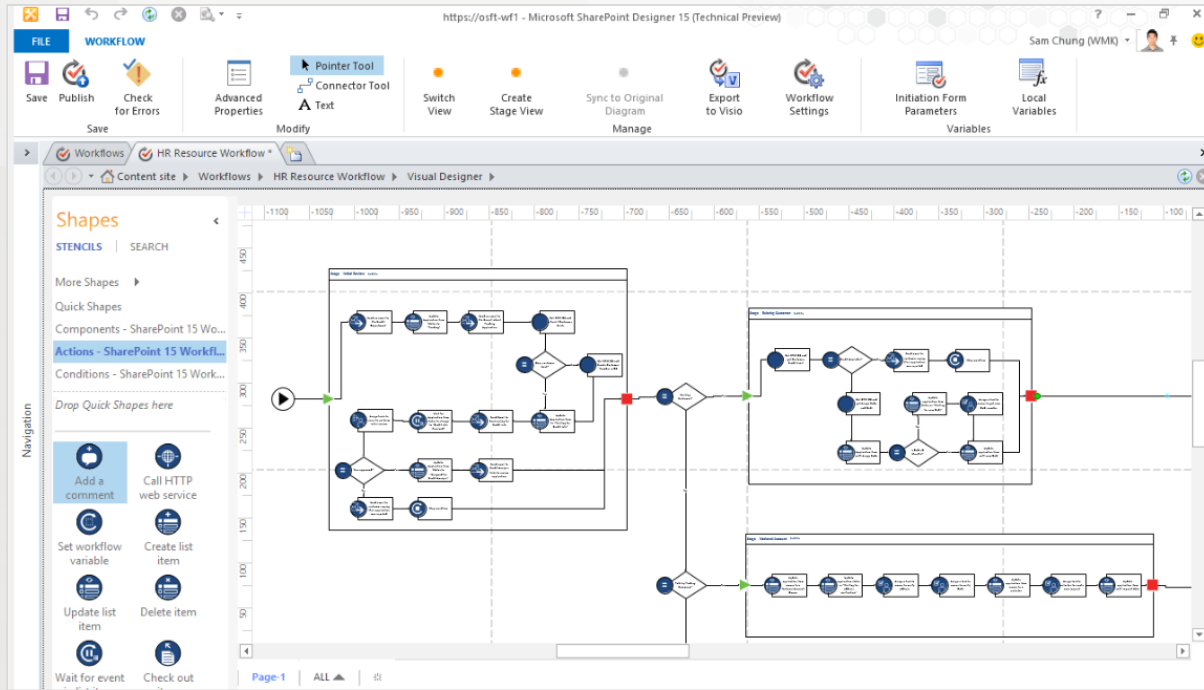


It's All About



www.shutterstock.com · 54889630

Workflows in SharePoint Designer with Visio



Interface?

Discovery 2013

SHARE

BROWSE

PAGE

BPA QUALITY

Quality Management

Home

Calendar

Tasks

Accounts

Contacts

Mail Merge

Send E-m...

Objectives

Actions ...

Non-Conf...

Audits

Quality ...

Training

Settings

Reporting

Charts

Dashboard

Report B...

Reports

KPIs

Document Management

Home

Complan...

Calendar

Tasks

Create New

Version: 2013.201312 (CU01)

Build: 14.06.12.1952

BPA Quality 2013

MY UPCOMING TASKS

MY CURRENT EVENTS

MY ACTIONS

Task Name

Account

Contact

Contact Phone

Contact Email

Due Date

There are no items to show in this view of the "Tasks" list.

TASK DASHBOARD

ACTION DASHBOARD

NON CONFORMANCE DASHBOARD

Task Name

Account

Contact

Assigned To

Task Status


Exp VS Today

Schedule call with customer	... Innovative Ltd	Kaplan John	Boris Lutz	Not Started	✖
Schedule meeting with new supplier	... Aerospace LTD	Gamble John	Boris Lutz	In Progress	⚠
Create Project Plan	... Aerospace LTD	Lutz Boris	Trial 2013	In Progress	✖

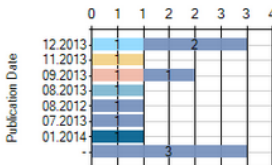
1 - 3 > Next— All Items

Charts

Non Conformance Cost

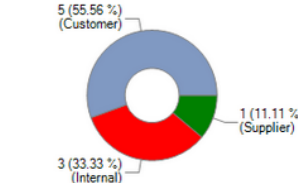


Published Documents by Month



Publication Date	Series1	HR	Manufacturing	Marketing	Purchasing	Quality	Sales
12.2013	2	1	1	1	1	1	1
11.2013	1	1	1	1	1	1	1
09.2013	1	1	1	1	1	1	1
08.2013	1	1	1	1	1	1	1
08.2012	1	1	1	1	1	1	1
07.2013	1	1	1	1	1	1	1
01.2014	3	1	1	1	1	1	1

Non Conformances by Category



Category	Count	Percentage
Customer	5	55.56 %
Internal	3	33.33 %
Supplier	1	11.11 %

Enhance your BPA experience

Mobile Solutions

Access data anywhere and anytime, even offline. Have a unique mobile experience! Download our mobile solutions for iPhone, iPad and Android from our web site. [Download & Test Now](#)

Office Connector

Be seamlessly integrated with MS Office! Consolidate Outlook content in your app. Download [PDF Guide - x86 setup - x64 setup](#)

Quick Start Guide

Read the Quick Start Guide for BPA 2013 Solutions to get the most of your BPA Discovery experience. [Download PDF](#)

https://discovery2013.bpa-solutions.net/bpacrm/pages/projects.aspx

Unstructured Data? No!!!



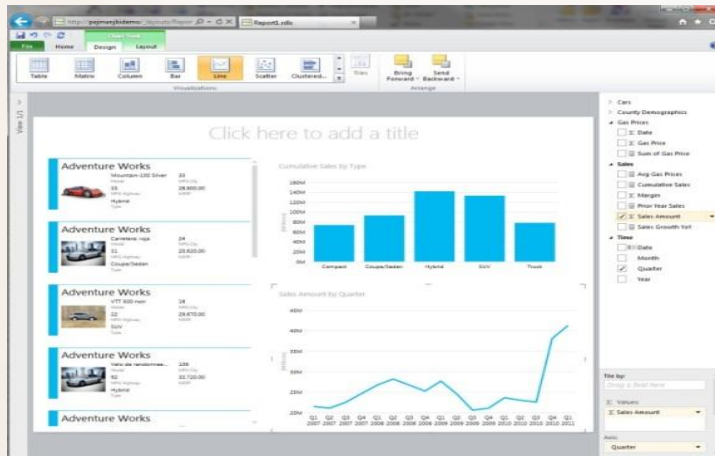
DEMO 😊



SOLUTIONS FOR EVERYONE

From Authoring to Presentation in Clicks

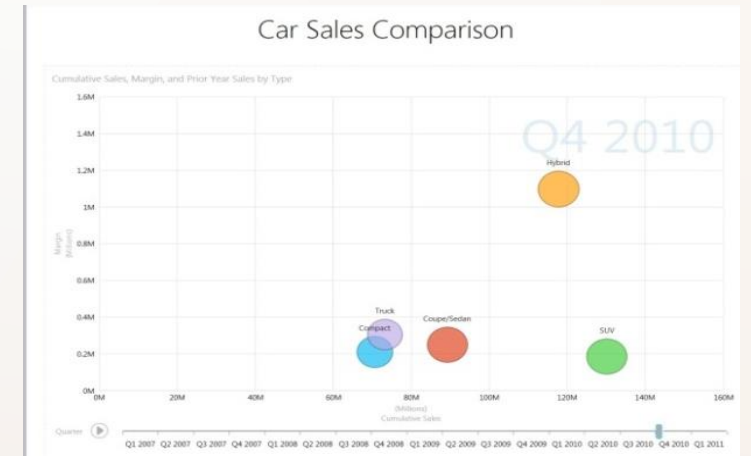
Designed for Business Users



Collaborate with full interactivity



Share dynamic reports quickly and easily



Presentation Ready

An interactive data exploration,
visualization, and presentation
experience.

Cross Browser & Platform



Managed & Discoverable



New Pulse of IT

Be Strategic; Solve Business Problems

How can you deliver services faster?

How can you help the company continue expansion?

How can you increase customer satisfaction or retention?

What are current pain points for...

Customers? Partners? Employees?

What new services (cloud, mobile) might your company be able to benefit from?

OUR GOALS

Cloud-Ready Information Platform

MISSION CRITICAL CONFIDENCE



Required 9s & Protection

Blazing-Fast Performance

Enhanced Security
& Compliance

Peace of Mind

BREAKTHROUGH INSIGHT



**Rapid Data Exploration
& Visualization**

Managed
Self-Service BI

Credible, Consistent Data

Big Data Analytics & DW

CLOUD ON YOUR TERMS



Scale On Demand

Fast Time to Solution

Optimized Productivity

Any Data, Anywhere

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CREATIVE IDEAS
MARKETING & WEB

Thank you!

