BPM from IBM

IBM MQSeries Workflow

...the process engine for e-business

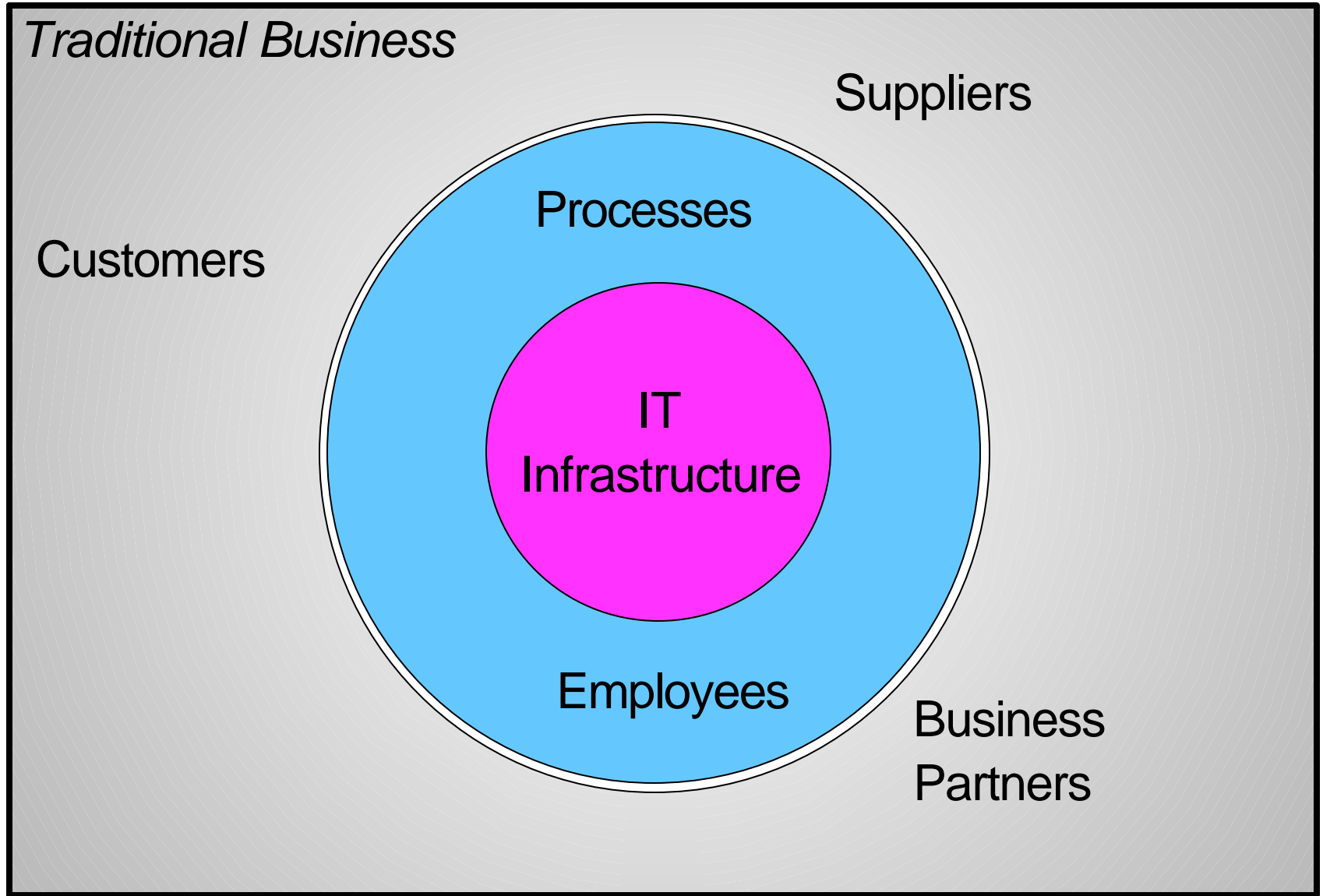## Agility, Business Services, Solutions

IBM

Klaus Deinhart

Business Process Management, MQSeries Workflow

IBM Software Group, Transformation & Integration

MQSeries Brand Team

Hursley Park, Winchester, UK
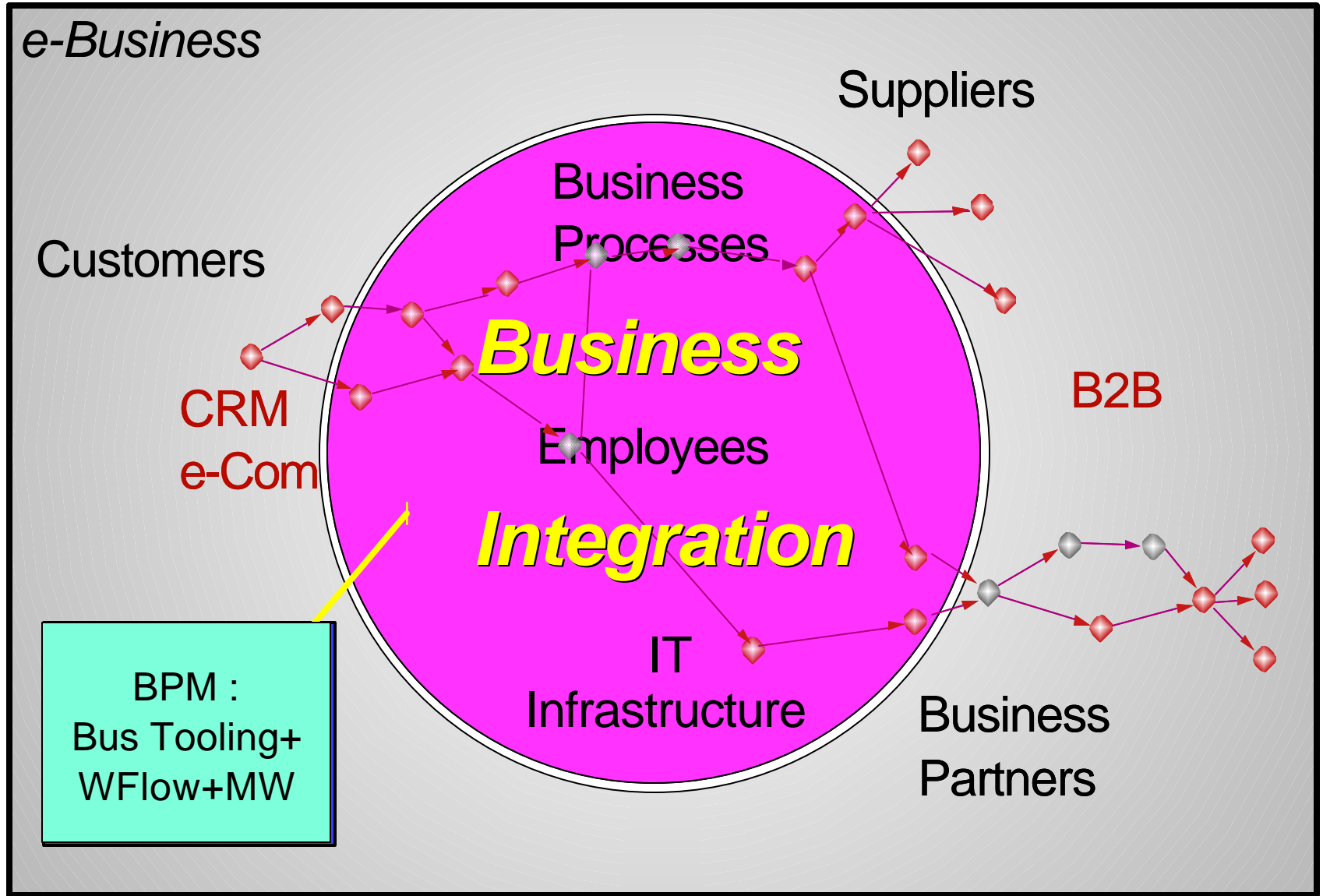
dei @ de.ibm.com

Business Process Management
Business Integration

Transforming from a traditional business...

Traditional Business

Suppliers

Customers

Processes

IT Infrastructure

Employees

Business Partners

Business Process Management
Business Integration

... it turns the model inside-out!

e-Business

Suppliers

Customers

Business Processes

Business

CRM
e-Com

Employees

B2B

Integration

IT
Infrastructure

Business Partners

BPM :
Bus Tooling+
WFlow+MW

Business Process Management
Business Integration

BPM from IBM

- **Business Agility**
  - ➤ reducing complexity
- **Business Management**
  - ➤ service levels
- **Reusable Business Services**
  - ➤ rapid solution deployment

... A Business Services Oriented Approach to Integration
  - ➤ Process Independance
  - ➤ Rapid Process Deployment Methodology
  - ➤ Manage start-to-end processes
    - in the age of the internet
    - federating business services
    - integrating existing processes (systems, or systems and people)
  - ➤ Flexible Business Solutions
    - highly scalable
    - ultra reliable, maintaining process consistency across systems

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Latest ... MQSeries Workflow 3.3

- ***MQSeries Workflow 3.3 - GA March 2001***
  - ➤ the process engine for WebSphere and MQSeries
  - ➤ "WebSphere makes open standards real"
- ***Platform Information***
  - ➤ MQSeries Workflow Servers
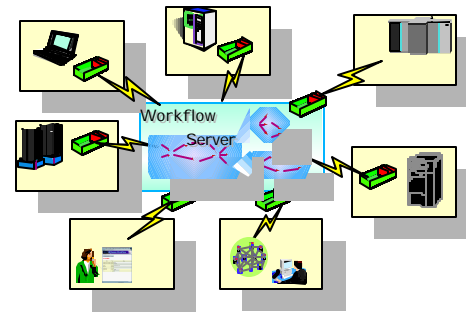   - Windows
    - AIX
    - HP-UX
    - Sun SOlaris
    - z/OS and OS/390
  - ➤ MQSeries Workflow Clients
    - Web app servers (Java)
    - Windows
  - ➤ MQSeries Messaging for application integration
    - 35 platforms
- ***Standards-based***
  - ➤ approach to application integration
    - MQSeries and XML, including web application servers and EJBs
  - ➤ web support and ultra-thin client
    - J2EE, EJB, JNDI, RMI over IIOP, HTTP, HTML, XML, servlets, JSPs

Workflow Server

Business Process Management
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MQSeries Workflow 3.3 ... Main Features

- **JSP Wizard (Available now as support pack)**
  - Rapid generation and change of user screens by easy to use wizard
    - Based on the data held in the process definition
    - Uses WebSphere Studio - can use any web app server at run-time
  - For use with Rapid Process Deployment

- **Comprehensive Web Integration Support**
  - Web Client now part of product, and supporting web server farms
  - J2EE, EJB/JNDI support
  - Authentication exit for secure single sign-on

- **Oracle 8 Support**
  - Run time database on distributed platforms
  - In support of Tivoli ASP Framework

- **Asynchronous Event Handling Support**
  - Exploiting MQ/XML and MQSI pub-sub

- **Dynamic sub-process invocation**
  - sub-process invoked at run time based on user data

- **Performance improvements**
  - 24% overall; includes staffless workflow performance

Business Process Management
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BPM Solutions

- **IBM Information Framework (IFW) - process and data models**
  - ► Retail and Commercial Banking (account open, et.al.)
  - ► 'Critical Business Processes' - 25 years of consulting experience
- **IBM MQSFSE**
  - ► Insurance - IAA processes *(MQWF)*, GOLD messages *(MQSI)*
- **Centerprise CenterSphere**
  - ► ASP-hosted risk management solution to Financial Services
  - ► Process templates 'based on sound industry and regulatory practices'
- **i2 TradeMatrix**
  - ► E-Marketplace - Reference E-Business Platform (ReF) infrastructure
- **CIBC Bank-in-a-Box**
  - ► Franchise, sold by CIBC to its partners
- **IBM Enterprise Information Portal (EIP v7)**
  - ► Content-based processes with access to business information in a variety of IBM and non-IBM sources *(documents, scanned images, e-mail, spreadsheets, etc)*
- **IBM Tivoli ASP server**
  - ► Managing service requests
- **IBM WebSphere Business Integrator**
  - ► Supply Chain Management (Manufacturing, Retail, Distribution)

Business Process Management
Business Integration

Unlock the Potential of Your Processes

"Resolution Strategies require solutions that can link the electronic world to the paper world. The key components of such solutions are strong process management or workflow; business rule creation, change and simulation; information movement, translation, and packaging across a variety of media."

David Yockelson, Meta Group

"The ultimate reward of eBPM lies in the improved management of competitively differentiated end-to-end process, from early innovation of the product to after-sales service. By adopting a focused strategy to improve business process integration and business process control, companies can begin to unlock the potential of their processes and the people who enable theme"

Pierre Mitchell, AMR Research

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Manage Processes Effectivly

"Applications must work together to deliver on business imperatives like Internet commerce and customer relationship management. As the value of applications working together surpasses the value of individual apps, users will demand solutions that manage enterprise-scale processes more effectively."

FORRESTER

Eric Brown, Forrester Research

"By 2003, over 90 percent of e-businesses will be exploiting process automation technology (0.8p)

David McCoy, Gartner Group

"*e-Business Process Management represents a convergence of various application classes and technologies, but at its core it is a business process modeling and monitoring layer, owned by end-users, that controls workflow and coordinates applications*",

"Enterprises must embrace the explicit process management style of BPM and must begin building the IS and business level

AMR Research, Inc.

AMR Research

Bold Ideas. Compelling Research. Unparalleled Service.

Business Process Management
Business Integration

e-Business is REAL Business

"Today, e-business is just business - real business..."

Lou Gerstner
Chairman and CEO IBM

"...And the winners understand that this next phase of e-business is going to be all about two things: Integration and Infrastructure"

Business Process Management
Business Integration

Intra-organisation BPM

High	MQSeries Workflow + Holosofx	WebSphere Business Integrator
Low	MQSeries Integrator	WebSphere Partner Agreement Manager
	Low	**High**

Inter-organisation BPM (B2B)

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Business Process Management

Business Integration