

## **FileNet Whitepaper: P8 BPM 4.0 – What's In It For You?**

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## Introduction

Ever wonder what FileNet P8 Business Process Management (BPM) brings to the table? Are you using eProcess and thinking that BPM might be right for you? Would you like to know what features FileNet BPM 4.0 will contain? If your answer is “Yes” to any of these questions then this is the whitepaper for you.

Market pressures and changing business needs require a fundamental change to the way we approach our business activities. We need to do things better, faster, and cheaper. Competitive pressures are causing us to look for ways to drive the expense out of the business. Compliance initiatives mean we have to document everything. FileNet BPM can help you attain the seemingly impossible, with its market leading processing speed and scalability, its advanced optimization capabilities, and its revolutionary approach to compliance concerns. It's about time you took a look at FileNet BPM.

FileNet BPM is much more than a repackaging of “workflow” technology. At FileNet, BPM is about automation, integration, and optimization of your business processes. FileNet's BPM suite contains a number of innovative technologies that will allow you to take control of every aspect of your business processes and provide you with a level of operational visibility and control never thought possible. If this all sounds overwhelming don't be alarmed. If you can use Microsoft Visio, you are already on your way to implementing FileNet Business Process Manager.

Need more convincing? We've collated the top 10 reasons to select FileNet P8 4.0 BPM.

### 1. Modeling for the Masses – Business Process Modeling Notation

The primary goal of the BPMN effort was to provide a notation that is readily understandable by all business users, from the business analysts that create the initial drafts of the processes, to the technical developers responsible for implementing the technology that will perform those processes, and finally, to the business people who will manage and monitor those processes.

BPMN is becoming a key requirement in BPM; customers are focusing on ease of use and a consistent method to develop their business models. Organizations are also trying to meet the demands and pressures to fully document and describe their processes in order to demonstrate regulatory compliance to external bodies and internal governance principles.

Furthermore, many customers have already used third party modeling tools, such as Microsoft Visio and more sophisticated tools such as MEGA, to describe their business processes and are now looking to leverage this library with a business process execution engine to reap the benefits provided by automation and optimization.

FileNet P8 4.0 addresses this requirement in two ways:

- Firstly to explicitly provide a BPMN modeling capability to business analysts, “power-users”, IT staff, and FileNet partners who want to do business process modeling within a familiar user interface in a standards-based disconnected mode from FileNet BPM execution servers. FileNet provides a pervasive, economical and lightweight, disconnected BPM standards-based process modeling tool integrated with the world’s most pervasive business-user graphical process modeling environment – Microsoft Visio.

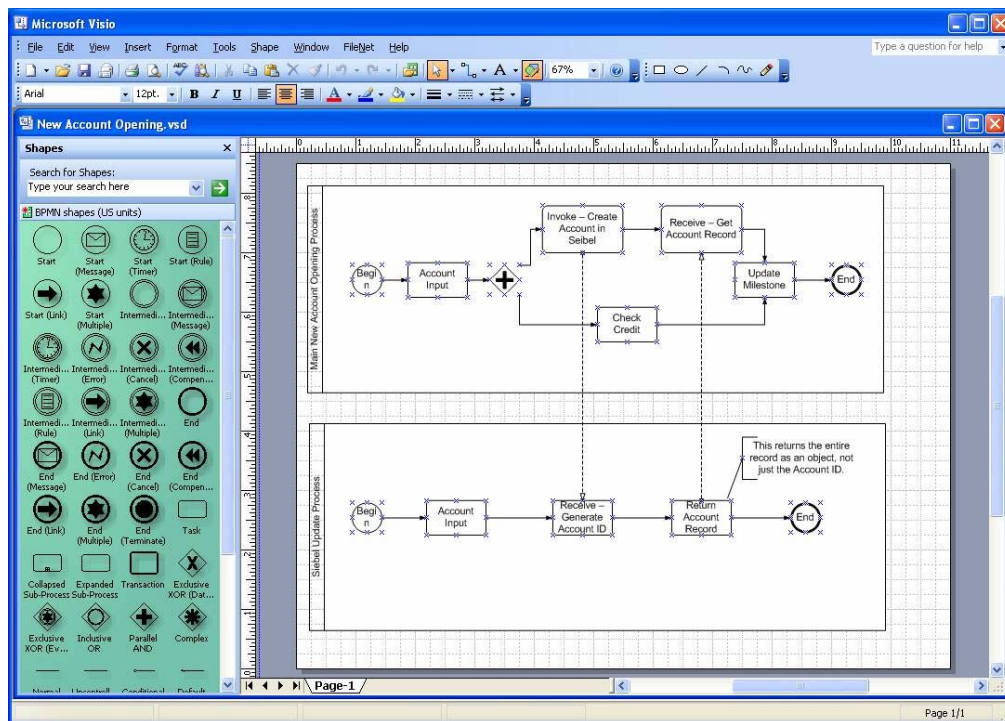


Figure 1- FileNet Process Modeler for Visio

To complement this capability existing Visio diagrams created with other stencils can be exported to the FileNet process environment through a conversation utility provided as part of the offering.

- Secondly, the underlying FileNet Process Designer now supports an important process definition and execution standard XPD (XML Process Definition Language). This facilitates the mapping of business models between from FileNet Process Modeler (in BPMN) to FileNet Process Designer (in XPD) and vice versa, from XPD in Process Designer to Process Modeler in BPMN. It also allows for the connectivity of other third party modeling environments such as MEGA, Popkin, Embarcadero, and IDS Sheer.

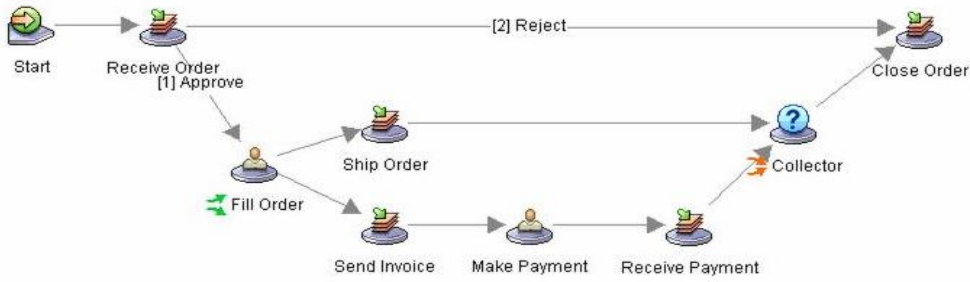
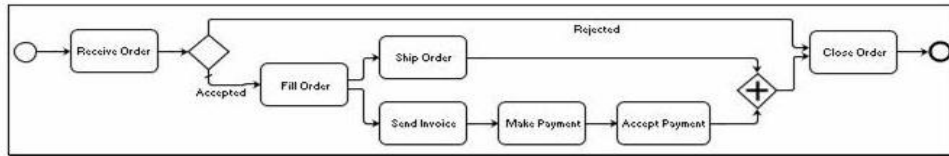


Figure 2 – Bi-directional mapping between BPMN and XPDL

## 2. Experience the Power of Process Optimization – Process Analyzer and Simulator

The FileNet BPM suite includes process optimization services to provide the visibility to an organization's core business processes, and ensure that processes can be continually modeled, simulated, and tested. Two unique software components, FileNet Process Analyzer and Process Simulator, are incorporated into the BPM suite to allow organizations to continually analyze, refine, and improve the way they run their operations.

FileNet Process Analyzer uniquely delivers dynamic reports with historical and real-time data that enable organizations to monitor and analyze processes, optimize operations, and proactively address business trends. Built on powerful Online Analytical Processing (OLAP) technology, it tracks performance of key enterprise processes with pinpoint accuracy to make comprehensive business visibility and agility a reality.

The FileNet Process Simulator enables business analysts to model business processes and then simulate them under real world conditions. By taking the “as-is” way of running the business and enabling “what if” analysis of multiple simulations, organizations can discover how to remove bottlenecks, align resources and reduce overall costs. In addition, the ability to test a process in the simulation environment before deploying it into production is a critical benefit, as it vastly reduces the likelihood of deploying poor process designs.

### 3. Keep an Eye on Your Business – Business Activity Monitoring

In today's competitive environment, it is essential that the performance of your business processes be managed as efficiently as possible, without delay. An unprecedented level of corporate agility is required to offset constantly changing market dynamics, competitive pressures, and profitability concerns. Organizations must improve the visibility of the overall performance at a macro level dealing with high-level business trends, as well as in micro level -- down to each individual transaction or business process.

FileNet Business Activity Monitor (BAM) provides visibility into the effectiveness of business processes and overall organizational performance as measured against key performance indicators (KPIs). Business managers can receive alerts via customizable dashboards, and if need be, can automatically initiate action or processes based on those alerts. Business managers can analyze events from business processes and correlate it with data from other enterprise applications to gain further insight into specific alerts and events. This provides the necessary context to make the right decision right at the moment it matters most in the business process. FileNet BAM allows companies to increase organizational responsiveness and better manage and reduce risk by identifying issues before they become problems, by taking immediate action to avoid threats and/or mitigate risks.

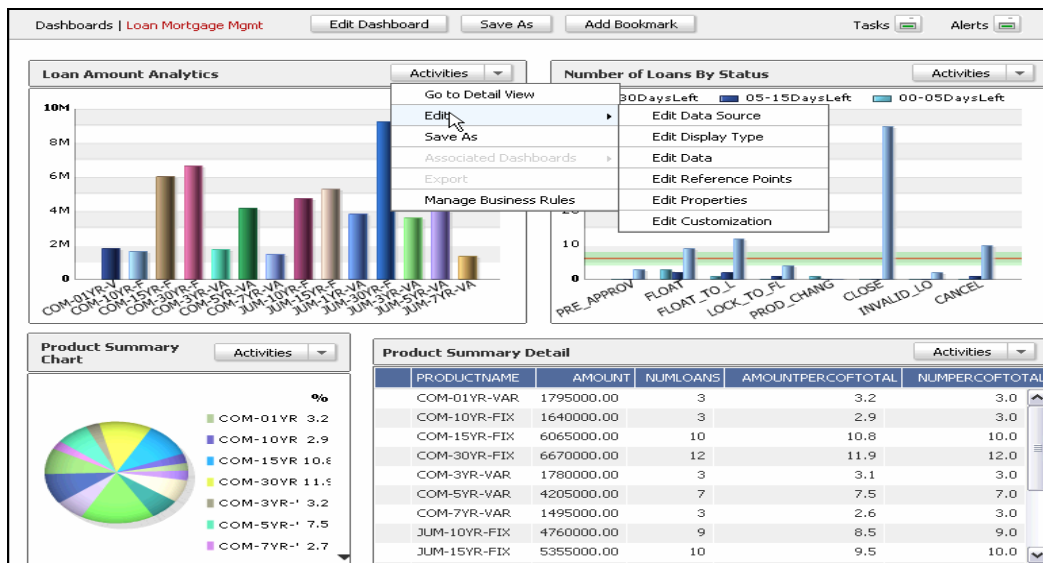


Figure 3 -- FileNet Business Activity Monitor

#### 4. Get Faster ROI – Business Process Framework (BPF)

To keep up with the changing needs of organizations in managing business processes, there is an ever growing requirement for faster deployment of BPM and achieving higher service levels. FileNet Business Process Framework reduces the time and expense associated with developing and deploying solutions based on FileNet Business Process Manager by providing a highly configurable and customizable application framework for building the presentation layer or user interface (UI) of BPM applications. Configuration rather than extensive custom coding enables faster, more economical development and deployment. BPF leverages proven, reusable code that forms the foundation for all types of BPM application scenarios. This enables organizations to accelerate the speed of deploying new BPM applications, while minimizing development cost and the Total Cost of Ownership (TCO). Here is a highlight of BPF functionality and benefits:

- **Optimal resource utilization:** Sophisticated Role Management capabilities automatically route work to best qualified resources for processing. Work can be “pushed” to users to ensure maximum productivity in high transaction processing environments.
- **Extensible architecture:** While BPF development does not require custom coding, the fully extendible architecture ensures that when custom development is required to deliver additional functionality, it can be seamlessly integrated into the user interface.
- **Lower cost of ownership:** This repeatable framework minimizes the TCO by balancing the exacting needs of a custom application with the agility of a product offering. Applications developed on BPF are upgradeable, able to leverage new functionality once it becomes available.

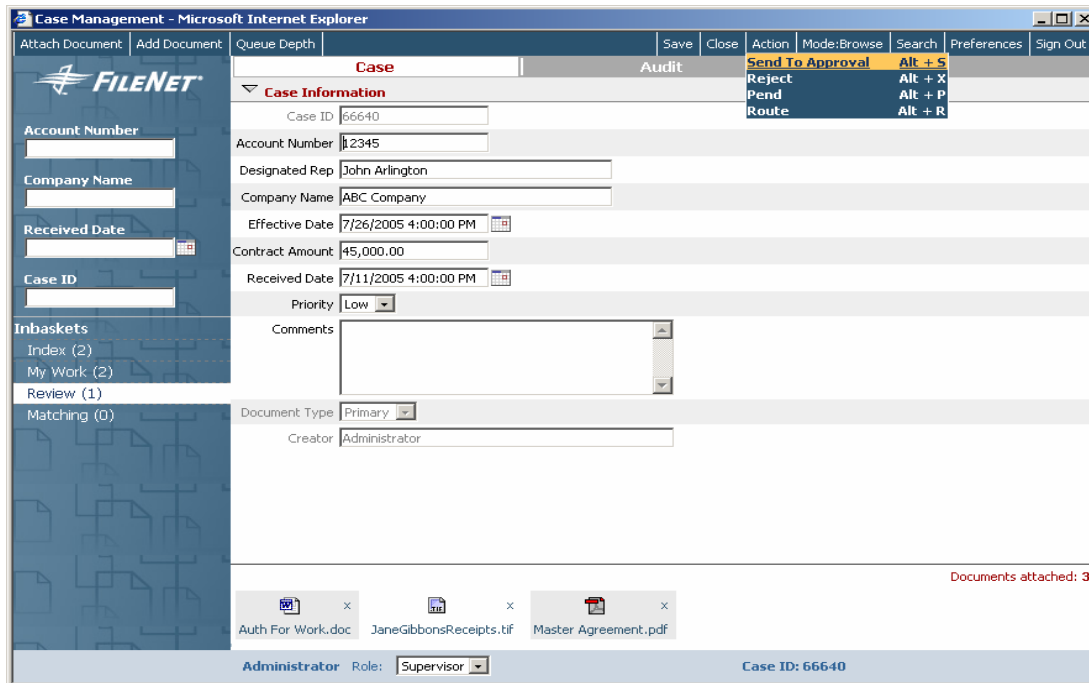


Figure 4 -- BPF Web Application



## 5. Show Good Form – eForms

Enterprises rely on effective business processes to maintain a competitive advantage and high-quality standards. These business processes begin and end with the collection and presentation of structured information – forms. Today, electronic forms or e-forms enable companies to intuitively and automatically format, aggregate, display, and manage content to drive critical business processes and other transactions throughout the enterprise. As a result, e-forms are now being viewed as yet another fundamental element of critical business content requiring advanced versioning and library services in large BPM solutions. In addition, business processes themselves are becoming more complex, requiring e-forms to provide more intuitive human interfaces, sophisticated internal logic, routing and integration options in critical business applications.

Electronic forms enable users to create and manage high-fidelity online forms that appear the same as hard copy paper forms, yet are more advanced, easier to use, and are less costly to implement. Electronic forms help reduce data entry time, improve data accuracy, and are the first step in streamlining and accelerating transaction processing.

For organizations to get the most out of their e-forms initiatives, form content should to be easily developed, managed, and repurposed throughout the enterprise for greater efficiency. Additionally, e-forms must support advanced security such as user authentication, and provide audit trails to meet regulatory and other compliance mandates. Moreover, e-forms must be easy to use and access to encourage knowledge workers to embrace their use within the organization.

Organizations are meeting these challenges, and realizing a true competitive edge by leveraging the power of e-forms to improve responsiveness, reduce cycle time and reduce operating costs. These organizations are accomplishing all of this and more with FileNet eForms.

## 6. Serving Services – SOA Support

FileNet BPM provides extensive support for Web Services and Service-Oriented Architecture (SOA) through the following features:

- FileNet BPM implements a Web services API in WSDL to its engine that complies with WS-I (basic profile) standard. Through this API FileNet BPM in effect provides BPM services to clients in an SOA environment. This Web service API provides interfaces for launching processes, retrieving the list of queues, the elements of a queue, and a particular step and performing it.
- FileNet BPM provides explicit constructs in design time for integration with Web services. An external Web service can easily be consumed in a process, by use of an “Invoke” step in the process map to bind to a Web service. The invocation may be synchronous or asynchronous. There are means for launching a sub-map if the called Web service times out or returns error.
- FileNet BPM has explicit constructs for publishing processes (or steps within them) as Web services. This is achieved by use of “Receive” and possibly “Reply” steps.
- FileNet BPM complies with and implements specific Web services standards such WS-Security for Web services security functions. It also implements WS-ReliableMessaging which provides guarantee of message delivery between Web services subject to a criteria, such as a message must be delivered at least once, at most once, exactly once, or in order.
- FileNet BPM provides a UDDI registry so that a Web service can be stored in the process engine. It also provides functions to update a UDDI registry by updating or deleting a Web service.

For more insight on the relationship between BPM and SOA, and how FileNet BPM can support your SOA strategy, please refer to the whitepaper “The Synergy between BPM and SOA” that you can obtain from <http://www.filenet.com>.

### 7. Speak a Different Language? Multi-Lingual Support

In an increasingly global economy, where organizations are now based in numerous geographies and transactions execute across multiple borders, customers are demanding the ability to deploy applications with multi-lingual support capability.

In a single system scenario, one single system would handle users in multiple localized environments. Users from multiple language clients can author and participate in the same business processes environment, seeing and being able to input content relative to those business processes in their own language.

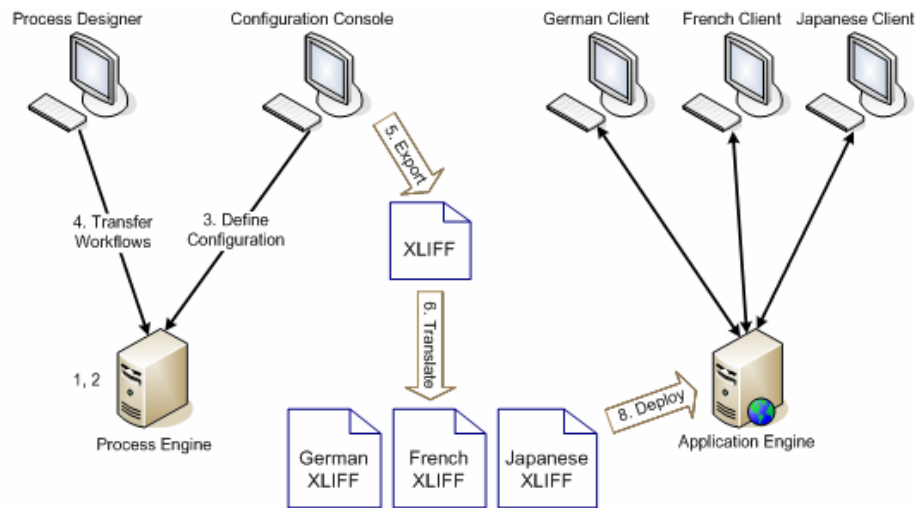


Figure 5 - Providing Multi-Lingual Capability

FileNet BPM provides multi-lingual capability through the support of the XLIFF (XML Localization Interchange File Format) specification. This enables business process designers to export the required components to a resource file, which can then be translated to the appropriate language or languages. These are then uploaded to the production environment and accessed dynamically at runtime depending upon the user's locale internet browser settings.

## 8. Capture and Control Your Policies – Business Rules

Business processes reflect the underlying nature of how you conduct business. They are the framework you need to build a successful operation, and the decisions that are made during the execution of these processes have a direct impact on its success or failure. The question on everyone's mind is "How can we make the best decisions in the shortest possible time in a repeatable and cost effective way?" The answer is we need to encapsulate and automate these complex decisions and best of all, FileNet BPM allows you to do just that.

The tight synergy between Business Process Management and Business Rules allows users to easily automate complex decisions in such an effortless and intuitive way that it will allow your organization to rapidly respond to ever-changing Market, Compliance, and Organizational changes. As an added bonus, these decisions can be reused, so you don't need to continually reinvent the wheel. Decisions can be exposed as services that can be seamlessly added to your business process with a few points and clicks of your mouse.

### 9. You can Bet the Farm on it – Enterprise Scalability

When implementing a BPM system it is imperative that it scales to meet your ever growing demands. FileNet's BPM product provides the ability to horizontally scale the system. This ability, commonly referred to as farming, allows customers to increase the processing capacity of the system by simply adding more servers to the farm, servers can be added or removed from the farm as required which minimizes the impact to the business.

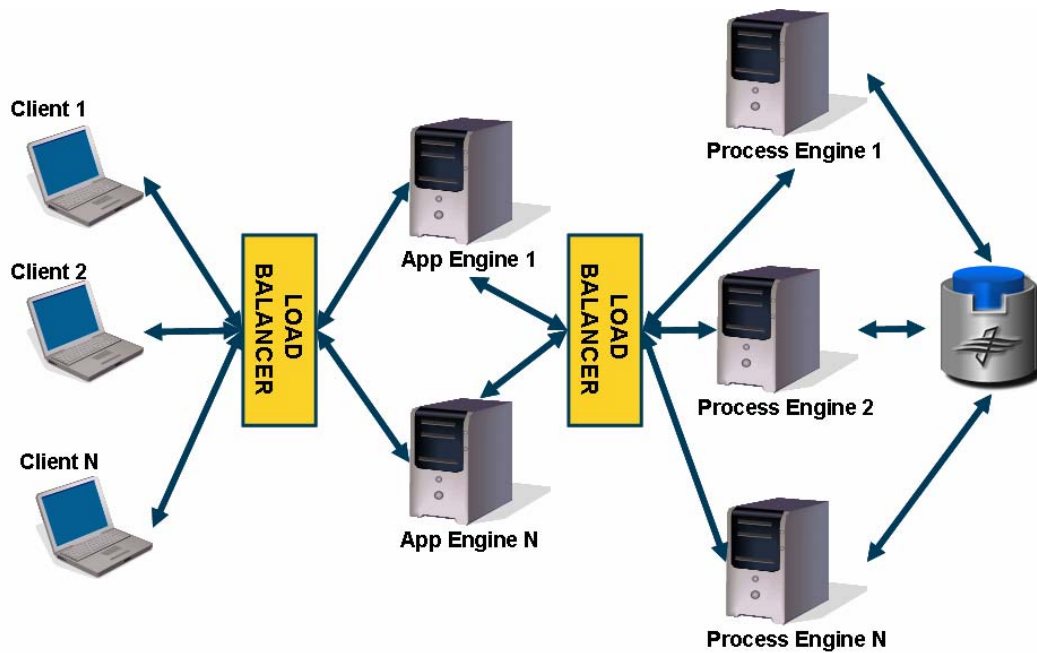


Figure 6 - Process Engine Farming

## 10. Expand Your Horizons – FileNet P8 Suites

**FileNet Business Process Manager** provides the foundation for human-centric, information rich business process solutions. Connie Moore of Forrester states that, “FileNet is virtually unbeatable when enterprises need event-driven BPMS with active documents and e-forms, and collaboration tools, to support document-intensive and people intensive processes” (Feb. 2006).

As organizations realize the tremendous impact by automating and integrating business processes, IT developers desire a way to develop and deploy the rich composite applications that encompass the businesses processes and content more quickly. To allow customers faster deployment and encourage self sufficiency, FileNet developed an application framework environment, **FileNet Business Process Framework**. This framework enables greater efficiency, primarily speeding the development and deployment of BPM applications.

With FileNet Business Process Manager, content is not merely a passive external link, it is fully integrated through the inclusion of FileNet Content Manager. This fusion of process and content allows the system to recognize events associated with content changes such as version changes, additions, deletions or changes to metadata. In this way content and/or transactions can be made “Active”, i.e.: fully aware of the processes they are related to. With FileNet Content Federation Services content located across the organization can be brought under control, injected and made available to the business processes being executed, thus providing users with a truly holistic view of the information they need to make business decisions.

FileNet eForms goes beyond merely capturing information, but become what is known as an “intelligent” form. Database integration makes this possible by allowing the form interface to access data and validate the manner in which information is gathered. The form becomes part of the information used in the process and data from the form used to determine decisions which leads to improved productivity, minimizes error and ensures proper security and compliance.

In most business processes the pain, effort and cost lies in how exceptions are managed. In many cases it is not sufficient to provide a structured exception handling process, but to manage the exception through the required ad-hoc tasks, decisions, discussion threads and associated information, with people involved in and external to the process. Without the need to create any custom code, the process can interact seamlessly with FileNet Team Collaboration Manager to manage and learn from the exceptions to address those problems that organizations cannot predict, and therefore model.

Organizations are being asked to meet an increasing number of rules and regulations being imposed by Governments, external bodies and their own internal governance procedures. In-line compliance with FileNet Records Manager ensures accurate classification and improved productivity, whilst placing no burden on the business users. Driving the declaration of the information used within and capturing the decisions made during the process, identifying the corporate owner and setting the appropriate disposition schedule, ensures that an organizations policies are consistently enforced and audited, enabling proof automatically from within or as part of the process.

E-mail is already used to support business processes today, albeit in an ad-hoc manner. Organizations typically have "InBox" locations for things like `accounts-payable@company.com`, `support@company.com`, `human-resources@company.com`. Currently, many of these are monitored and manually sorted and addressed. FileNet Email Manager provides the ability to monitor those locations, automatically ingesting and classifying the email and attachments, and launching the relevant business process.

#### 11. Got eProcess? Transition is easy – eProcess Transition Release

As FileNet continues to add more powerful and robust capabilities to the P8 BPM Suite, it is becoming more compelling for customers to move their eProcess applications over to the P8 BPM Suite. To facilitate this move, FileNet is providing a set of capabilities that will be referred to as the eProcess to P8 Transition.

The goal of the eProcess to P8 Transition is to provide a set of tools and procedures that enable customers to run their eProcess/Open Client applications and their P8 4.0 applications concurrently against the same BPM system. This will allow our customers to take their time and migrate their existing applications incrementally over time.

Need More Information?

Please take a look at our website: [http://www.filenet.com/English/Products/Business\\_Process\\_Manager/](http://www.filenet.com/English/Products/Business_Process_Manager/)





## About IBM ECM

As the clear market leader in Enterprise Content Management (ECM), IBM's ECM solutions help organizations make better decisions, faster by managing content, optimizing business processes and enabling compliance through an integrated information infrastructure. IBM's ECM portfolio delivers a broad set of capabilities and solutions that integrate with existing information systems to help organizations drive greater value from their content to solve today's top business challenges. The world's leading organizations rely on IBM enterprise content management to manage their mission-critical business content and processes.

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