IBM

MQSeries Workflow

Transforming the way you do business

Now is the time to examine the processes that run your business and establish if they really provide the service you want for your customers, your company, and your business partners. Picture the ideal processes and turn them into reality with MQSeries* Workflow.

Many successful, innovative companies are now re-engineering their business processes by computer-modeling the flow of work through the process steps. Each process step may be an application performing a task, someone working on a task using an application, or a people-task, like making a telephone call or a decision.

It used to be that when application connected to application, it could limit your flexibility to re-engineer a process. The benefit of workflow modeling is that it frees you to think of the ideal way you'd like the business to run. With this approach, your business analysts can give precedence to the processes and the tasks within them, rather than letting applications dictate the way the business runs through the way they connect.

With MQSeries Workflow, you can model and run any type of business process, from run-the-business application-to-application flows, to a combination of people and machines working together.

You might think that workflow is only for people using computer applications. With MQSeries Workflow, it's possible to model flexible flows between applications as well, with routing based on data values and rules encapsulating the way your enterprise conducts its business. Because Workflow uses MQSeries the applications may be on different systems, running on different computers and different operating systems. That's the reality of computers today, but MQSeries Workflow can handle this diversity easily.

MQSeries Workflow transforms the way you do business. With the flexibility that Workflow gives, you can streamline processes by connecting up your applications in new and innovative ways. You can capture the rules applied by the business and use Workflow to apply them to work items in a consistent manner. And by automating flows, so people and applications get the information and work items they need at the right moment, you can shorten cycle-time and improve productivity.

Additional information can be found at:
www.software.ibm.com/mqseries/

Running a business today can involve so much effort in getting the different parts – systems, applications, departments – to work together, that you can lose sight of why you're actually in business. With MQSeries Workflow, you spend more time doing business, less time taking care of business processes.

A global enterprise meets or beats construction schedules every time. A bank slashes its operating costs by half. And then goes on to reduce cycle time by even more.

Improvements like these can radically change the competitiveness of an enterprise. So how is it possible? Quite simply: they are using IBM MQSeries Workflow to automate and integrate their business processes.

MQSeries Workflow makes it simple for you to define and execute business processes to achieve business integration. It leads to significant quality and productivity improvements, and enables you to act quickly as opportunities arise or markets change.

Events in business processes can involve people and computer systems. To ensure the events flow smoothly and are completed on time, seemingly incompatible operating systems must work together, and new and existing applications must be integrated. And not just the departments and divisions within an enterprise need to be linked, but suppliers and vendors as well. Data security and systems reliability are quite simply 'must haves'.

MQSeries Workflow captures and uses knowledge about business processes, and helps you define, document, test, control, execute, improve, and integrate them. Processes, which consist of work and information, can be quickly implemented, enhanced and updated.

MQSeries Workflow is the next generation of IBM FlowMark*. It takes advantage of MQSeries – IBM's award-winning messaging middleware, with its ready-when-you-are attitude – to provide assured delivery of the information. And so that you can keep pace as your organization expands, Workflow utilizes the scalability, reliability, and security of IBM DB2* Universal Database*.

With its merger, Chase Manhattan faced the task of managing all its office space across the world. Using MQSeries Workflow, Chase captured and streamlined the events involved, displaying them as an end-to-end process. Now people are relocated to new offices with the minimum of disruption, and facilities management staff follow an optimized and automated process that remains flexible.

Since its merger with Chemical Bank in 1996 Chase Manhattan Bank, the $352 billion financial services institution, has faced new challenges in managing its vast internal physical resources at buildings in more than 50 countries.

Chase Manhattan has implemented a number of pilot workflow projects in the Corporate Systems and Architecture group, and in the Global Services group, to evaluate MQSeries Workflow as its workflow standard. The objective is to enhance inter-office mail to manage the bank's business processes. One of the pilots – called Picasso – is the process for requesting and approving changes to physical facilities.

Picasso manages construction projects – creating budgets and schedules, allocating costs, creating commitments, paying invoices, and more. Numerous tasks and people are involved in managing a facilities project, and standard procedures must be followed and documented. And it's here that Workflow makes the difference by managing task delivery – delivering the right tasks to the right people at the right time, and allowing the project manager to monitor progress at any stage.

If a group of 20 people is to be relocated within Chase, a business manager sends a Request for Assistance (RFA), a workflow-enabled process, to one of the client coordinators, specifying the logistics of the move and asking for a budget and schedule. Client coordinators initiate the RFA on MQSeries Workflow, which results in a specific task list being sent to each person in the decision-making chain. The recipients simply click on the task and perform their activity: each task is supported by an application program, databases, and various graphical user interfaces.

Today, 30 users in the pilot programme are linked to the Workflow application. Once in production, the number will grow to 500.

Scalability, which is of paramount importance to Chase, is where MQSeries Workflow scores over other products. "Because MQSeries Workflow can be scaled up to the mainframe, the number of users can be increased significantly and we can create multiple databases for separate processes," explains Joe Gendler, Vice President of Corporate Staff Systems at Chase Manhattan Bank.

Having had a 'paper system' for handling bonds redemption, ZKB captured the process in MQSeries Workflow, made it visible, and refined and automated it. Now it is the applications that handle the process, exchange information among themselves and complete the necessary activities, to ensure redemption is faster, more efficient and more flexible while providing improved customer service.

The Zurcher Kantonalbank (ZKB) is the third largest bank in Switzerland. It is AAA rated – the highest possible rating for any bank – and it belongs to an exclusive circle of what are regarded as the safest banks in the world. Although a global bank, ZKB also has a strong local presence. Over half the population of the Zurich region are ZKB customers, served by about 3,500 ZKB staff in 162 branch offices.

ZKB installed a workflow system to manage the tasks in the centralized Securities and Administration Department. What used to be a 'paper system' for the redemption of bonds involving manually entering data into more than 20 programs, now involves manual entry into one. After that, Workflow takes over and the process of transferring information from one program into another has been automated. Obtaining currency exchange rates, sending date-sensitive notification letters to customers, and providing key information to currency brokers, all these tasks – and more – are carried out by MQSeries Workflow.

The system has resulted in 50% cost savings across the ZKB business process as well as improvements in business efficiency, banking processes, and customer service.

"For each of the forty security administration processes there will be a direct 50% reduction of costs, because of the overall time savings generated by the workflow management system," comments Peter Schliephake, Project Leader of the Workflow Management System at ZKB.

A 60% reduction in the time it takes a ZKB employee to process a single bond redemption has meant an increase in productivity: this is the direct result of the electronic flow of data between programs and automated data storage. And, because of Workflow's timesaving and process automation capabilities, ZKB anticipates transferring 30% of its staff from the Securities Department to become customer service representatives, further enhancing customer relationships and improving response to customer needs and inquiries.

MQSeries Workflow does for business processes what the production line did for manufacturing. At a stroke, you automate your process steps, making them visible, consistent yet flexible, more economical, and faster.

As well as simply making your organization more competitive through greater efficiency, there are many other business opportunities where MQSeries Workflow can give you an advantage:

• **Mergers and acquisitions**
MQSeries Workflow can capture business processes and make them visible and flexible, to allow modification until they meet the needs of the new organization. You can build consistent and high quality business processes that are integrated across the whole enterprise. Furthermore, you can provide a single customer interface and use MQSeries Workflow to automate the routing of the request/information to and between existing processes. MQSeries Workflow can provide consistent execution of mission critical processes.

• **Regulation and deregulation** of industries inevitably means change, which in turn means opportunity and the need to react positively before the competition. MQSeries Workflow helps you re-engineer your business processes. It also enables coexistence of new and existing processes, and appropriately routes requests between them. MQSeries Workflow can provide auditable execution of business processes.

• **Supply chain management**
involves the integration of supply and value chains, uniting demand streams such as enterprise resource planning (ERP), customer management, and order management applications, for example. MQSeries Workflow can connect to, and handle, information from all these different types of systems, and automate the workflow between their applications, so that delivery times can be reduced, stock levels optimized and prices kept low.

• **Year 2000** presents a complex challenge to IT departments that must convert hundreds, perhaps thousands, of applications. MQSeries Workflow offers the ability to cut-over to logical groups of programs as they are tested, simply by modifying the business process model – an evolutionary rather than revolutionary approach.

• **e-business** (doing business on the Web) is the vision of commerce today, with the opportunity for reaching customers around the world, and around the clock. To fulfill a Web order, there are many steps that have to be completed, such as: catalogue display, item selection, credit card check, billing, order fulfillment, providing shipping company tracking number, and so on. MQSeries Workflow can integrate all these steps to make ordering a reassuring and painless experience for the customer.

e ™

e-business

You don't need to be told that, in business, the only constant is change. But to change you need to understand what underpins your enterprise – how the work gets done. With MQSeries Workflow, you can capture your existing processes, make them visible on the screen, automate them, and then modify: to improve, or re-engineer for new opportunities

A graphics editor is provided with MQSeries Workflow to help you design your business processes. You model processes and their activities as a diagram on a workstation screen, using a familiar drag-and-drop interface. Activities, which are represented as user-designed icons, are placed in a process map.

Function is also provided to define the properties of MQSeries Workflow servers and their network topology, so your IT people can set up the system very easily.
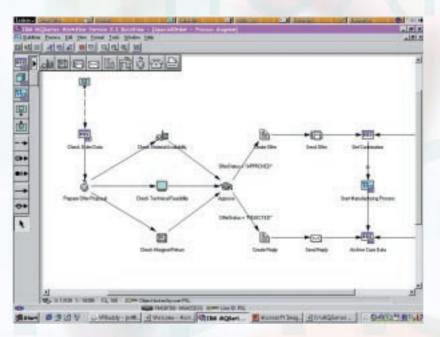

Several business process modeling tools generate business process models which can be imported into MQSeries Workflow. Using these you can rapidly capture, execute and modify business processes for greater automation and integration.

When a process is ready for use the activities are distributed to designated persons, groups or applications, along with information about the programs to be invoked and about relevant operational data.

That programs may be running on different platforms presents no problems for MQSeries Workflow because it makes use of MQSeries, which runs on 25-plus different platforms and helps you scale up your workflow processes to encompass all enterprise systems and those of business partners.

Using MQSeries Workflow allows you to take a fresh look at what your ideal business process would be, and then model it. The new model is no longer dictated by your applications and their needs, but by the needs of the business.

Take control of your business processes with MQSeries Workflow. It transforms the way you do business.

IBM

**MQSeries Workflow 3.1 server
runs on these operating systems:**
– IBM AIX*
– IBM OS/2*
– IBM OS/390*
– Microsoft** Windows NT**

HP-UX and Sun Solaris are in
preparation.

**MQSeries Workflow 3.1 client
runs on these operating systems:**
– Microsoft Windows NT
– Microsoft Windows 95**

**The MQSeries Workflow 3.1 client
for Lotus Notes* runs on these
operating systems:**
– IBM OS/2
– Microsoft Windows NT
– Microsoft Windows 95

In addition, customized clients can be
built using ActiveX ToolSet or the Java**
APIs and Java Beans.

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