

IBM Business Process Manager

An industry-leading BPM unified platform to help drive innovation at scale

Highlights

Mobile

- New responsive user interface controls that dynamically adapt for mobile devices, tablets and desktop environments
- Improved design views and playback capabilities to more easily simulate multiple form factors including mobile
- Web-based editors ‘with what you see is what you get’ (WYSIWYG) tooling to more quickly deliver user interfaces

Basic case management

- A new web-based case designer for authoring basic case applications and hybrid process applications that blend automated tasks, structured workflows and case tasks
- Process center extensions to support unified governance of automated processes, structured workflows and case-style process applications
- Content-handling capabilities to support case documents and folders within process applications
- Expanded process portal to provide knowledge workers with a unified view of processes, cases and documents

Other enhancements

- Enhanced configuration and deployment administration to simplify maintenance and upgrades of IBM BPM environments
- Expanded platform support for Microsoft Windows and Linux environments
- Essential capability of IBM’s Smarter Process solution

Driving efficiencies is more crucial than ever before. Business managers require improved visibility into fast-breaking trends and business events to enable greater efficiency and productivity that lead to improved business outcomes. People at organizations are looking for real-time operational intelligence—the ability to anticipate changes in business conditions in time, to adapt to the changes and to the critical operational processes that run the business. These changes range from shifts in market conditions, to changes in interactions with customers and partners and to exceptions in the normal flow of business activity. IBM Business Process Manager (BPM) enhance the ability to have visibility into key business transactions that execute in multiple systems across the enterprise. With the IBM BPM, business users can view dashboards through lightweight web interfaces, mobile devices and corporate portals; further, users can review specific transaction and process instances.

IBM Business Process Manager comprises a more comprehensive set of collaborative, role-based capabilities that are designed to help you model, simulate, execute, more rapidly change, monitor and optimize core, business processes. By providing tight integration with IBM Business Process Manager and other IBM middleware infrastructure, with IBM Business Monitor, you can achieve a full, business operations view that is not limited to the processes directly engaged by IBM Business Process Manager.

With IBM Business Monitor, IT teams can enable business users and managers to track their entire business operations on a single dashboard, receive alerts and subsequently get to the lowest level of instance detail. In

addition, near-real-time information from any application can be captured for end-to-end monitoring. Business users can take immediate action to remedy anomalous situations, take advantage of emerging business opportunities and improve operations for greater customer satisfaction and better business results

With rich, embedded analytics, using IBM Cognos® Business Intelligence (BI) V10.2.1, business users can analyze historical and operational data with the goal of improving performance and making smarter decisions.

Flexible, agile business processes key to productivity and growth

Uncertainty in the economic environment persists, so while they increase investment in growth initiatives, managers at organizations must keep a careful eye on expenses. Balancing growth and fiscal conservatism are challenging; therefore, you require greater agility and flexibility. In addition, businesses face the challenge of rising customer expectations because customers demand ever-increasing levels of personalization. You, as a business leader, must deal with these expectations because costs are dramatically reduced with new technology, which can result in customers going elsewhere, if their needs are not sufficiently met.

Business leaders also face new IT requirements. In recent years, rapid change has become the norm that has permeated all business activities. More than ever, people at organizations require flexible systems that easily adapt to change and connect and integrate systems inside and outside of the business. Most critical, IT must be designed in a manner to accommodate these changes at minimal cost. Therefore, you must be able to instill greater flexibility throughout the business, while reusing as much of the existing infrastructure and as many of the applications as possible. To accommodate more demanding requirements, business professionals and IT teams must find new ways to collaborate throughout the development process. A requirements document and single IT hand-off are no longer sufficient for building solutions to help meet business objectives.

These business and IT requirements are converging; as a result, people at organizations must focus again on the business processes that guide business execution and on the technologies that support them. This focus is essential to be able to meet the business process and application management requirements of the entire enterprise.

IBM Business Process Manager provides the full spectrum of work capabilities

Starting the BPM journey might seem like a daunting task, from both the executive buy-in and implementation perspectives, but with IBM Business Process Manager, you can make that journey substantially easier. IBM BPM is a full-featured, consumable business process management platform that is designed for faster time to deployment. This IBM platform includes tooling and run time for process design, execution, monitoring and optimization of business processes.

You can use IBM BPM almost immediately in its standard configuration or in a more easily customizable configuration. With this IBM platform, you can enable a highly integrated environment that scales more smoothly and easily from initial project to enterprise-wide program, providing faster time to value with improved user productivity. This highly integrated functionality and fluid designs provide you with new levels of interoperability when combined with other IBM offerings.

IBM BPM is easier to deploy and ready to use or in a more easily customizable configuration that helps you better achieve more rapid time to value and improved user productivity. IBM BPM combines some of the market-leading capabilities. These capabilities are delivered in a single unified platform that is simple enough to engage process participants, regardless of their role, yet powerful enough to scale to support enterprise-wide transformation. IBM BPM comprises a more complete set of advanced BPM capabilities that can provide a business with an integrated, scalable platform for virtually each aspect of business process automation and improvement. IBM BPM features some of the market-leading capabilities to:

- Support a broader spectrum of process types, including dynamic process and basic case management to help enable unstructured ad-hoc work, basic case folder and customer handling, web-based editors and custom instance UIs
- Mobile ready user experience with WYSIWYG coach and designer, responsive coach views and client-human side services
- Empower knowledge workers with near-real-time analytics to optimize business processes
- BPMN 2 enhancements specifically to provide correlation and latency optimization
- A separately licensed feature of IBM BPM for:
 - Basic case activities and ad-hoc collaboration
 - Embedded, restricted-use content repository to support basic case documents and folders
 - Simplified, web-based case design tooling
 - Case UI extensions to IBM Business Process Manager process portal
 - Case task visibility through IBM Business Process Manager dashboards
 - Enhance time to value through business-user-focused design capabilities, including process coaching to guide users more easily through the steps of a process
 - Manage change more confidently with a unified model-driven environment that provides people with visibility of the same process version

IBM Business Process Manager provides you with the **simplicity, efficiency, visibility and collaboration** needed to manage your highly dynamic and networked business environment. This IBM solution features a simpler ready-to-use and easier-to-customize user experience and streamlined installation. It is simplicity with sophistication that enables all people in the process to participate more easily. This IBM solution features built-in process monitoring and analytics and easier access to process metrics, helping to enable the optimization of processes through simulations and comparisons. IBM BPM provides one of the market-leading process visibilities. More easily access and prioritize tasks with this IBM platform's more efficient user-task management capability, which can enable users to obtain the right information at the right time, based on their roles. Built-in process coaching is designed to more effectively guide users through the steps of the process. In addition, the integrated, model-driven environment fosters greater business and IT collaboration, as everyone can see the same process version. With the improved visibility into process environments and versions, you can better manage change with confidence.

IBM Business Process Manager is a more comprehensive, fully interoperable and consumable BPM for SOA and non-SOA environments that provides extensive visibility and management of your business applications. This IBM solution includes tooling and run time to model, assemble, deliver and manage your business processes. With IBM Business Process Manager, you can support full BPM governance, while enabling deployment and change-management capabilities that span the entire process life cycle.

Achieve real business value

With IBM Business Process Manager, you can expect to achieve real business value, such as reduced time, effort and risk; smarter working and becoming more competitive.

Why IBM for BPM

IBM has the winning combination of one of the market-leading products; industry accelerators and tested methodologies. In addition, the expertise and service of **Performance Technologies'** professionals can help achieve success with a BPM project. With IBM services, you can take full advantage of tested practices and prescriptive approaches to help realize value faster, foster BPM adoption and create transformational impact. IBM BPM is especially designed to excel in integrating role-based design time experience. This IBM solution also helps enable asset sharing and versioning, by way of its unified repository—helping you to manage changes to your business with confidence.

Performance Technologies offers a Pilot service approach that can help you more effectively achieve success in your first project and more quickly realize business value. Use a tested, more affordable approach to build confidence and jumpstart the enablement of your team.

Businesses nowadays are seeking ways to drive measured growth, while meeting rising customer expectations. At the same time, IT departments require the ability to deliver greater flexibility to the business, while managing costs. These needs are converging and persuading people at organizations toward a process inflection point that is driving a need for a single BPM platform. With **Performance Technologies** expertise and the **IBM BPM** solution, these requirements can now be addressed.