



Business Process  
Management Suite  
Solution Brief

April 2007

**Process360 Business Process Management Suite**

**Global 360 Solves Complex Business Process Issues**

When considering the Business Process Management (BPM) landscape, it is clear that customer expectations and ambitions for BPM are rapidly growing and expanding. The same can be said for the primary enabling technology for BPM—called the BPM Suite. Historically, BPM Suite deployments have been focused on relatively straightforward processes and pilot implementations. These initial implementations were rightly chosen based on the need to drive early BPM success. As organizations now consider process management from an enterprise perspective, their needs are changing. Functional silos are now a set of inter related processes which require an end-to-end focus. Many of these processes being considered as candidates for improvement and optimization are increasingly complex and dynamic. To achieve the desired benefits of BPM, customers must now consider, or in some cases reconsider, the level of sophistication required by the supporting BPM technology infrastructure and its ability to deliver against the strategic business goals of BPM.

Global 360’s comprehensive Business Process Management solution, Process360, is a platform for organizations that need to accelerate processing, reduce costs, and improve operations for information-intensive business processes. Process360 delivers the industry’s most advanced business process management solution, giving organizations control of their most complex business processes, and delivering sustained process competitiveness.

When combined with Insight360, the industry’s leading Business Optimizations Suite, Process360 powers the management of processes through their entire lifecycle. The result is that business processes and their implementations are always aligned and prioritized with operational and corporate goals. Complex processes are brought under control and optimized results are delivered. The process management lifecycle includes: Designing, Executing, Monitoring, Adapting, Analyzing, and Predicting process behavior.

Deciding where to begin in the process lifecycle is a matter of both choice and necessity, and Global 360 offers several starting points. The organization may begin by modeling their business processes into the BPM engine, or they may prefer to initially gather and analyze process metrics from their existing systems, while simulating and measuring potential changes and improvements to these processes.

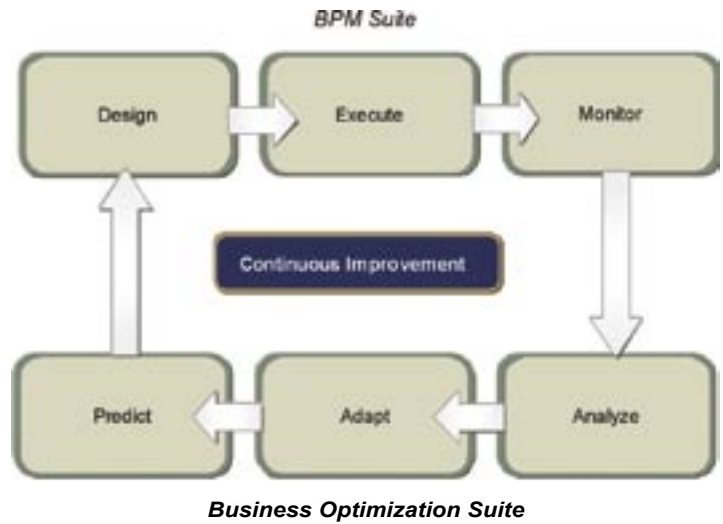


Figure 1. G360 Process Lifecycle Management

**Design**

Process360’s Process Modeler provides business users with a flexible visual environment for building processes that involve people, data, documents, rules, systems, and events. Featuring an out-of-the-box task palette with over 70 pre-defined activities, the Process Modeler simplifies the task of constructing and documenting process flows and process-based applications using an intuitive, drag-and-drop interface. Using the same flexible interface, business objectives such as service-level agreements may also be defined and used to drive business process behavior. Configuring individual tasks is a 100% point-and-click exercise, as opposed to scripting and programmatic configuration.

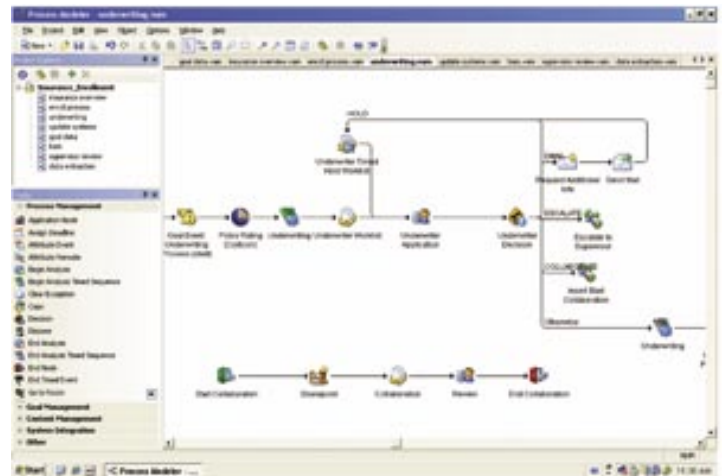


Figure 2. G360 Process Modeler Interface

The Application Designer is an entirely browser-based design tool for rapidly developing robust, mission-critical, end-user applications. Leveraging a rich set of controls to interact with the business process environment, Application Designer provides WYSIWIG design capability that rapidly produces mission-critical-ready process applications with zero coding.

With more than 20 pre-packaged web components supporting various end-user functions, such as task management, content viewing and manipulation, goal management, attainment, and much more, designers can configure the location of application elements such as document viewer, data list, tools, and menu bars.

The Application Designer framework is also ideal for case-based applications, and is extensible so that customers and partners may develop custom controls for functionality not provided out-of-the-box.

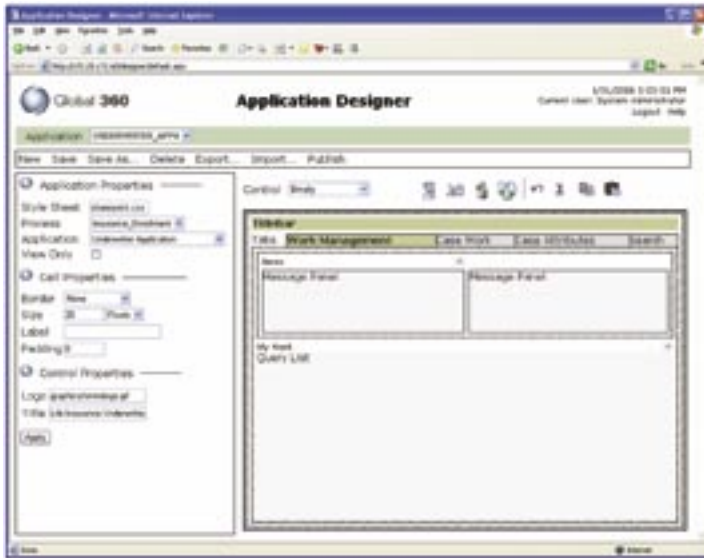


Figure 3. Process360 Application Designer

Additional options for deploying process applications include the ability to

- Develop custom web or rich client applications using the web services API set
- Leverage Microsoft InfoPath as the application interface for forms based processes
- Leverage Microsoft SharePoint-based web parts for portal-based access
- Leverage Microsoft Office Family of Products for Desktop-based BPM participation

Regardless of the flexible deployment option that is chosen for the end-user process applications, Global 360's business process platform provides comprehensive support for information intensive, complex business processes.

## Execute

### Human-Based Activities

Process360 was designed with complex, mission-critical, human-centric BPM processes in mind. The architecture of the Process360 is incredibly flexible. For example, Process360 sup-

ports any number of points-of-entry (start nodes) for a given business process. This is especially critical for processes that may be driven by a variety of different content types, such as paper-based forms, online web forms and data-driven events. This flexibility enables a high level of standardization and enables rapid responsiveness to process improvement drivers and changing business conditions.

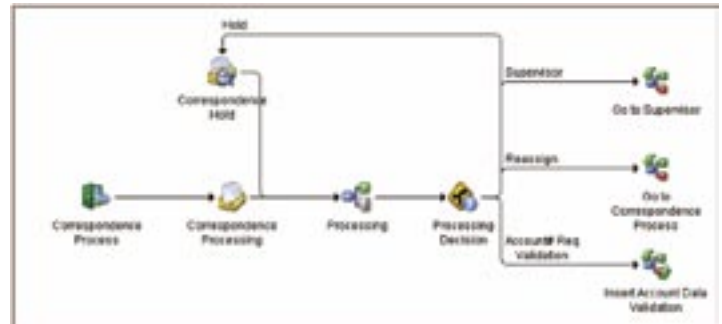


Figure 4. Human-based process activities

Another key differentiator of Process360 is its ability to rendezvous events, documents, and information with in-flight business processes. For example, an initial process step may determine that information necessary in downstream activities is missing. Rather than stalling the progress of a work item, the process engine may forward work downstream, and then subsequently matching up missing information as it arrives “just-in-time.” In other cases, the Timed Hold feature may be used to optionally suspend work on an item until a specific task is complete, or a pre-defined time period has expired.

Extensive filtering and work assignment features are also available within Process360, allowing organizations to automatically identify and assign the right human resources to the right tasks. Customers may optionally integrate with LDAP and other directory services, or even HR/ERP systems to factor in additional user skills and rules when assigning resources to work. Flexible and sophisticated models may be used in assigning work to end users, including support for push- and pull-based assignments.

A rich process rules engine capability is included with the Process360, allowing customers to make routing decisions based on a variety of factors; including the properties of the work item, the content associated with the work item, deadline or service-level status, and external rules or status indicators. Global 360 also supports an out of the box integration with the Corticon Technologies Business Rules Management solution for decision-making support in human-centric processes.

### System-Based Activities

When deployed broadly, Process360 provides a single process layer across all of your existing enterprise applications and legacy systems, which shields users from the complexity of the IT infrastructure and enhances productivity. Acting as a

standards-based technology framework, Process360 enables connectivity, with data residing in enterprise systems like ERP, CRM, and legacy systems, while simultaneously enabling access to unstructured data sources such as ECM repositories.

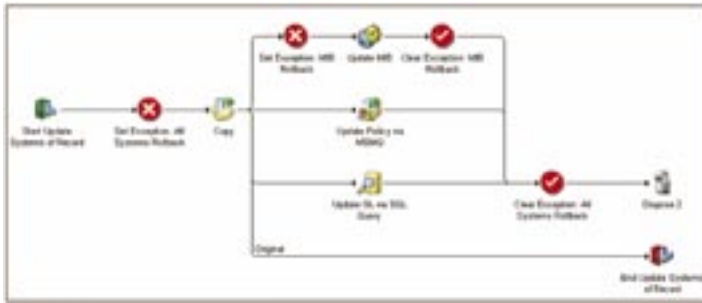


Figure 5. System-based process activities

Integration to external systems may be accomplished through a variety of out-of-the-box tasks, including Web Services. Through an SOA architecture, Process360 is coupled with existing enterprise applications by consuming external services and exposing all Process360 components, API functions, and data objects to external applications. Process360 also includes capabilities for exception handling, including compensating process support. Together, the core SOA and integration capabilities often obviate the need for a separate EAI or integration bus in the BPM implementation.

Process360 can also integrate with third-party image repositories, such as external rules engines or document and records-management systems, in order to manage global policies and processes for record retrieval and retention. In addition to the SOA/Web Services capabilities, a number of other system connectors are available with the product including Database/ODBC connectivity and messaging queuing technologies such as MSMQ and IBM MQ Series.

## Monitor

Global 360 gives process owners visibility to real time process statuses that provide actionable data relevant to their areas of responsibility. The Performance Management Center component of Process360 gives line-of-business managers the ability to track and measure performance, based on immediate feedback—giving them insight into the organization and its operations.

Up-to-the-moment statistics about productivity, workloads, goal attainment, and process anomalies enable complete visibility and control. Process owners can make informed decisions because they are presented with the issues that need to be addressed, as well as with the context in which they occur so they can take the right action.

The underlying infrastructure for both monitoring and adaptation of business processes is the Process360 Goal Management facility. As described in the following section, Goal Management plays both a key role in providing the information for the Performance Management Center as well as providing an automation capability that allows for process adaptation in response to changing business conditions.



Figure 6. Process360 web-based monitoring

## Adapt

The combined capabilities of Process360 and Insight360 provide the leading solution in the industry for agile process management and optimization. Process360's Goal Management facility includes a robust set of “shadow” processes and rules that enable a high degree of responsiveness through automated alerts and corrective actions to be executed; all based on desired business outcomes. Actual performance history is tracked and compared to service-level commitments on a continuous basis. If performance lags, Goal Management adapts by alerting process owners of performance shortfalls and reallocating resources to bottleneck areas until problems are resolved.

Forecasting is made possible through an ongoing capture of statistical process data, which is of significant value when used to analyze process impact and compare actual performance with benchmarked goals. This data can be used to determine whether thresholds are correct and whether they are rigorous enough to achieve business goals. The same data is leveraged in reporting functions to ensure that real-time and predictive information is available and can be utilized directly within the goal management function.

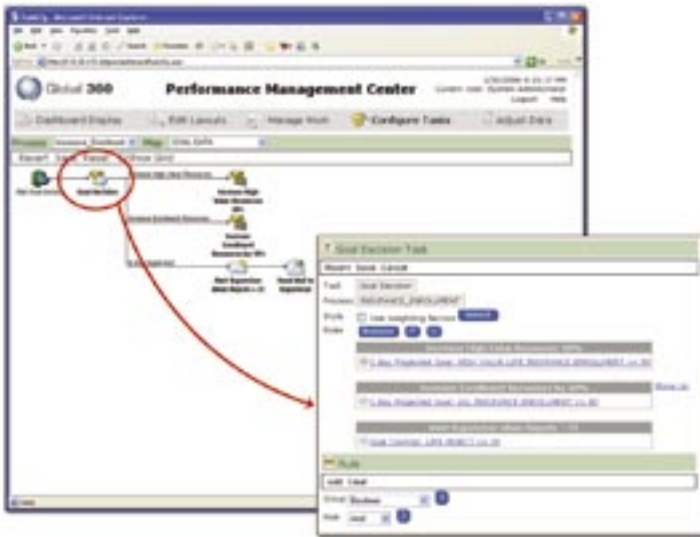


Figure 7. Process360 Performance Management Center

As an organization’s strategy evolves and service-level commitments change, Process360 can easily be modified to reflect the new goals and service-level commitments. When goals are not being met—or are even overachieved—the system will automatically initiate reallocation of resources or process changes to meet objectives, as well as service-level agreements enabling an unparalleled level of business responsiveness.

### Analyze and Predict

The value of the Process360 has been dramatically extended by combining it with the process intelligence and optimization capabilities of the Insight360. Insight360 is the industry’s leading Business Optimizations Suite. Operating as an independent layer that sits on top on the process infrastructure, Insight360 correlates events across lines of automation. This provides high-level end-to-end process visibility into what your processes are doing, and ultimately delivers process intelligence, optimization, and alignment over your entire process infrastructure.

The capabilities within Insight360 enable organizations to obtain process intelligence in three distinct characteristics; historical, real time, and predictive.

Key to the historical perspective is the Insight360 Analytics module. Insight360 Analytics provides organizations with the ability to understand the duration or cycle time needed to complete the overall process, as well as the capability to analyze the activities that take the most time to perform. Within each activity, end-to-end visibility is extended so that analysts and managers can understand how much time people spend performing work versus waiting on work.

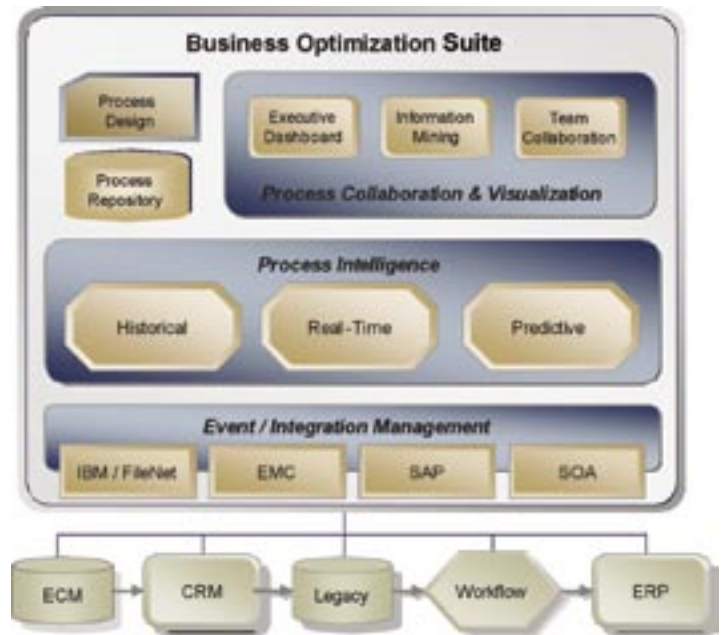


Figure 8. Insight360

The Insight360 Analytics module provides drill-down and cross-referencing capabilities from various perspectives, for the delivery of extensive process analysis and reporting. Historic and real-time data is organized in a multi-dimensional fashion, based on On-Line Analytical Processing (OLAP) technology. Visualization products such as Cognos®, Powerplay®, Tableau®, Business Objects®, and Microsoft® Excel® may be used to present and explore process information.

The underlying multi-dimensional repository for the Analytics engine is uniquely built to provide complete and robust business process information, including the time it takes to complete the process, identify the most productive employees, and calculate the cost for performing each task. Additional information such as resource costs, participants, and process-specific variables (for example for a mortgage process there might be a mortgage type, value, broker, and so on) may be overlaid upon this core structure.

In addition to historical perspectives, Insight360 provides predictive process intelligence capabilities that build agility directly into their processes and deliver improved process efficiencies. The Insight360 simulation capabilities are at the core of its predictive capabilities. The Process Simulator module allows organizations to model various “what-if” scenarios based on existing process definitions, often referred to as the “as-is” process or the proposed process, often known as the “to-be” process. Business analysts may leverage the simulator to identify process bottlenecks and improve process efficiency, or model external events that may impact business continuity or changes in resource availability.

The Process Simulator module may also be used as a powerful solution for performing return on investment (ROI) analysis as-

sociated with BPM and other related projects, providing an increased level of assurance that expected benefits will be realized. The Process Simulator may also help organizations optimize its mix of skill sets and roles, as well as provide a validation and justification for changes in headcount.

The Process Simulator module works by taking a definition of a process and its associated characteristics such as activities, work arrivals, participants and roles, and schedules. It also simulates the execution of the process using a combination of human and system performers.

Simulation scenarios may become quite sophisticated if the user wants them to be. For example, multiple scenarios can be defined and simulated and schedules can be defined for work shifts, lunches, breaks, and vacations. Activities have a robust set of definition properties for duration, performers, and pre- and post-conditions, in order to accurately simulate the realities of a business process. Participants have an associated simulation cost, performance, type, role, and quality. Multiple scenarios can be defined for altering the resource characteristics to perform forecasting for staff requirements and organizational budgeting.

## Conclusion

The discipline of Business Process Management, and the deployment of supporting BPM technologies such as BPM Suites, has recently achieved “mainstream” status. Organizations are moving beyond initial implementations of BPM, hoping to reap the benefits of process management on an enterprise scale. The focus is shifting from pilots designed to ensure success, to far more challenging process issues. As this shift occurs, organizations realize they need a BPM platform not just a departmental solution. To be successful, organizations need control of their most complex business processes. In response to these needs, Global 360 has developed the most sophisticated BPM solution available on the market today. Process360 gives organizations the control of their most complex business processes by providing comprehensive process life cycle management that includes

- The flexibility to solve all process problems within the organization using tools such as Process and Application Designer as well as robust BPM execution capabilities.
- The visibility needed to detect and address anomalies and issues by leveraging Performance Management Center capabilities.
- The responsiveness to rapidly adapt to changing business conditions through Goal Management and Process Intelligence.

Global 360’s valued customer base has been acknowledged as one of the largest in the industry. For these customers, Process360 powers thousands of robust, mission-critical business process applications that deliver optimized results every day. Global 360 is uniquely committed to long-term customer success by providing a process platform for sustained process competitiveness.