

Process360 for Microsoft BizTalk



Automate, connect and control complex business processes. Improve responsiveness and visibility. Deliver optimized results.

In the continual quest to improve business processes, leading organizations are not satisfied with addressing just the human aspects of BPM. For true end-to-end efficiency, automation and connectivity to systems, services and partners are key factors. Process360 for Microsoft BizTalk® combines the industry's leading solution for solving complex, people and information intensive business problems with the leading solution for automating activities and connecting organizations. Process360 for Microsoft BizTalk® is the complete solution for delivering optimized results.

Process360

For the first time, customers are able to leverage a single solution for solving process problems that require advanced automation and integration capabilities as well as rich support for people and content. Process360 for Microsoft BizTalk® is the solution for automating, connecting and controlling complex business

processes. Process360 supports high volume, distributed processes that are comprised of hundreds of activities and steps and tens of thousands of users. In addition Process360 for Microsoft BizTalk provides an advanced level of automation and connectivity capabilities that eliminates manual activities and extends BPM on a global basis. Process360 for Microsoft BizTalk also leverages leading Microsoft technologies such as SharePoint®, Office®, InfoPath® and SQL Server®. The leverage of these technologies delivers incremental ROI on the sound investments organizations have made in Microsoft front and back office technologies, but also extends BPM from the desktop to enterprise systems, to customers, partners and suppliers. This universal access and participation is critical for true end to end process management and optimization. The final piece of the puzzle is the industry's leading Process Intelligence Platform, Insight360. With the combination of Process360 for Microsoft BizTalk®, and Insight360, historical, real time,

and predictive process information are delivered on demand to provide the information needed to proactively manage the performance of the business.

Process360 for Microsoft BizTalk®, coupled with Insight360, represents the most complete process management and business optimization solution available on the market today. The end result is business process alignment across systems and people and organizations. Complex processes are brought under control and optimized results are delivered.

Process360 Functional Overview

When Process360 for Microsoft BizTalk® and Insight360 are deployed in tandem organizations are able to automate manual activities, connect systems and trading communities, manage information and coordinate human activities to improve responsiveness and efficiency. Insight 360 goes a step further, providing visibility across a number of functional



Global 360
Optimizing Business Processes

boundaries and associated processes. The result is end-to-end visibility across the heterogeneous technology environment that spans organizational and business boundaries.

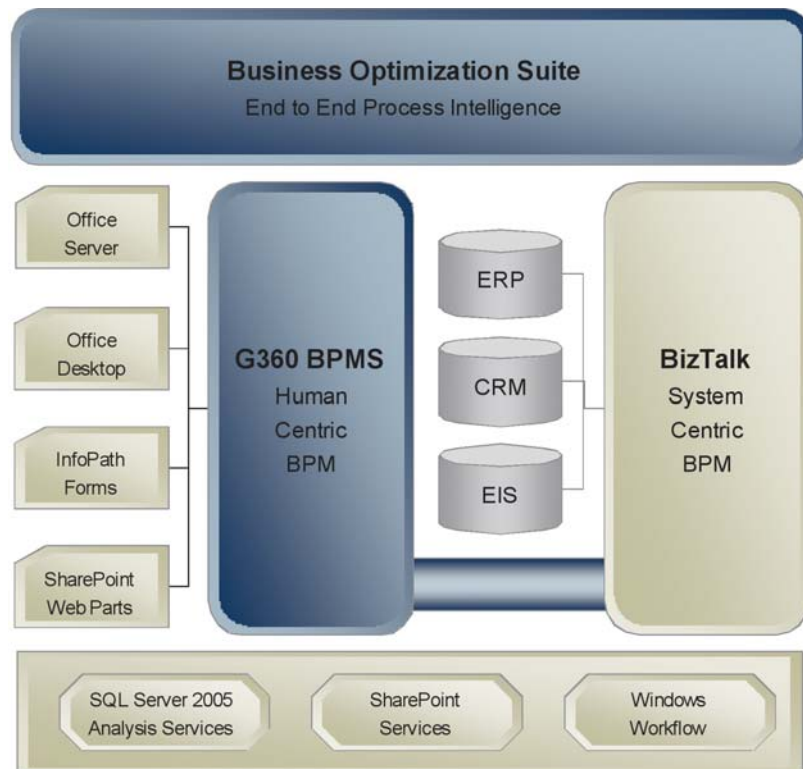
Process360

Business Control & Organizational Responsiveness

Design: Rapidly design and build business processes solutions that automate manual tasks, connect systems and services, provide employees with immediate access to information, and ultimately improve the effectiveness of your organization with zero scripting or coding.

Execute: Deploy and manage mission critical BPM applications supporting tens of thousands of users and millions of transactions on a global, distributed basis. Integrate with disparate systems and services within the organizations IT landscape as well as extend BPM to customers, partners and suppliers. Develop and standardize business processes and rules, increasing organizational effectiveness and ensuring compliance. Orchestrate business process and services interaction using an advanced SOA-based integration infrastructure.

Monitor: Obtain real-time visibility into process and transaction status and define rules for flexible adaptation to changing business conditions and goal/service-level status. Control resource assignments, workloads, and quality of service from a Web-based Performance Management Center. Add rules and change process parameters without the overhead of an IT change management cycle.



Insight360

Process Visibility and Alignment

Analyze: Leverage Insight360 to deliver end-to-end process performance visibility across organizational and business boundaries, regardless of the underlying systems infrastructure (BPMS, workflow, ERP, etc.).

Adapt: Affect process change in real time, using automated rules based on Key Performance Indicators including process cycle times, quality goals and processing costs. Change objectives on the fly without IT constraints.

Predict: Leverage the power of predictive process intelligence capabilities, combined with Process360

Goal Management to forecast future process performance based on current conditions correlated with historical process performance data. Close the BPM loop not only for individual business processes but end to end process management throughout an organization.

About Global 360

Global 360, Inc. is a leading provider of Business Process Management and Optimization 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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