



Global 360 Business Process Management Suite

Gain control of your most complex business processes. Improve responsiveness and visibility. Deliver optimized results.

DESIGN: Give business analysts the ability to rapidly build business process applications that involve people, data, documents, and rules.

EXECUTE: Deploy and manage mission-critical BPM applications supporting tens of thousands of users and millions of transactions globally.

MONITOR: Obtain real-time visibility into process status and define rules for flexible adaptation to changing business conditions and service-level requirements.

Process360

With over 20 years of business process experience, Global 360 offers a proven and cutting edge Business Process Management Suite called Process360, which allows you to gain control of your operations and improve its responsiveness. Process360 empowers you to solve complex process problems, including sophisticated capabilities for supporting high volume and distributed processes comprised of hundreds of activities and steps and tens of thousands of users. Mission-critical support of information-intensive processes is the hallmark of Process360.

From a management perspective, Process360 enables business objectives to be defined and embedded directly into operational processes for automated “run-time” adaptation of process priorities and behavior. For the first time, your goals can automatically drive the performance of your operations. When coupled with Global 360’s Business Optimization Suite, Insight360, our customers are empowered to manage processes end-to-end—leveraging historical, real-time, and predictive process information to proactively manage the performance of their businesses. Process performance can be continuously monitored and optimized by using key-indicator dashboards and an alerting system.

Process360, coupled with Insight360, represents a complete process lifecycle management solution that brings complex processes under control and delivers optimized results.

With Global 360 you can

- Increase responsiveness to changing business conditions, such as dramatic changes in work volumes, changes in human capital availability, or revisions to service level goals.
- Reallocate resources to the most important work as dictated by business priorities, resulting in optimal goal attainment.
- Obtain visibility into business processes that span functions and departments, including the ability to identify bottlenecks and underutilized resources.
- Optimize business processes, ultimately delivering improved, end to end process competitiveness for the entire organization

Global 360 Overview

When Process360 and Insight360 are deployed in tandem, organizations are able to rapidly deploy flexible business process applications that enable improved responsiveness and efficiency. Once the initial process implementation is success-



ful, Insight360 provides visibility across functional boundaries and associated processes. Insight360 is unique in its ability to provide this end-to-end visibility for processes that are not managed by Process360.

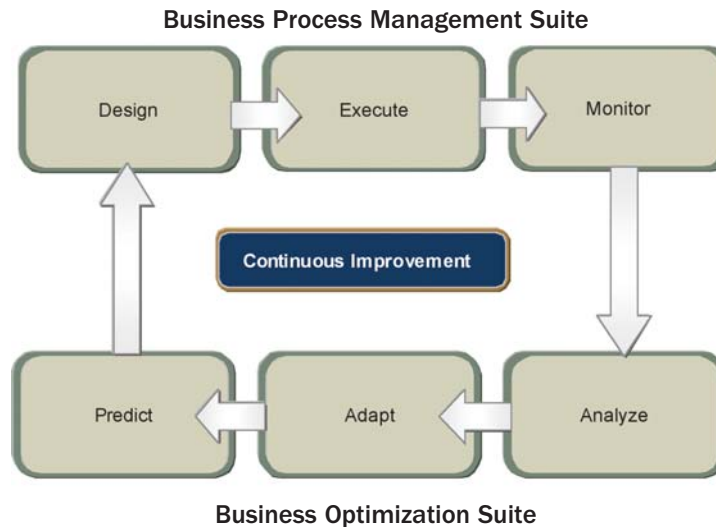
Process360

Business Control & Organizational Responsiveness

DESIGN Gives business analysts the ability to design and build business processes that involve people, data, documents, rules, and events with zero scripting or coding. Rapidly develops highly scalable, mission-critical business applications using an out-of-the-box application designer framework that is portal ready.

EXECUTE Deploys and manages mission-critical BPM applications supporting tens of thousands of users and millions of transactions on a global, distributed basis. Develops sophisticated work assignments and balancing rules, all through point-and-click configuration. Standardizes business processes through universal content support and standardized business rules for compliance and for organizational effectiveness. Integrates with external systems, leveraging SOA capabilities as well as message bus and database adapter technologies. Orchestrates business process and services interaction using an advanced SOA infrastructure.

MONITOR Obtains real-time visibility into process status and defines rules for flexible adaptation to changing business conditions and goal- or service-level status. Controls resource assignments, workloads, and priorities from a web-based Performance Management Center. Adapts rules and changes process parameters without the overhead of an IT change management cycle.



Insight360

Process Visibility and Alignment

ANALYZE Leverages Global 360's Process Intelligence Platform, Insight360, to deliver end-to-end process performance visibility across organizational and IT silos, regardless of the underlying systems infrastructure (BPMS, workflow, ERP, and so on). Visually identifies bottlenecks, resource underutilization, and opportunities for improvement.

ADAPT Compares current state with actual performance history on a continu-

ous basis. Adapts processes in real time, using automated rules based on Key Performance Indicators. Common KPIs include measures such as process cycle times, quality goals, and processing costs. Enables business managers to affect business outcomes end to end, and across all the systems and organizations supporting a business process.

PREDICT Leverages Insight360's predictive process intelligence capabilities with Process360 Goal Manager, in order to forecast future process performance based on current conditions correlated with historical process performance data. Funnels "real world" data into design time and "in-line" simulation, in order to ensure the accuracy of forecasts. Performs "what-if" analysis on leveraging variables associated with resources, wait times, processing times, and external factors and rules.

Customers Leveraging Global 360's Business Process Management Suite

- **Symetra**—Optimizes new business and customer service processes end to end
- **Nike**—Dramatically reduces AR issues through comprehensive process management
- **Revlon**—Leverages BPMS for financial process management and optimization
- **Nissan Motor**—Dramatically reduces customer enrollment cycle time
- **Wells Fargo**—Reduced costs and cycle time of account opening and compliance
- **City of Vancouver**—Constituent service optimization for permit processing

About Global 360

Global 360, Inc. is a leading provider of Business Process Management and Analysis Solutions for Global 2000 organizations. With more than two decades of experience, Global 360 provides organizations with a competitive edge by automating, measuring, and improving resource-intensive business processes across different communities, including customers, employees, and partners. Global 360 provides organizations with the insight to make informed business decisions and the flexibility to quickly adapt to changing market needs through real-time metrics that ensure business objectives and customer commitments are managed effectively. Building on our strength in financial services, government, and insurance, Global 360 empowers sites for more than 5,000 customers in 134 countries. Global 360 Inc. is headquartered in Texas with operations in North America, Europe, and the Pacific Rim. For more information about Global 360's BPM solutions, please call 1-214-520-1660 or visit the company web site at www.global360.com

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