



# Implementing BPM in 7 easy steps



## Background

Business today requires a vast amount of information to be processed quickly and efficiently to accomplish business objectives. Organizations setup processes with a predefined sequence of documented and repeatable steps to consistently achieve the desired objectives. But as an organization grows, it has to contend with the sheer complexity of numerous enterprise processes. Needless to say, there is a tremendous opportunity for process optimization to make business processes more effective. This primarily requires mapping current processes to the needs of the enterprise, quantifying value, analysis, streamlining task management, and better tracking.

Technology solutions for BPM can play the key role of a strategic business partner by improving productivity, reducing operational costs and contributing to overall business success. Skelta BPM.NET automated workflow solution lends itself to seamless integration of technology with existing and new business processes in 7 easy steps implementing best practices with measurable ROI.

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Skelta BPM.NET allows you to enhance key business processes through better process design, automation, and administration. This web-based solution, built on the latest Microsoft.Net framework, is a preferred solution due to the following key features

- Ability to elucidate technical issues involved in BPM
- Enablement of business users to design, manage and administer processes
- Easy maintenance of workflow-centric business processes
- Powerful Business Activity Monitoring reports
- Human Workflow Services for better resource management
- Seamless integration with Microsoft products such as SharePoint and Office
- Capabilities for easy integration with other applications

With Skelta BPM.NET, you can implement BPM initiatives in 7 easy steps

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## Step 1 Model processes with Skelta's Visual Process Designer

Skelta's visual web-based process designer with Visio-type interfaces enables business users to quickly model processes. More often than not automated processes designed by software developers fail because of a gap in correctly understanding user requirements and processes. Additionally, manual processes are normally documented in a verbose fashion and do not completely capture all logical steps in processes. With Skelta's Process Designer, business users can design processes just as they would in Visio. Application developers can build on the same process to deliver the required solution

## Step 2 Use Skelta's Human Workflow Services for Effective Resource Utilization

Effective task and resource management requires that tasks are assigned, delivered and reviewed optimally. Resources must be able to respond to tasks even if they are not in office. Effective escalation systems need to be in place for critical tasks. Management focus must be immediately drawn to priority tasks.

Skelta BPM.NET provides invaluable features for effective utilization of resources such as:

- Escalation wizards to setup escalations for tasks not completed within specified times
- Out-of-the-box queue management that enables tasks to be assigned to common pools of resources.
- Support for user-defined channels such as PDA, SMS and voice for delivery and response of tasks
- Support for user-defined, multiple calendars for collaboration across time zones.

## Step 3 Use Skelta BPM.NET to automate processes

Automating processes in Skelta BPM.NET can dramatically improve productivity. The Skelta BPM.NET workflow engine

- Automatically routes tasks based on business rules defined for the process
- Delivers email notifications that can be automatically customized based on the task type
- Interface with Microsoft Outlook that enables task management and response from within Outlook
- Provides a host of pre-defined actions to support responses such as approvals, selection from checklists, escalations, email, choice et cetera.

## Step 4 Use Skelta's Web-based Interfaces for greater visibility and transparency of activity status

Skelta BPM.NET fosters visibility and transparency over activity status. Employees, customers and other stakeholders can view the current status of their submissions and requests online while managers can easily track status of work assigned to their subordinates.

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## Step 5 Use Skelta's BAM for effective monitoring of process execution

Fine-tuning and optimization of processes is a continuous activity and requires comprehensive reporting on process execution.

Skelta's BAM dashboard provides exhaustive information on process status. With Skelta BAM, managers and process administrators gain access to

- Real-time tracking of workflow
- Analytical reports
- Graphical views of execution
- Up-to-the-minute status of workflows

## Step 6 Use Skelta's integration features for enterprise application integration

Skelta's BPM.NET seamlessly integrates disparate applications and processes that straddle multiple systems, departments, and functions. Skelta provides interfaces that enable your processes to interact with other applications and databases. For example, you can use Skelta BPM.NET to knit together multiple legacy systems for recruitment, compensation, time clocking and leave to create a unified HR Information System.

Skelta BPM.NET seamlessly integrates with Microsoft products such as Office and SharePoint thus enabling you to further leverage on investments in Microsoft technologies. For example, you can easily create and deploy a SharePoint site to manage your procurement function.

## Step 7 - Effectively manage change with Skelta BPM.NET

Business processes need to adapt quickly to changing business needs. With Skelta BPM.NET, you can effectively and immediately respond to change. Whether it is implementing a new process or modifying an existing one, Skelta BPM.NET's embeddable, innovative technology framework enables rapid development and deployment.

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## Benefit Propositions

Skelta offers a standard user environment that facilitates management of processes across multiple systems. BPM.NET provides a controlled environment that integrates core systems and enables streamlining of processes.

Some of the benefits of implementing Skelta's BPM.NET are enumerated below.

- Helps in process improvements
- Minimizes the time required to complete a process cycle
- Helps reduce the number of steps needed to perform a task
- Reduces the possibility of human errors
- Enhances productivity
- Streamlines resource utilization
- Improves visibility of process status
- Increases ROI

## Summary

Skelta's BPM.NET offers a robust enterprise platform to streamline core functions such as finance, HR or administrative procedures. This versatile, compatible and intuitive BPM platform allows organizations to deploy myriad business process management solutions rapidly and achieve a standard process driven framework.

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