



# IBM Business Process Manager

Automate Your Digital Workflows to Increase Productivity, Efficiency, and Insights On-Premises or in the Cloud

IBM® Business Process Manager (IBM BPM) is a comprehensive business process management (BPM) suite that provides visibility and management of your business processes. IBM BPM supports the whole BPM lifecycle approach:

- Discover and document
- Plan
- Implement
- Deploy
- Manage
- Optimize



Process owners and business owners can use this solution to engage directly in the improvement of their business processes.

IBM BPM excels in integrating role-based process design, and provides a social BPM experience. It enables asset sharing and creating versions through its Process Center. The Process Center acts as a unified repository, making it possible to manage changes to the business processes with confidence.

IBM BPM supports a wide range of standards for process modeling and exchange. Built-in analytics and search capabilities help to further improve and optimize the business processes.

## What BPM suite?

*BPM is not a product or a technology.*

BPM is a comprehensive management approach to managing and improving the efficiency and effectiveness of business processes across the enterprise.

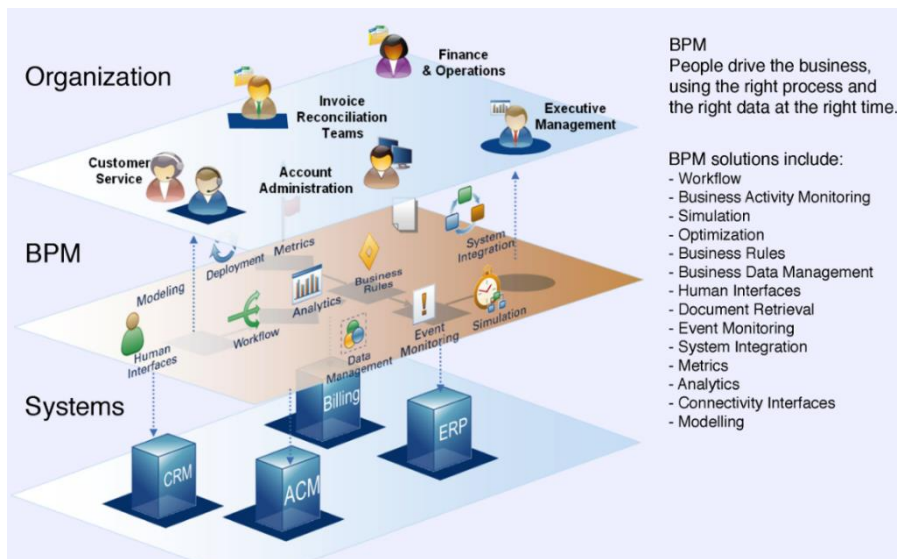
The goal of a BPM suite (a software solution) is to promote effectiveness and efficiency in your business processes. The BPM suite accomplishes this by using measurable business value to align all of your projects with your corporate strategies, alongside the BPM approach.

BPM relies on an iterative, or agile, delivery methodology that creates process visibility and enables process control in your business. The intention of a business process initiative is to deliver targeted results that directly support the strategic goals of the business. Therefore, a successful BPM initiative requires close collaboration between business operations and technologists. A successful BPM program ties all BPM projects to core business initiatives.

BPM enables you to manage your processes and support corporate initiatives, such as improving product quality, reducing time-to-market, expanding to new markets, raising client satisfaction, increasing profit margins, and so on.

The approach of BPM can be, and many times is, applied without any BPM software. In fact, the management approach of looking at and improving your business processes are much older than the software that supports it.

Organizations gain value out of documenting, understanding, and analyzing their processes for efficiency and effectiveness. This is typically done by business analysts, who either talk to the people that are involved in the process or get all stakeholders together in a room for several days to document and analyze the process to see where it can be improved.



Today, BPM suites, such as IBM BPM, are built to support organizations on their entire BPM journey, from the smallest initial projects to enterprise-wide adoption. A modern BPM suite covers many different aspects, including workflow, user interfaces (UIs), reporting, data modeling, integration, and so on. Figure 1 shows the different aspects of a modern BPM tool.

Figure 1: The different parts of a modern BPM tool

## When BPM suite?

This is a very important question, because in our experience, this can have a big effect on if your projects are successful or not. We have seen projects fail where a BPM suite has been used more as an application development tool in isolation without the iterative approach of BPM.

The issue here is typically that business users are only involved up front when the initial requirements are captured, and do not see anything until the project goes live much later. However, requirements change frequently these days. This does not mean that if you use a BPM suite as a pure application development tool your project is doomed to fail, but in our experience the risk is higher.

Now, examine what typical problems you would find in a process that is executed in a manual and unstructured way compared to what a BPM suite offers.

**Figure 2** shows the typical issues that you face without a BPM suite, and the value that such a suite brings.

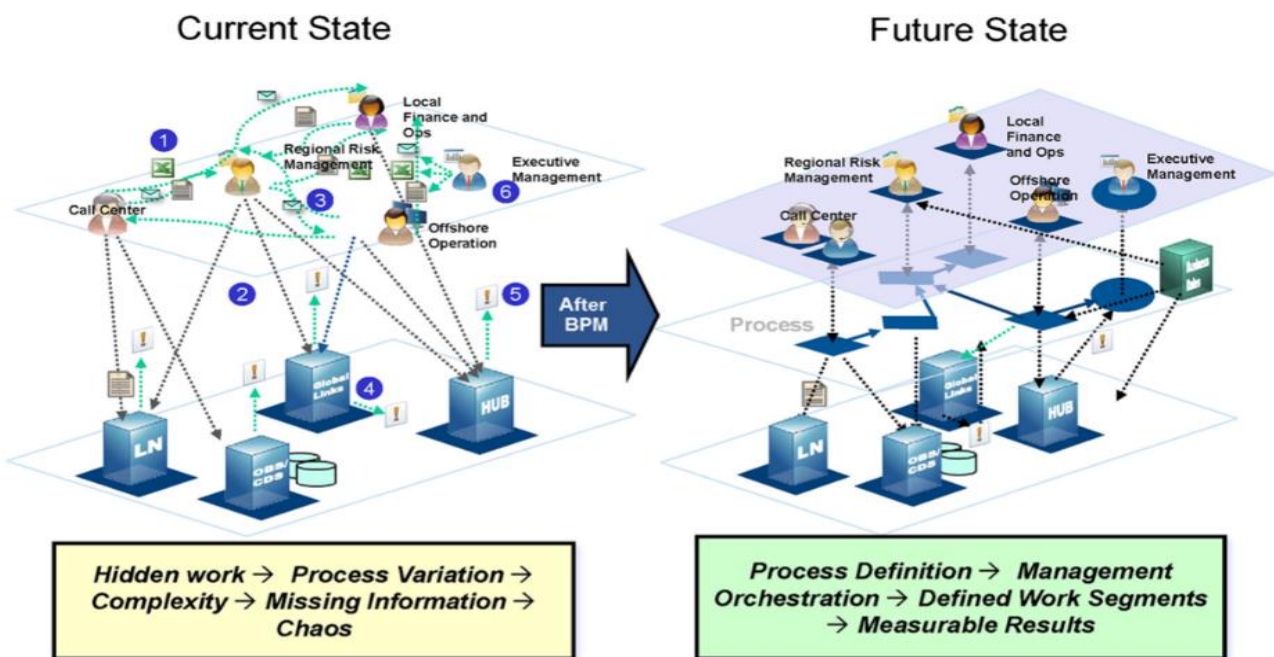


Figure 2 The effect of BPM

It is amazing how many business-critical processes today are still managed and run manually. We would even go as far as to say that the most-used tools for running processes are email and spreadsheets.

Note that many different types of processes exist, and not all of them are business processes that are suited for a BPM suite. Therefore, the type of process that you are planning to implement has an effect on whether the process is suitable for a BPM system.

The following list describes several key aspects that highlight a business process that is suitable for a BPM suite:

- Performing the process provides value to the business.
- The process follows a relatively structured path.
- The process contains individually business-relevant steps.
- The steps within the process are performed by multiple roles and teams.
- Business-relevant data flows through the process.
- The process changes over time as a result of changes in the business.

## Why BPM suite? The value of BPM

What is the business value of a BPM solution? We have divided this section into the following five value points:

**Business agility** is crucial in today's fast-changing business environment. Companies need to adapt quickly to stay competitive. Business Process Management (BPM) helps by delivering value in small, frequent increments. It also involves business in

process discovery, freeing up IT to focus on higher-value tasks. This contrasts with traditional, long-cycle development approaches, which often result in outdated solutions due to changing requirements.

**Visibility** is a key driver for many companies adopting Business Process Management (BPM). Having end-to-end visibility of processes is crucial for improving them effectively. Processes often span multiple systems and departments, making it challenging to achieve full visibility without a BPM suite. For example, the



onboarding process for a new employee involves various departments such as security, human resources, IT, and facilities, highlighting the need for a comprehensive view provided by BPM.

BPM also enables real-time monitoring of process performance, allowing users to prioritize tasks and take timely actions. Moreover, it facilitates process optimization by providing insights into process issues and areas for improvement. Overall, a BPM system plays a critical role in enhancing process visibility and driving continuous improvement.

**Compliance:** Today, organizations face growing and complex regulatory requirements, including global regulations. Compliance is crucial but not a competitive area, as all organizations in an industry must adhere to the same rules. Business Process Management (BPM) tools help manage compliance by enabling quick changes, ensuring auditability, and reducing costs associated with regulatory requirements.

**Workforce efficiency:** Manual processing can lead to inefficiencies and increased risk due to varying individual decisions. It also hinders process improvement and can create a "hero culture" where a few knowledgeable employees carry most of the workload. A BPM system can help encode knowledge and best practices to improve workforce efficiency and enable faster onboarding of new employees.

**Process governance:** As we have mentioned before, one of the values of BPM is that you can increase the quality of your processes by modeling them and then executing them in one single system. A BPM system can also help to drive commonality in processes across the enterprise. An example of this could be an approval process that is the same for many higher-level processes.

With a BPM suite, you would implement the approval process once and reuse it many times. This speeds up the development of the process, and makes sure that you handle an approval the same way every time.

*Note that this is not intended to be an exhaustive list of value points.*

We have introduced you to the concept of BPM and the benefits of a BPM suite. The success of a BPM project is not only affected by technical decisions that the team makes. Therefore, we have highlighted some of the more business-focused decisions that you as a team must make, because invariably they affect the outcome of your project. These decisions have an even bigger effect if you as an organization have started on a wider enterprise BPM journey.

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- System Setup
- Cluster Configuration
- System Administrator and End User Trainings
- Health-check
- System Migration
- Version Update
- Maintenance & Support
- Consulting & Application Development
- Integration
- Performance Monitoring and Monitoring

Bilgi Birikim Sistemleri believes that offering the "right solution" to the customer is the greatest value. It has been serving in this field for years aiming to adhere to the determined project budget and complete it on time. In this context, it has performed many successful projects with its competent and experienced personnel.

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