



Kuah Ann Thye
BPM and BRMS Manager
IBM WebSphere
GCG, APAC, MEA

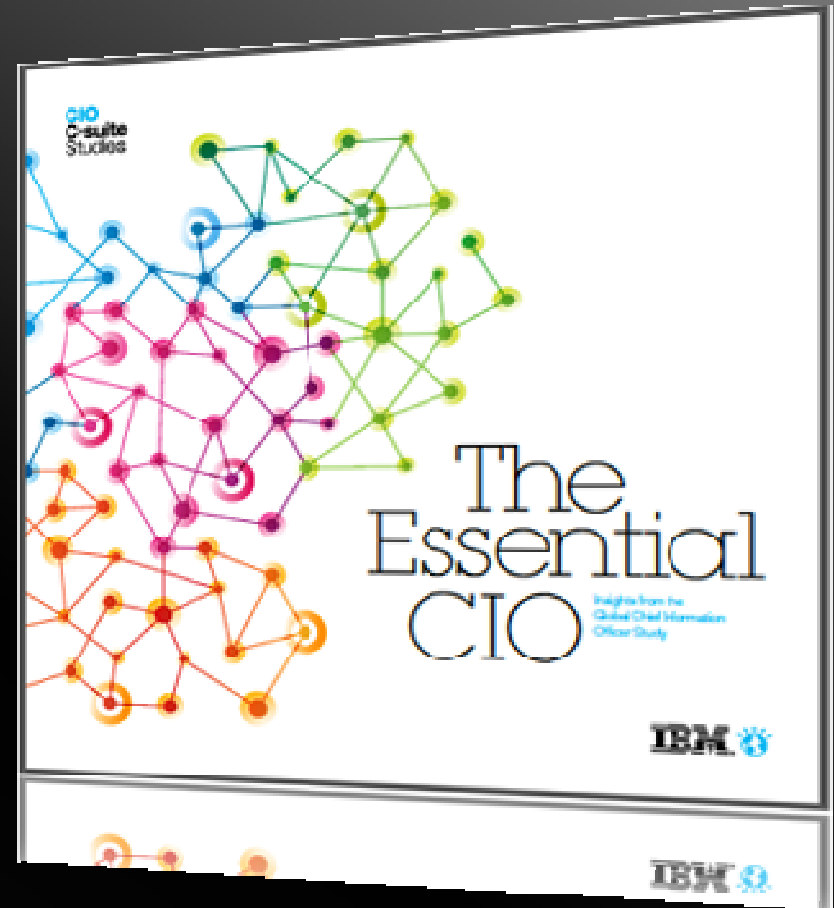
IBM BPM Solutions in 2014

Optimization Your Business Processes



99%

of CIOs with major responsibilities
transform the business
are looking to drive *better*
processes



Based on interviews with over 3,000 CIOs

Process reinvention requires a cross-functional approach

Strategic Leadership:
 Chief Executive Officer
 Chief Financial Officer

Chief Operating Officer
and cross-functional business leaders

President
 SVP/GM of Operations
 Chief Transformation Officer
 Chief Innovation Officer
 Chief Customer Officer
 Chief Risk Officer
 ...



Chief Information Officer
and technology leaders

Chief Technology Officer
 VP of Software Development
 Enterprise Architect
 IT Architect
 VP of Application Development

Line of Business Executive

and business unit leaders

VP of Claims Processing
 VP of Retail Lending
 VP of Commercial Loans
 VP of Outpatient Services
 VP of Power Delivery Services

**The new triumvirate:
 Operations, IT and Line of Business**

“ Successfully attracting and retaining customers requires companies to think and act cross functionally. ”

~ Adam Klaber, Managing Partner Emerging Markets, IBM GBS

“ At HCF we have found that delivering a superior customer experience requires tight partnership between operations, IT and the various lines of business. ”

~ Stephen Nugent, General Manager of Operations, Hospitals Contribution Fund

Reinventing Business Operations with Smarter Process

Smarter Process is IBM's approach for driving **customer-centricity** into end-to-end **business operations**



On a Smarter Planet, processes must be:



Instant

At Internet speed:

Because competitors are only a click away

Seamless

Interconnected and ubiquitous:
Enabling a unified customer experience



Insightful

Targeted and relevant:

Raising the bar on customer interactions

Typical Smarter Process Use Cases

Banking:

- Loan Origination
- Fraud Management & Compliance
- Customer Care & Insight

Insurance

- Claims Processing
- Policy & Benefits Management
- Self Service CRM

Government

- Citizen Eligibility
- Safety & Security
- Countering Waste, Fraud and Abuse

Healthcare

- Care Process Management
- Healthcare Claims Management
- Healthcare Regulation & Compliance

Travel & Transportation, Telco, Energy & Utilities, Retail, Manufacturing, etc.

Key capabilities: Business Process Management, Operational Decision Management, Case Management, Operational Intelligence, Industry Consulting and Expertise, Managed Business Processes, Industry Solutions and Accelerators

Supporting capabilities: Business Intelligence, Predictive Analytics, Enterprise Content Management, Master Data Management

Reinvention can happen in many areas of the business



Typical entry points for Smarter Process

Banking



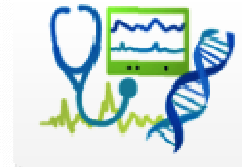
- Loan Origination,
- Fraud Management & Compliance
- Customer Care & Insight

Insurance



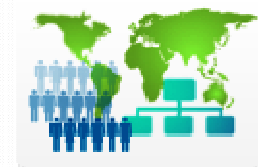
- Claims Processing,
- Policy & Benefits Management,
- Customer Self Service

Healthcare



- Claims Management
- Care Process Management
- Regulation & Compliance Management

Government



- Citizen Eligibility
- Safety & Security
- Countering Waste, Fraud & Abuse

Energy & Utilities



- Power Grid Management
- Energy Consumption Management

Travel & Transportation



- Online Ticketing & Reservations
- Travel & Hotel Pricing Management

Telecom



- Pricing and Bundling
- Product and feature management

Retail



- Retail Distribution Supply Chain Automation
- Customer Loyalty Programs

...is a Social Process

Empower business users to collaborate and act on observed insights



...is a Flexible Process

Accelerate adoption and enhance deployment



...is a Mobile Process

Engage anywhere; Customize, capture & digitize mobile-specific content; Accelerate development



...is a Data-Driven Process

Enable faster, better decisions in response to business situations and opportunities





Triggers that signal the need for BPM/ODM



Poor visibility into business processes



Significant amount of **rework** due to exceptions



Lost productivity due to **unstructured tasks** or **inconsistent prioritization**

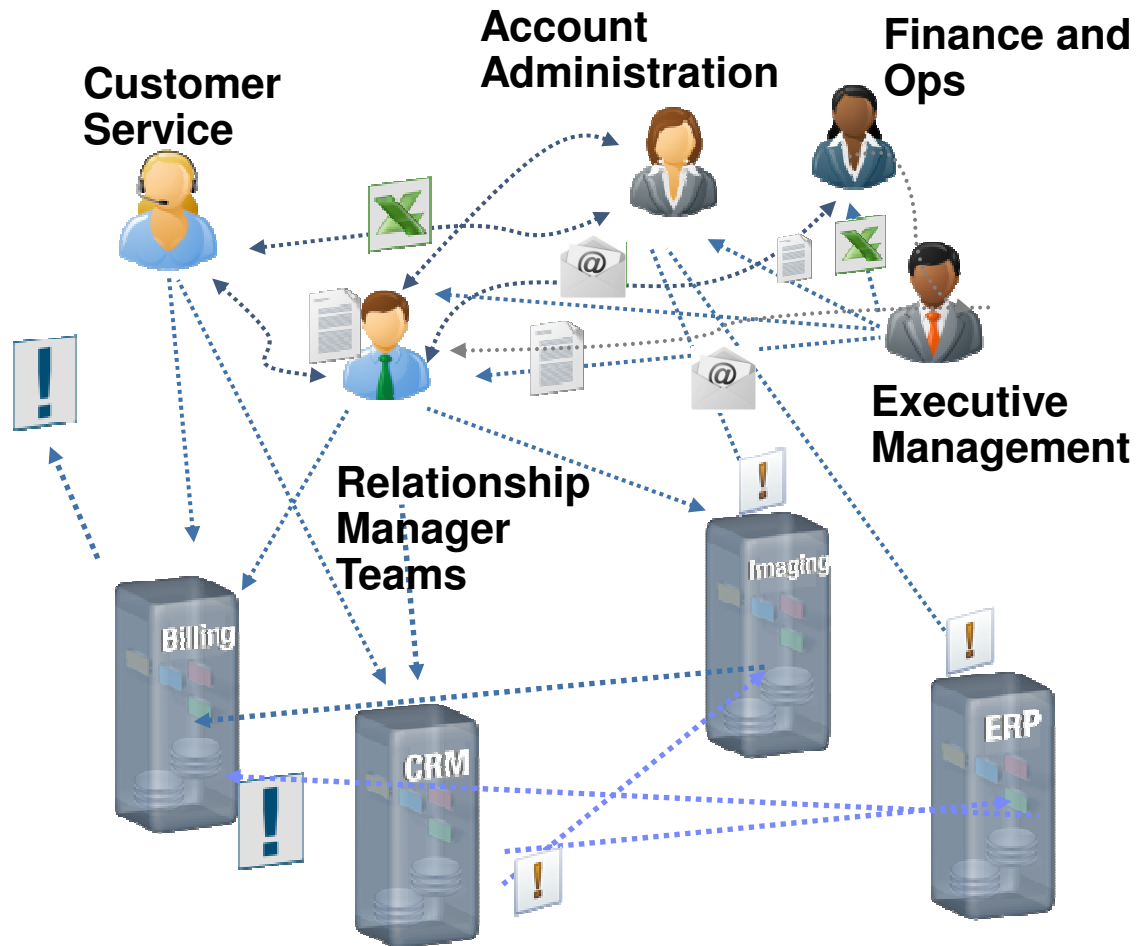


Inefficient work environment spanning multiple systems



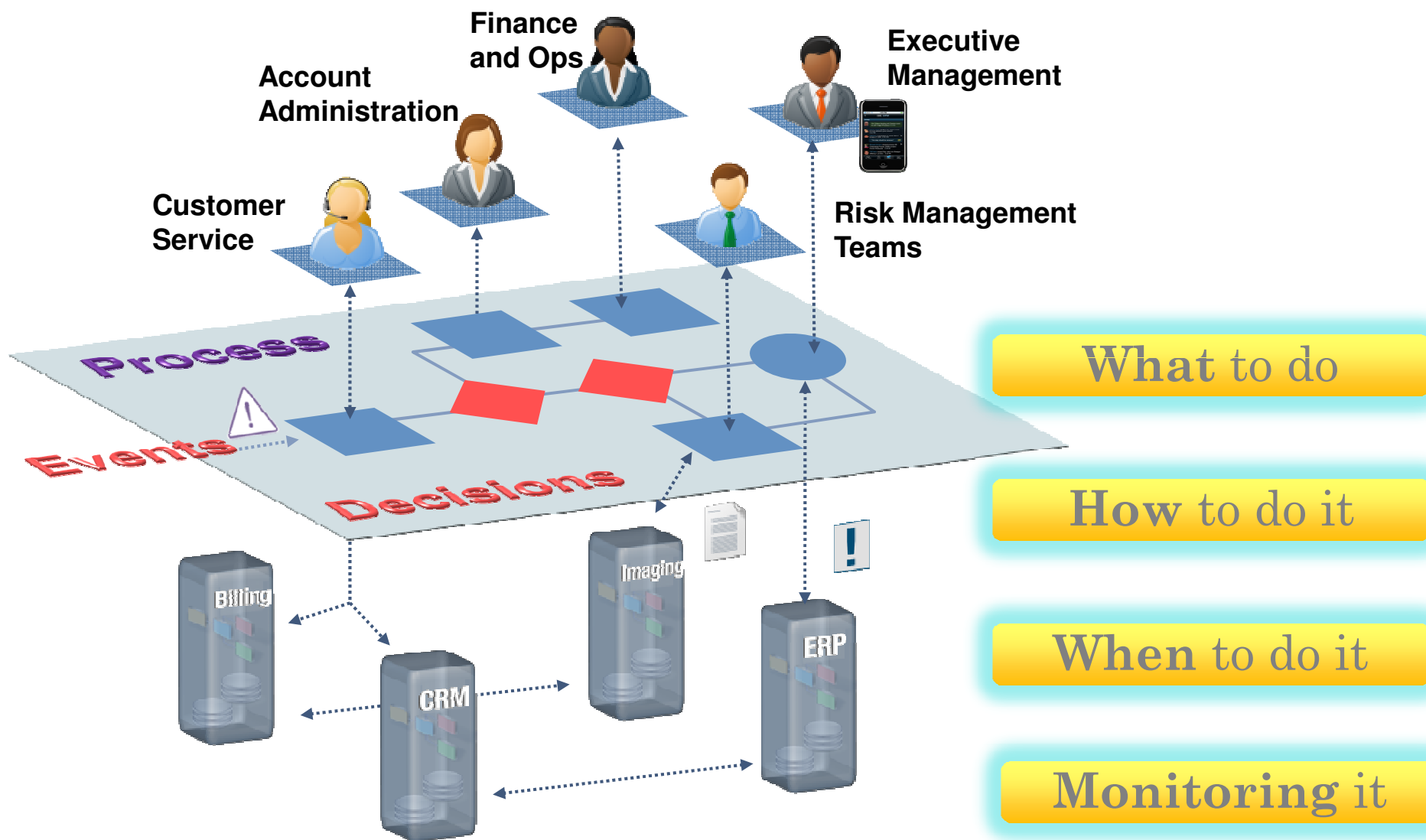
Inability to **change** processes as frequently as business demands

Rooms for Operational Improvement

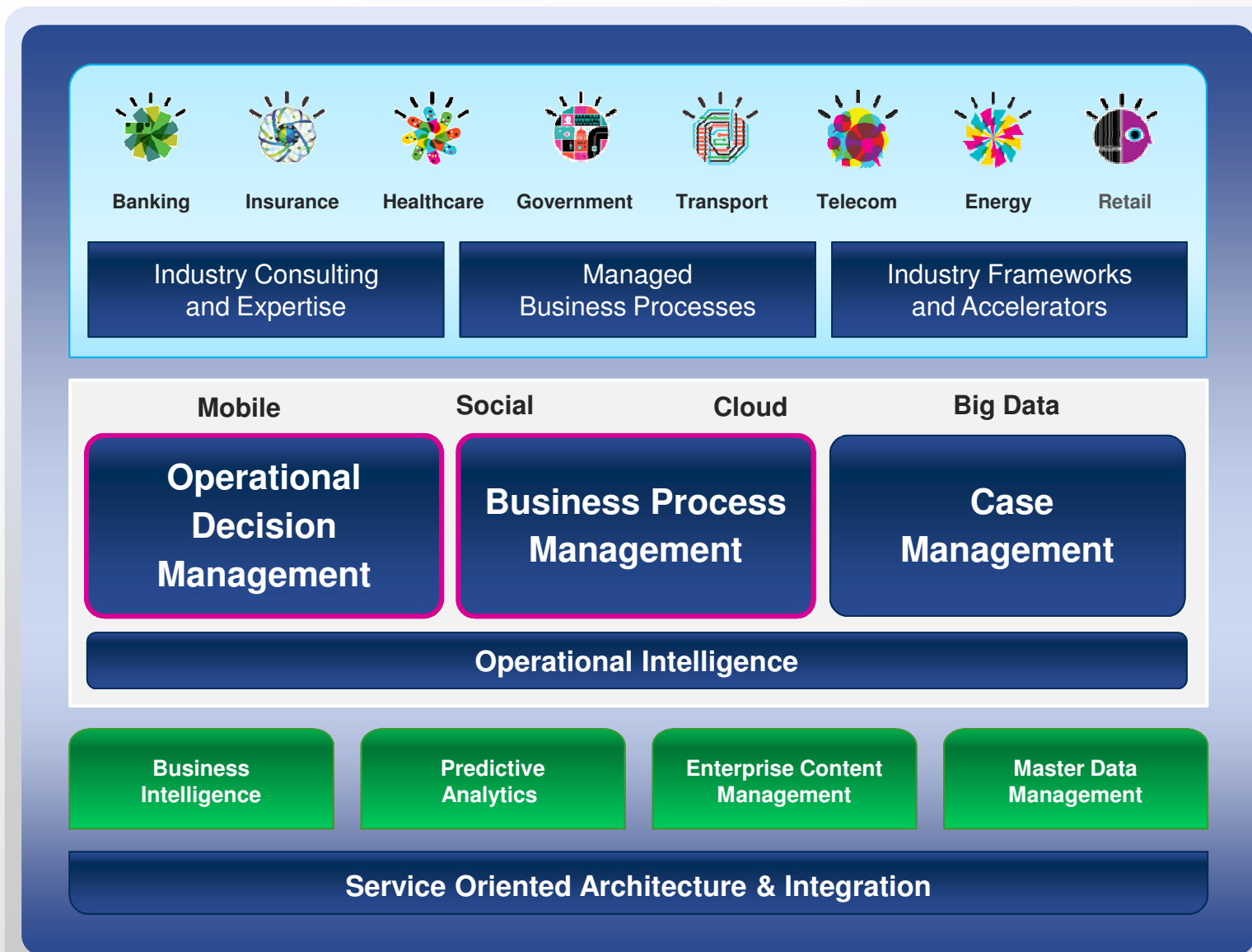


1. Informal Tasks and Communication (ex Paper or email)
2. Inefficient Working Environment Spans Systems
3. Inconsistent Prioritization
4. Incomplete or Inaccurate Data Flow Between Systems
5. Lack of Control Over System and Business Events (Exceptions)
6. Poor Visibility Into Process Performance

Smarter Process with IBM's Process & Operational Decision Management



Key IBM capabilities for Smarter Process



Client Value

Simple tools to help everyday business people discover and document the processes, decisions, rules, and policies that comprise their business

What's New?

Decision Discovery

- Top-down, business-led discovery of business decisions based on new DMN (Decision Modeling Notation) standard
- Visualize decision inputs, output, and sub-decisions on graphical decision diagrams
- Capture decision logic using decision tables
- Relate decisions to processes through decision tasks for a deeper, more accurate understanding of business processes



Translation Support

English, German, Spanish, French, Italian, Chinese (Simplified and Traditional), Portuguese, Japanese, and Korean

IBM Business Process Manager v8.5



Visibility and control of business processes

Client Value

A powerfully simple platform that provides visibility and control to optimize business processes and empower business users to be agents of change

What's New?

Mobile

Infuse mobile insights into business processes using Worklight and IBM BPM mobile toolkit to extend process applications to mobile

Cloud

Designed to accelerate BPM adoption, IBM Business Process Manager v8.5 now delivered as a cloud offering

Social

Empower business users to collaborate and act on observed insights with next-generation process performance dashboards



New and enhanced versions

IBM Business Process Manager v8.5

IBM Business Process Manager on Cloud

IBM Business Process Manager Application Pattern for PureSystems v8.5

IBM Business Process Manager for z/OS v8.5

IBM Operational Decision Manager v8.5



Next generation business rules

Client Value

An elegant operational decision management system that delivers an insightful and seamless way to automate and govern frequently occurring, repeatable business decisions

What's New?

Mobile support

Detect opportunities and risks in real-time via mobile applications, leveraging a RESTful API that allows IBM Worklight developers to embed and invoke business rules

Decision Governance Framework

Enact comprehensive change management and governance through a ready-to-use, prescriptive and collaborative approach

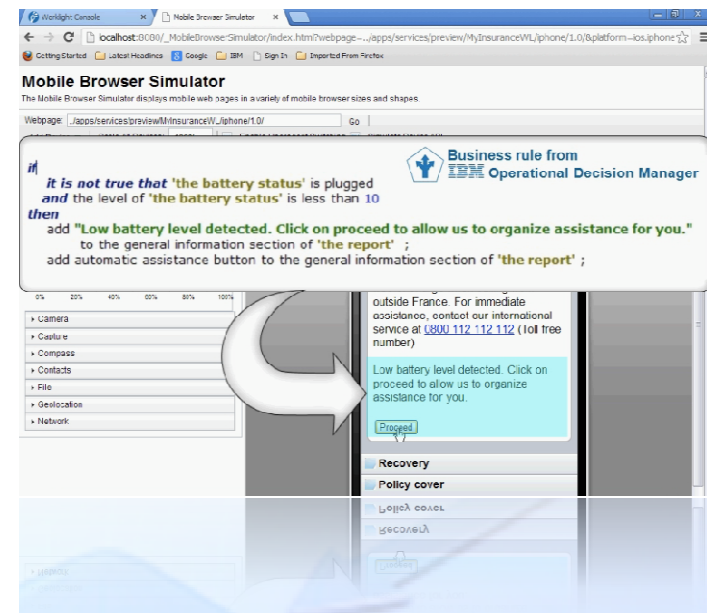
New and enhanced versions

IBM Operational Decision Manager v8.5

IBM Operational Decision Manager Express v8.5

IBM Operational Decision Manager Application Pattern v8.5

IBM Operational Decision Manager for z/OS v8.5 and IBM Business Rules for z/OS v8.5

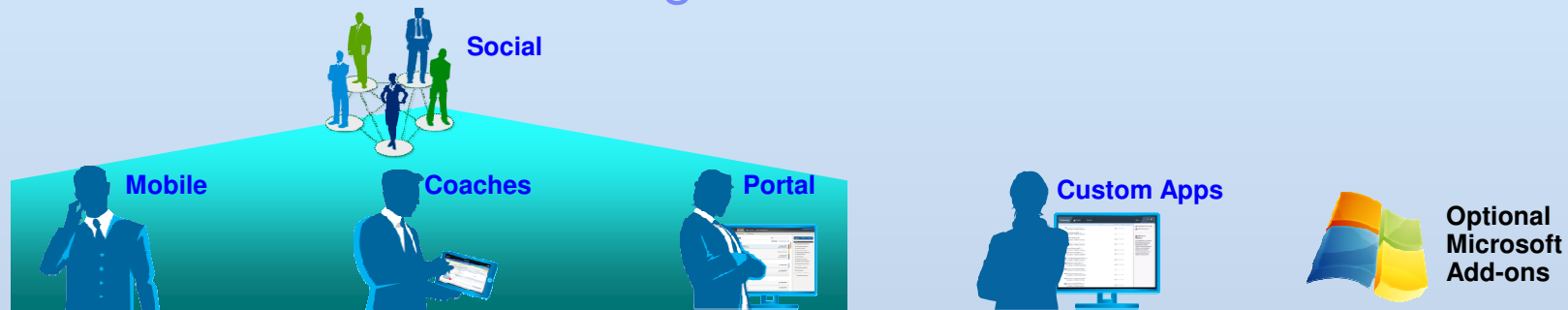


Achieving Smarter Process through BPM

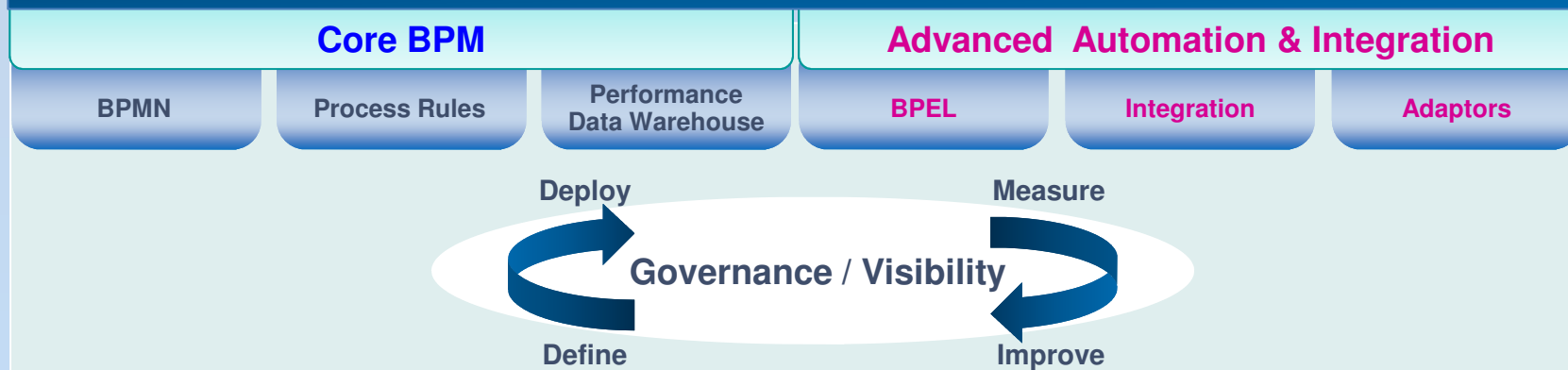
(Business Process Management)



IBM Business Process Manager



Process Server



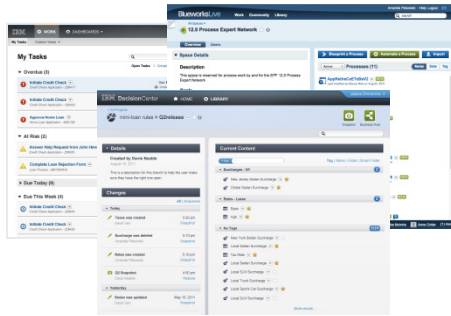
Process Designer / Optimizer



Process Center Console



Integration Designer



*Model-driven Automation +
Collaboration & Sharing and
Reusability*



*Simplified Experience to
Maximize Business
Participation*

Powerfully Simple



*Accessible Anytime,
Anywhere*

*Enterprise-Wide Visibility,
Scalability, and
Governance*

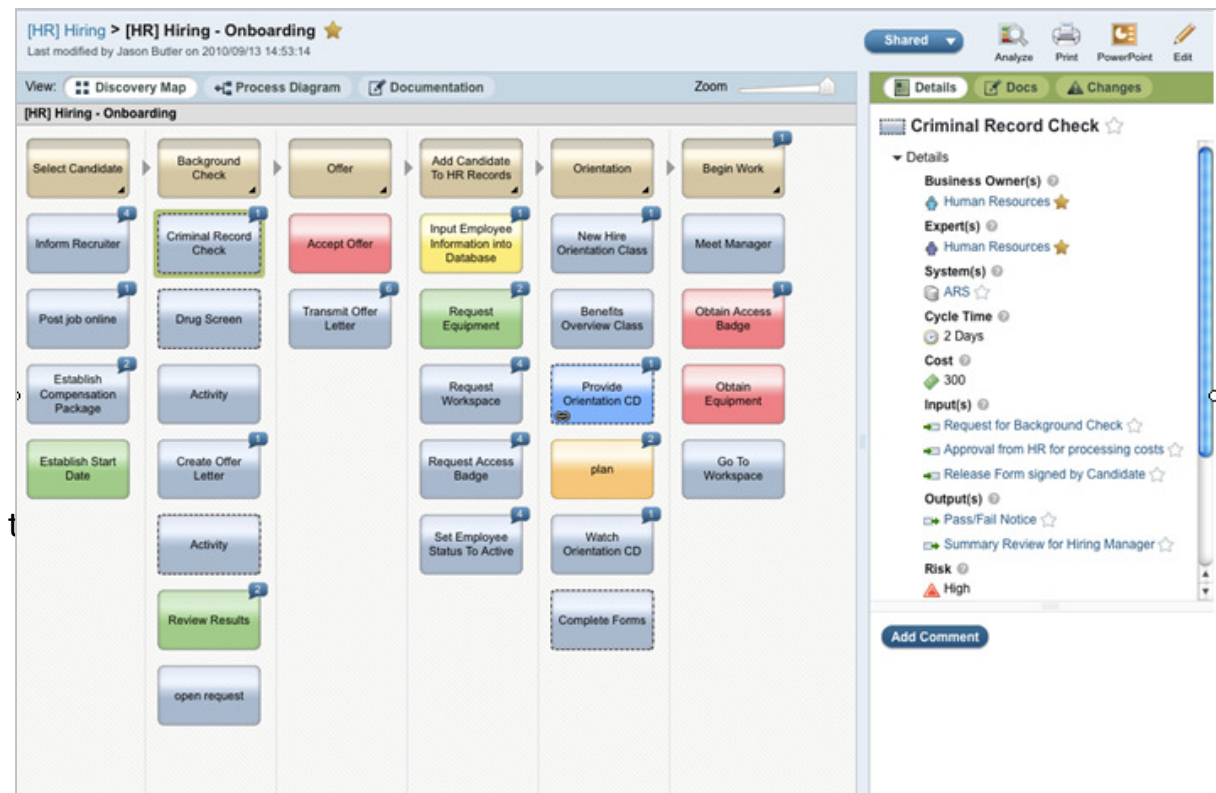


What It Offers

- Insight into processes
- Evergreen documentation
- Rich template library
- Graphically model decisions
- Capture key characteristics
- Collaborate with others
- Track and review changes
- Share documentation
- Find interesting decisions and see where to
- Identify candidates for automation

Benefits

- Easy for novices, rich for experts
- Keeps everyone current and engaged
- Participation of Business and IT

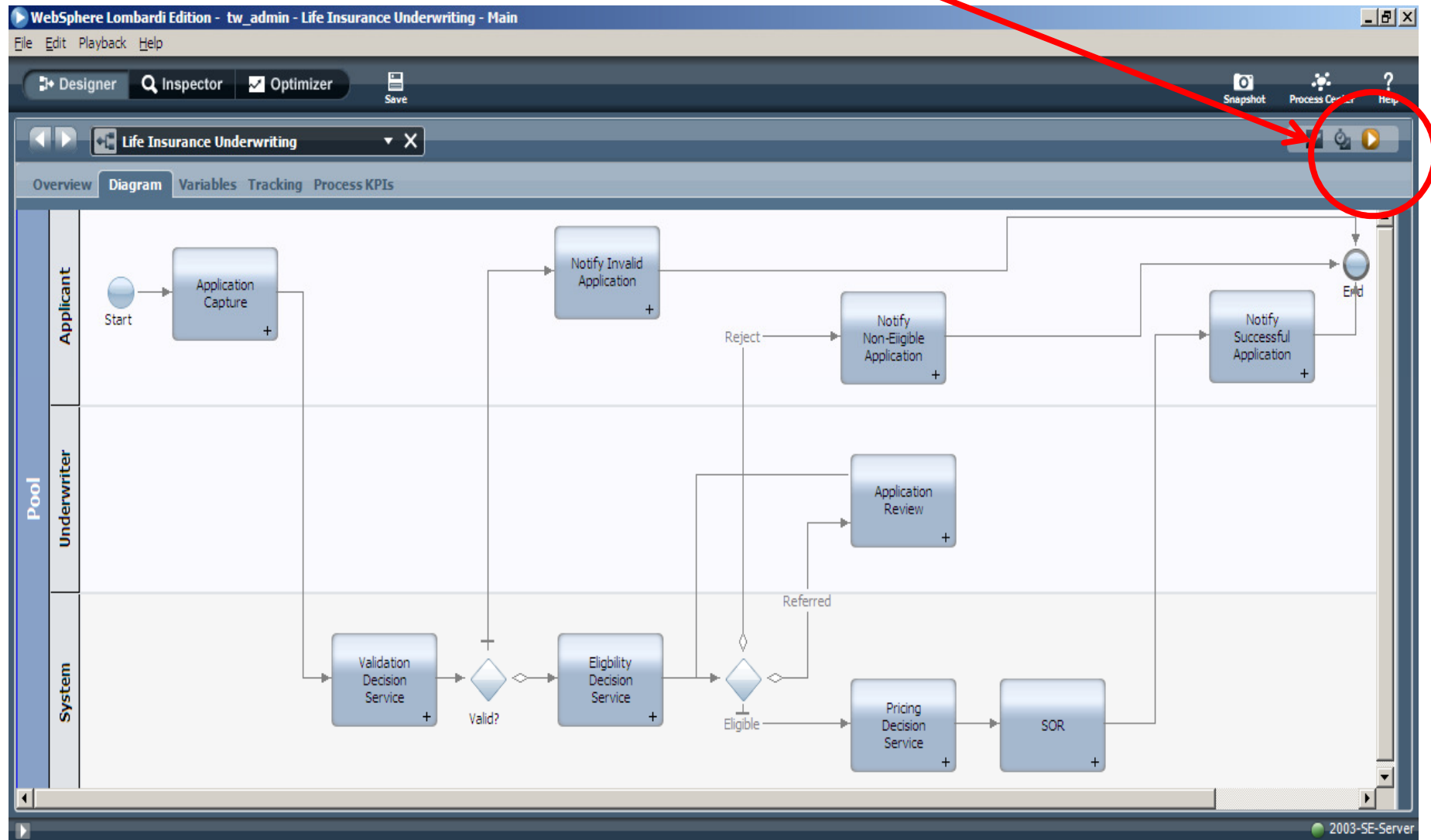


Key Differentiator #2 - Process Center : Playback

*



Process Modelling to Playback Instantly



Instantly Realise Playback from Process Modelling without Coding

Key Differentiator #3 – Social BPM Collaboration



Share Screen to Collaborate with Colleagues, Managers to Get Work Done Instantly and Improve Productivity

Connect with experts directly within process coaches

See expert edits directly in coaches, even across multiple languages

Process participants and subject matter experts can work together in real time on the shared Coach / Screen

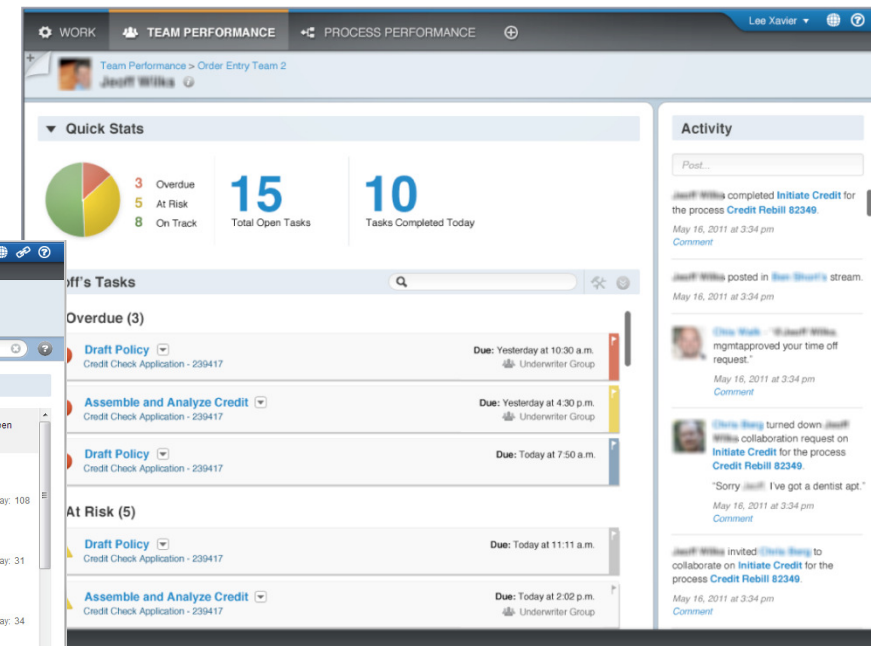
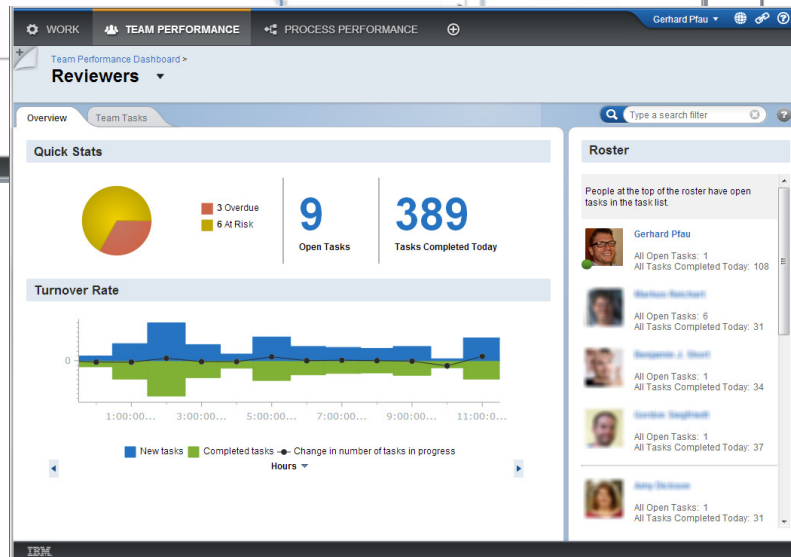
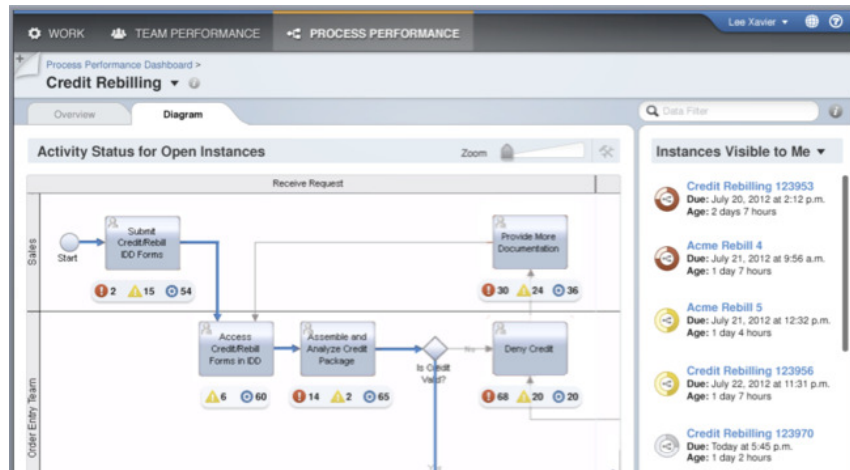
Key Differentiator #4 – Social Intelligent Dashboards

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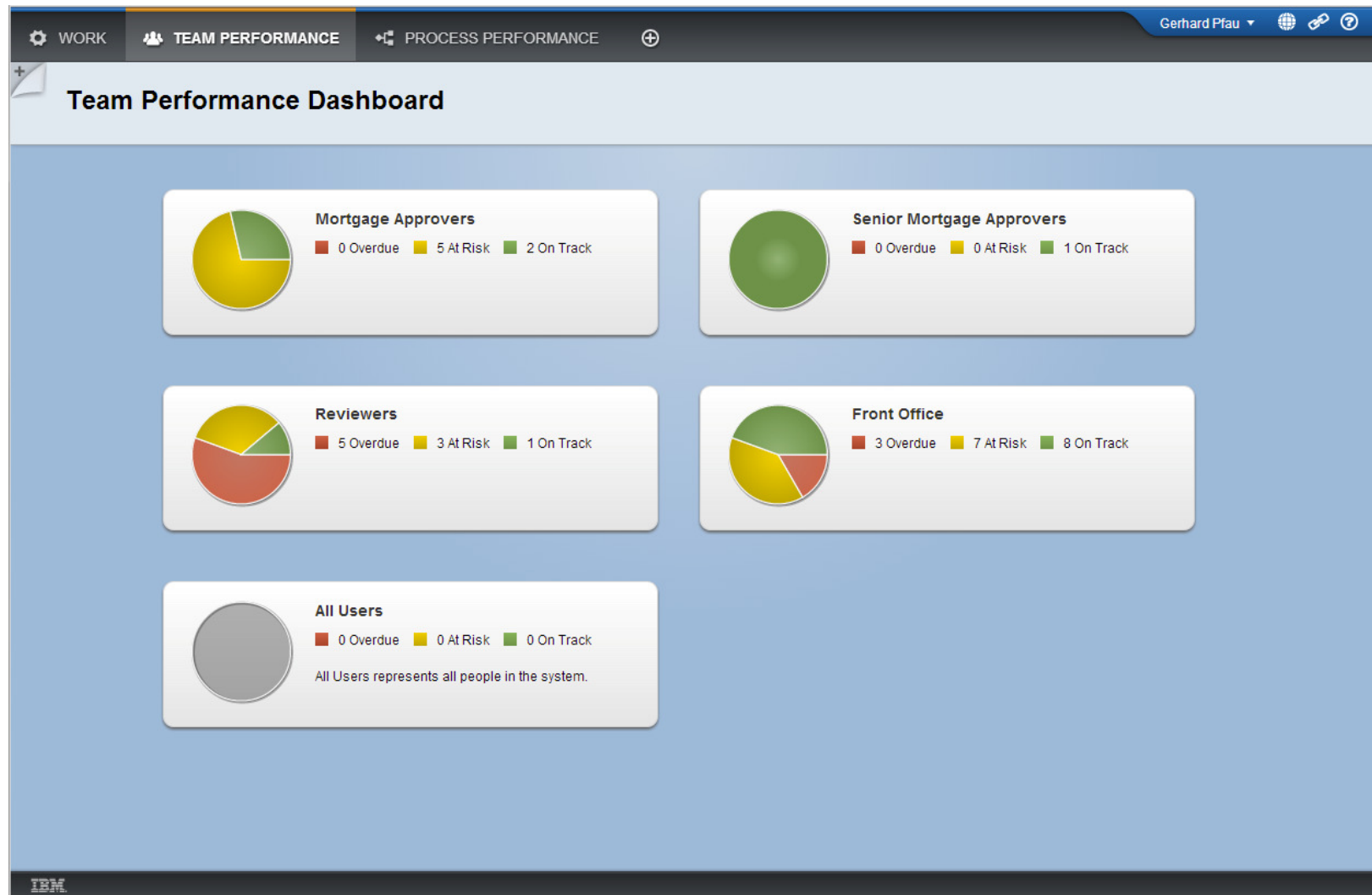
Empower business users to collaborate and act on observed insights

Create tailored operational dashboards to offer **enhanced visibility & collaboration** for **process owners**, **team leaders** and **process participants**



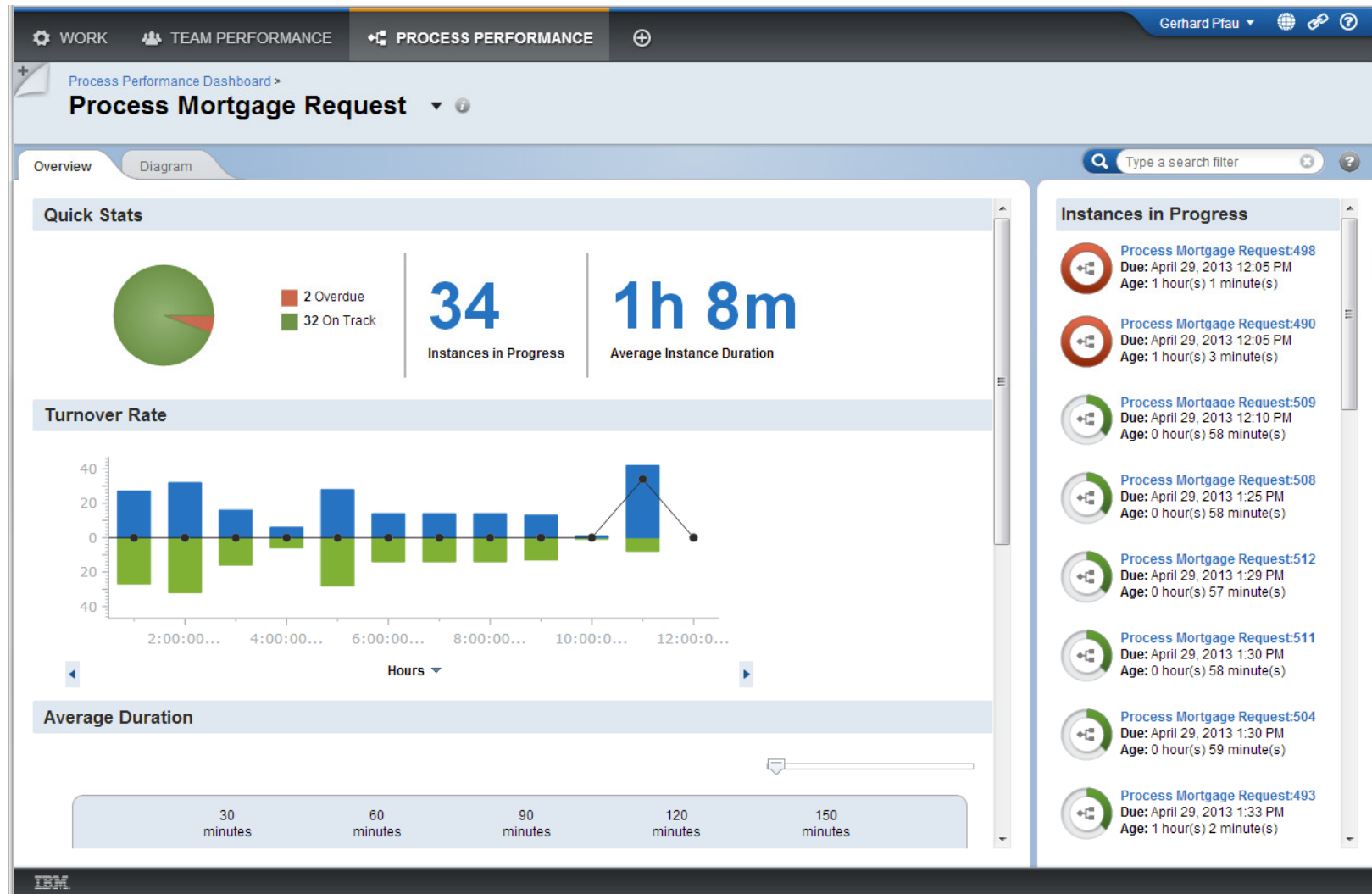
Visually Appealing Graphical Real Time Process Management Social Dashboard

“At a glance” summary across processes



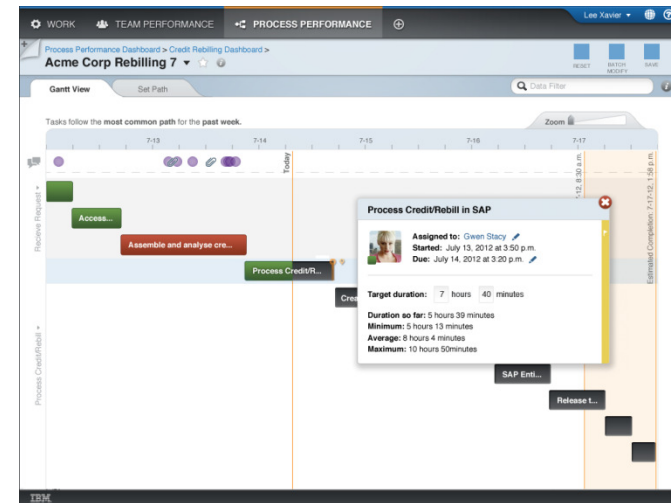
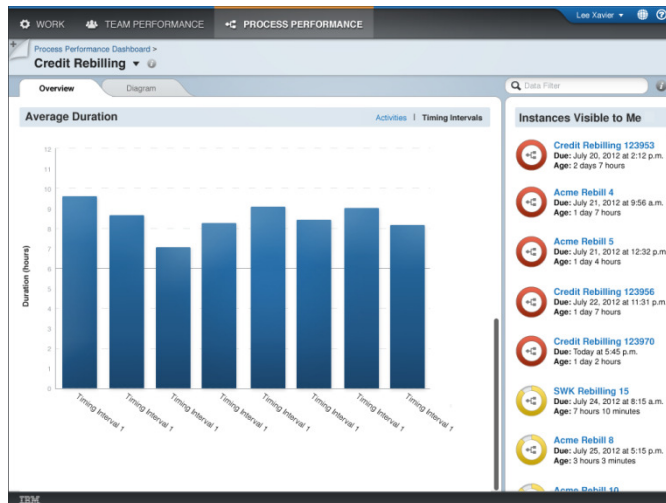
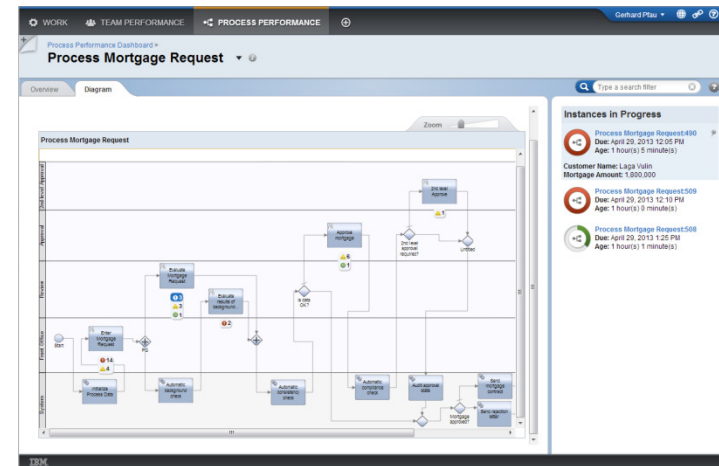
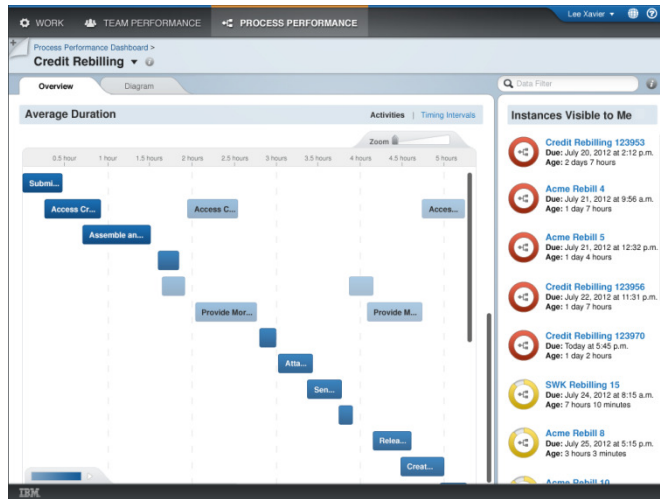
Visually Appealing Graphical Real Time Process Management Social Dashboard

Process Performance Overview



Visually Appealing Graphical Real Time Process Management Social Dashboard

Gantt-style aggregated measures of duration across time



Visually Appealing Graphical Real Time Process Management Social Dashboard

Key Differentiator #5 - Process Center

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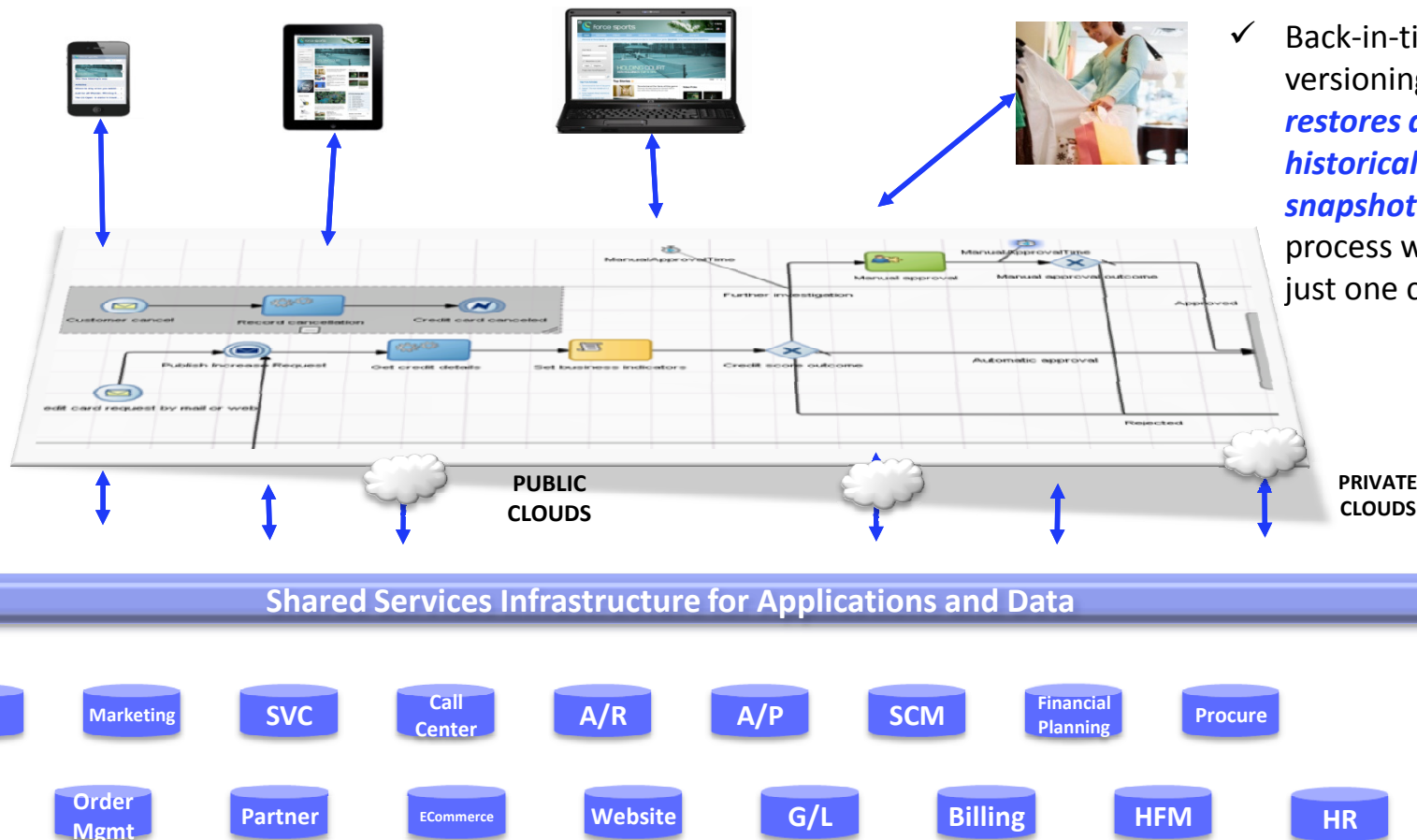


Process **Playback** to quickly define, test, and deploy complete BPM solutions

- ✓ **Playback** and test exactly how the process will run
- ✓ Iterate quickly on different process designs

✓ Snapshots capture the state of all process artifacts at a specific point to **reduce version management complexity** with a single click

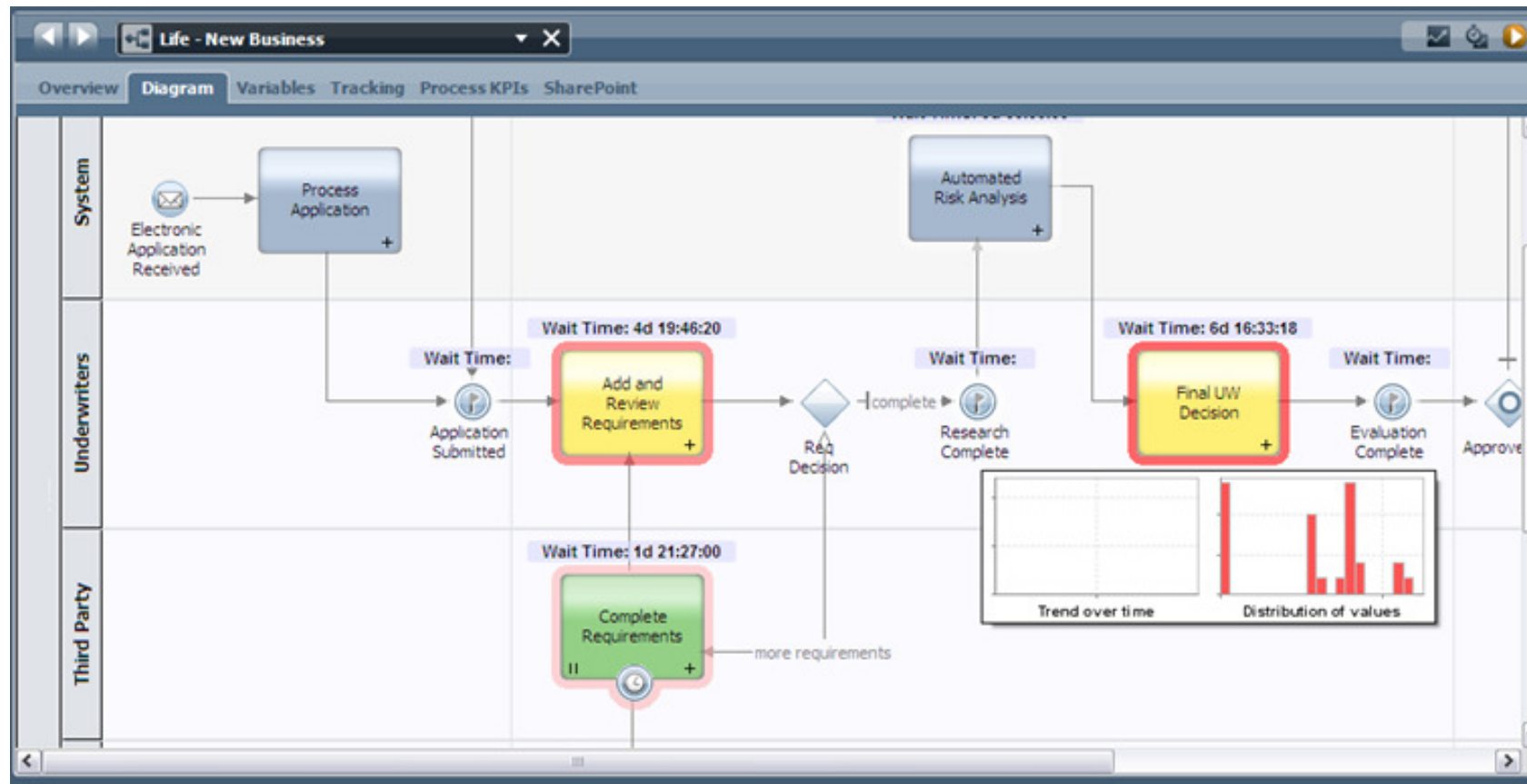
Process Center eases Collaborative Development, simplifies Operations and supports **Project to Program!**



✓ Back-in-time versioning **restores any historical snapshot** of a process with just one click

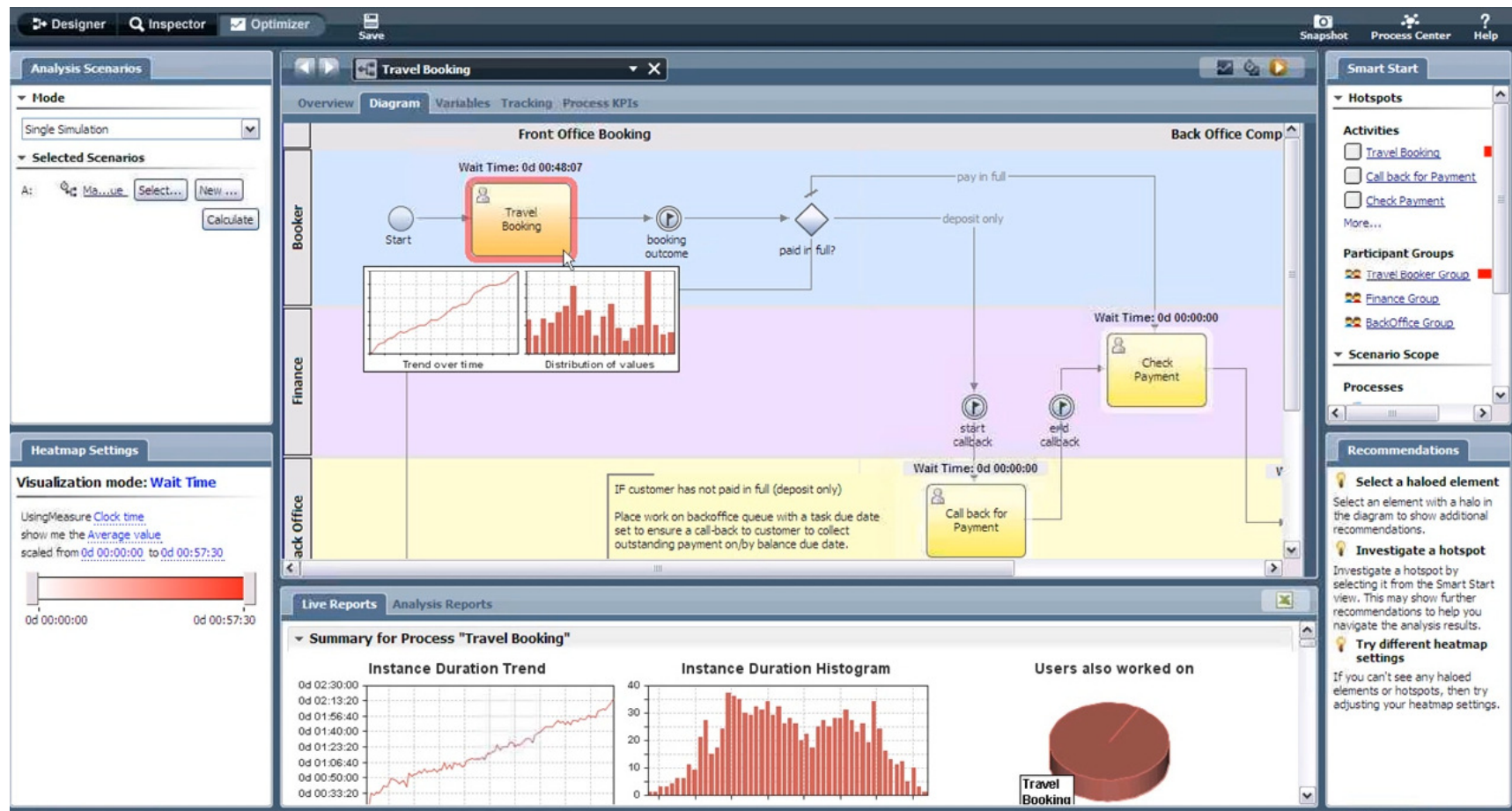
Enterprise Process Repository for Hundreds of Process Models, Versions © 2012 IBM Corporation

- **Detects bottlenecks** and **performance thresholds** and displays them using **visual heat map overlays**

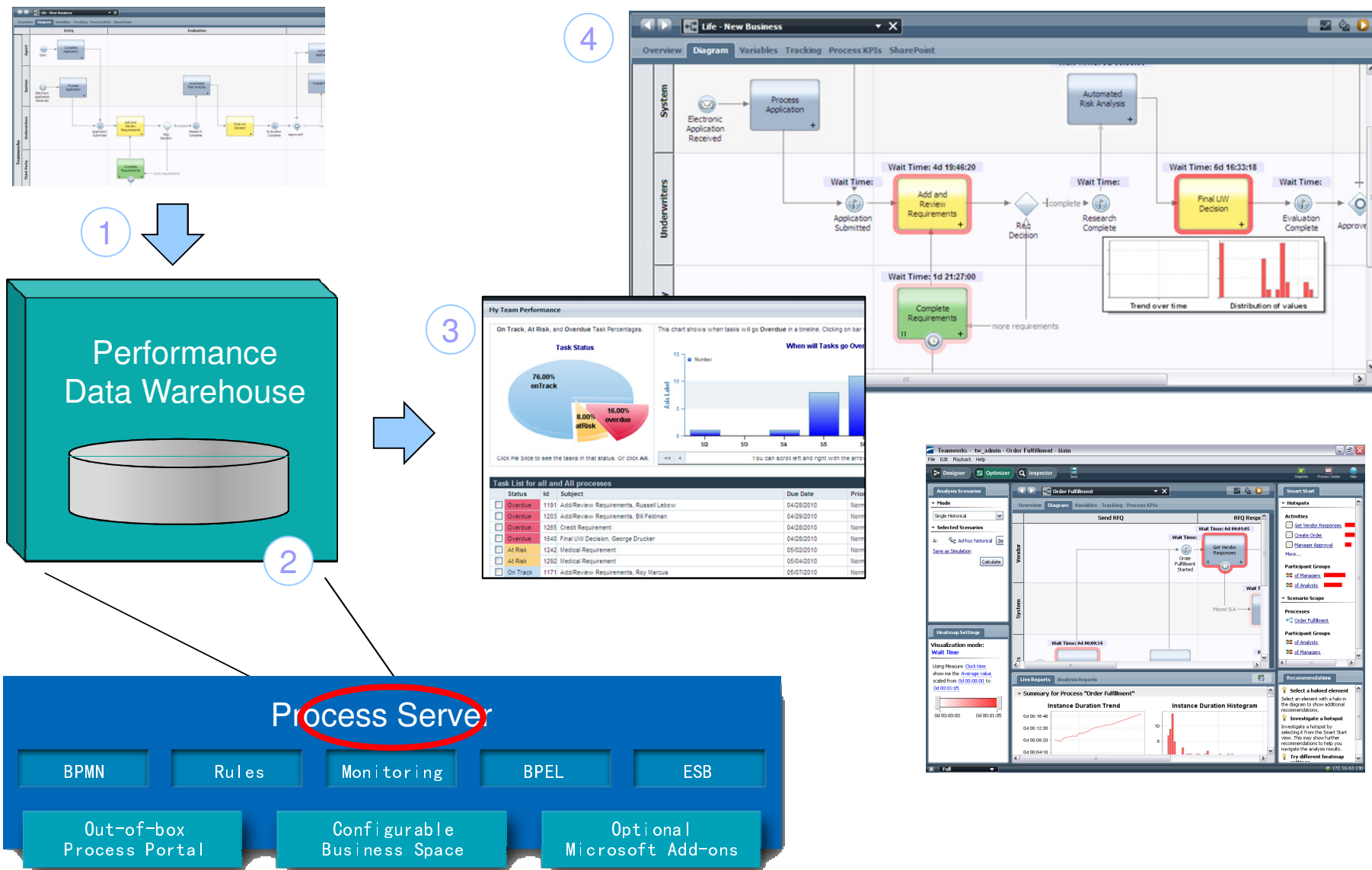


Analyse Real Time Process Statistics, Bottlenecks, Happy Path without Coding ...

Understand where the bottlenecks and problems appear.
What-if exercises to derive optimal solution.



Key Differentiator #6 – Process Optimisation



27 View Key Performance Indicator (KPI) Setting, Tracking and Alert Out of the Box

Key Differentiator #7 – Mobility

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- Jumpstart your custom IBM BPM mobile application application
- **Extend your IBM BPM applications** with mobility.
- IBM BPM mobile support so they **can do acct opening / loan processing / customer service** on mobile devices.

ED Consultation Order

Requesting physician: T.J. Knight, M.D. | Requested service: Internal medicine | Priority: Stat

Patient last name: Stewart | Patient first name: Jimmy | TOH patient number: []

Primary Diagnosis / Assessment Notes

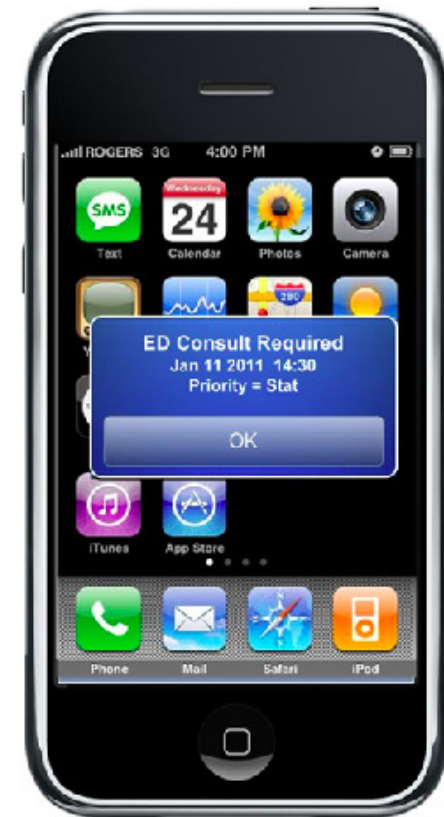
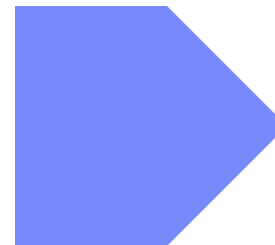
- CHF
- Significant peripheral edema
- EKG abnormalities

Assign consultation

Assign Staff Physician: P. K. Clark, M.D. | Assign Consultant: J. C. Kent, M.D.

CANCEL DELEGATION | DELEGATE

Logged in as sanderson | Updated 2012-01-11 14:31

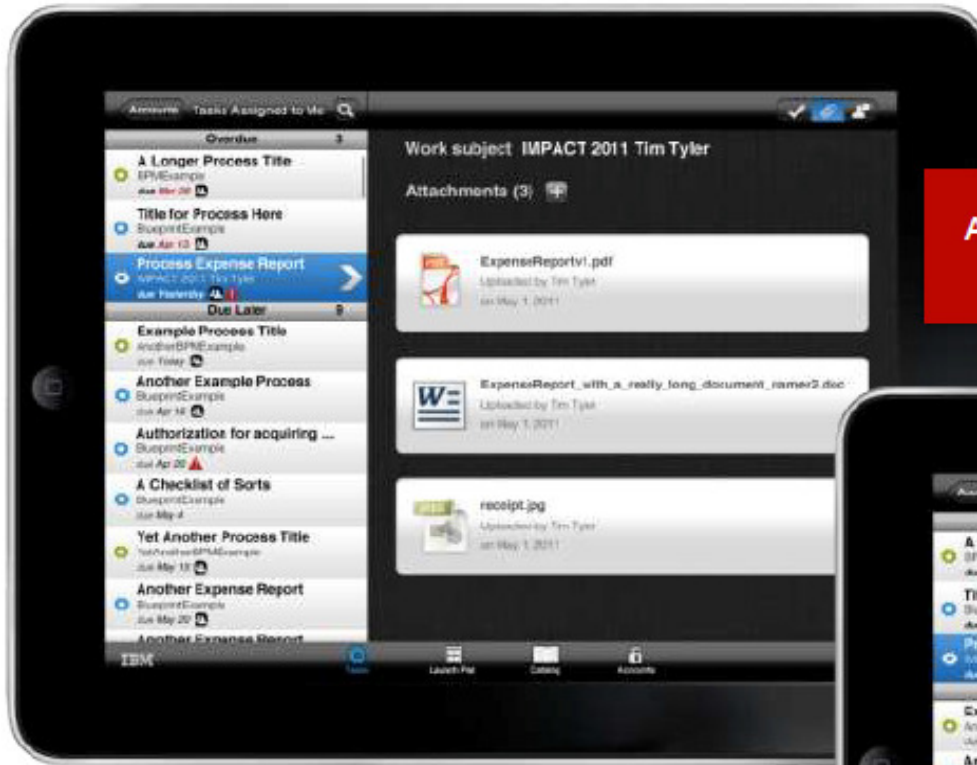


IBM Mobility Enables:

- Social dashboards,
- Decisions and process down to mobile workforce

Extend Process Monitoring and Execution from Backend Systems to Mobile Devices with Write Once-Deploy Many for Greater Productivity

Key Differentiator #7 - Mobility



Attach supporting documents and images to any process task

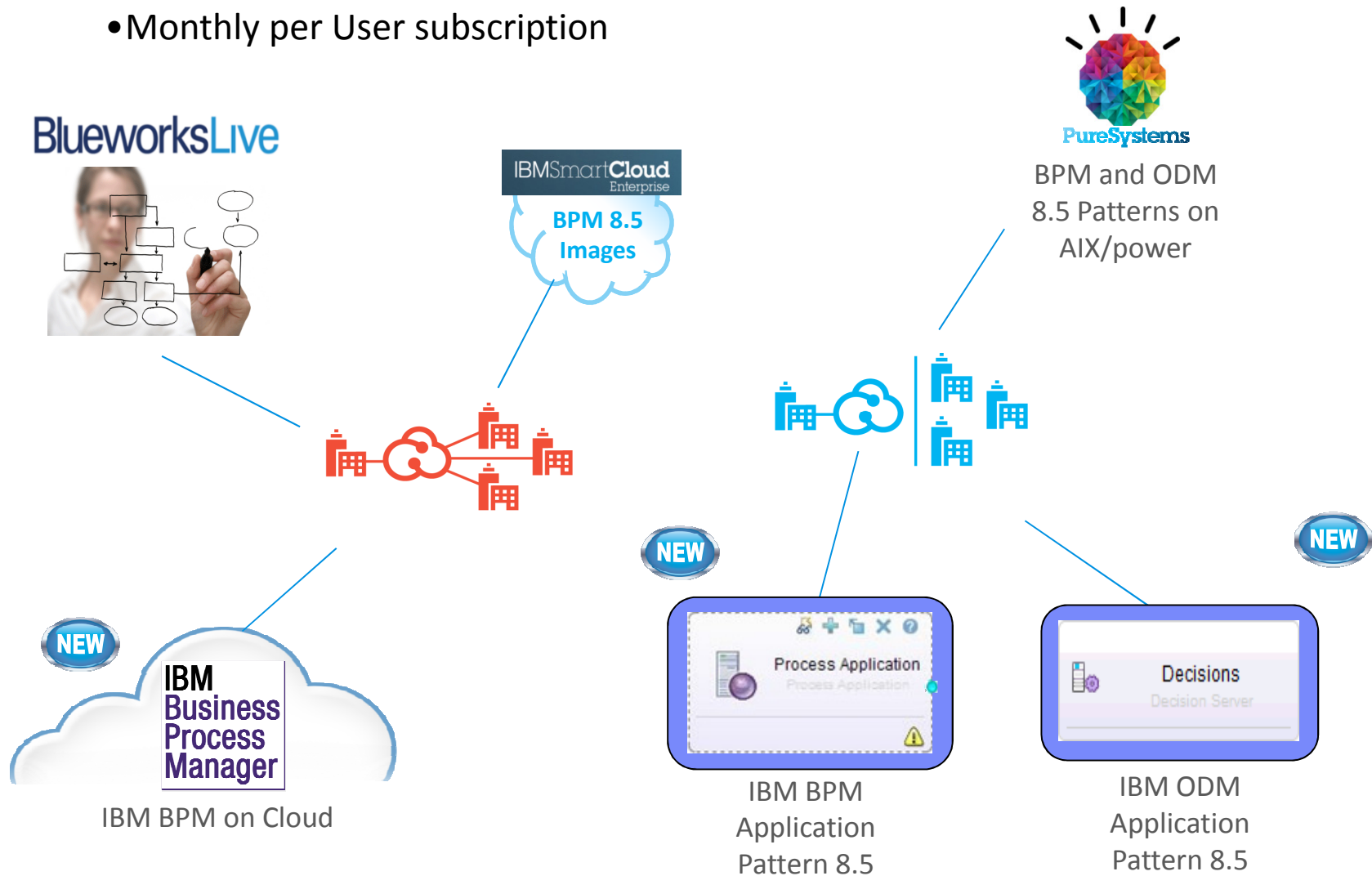


Improve productivity among business stakeholders through dynamic communication of activities – reduce 'back channel' emails, messages, etc.

Key Differentiator #8 - IBM BPM on Cloud



- BPM Platform as a Service (PaaS) environment on SmartCloud
- Monthly per User subscription



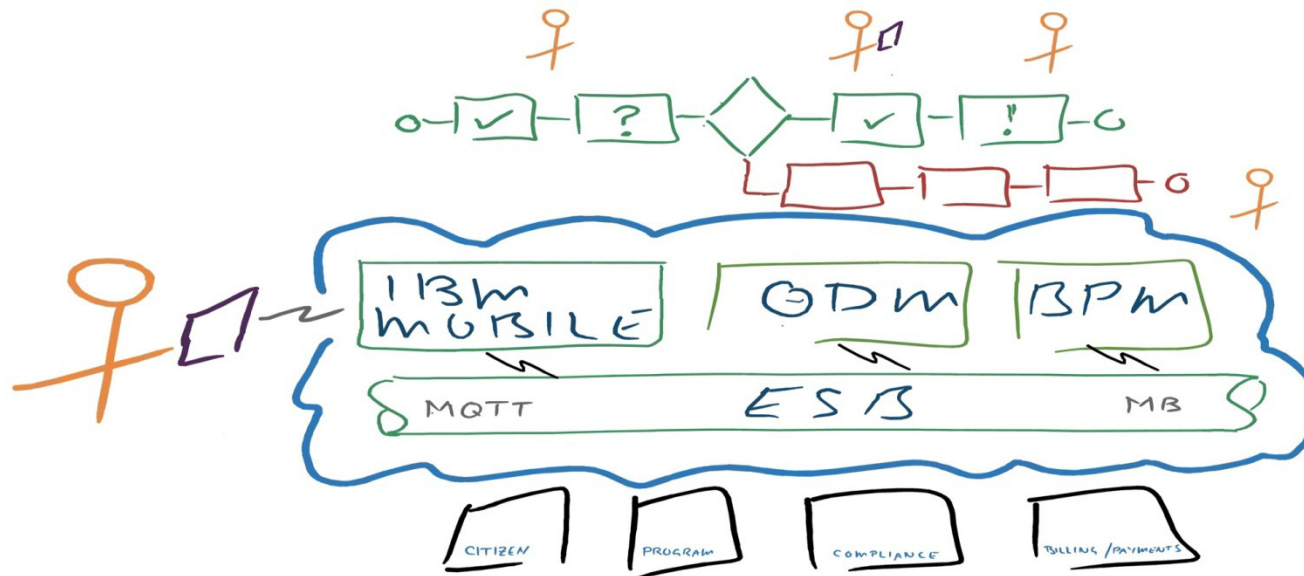
Exploit Cloud Advantage options for less security sensitive BPM applications and lower TCO

Key Differentiator #9 - Flexible Smarter Process

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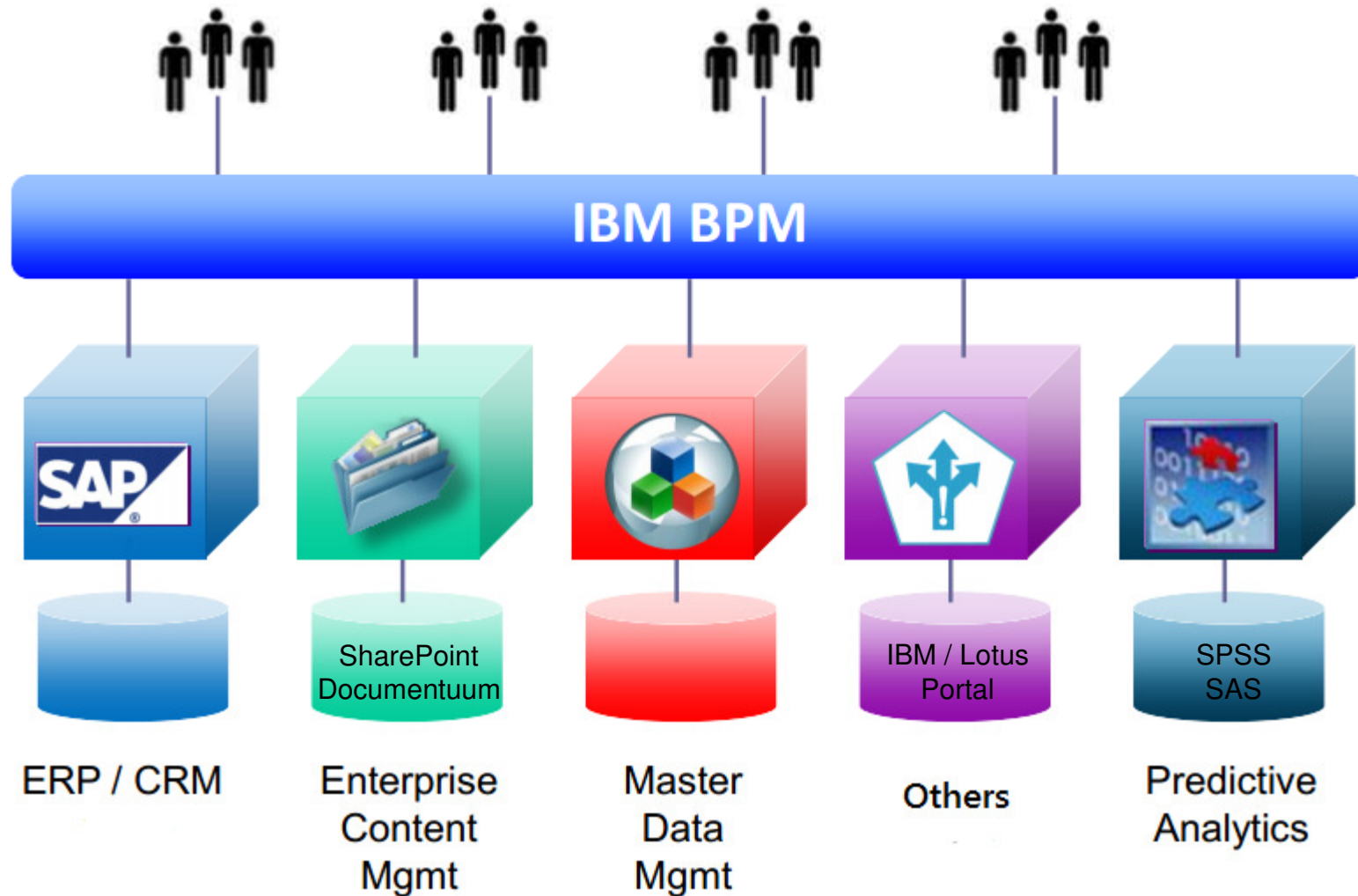


- Start **small, scale across functionality, buy what you need, implement only what you need, re-use incrementally.**
- Seamless onboarding of new loan process, new channels, new systems ... IBM provides a layered approach
- Reuse your investment across new business units
 - Control re-occurring cost models



Component Based Approach (CBM) allows for Flexible Enterprise Re-Use Across Shared Infrastructure and Lower TCO

IBM BPM Integration Advantages



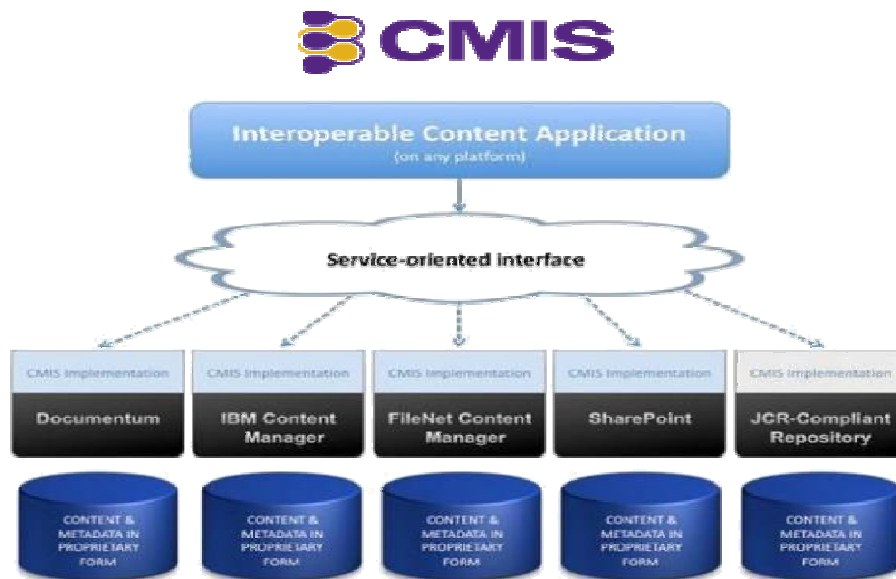
Proven Hassle Free, Deeper Integration with Other Enterprise Systems with IBM BPM Websphere Middleware Connectivity

Key Differentiator #10 - Superior Integration



Multi-Vendor ECM Integration Support via CMIS Standard

- An **approved OASIS standard** (May 2010) for improving interoperability between ECM systems
- Makes it **easier to integrate content** from multiple vendor's repositories



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- New way to integrate assets in ECM systems with BPM applications
 - Create Integration Services to manage ECM systems
 - Retrieve and manage documents in ECM systems
 - Two Coach Views for creating ECM contents in Coaches
 - API based on the CMIS (Content Management Interoperability Services) standard

Support for 30+ IBM and Non-IBM ECM Platforms

Uniform storage and access of process-related documents

- **New internal repository** provides the same CMIS-based access as external ECM systems
- “CMIS Toolkit” now delivers a single, consistent way of accessing all process documents
- Migration / backward compatibility with previous IBM BPM versions

Insurance Form Search

Document List 1

Name	Policy Number	Claim ID	Completed	Insurance Form Type	Insurance Form Version	Date Created	Actions
Witness 1	223344	987	true	Witness Card	1	2012/01/15 20:15:46:103 CET	[Icons]
Witness Card - John Doe - Business Number	223344	987	true	Witness Card	1	2012/03/19 16:24:28:927 CET	[Icons]
Accident Information Form	552234	9999	true	Auto Accident Information Form	2	2012/02/17 16:41:57:649 CET	[Icons]
Insurance ID Card	556677	9999	true	Automobile Insurance ID Card	1	2012/01/12 16:09:34:976 CET	[Icons]
Auto Loss Notice	556677	9999	false	Automobile Loss Notice	1	2012/02/22 17:54:40:903 CET	[Icons]
Liability Notice	556677	9999	true	General Liability Notice of Occur/Claim	1	2012/01/15 20:08:12:215 CET	[Icons]
Witness Card - Witness #1	556677	9999	false	Witness Card	1	2012/01/12 16:10:26:585 CET	[Icons]

Witness Info

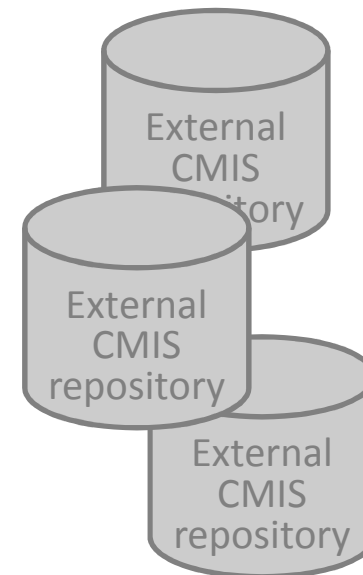
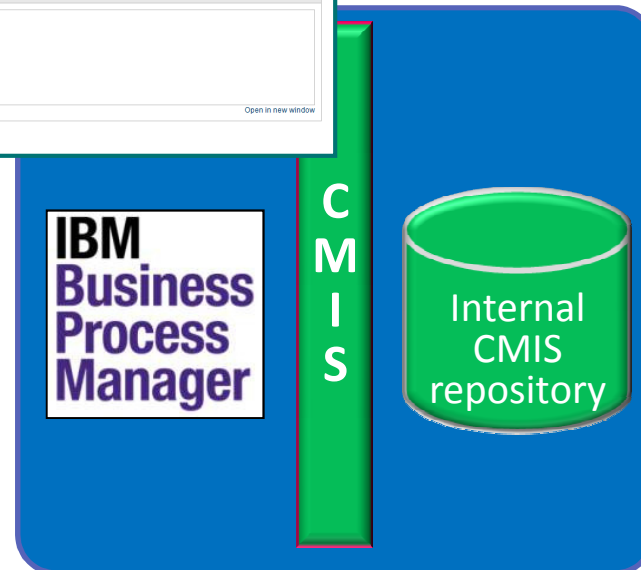
John Doe
1234 Anystreet Drive
Anytown, CA
Phone: (123) 456-7890

John D. Doe
Witness Signature

Open in new window

CMIS Toolkit

- Document List
- Document Viewer
- C/R/U/D services



FileNet CM
IBM CM8
Alfresco
SharePoint

...

CMIS = Content Management Interoperability Services

Key Differentiator #10 - Superior Integration



Forms in Thai with ECM with Doc Scanning

The screenshot displays a web browser window with the address bar showing a URL: `http://ibm-r8v60h6:19086/teamworks/fauxRedirect.lsw?applicationInstanceId=undefined&WorkflowState=2&TaskId=t453&applicationId=1&ComponentName=Coach&ComponentId=3003.0b584f59-400b-4afc-a4c3-9aefe4e5c748&Dbg=0`. The browser title is "เมืองไทยประกันชีวิต - ป้อนข้อมูลใบคำขอ - Mozilla Firefox: IBM Edition".

The main content area shows a form titled "เมืองไทยประกันชีวิต - ป้อนข้อมูลใบคำขอ" with a progress bar at the top indicating seven steps. The current step is "3. ข้อมูลผู้ชำระเบี้ยประกัน/ผู้รับผลประโยชน์". The form contains several input fields for personal and contact information, including name, age, gender, address, and phone numbers.

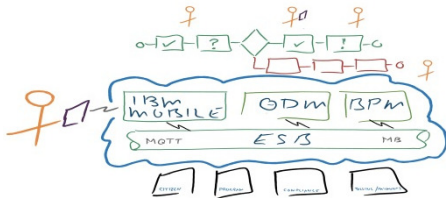
Overlaid on the right side of the browser window is a scanned document of a Thai insurance policy form. The document is titled "เมืองไทยประกันชีวิต" and contains various fields for policy details, including policy number, premium amount, and beneficiary information. The document is presented in a light pink background, typical of scanned documents in a software interface.

At the bottom of the browser window, there are navigation buttons: "<< หน้าก่อน" and "หน้าถัดไป >>".

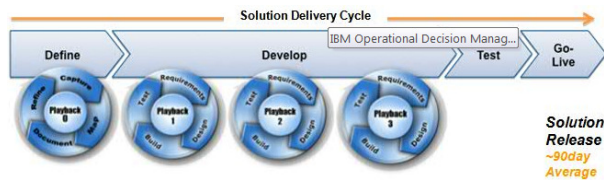
Support for Thai and Multi-Lingual Platforms

Summary - IBM BPM: Enterprise BPM Key Differentiators

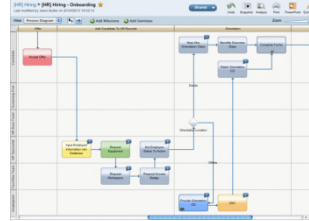
9. Flexible Smarter Process



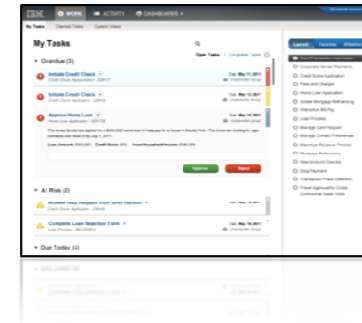
8. Proven Methodology: Rapid, Agile, Iterative



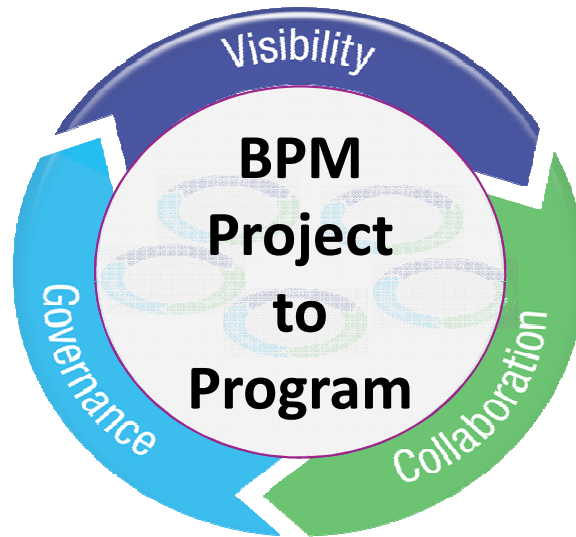
1. Process Discovery



2. Social BPM Collaboration



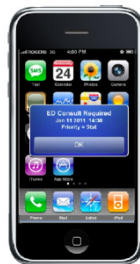
3. Social Intelligent Dashboards



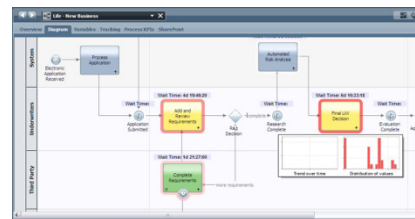
7. BPM for Private/Public Clouds



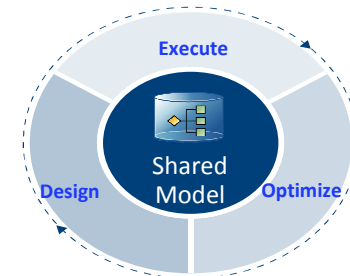
6. Mobility



5. Process Optimizer



4. Process Center



Achieving Smarter Process through WODM

Operation Decision Management (Business Rules)



Transformation & Growth Require Better Decisions

Results from interviews with ~ 3,000 CIOs

75%

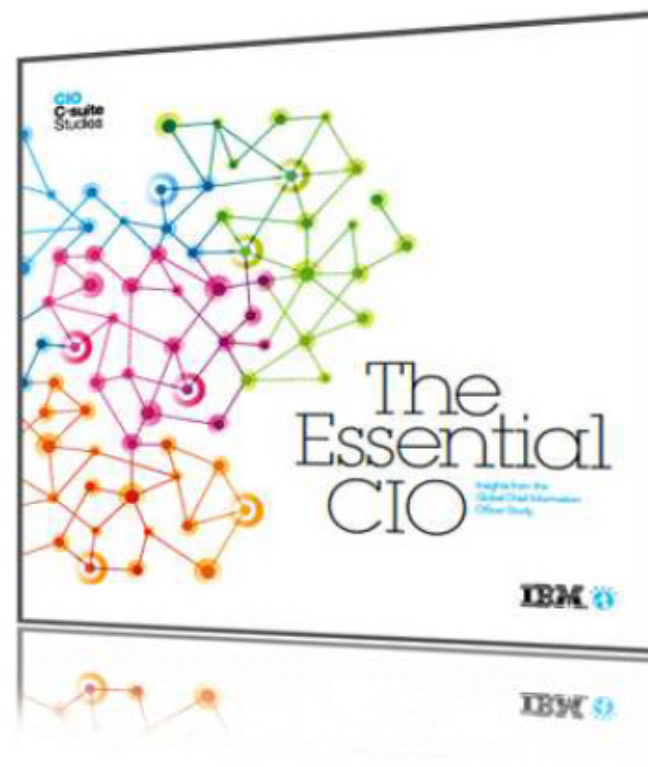
of CIOs with mandates to transform the business are looking to “drive better real time decisions.”

72%

of CIOs with mandates to expand cross-enterprise growth are leading the charge to “drive better real time decisions.”

#1

Priority of CIOs is to “turn data into useful information, information into intelligence and intelligence into better decisions.”



Source: IBM Global CIO Study 2011

Make better **decisions** driven by analytics and business rules

Decisions Agility Levers

Decisions

- **Real-time intelligent decision automation**
- Visualized infrastructure & predicted disruptions
- Optimized IT planning

- Automate, govern and improve operational decision-making for better business outcomes
- Make more profitable decisions with real-time detection of opportunities and risks
- Increase decision accuracy by applying predictive analytics to data across the enterprise

How Can IT Help?

Accurate, real-time decisions improve business performance and results



Identify opportunities to *increase profitability*



Enforce consistency to *ensure compliance*



Leverage information to *manage risk*

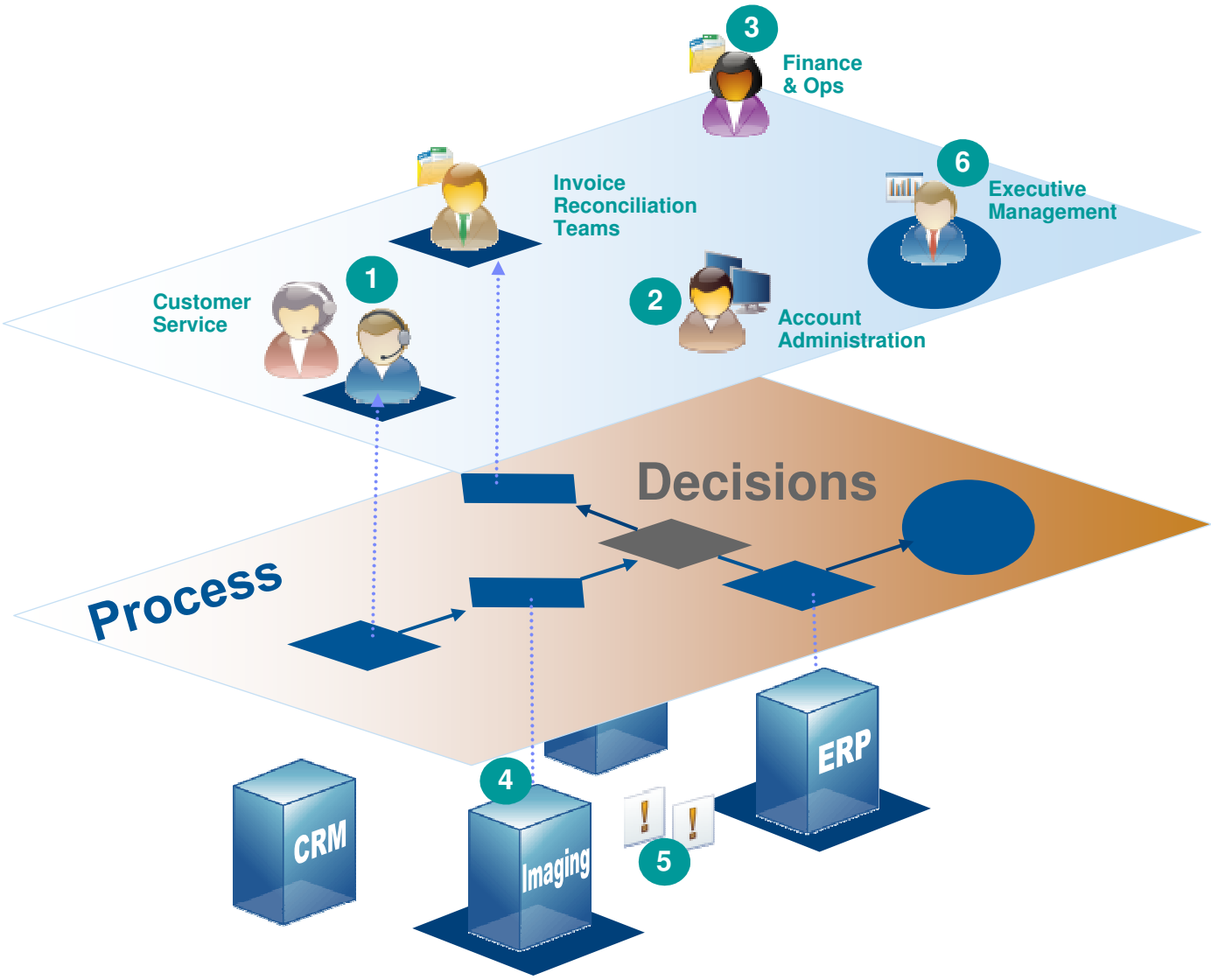
“Decisions are what make strategy real and drive results and performance against metrics... decisions made about how to interact with partners, suppliers, customers, employees.”

James Taylor, “Becoming a Decision-centric Organization,” 2011

Business Process Management & Decision Management

Improve processes with greater agility, control & visibility

1. Automatically prioritizes and routes work
2. Guides users through decisions
3. Standard and consistent work prioritization
4. Leverages exiting system data Systems
5. Reacts to business events and generates actions
6. Real-time visibility and process control



Day-to-day Operational Decisions

in lending

*How risky is this loan application?
What is the applicable rate for this loan?
Is this customer eligible for this offer?*

in payments

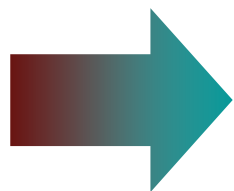
*What is the fee for this operation?
How to route a payment?
How to handle this exception?*

in customer servicing

*Which product to recommend?
How to handle this customer complaint?*

in risk & compliance

*How to account for a business transaction?
How to reconcile data from many sources?
How to report for some trades?*



Large volumes of simple to complex day-to-day business decisions means there is an **opportunity for operational improvements**

e.g. better reactivity with increased straight-through processing, shorter time-to-market for new personalized offers, reduced errors with transparent business logic

```

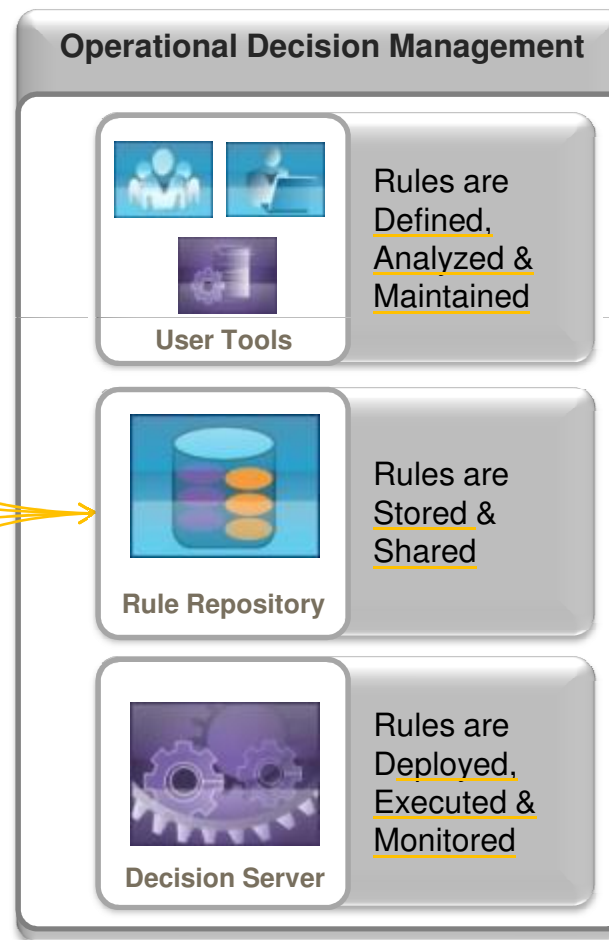
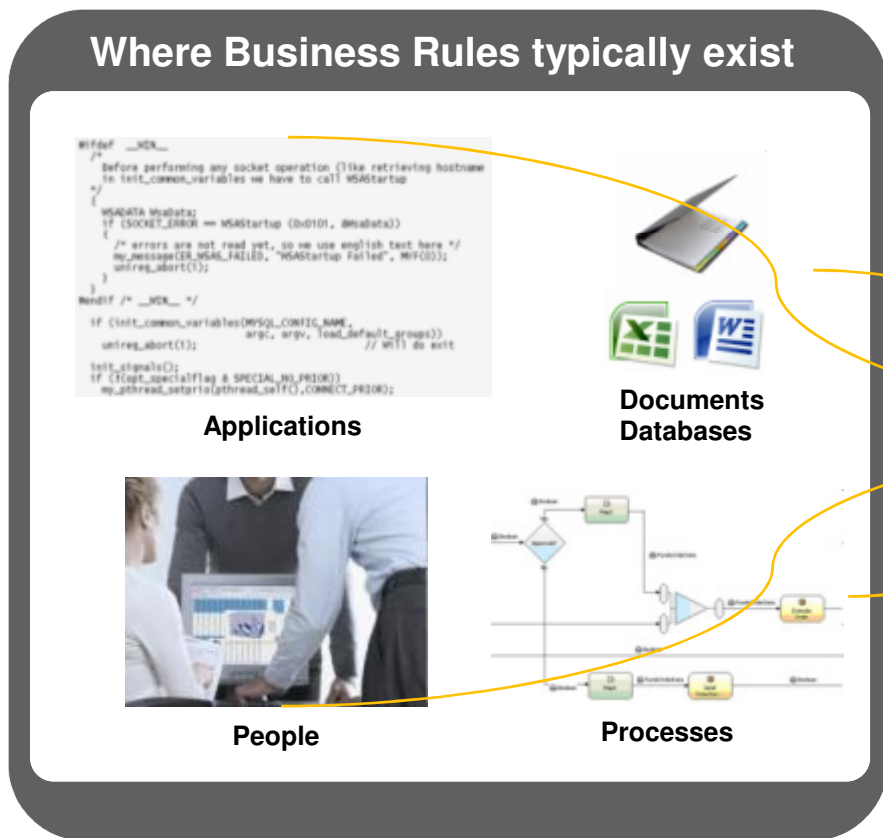
if
  the state of the address [±] is Texas [±]
  and the purpose of the mortgage [±] is Cash-Out Refinancing [±] ✗
then
  raise an exception in the eligibility result
  add message ▼ Cash-out refinancing is
[else]

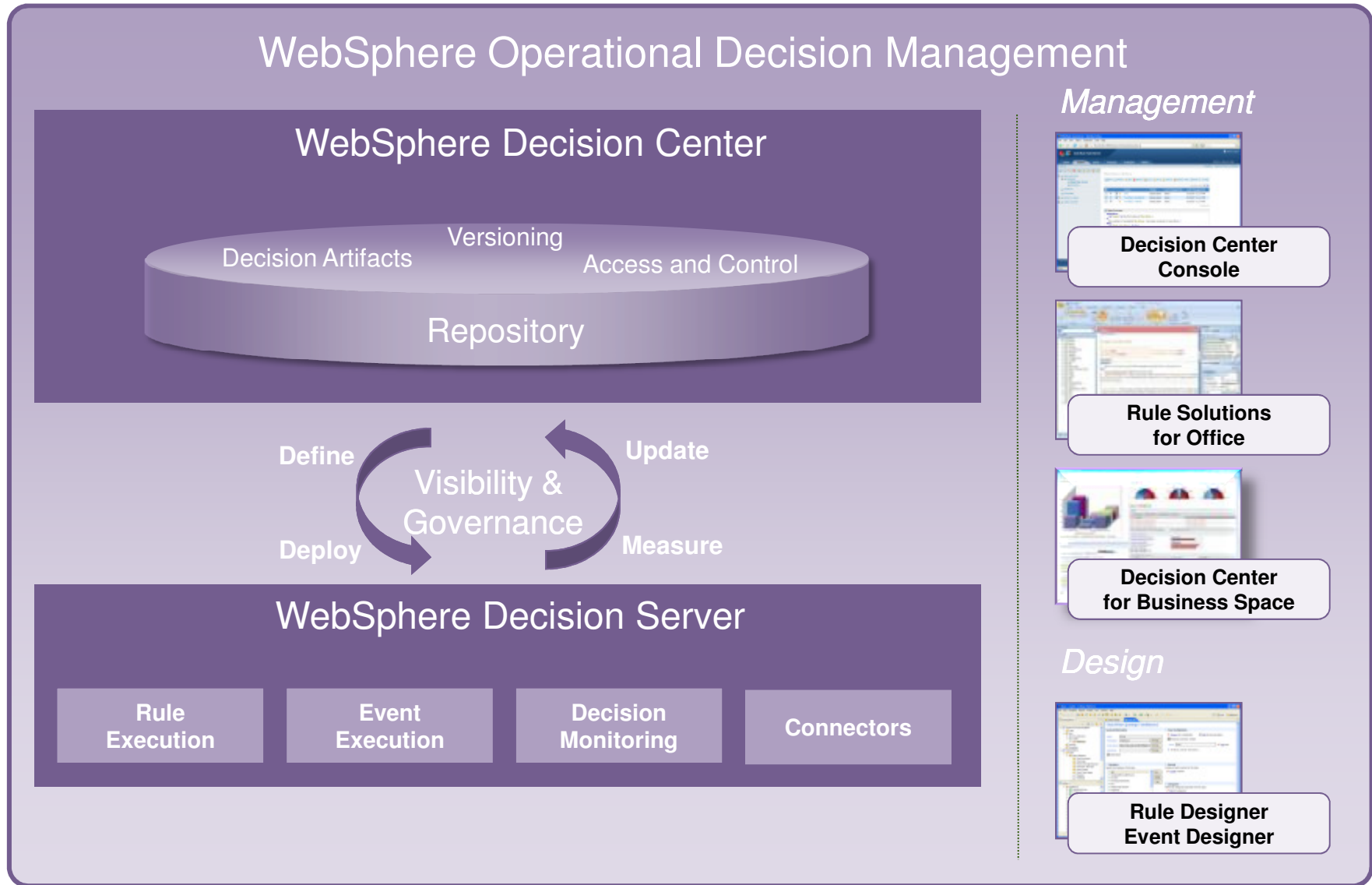
```

- Cash-Out Refinancing
- Construction
- Construction-Permanent
- No Cash-Out Refinancing
- Other
- Purchase

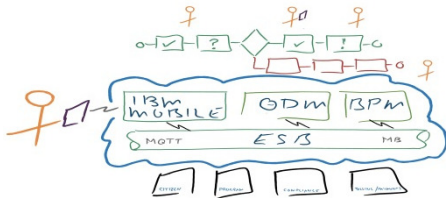
agement

ty result ✗

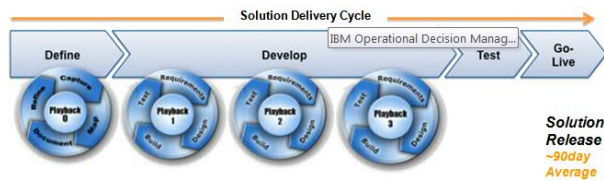




9. Flexible Smarter Decisions



8. Proven Methodology: Rapid, Agile, Iterative



7. ODM for Private/Public Clouds



6. Mobility



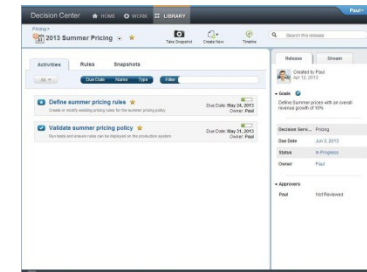
1. Embedded Decision Authoring



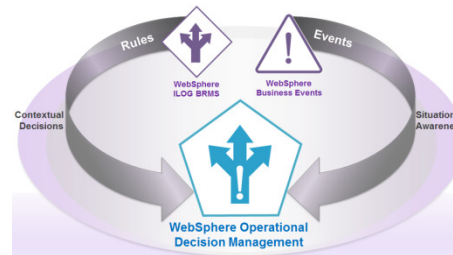
2. Decision Visibility and Comparison



3. Governance Framework



5. Complete Operational Decision Management



4. Intelligent Simulation



Key Differentiator #1 - Embedded Decision Authoring



- Embeddable Rule Editors
 - Dojo Intellirule editor
 - Decision Table Editor
- Rules stored in Decision Center or in host application using Embedded Rules APIs
- Detailed and Documented sample explaining how to integrate ODM editing components inside host applications

	debt to income	credit score	message	rejected
1	[0 %; 30 %[[0; 200[debt-to-income too high compared to credit score	-
2	[0 %; 30 %[[200; 800[-
3	[30 %; 45 %[[0; 400[debt-to-income too high compared to credit score	-
4	[30 %; 45 %[[400; 800[-
5	[45 %; 50 %[[0; 600[debt-to-income too high compared to credit score	-
6	[45 %; 50 %[[600; 800[-
7	≥ 50 %	[0; 800[debt-to-income too high compared to credit score	-

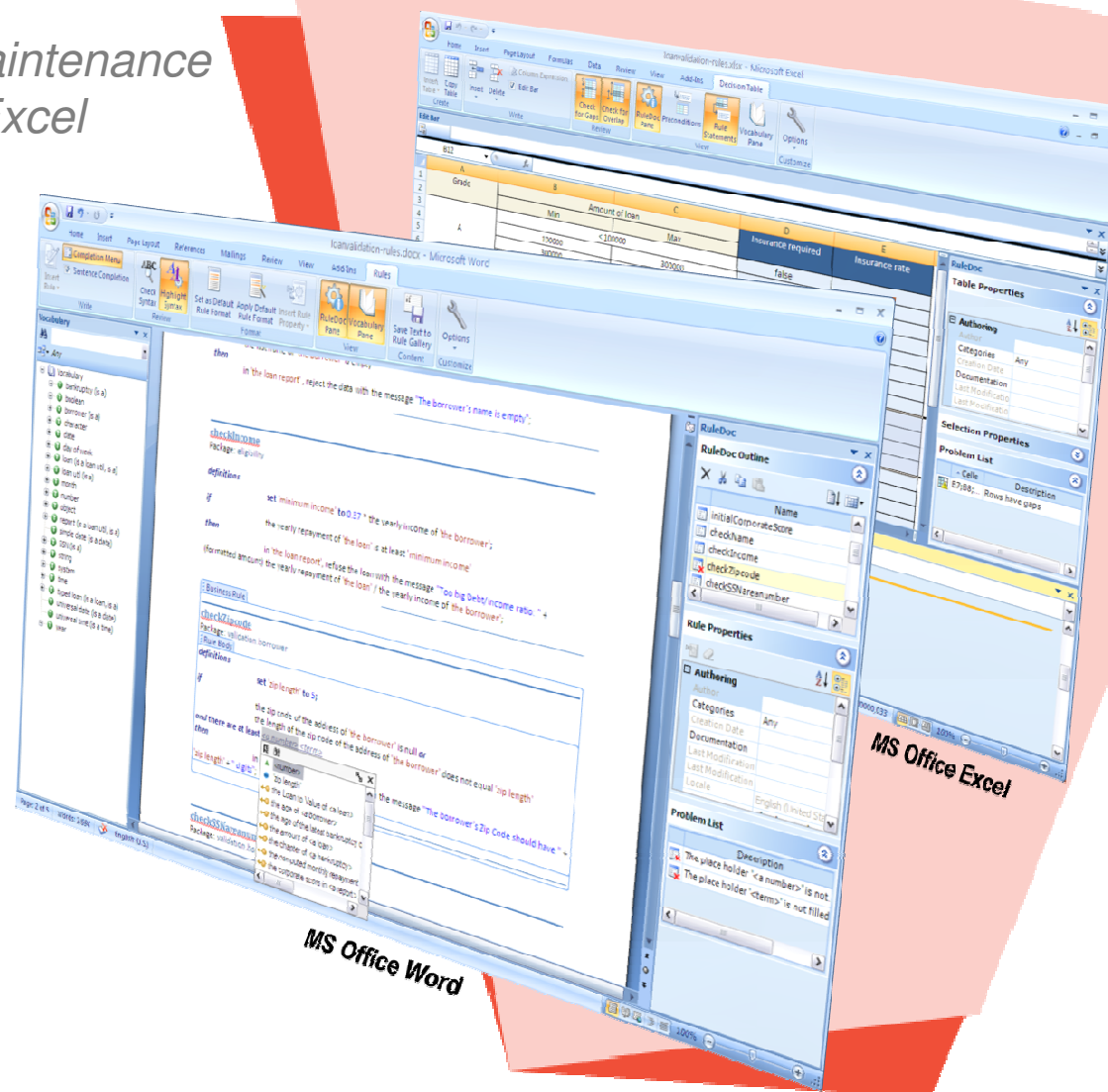
```
if
  the credit score of 'the borrower' is less than 200
then
  add "Credit score below 200" to the messages of 'the loan' ;
  reject 'the loan'
```

Severity	Line	Message
Warning	5	The word ';' is missing.

Rule Solutions for Office

Business user rule authoring & maintenance using Microsoft Office Word and Excel

- Line Of Business
- Subject Matter Expert



Key Differentiator #2 - Decision Visibility & Comparison



Decision Center HOME WORK LIBRARY Paul

You are comparing *Initial Snapshot* to the change activity.

Pricing > Spring Recovery Release >
*** Patch the pricing policy** ★

Project: Pricing Added (0) Deleted (0) Updated (2) Unchanged (22) Filter

2 rules have been updated in *current state* since *Initial Snapshot* snapshot

Comprehensive Price Table

Hide summary Content (3) Properties (0)

- row 1, column 3: content was changed from \$ 43 to \$ 53
- row 2, column 3: content was changed from \$ 40 to \$ 50
- row 3, column 3: content was changed from \$ 28 to \$ 38

version 3.0			version 10.0 (current)		
	Deductible	Base Premium		Deductible	Base Premium
1	\$250	\$43	1	\$250	\$53
2	\$500	\$40	2	\$500	\$50
3	\$1000	\$28	3	\$1000	\$38
4	\$250	\$48	4	\$250	\$48
5	\$500	\$42	5	\$500	\$42
6	\$1000	\$33	6	\$1000	\$33
7	\$250	\$52	7	\$250	\$52
8	\$500	\$45	8	\$500	\$45

Both content and Properties changes are tracked

Graphical difference display

The item selected in the summary is automatically highlighted

Key Differentiator #3: Governance Framework



Seamless

Release management to encapsulate policy updates

The screenshot displays the IBM Decision Center interface for a release titled "2013 Summer Pricing". The interface includes a navigation bar with "HOME", "WORK", and "LIBRARY" tabs. Below the navigation bar, there are icons for "Take Snapshot", "Create New", and "Timeline", along with a search bar labeled "Search this release". The main content area is divided into "Activities", "Rules", and "Snapshots" tabs. Under the "Activities" tab, there are two items: "Define summer pricing rules" (due May 24, 2013) and "Validate summer pricing policy" (due May 31, 2013). A right-hand sidebar provides details for the selected release, including "Created by Paul" (Apr 12, 2013), "Goals" (Define Summer prices with an overall revenue growth of 10%), "Decision Servi... Pricing", "Due Date" (Jun 3, 2013), "Status" (In Progress), "Owner" (Paul), and "Approvers" (Paul, Not Reviewed).

Predefined activities to manage and control updates

Insightful

Instant

Comprehensive work progression and role concepts

Key Differentiator #4 - Intelligent Simulation



Champion and challenger capabilities

IBM Decision Center

Options | About | Print View | Help | Eli Sign Out IBM

Home Explore Compose Query Analyze Project

Explore > Run > Report loanvalidation-rules - My Simulation (Simulation) - permalink

Min Income to .27

Rerun Simulation | Edit Simulation | **Compare with...**

Simulation as of this run My Simulation - Version: 1.0

Scenarios used for this run loanvalidation-simulation.xls

Run Date Jan 14, 2010 11:40:18 AM EST

Run By Eli

Rules tested All rules as of the baseline Current

Starting Ruleflow Task

Server

Summary

Number of Scenarios

Success Rate

Key Performance Indicators

Percentage of loan

Side by side comparison

IBM Decision Center

Options | About | Print View | Help | Eli Sign Out IBM

Home Explore Compose Query Analyze Project

Explore > Run > Report > Compare with...

Compare 'Min Income to .27' with...

Filter nodes...

- My Simulation
 - Min Income to .32
 - My Simulation - Report
 - My Simulation - Report (2)
 - Production ruleset as of Jan 10

Ok Cancel

IBM Decision Center

Options | About | Print View | Help | rtsAdmin Sign Out IBM

Home Explore Compose Query Analyze Project Configure

Explore > Details > Run > Report > Compare with... > Compare Reports

Next history with new candidate rule

Simulation as of this run Last year history - all rules - Version: 1.0

Scenarios used for this run Historical Data: Last Year

Run Date May 20, 2010 4:24:21 PM CEST

Run By rtsAdmin

Rules tested All rules as of the baseline Current

Starting Ruleflow Task Default

Server Insdemo

Summary

Number of scenarios 400

Success Rate 100%

Key Performance Indicators

Insurance KPI

Global eligibility results

Accepted 77.5% Rejected 22.5%

Eligibility results by states

State	Accepted	Rejected
CA	81.8%	
NJ	75.0%	
MA	77.8%	

IBM Decision Center

Options | About | Print View | Help | rtsAdmin Sign Out IBM

Home Explore Compose Query Analyze Project Configure

Explore > Details > Run > Report > Compare with... > Compare Reports

Last year history - all rules - Report

Simulation as of this run Last year history - all rules - Version: 1.0

Scenarios used for this run Historical Data: Last Year

Run Date May 5, 2010 5:57:18 PM CEST

Run By Adam

Rules tested All rules as of the baseline Current

Starting Ruleflow Task Default

Server Insdemo

Summary

Number of scenarios 400

Success Rate 100%

Key Performance Indicators

Insurance KPI

Global eligibility results

Accepted 82.5% Rejected 17.5%

Eligibility results by states

State	Accepted	Rejected
CA	90.9%	
NJ	80.0%	
MA	77.8%	

Today

Tomorrow

Integrated decision validation services

- Out-of-the-box ruleset testing
- Business impact simulation
- Scenario configuration and customization
- Audit - Decision Warehouse

The screenshot displays the IBM Decision Center interface for a project named "Pricing". The main content area shows details for a "Second Test Suite (Test Suite)".

Properties:

- Name: Second Test Suite
- Folder: /rulePackage
- Group:
- Created By: rtsAdmin
- Created On: Apr 24, 2009 10:54:44 AM CEST
- Last Changed By: rtsAdmin
- Last Changed On: Apr 24, 2009 2:00:41 PM CEST

Rules tested:

- All rules as of the current project state
- Starting Ruleflow Task: Default

Scenarios:

- Format: Excel (1003)
- template1.xls

Reports:

View all reports

Latest Reports:

Name	Test Suite Version	Scenarios	Status	Created On	Run By
Second Test Suite - Report (10)	2.1	10		April 24, 2009 2:00:50 PM	rtsAdmin
Second Test Suite - Report (9)	2.0	10		April 24, 2009 1:59:41 PM	rtsAdmin
Second Test Suite - Report (8)	1.13	10		April 24, 2009 11:49:46 AM	rtsAdmin
Second Test Suite - Report (7)	1.13	10		April 24, 2009 11:47:47 AM	rtsAdmin
Second Test Suite - Report (6)	1.11	10		April 24, 2009 11:12:30 AM	rtsAdmin

© Copyright IBM Corp. 1987, 2011

Support for Business Led Testing & Simulation

Champion and challenger capabilities

The screenshot illustrates the 'Compare with...' dialog box in the IBM Decision Center. The dialog allows users to select a simulation to compare against. The selected simulation is 'Production ruleset as of Jan 10'. The main interface shows a side-by-side comparison of two simulations: 'My Simulation' and 'Last year history - all rules'. Both simulations have a success rate of 100% and 400 scenarios. The 'Key Performance Indicators' section shows 'Global eligibility results' and 'Eligibility results by states' for CA, NJ, and MA.

Simulation	Accepted	Rejected
My Simulation	77.5%	22.5%
Last year history - all rules	82.5%	17.5%

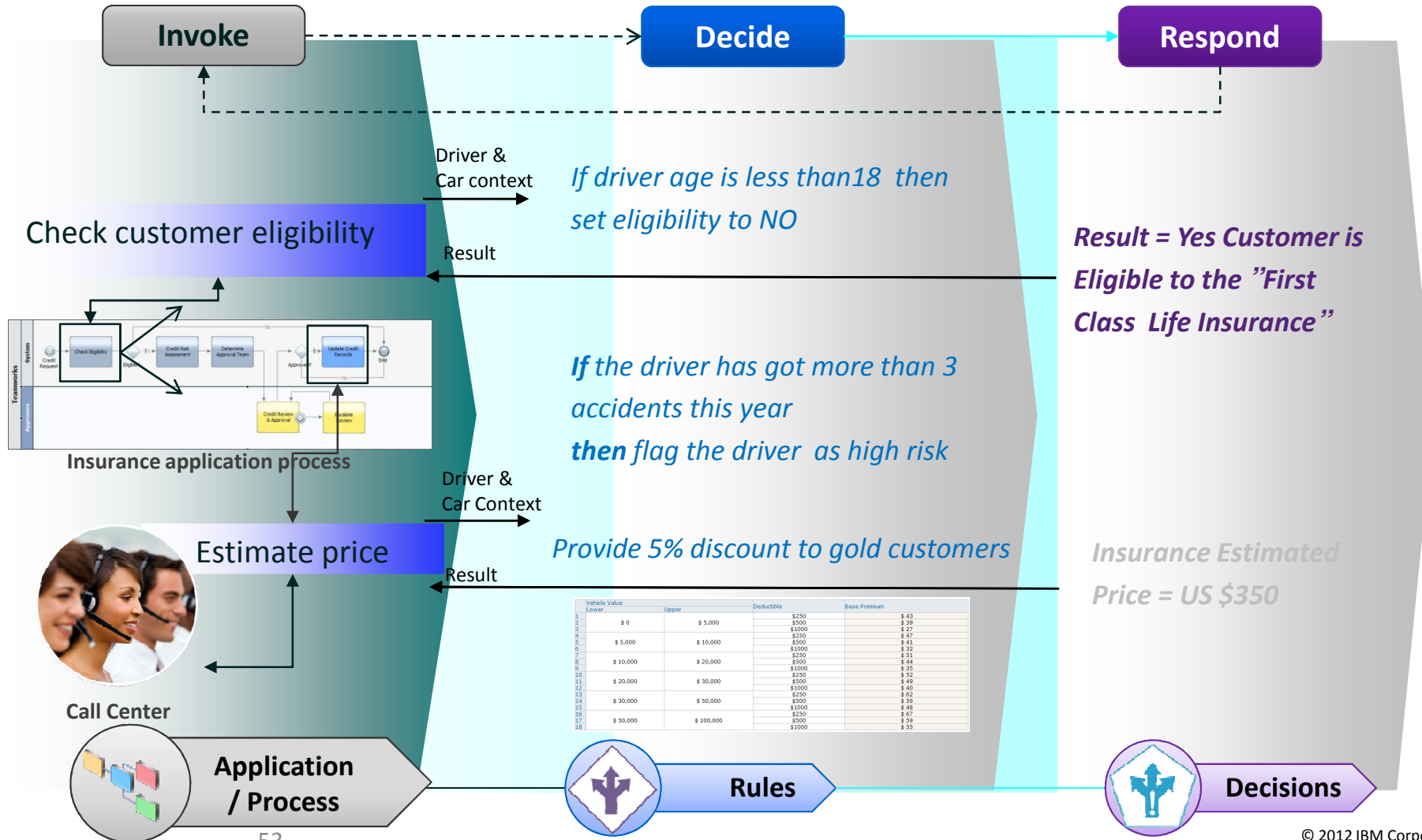
State	Accepted	Rejected
CA	81.8%	18.2%
NJ	75.0%	25.0%
MA	77.8%	22.2%

Side by side comparison

Today

Tomorrow

Invocation of Contextual Decision synchronously from solutions



Key Differentiator #6 - Mobile Applications



Mobile Browser Simulator

The Mobile Browser Simulator displays mobile web pages in a variety of mobile browser sizes and shapes.

Webpage: Go

Add Device ▾ | Scale All Devices: 100% ▾ | Enable Useragent Switching Simulate Device API

▶ Accelerometer

▼ Battery

Plugged In:

Battery Level: 5 %

▶ Camera

▶ Capture

▶ Compass

Apple iPhone 5 ▾ | Rotate

Assistance

General Information

WARNING: You are at 11.92 kms from your home location: Tow services are not included in your policy (under 20kms from home)

Low battery level detected. Click on proceed to allow us to organize assistance for you.

Proceed

Recovery

Tow services not included

Policy cover

Your deductible is \$1.500

Policy summary

Next Start Generate Error

Business Decisions externalized from pure Worklight code

Seamless

Decisioning on pure mobile data like geo-location

Insightful

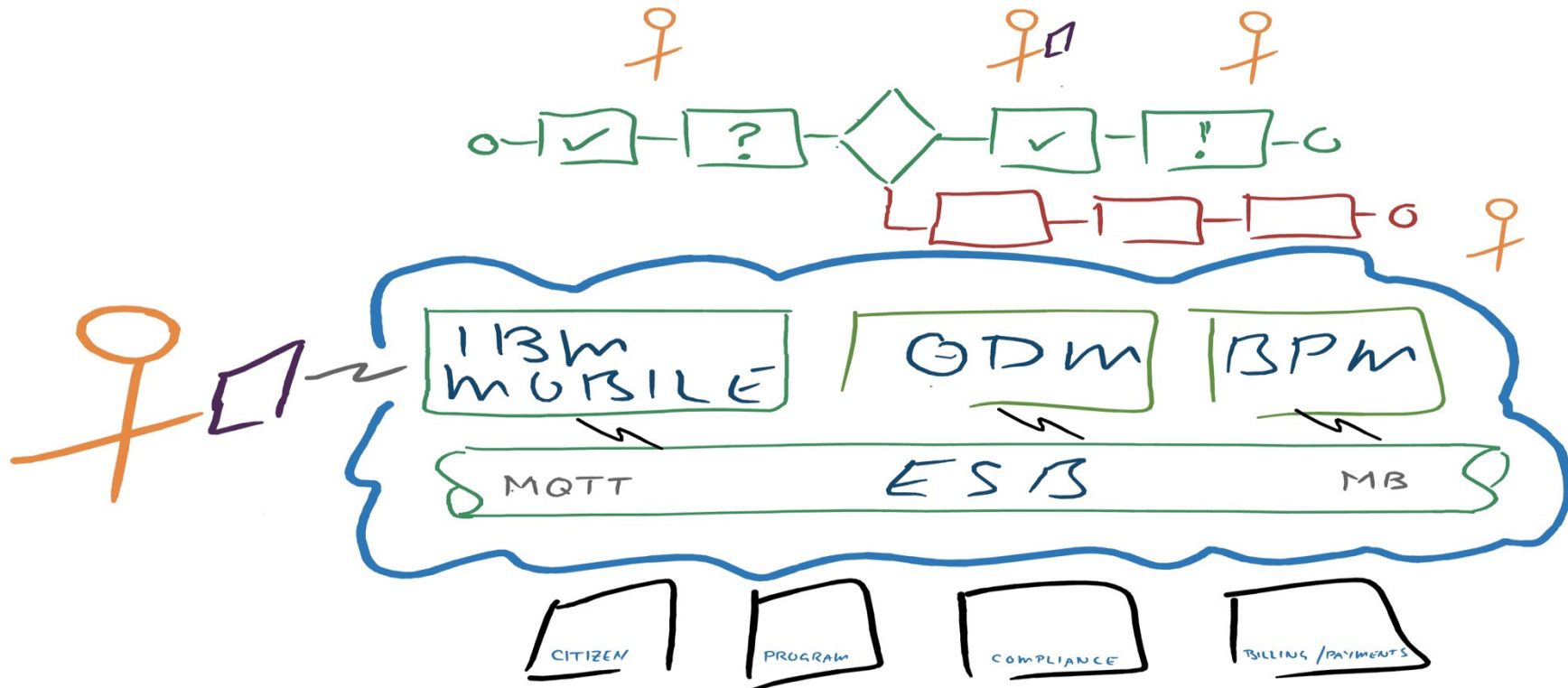
Mobile application behavior managed by business rules

Instant

Key Differentiator #9 - Flexible Smarter Decisions



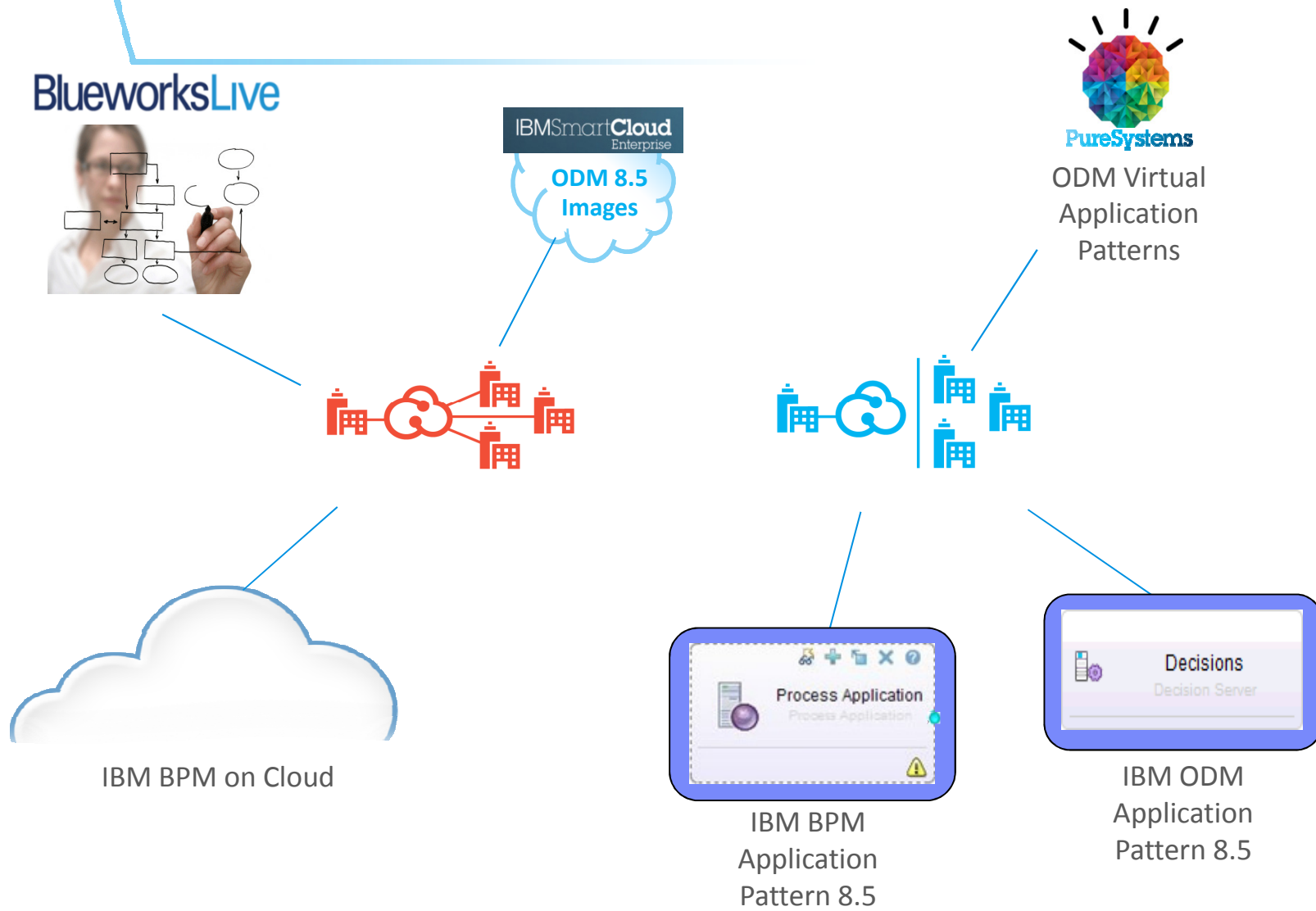
- Start small, scale across functionality, buy what you need, implement only what you need.
- Seamless onboarding of new business channels, IBM provides a layered approach
- Reuse your investment across new business units
 - Control re-occurring cost models



Key Differentiator #7 - IBM ODM in the Cloud



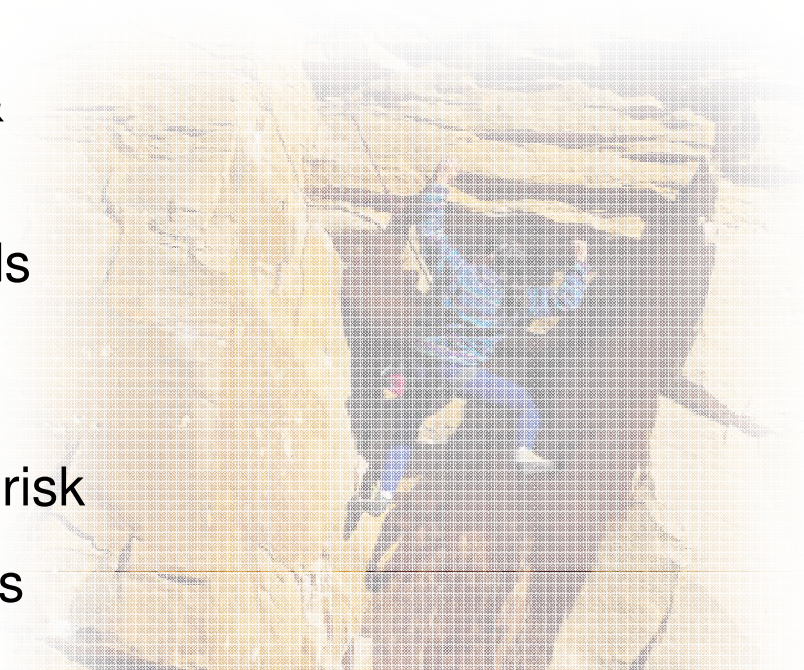
- ODM Platform as a Service (PaaS) environment on SmartCloud



Achieving Smarter Process Visibility through Monitor *(Business Activity Management)*



- Process exceptions waste resources & increase costs
- Ineffective inventory management leads to lost sales
- Poor response time results in lower customer satisfaction and exposure to risk
- Supply chain disruptions increase costs

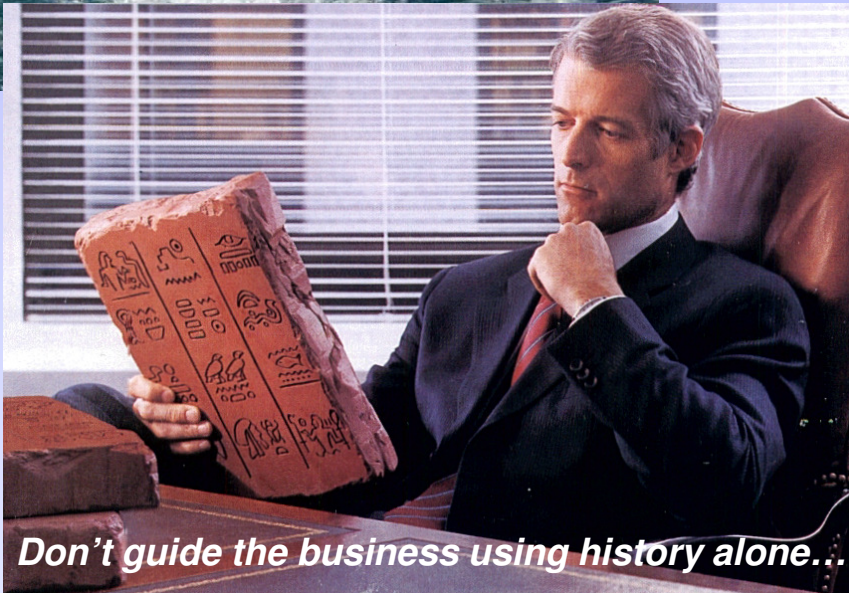
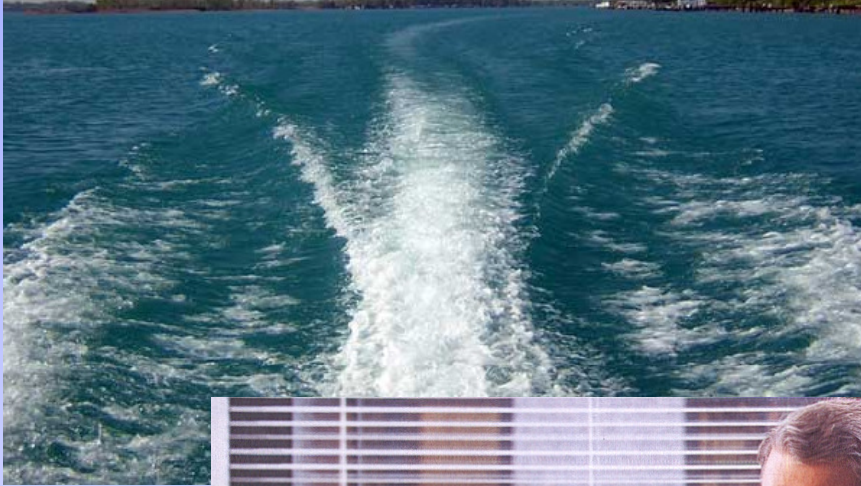


“All I wanted to do was see a better slice of our (real-time) call center queue numbers. IT basically said they could not do that.”

“I can only READ what WAS going on, not SEE what IS going on. I don't get timely reports, and when I need a different kind of report or view of data, I have to request it from IT and then wait.”

“When something goes wrong, I may not know about it until after a severe negative impact. I can't catch problems before they occur. Even when I'm aware of bottlenecks, I can't easily shift work to get around them. When I make changes in workflow, I'm not sure that it makes a difference.”

Don't steer the ship by looking at the wake...



Don't guide the business using history alone...

View and control your business in real-time.



- **Monitor metrics, KPIs & business situations in real-time**
- **User customizable dashboards to ensure targeted, relevant information**
- **Predict future values of KPIs based on historic and cyclic trends**
- **Trigger alerts when actual or predicted values indicate a problem**

The screenshot displays the IBM Business Monitor interface, which includes a 3D bar chart, a pie chart, an alerts table, and a loan application instances table. Callouts highlight key features: 'Identify trends, forecast events, make smart choices' points to the 3D bar chart; 'Understand up-to-minute business performance by monitoring KPIs' points to the pie chart; 'Detect, respond rapidly to change' points to the alerts table; 'Continuously improve key business processes' points to the loan application instances table; 'Customize dashboards easily' points to the dashboard layout; and 'Leverage mobile devices' points to a smartphone displaying the dashboard.

Identify trends, forecast events, make smart choices

Understand up-to-minute business performance by monitoring KPIs

Detect, respond rapidly to change

Continuously improve key business processes

Customize dashboards easily

Leverage mobile devices

Alerts	Subject	Date and Time
<input type="checkbox"/>	Delayed Underwriting Alert	June 24, 2008 1:47:35 PM
<input type="checkbox"/>	Delayed Underwriting Alert	June 24, 2008 1:47:35 PM
<input type="checkbox"/>	Delayed Underwriting Alert	June 24, 2008 1:47:35 PM

Loan ID	Status	Size of Loan	Associate ID	Loan Account Number	Loan Document No
1000	Error	750,000	Sheril Holmes	92,658,362	
2000	Processing	10,000	Steve Haskley	12,345,678	
3000			Steve Haskley	12,345,678	
			Paul Lyon	56,345,234	
			Paul Lyon	56,345,234	
			Paul Lyon	38,355,932	
			Paul Lyon	38,355,932	
			TW Capner	65,728,465	

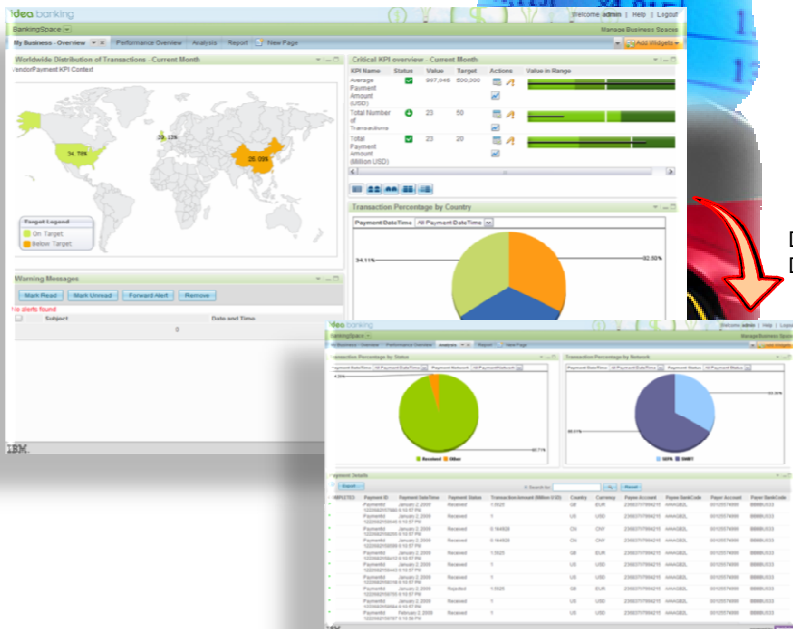
Financial Management
(SOX Compliance)

Product Lifecycle Management
(Category Line Extension)

Supply Chain
(Inventory Management)

Human Capital Management
(Employee Self-Service)

Marketing, sales, and services
(Order Management, Contact Center Optimization)



- Opportunities exist across many scenarios to **optimize processes based on activity visibility**
- **End to end business operations view, with drill down to specific instances**
- **Monitor consumes events across disparate systems, correlates, summarizes relevant data**
- **Events from many sources can be monitored, including non-IBM systems**

- **Increases ROI** through real time business operational visibility and low implementation costs
- **Customizable Web 2.0 dashboards** enable business users to define new KPIs & alerts
- **Enterprise mobility** enables views of KPIs, metrics, real-time through Web interfaces, mobile devices and corporate portals.
- Built-in tools and runtime support for **integrated Business Activity Monitoring** of IBM Business Process Manager



Drag Widgets to create intuitive Dashboards



KPIs
This widget displays a dashboard with quantifiable measures designed to track the critical success factors of business processes.

Report Viewer
This widget displays a dimensional report.

Alerts
This widget displays a dashboard with alert notifications of predefined situations occurring at run time.

Instances
This widget displays a dashboard with the available monitoring context in either individual instances or user-defined groups of context instances.

BusinessSpace
JKLending

Key Performance Indicators | Operational | Welcome | Analysis | Overall | Utilities | Work management

Analysis by underwriter

General KPIs

- Avg # Days Late: 4, 6, 8, 10
- Jumbo Loans Percentage: 24%, 36%, 48%, 60%
- Average Document Processing Time: 6 h, 9 h, 12 h, 15 h

Alerts

- Delayed Underwriting Alert: June 24, 2008 1:47:43 PM
- Delayed Underwriting Alert: June 24, 2008 1:47:40 PM
- Delayed Underwriting Alert: June 24, 2008 1:47:35 PM

Task duration KPIs

- Average Credit Check Duration
- Average Underwriting Duration
- Average Closing Delay
- Average Credit Checking Time
- Average Funding Time

Loan application instances


Loan ID	Status	Size of Loan	Associate ID	Loan Account Number	Loan Document MC
1000	Error	750,000	Sheril Holmes	92,658,362	⚡
2000	Processing	10,000	Steve Haskey	12,345,678	⚡
3000	Processing	10,000	Steve Haskey	12,345,678	⚡
4000	Processing	200,000	Paul Lyon	56,345,234	⚡
5000	Processing	200,000	Paul Lyon	56,345,234	⚡
6000	Rescinded	200,000	Paul Lyon	38,355,932	⚡
7000	Completed	200,000	Paul Lyon	38,355,932	⚡
8000	Completed	525,000	Tim Copner	85,728,465	⚡

Business news - CNNMoney.com

- What Obama means by tax the wealthy: President Obama wants to raise taxes on high-income taxpayers...
- Stocks turn mixed: Stocks erased losses, with investors taking tentative steps back after the previous session's battering, as fears about...
- Oil touches record above \$142: Oil prices surged to record high above \$142 on a weak dollar and supply concerns, but later erased most of the gains.
- Don't blame the oil 'speculators': 'Make no mistake about it,' U.S. Rep. Bart Stupak, D-Mich., said Monday while chairing a meeting of the House Energy and...
- Stimulus sends personal income surging: Personal income surged in May as the government's stimulus payment plan to jump-start the economy took effect, according...

powered by WebSphere

Palette of Widgets for Business Monitoring

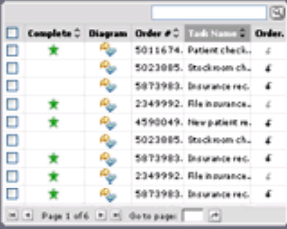
KPIs
This widget displays a dashboard with quantifiable measures designed to track the critical success factors of business processes.



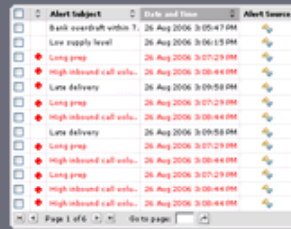
Report Viewer
This widget displays a dimensional report.




Alert Manager
This widget enables you to subscribe and unsubscribe to alerts and select the type of notification you would like to receive




Instances
This widget displays a dashboard with the available monitoring context in either individual instances or user-defined groups of context instances.



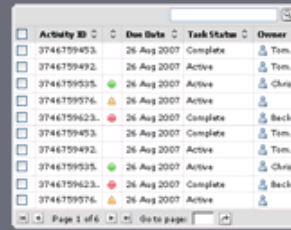
Alerts
This widget displays a dashboard with alert notifications of predefined situations occurring at run time.



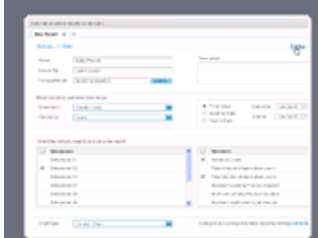
KPI Manager
This widget enables you to work with key performance indicators (KPIs) directly from the dashboard interface.



Diagrams
This widget displays a dashboard with diagrams and instance diagrams associated with a context.

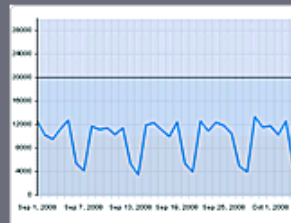


Human Tasks
This widget displays a dashboard with human tasks running inside any Business Process Execution Language (BPEL) process



Report Designer
This widget allows for creating a simple dimensional report.

Widget Palette For Users to Customize their Business Space



KPI History and Prediction
This widget displays a dashboard with a history of KPI values and predictions for future time periods.

Role-based business space templates span multiple products based on iWidget specification

■ Author/Edit KPIs

- Based on fields tracked
- Set targets / ranges
- Set time basis
- Also supports prediction

■ Author/Edit Reports

- Based on Cognos 10 BI
- Measures & Dimensions
- Rolling time periods
- Choice of chart types

■ Author/Edit Alerts

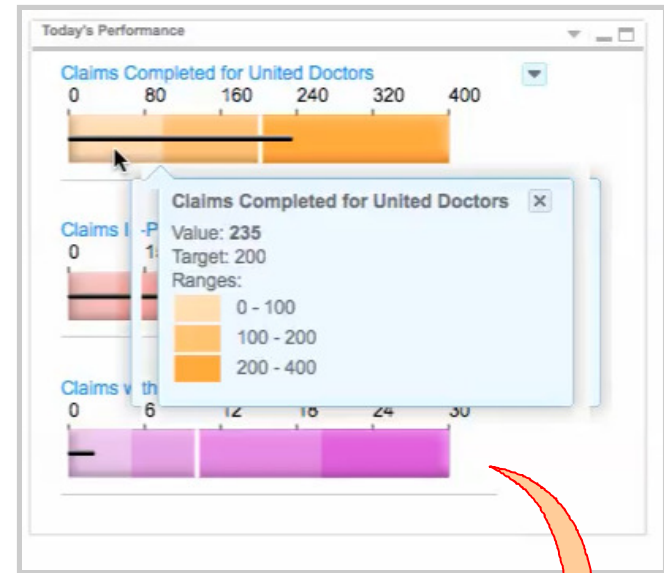
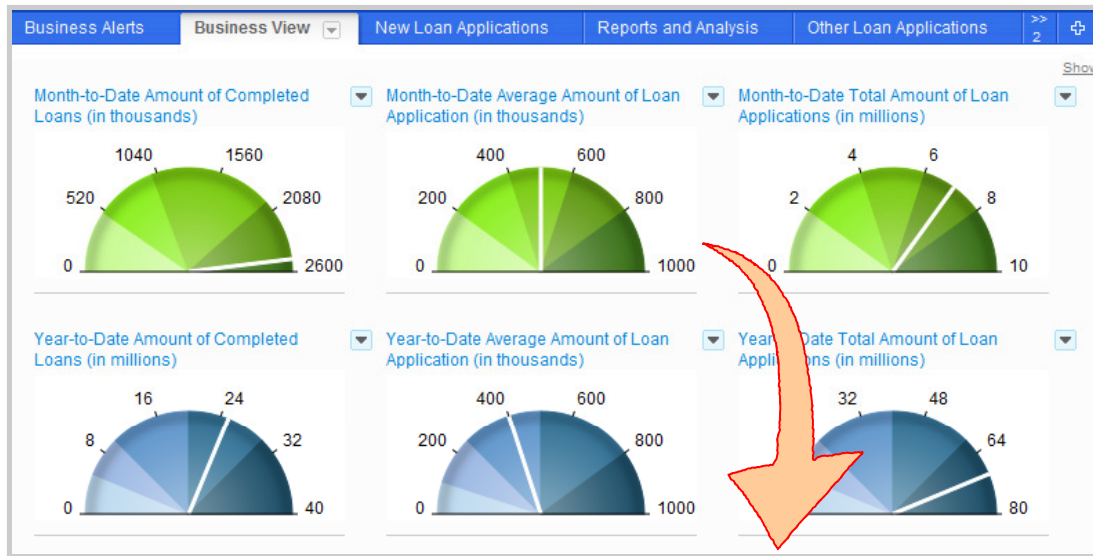
- Reactive (something just happened)
- Proactive (something is predicted to happen)



Key Performance Indicators



Determine business performance compared to expectations



KPI Properties

Name | Definition | Range | Other | Preview

Operator: Average

Time reference: None

Data filter (Limits data to instances which match the specified criteria)

Add

Metric: Provider | Operator: equals | Value: United Doctors | Case sensitive:

“Power Users” can add/change KPIs without ongoing IT involvement

Instances

Diagram	Loan ID	Loan Type	Size of Loan	Rate	Status	Loan Document MC	Assoc	Credit Check Durati
	11000	Jumbo	525,000	5.375	Completed			2 h, 0 m, 0 s
	18000	Conforming	10,000	5.875	Processing			4 h, 0 m, 0 s
	21000	Conforming	200,000	5.5	Rescinded			8 h, 0 m, 0 s
	6000	Conforming	200,000	6	Processing		Paul Lyo	16 h, 0 m, 0 s
	1000	Conforming	350,000	6.125	Completed		Jane Parsons	9 h, 0 m, 0 s
	8000	Conforming	200,000	6	Processing		Paul Lyo	16 h, 0 m, 0 s
	7000	Conforming	200,000	5.5	Rescinded		Paul Lyo	8 h, 0 m, 0 s
	14000	Conforming	350,000	6.125	Completed		Jane Parsons	9 h, 0 m, 0 s
	15000	Conforming	350,000	6.25	Completed		Jane Parsons	2 h, 0 m, 0 s
	23000	Jumbo	525,000	5.375	Completed		Tim Copner	12 h, 0 m, 0 s

Page 1 of 3 | Go to page: | Results 1 to 10 of 23

“Drill to Instances” to check for values aggregated into the KPI.

KPI tracking with Instances



HSS_Hiring
KPI - 1

HR Instances Req Analysis Req Analysis Dim HR Diags HR KPIs HR Gen Rept Report Design Tools Edit Page

Reqs Status KPIs

Find job candidates Count (1)

HR Open New Position Count (1)

Notify hiring manager Count (1)

Requisition terminated Count (1)

Req Timing KPIs

Appr-Rej Avg Total Time (1)

New Pos Avg Total Time (1)

Submit Req Avg Total Time (1)

Submit Req Avg Wait (1)

Instances

Export ... Show

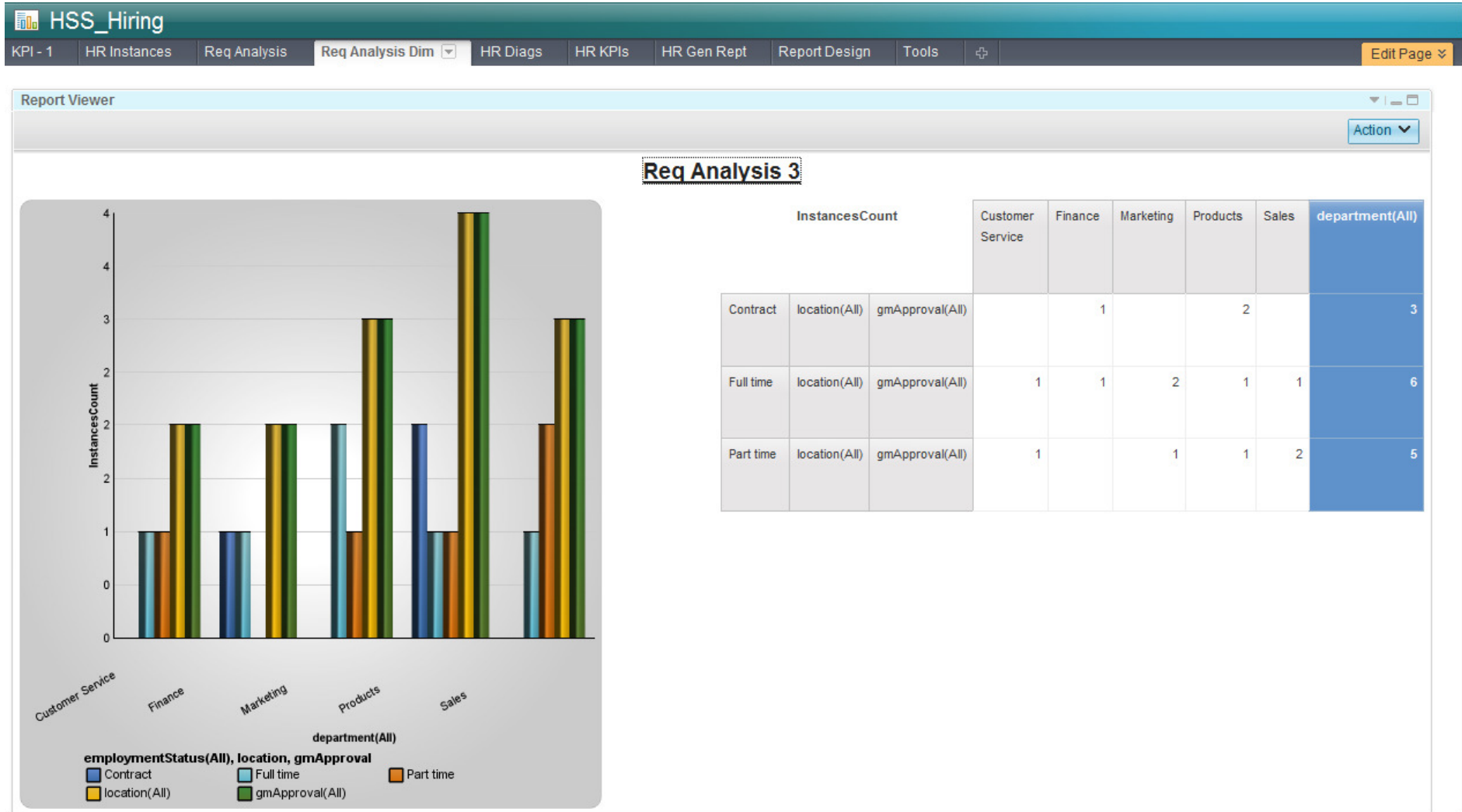
HR Open New Position

reqdate	hiringManager	employmentStatus	gmApproval	jobTitle	location	startDate	payLevel	payType	positionType	gmComm
March 5, 2012 10:35:04 AM	Tim Winston	Full time		Mktg consultant	Atlanta	March 11, 2012 11:00:00 L...	2	Exempt	Existing	
March 5, 2012 10:39:26 AM	Roger Tills	Part time		Sales Assoc	Boston	March 18, 2012 11:00:00 L...	3	Exempt	Existing	
March 5, 2012 10:42:41 AM	Wallace House	Part time	Approved	Cust Experience Specialist	Atlanta				New	
March 5, 2012 10:48:11 AM	Tracy Clarence	Contract	Rejected	Financial Analyst	Boston				New	not happe
March 5, 2012 10:54:05 AM	Larry Straight	Contract	Rejected	Product Line Supervisor	Boston				New	too soon
March 5, 2012 11:07:45 AM	Sam Edwards	Full time		Finance consultant	Austin	March 25, 2012 11:00:00 L...	5	Exempt	Existing	

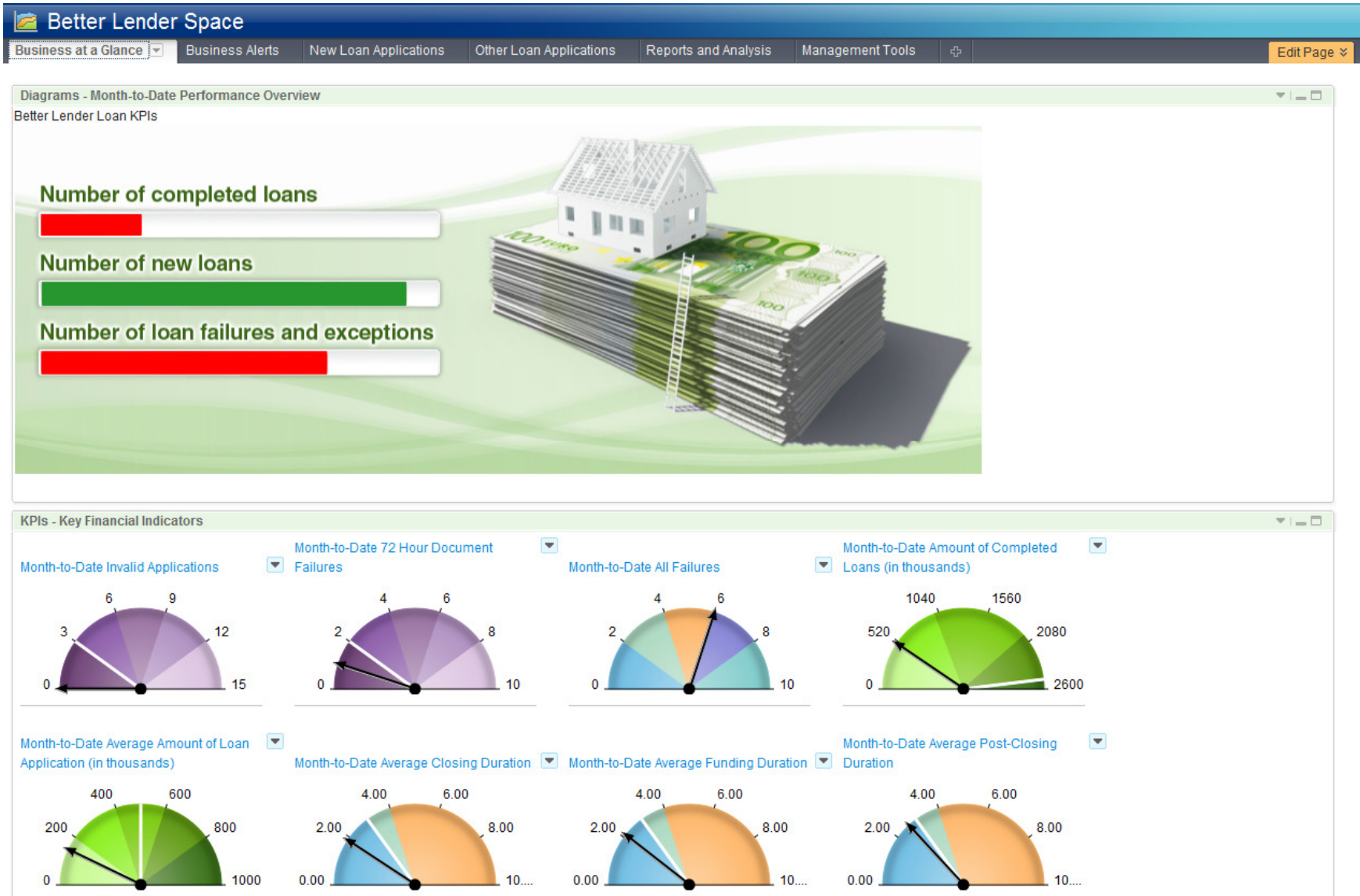
67

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Dimensional analysis with Cognos report widget



Custom annotated diagram & KPIs



Making People More Effective



Monitoring and invoking process changes through multiple channels

- **Access to information from anywhere** to manage the business
- **Multi-channel support**, including lightweight Web interfaces, desktop gadgets, and mobile support
- **View KPIs, metrics, task assignment, and more through the mobile interfaces**
- **Manage processes on the go**



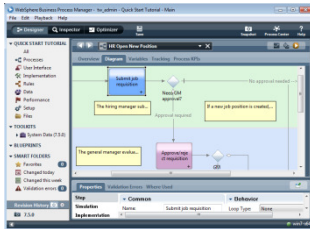
Excel on the Desktop or within Web Dashboard

Desktop through Google Gadgets

Event Sources for Business Monitor



Monitor your business processes, regardless of where they run



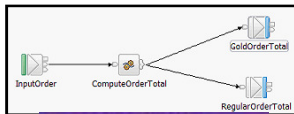
IBM BPM
(BPMN & BPEL)



WebSphere
ILog Jrules*



WebSphere
MQ Workflow



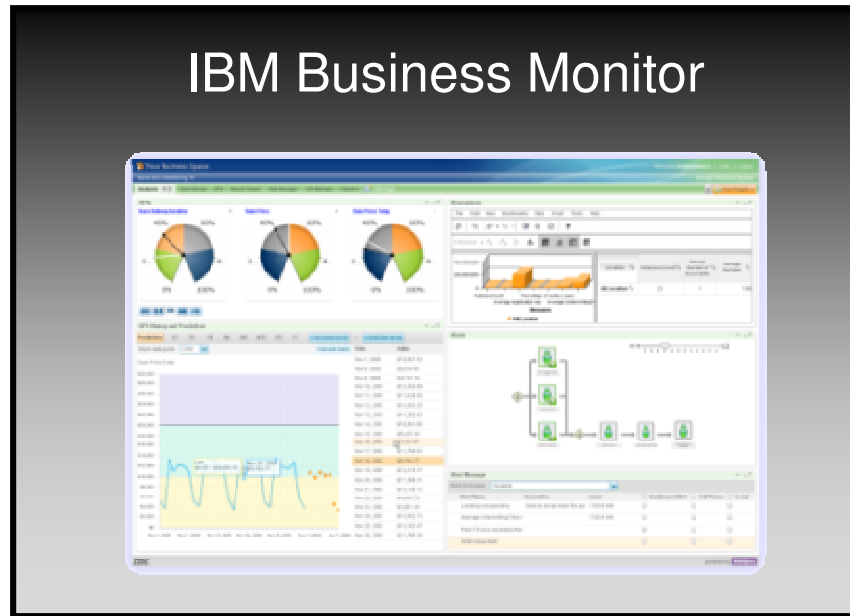
WebSphere
IIB, (Msg Broker & ESB)

Sterling Commerce
An IBM Company

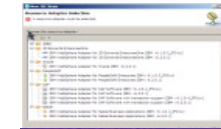
Control Center*

Information Management

Case Manager
Filenet BPM



IBM Business Monitor



WebSphere Adapters:
SAP, PeopleSoft, etc.

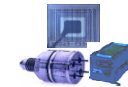


CICS

Information Management

IMS

IBM Intelligent Operations Center



WebSphere
Sensor Events



WebSphere
MQ FTE*



WebSphere
Operational Decision Management*



WebSphere
DataPower XI50

Third Party Applications with JMS, MQ, REST

Journey to Smarter Process Excellence



Think Big. Start small. *Grow Fast.*

3 Transform Across and Beyond the Enterprise

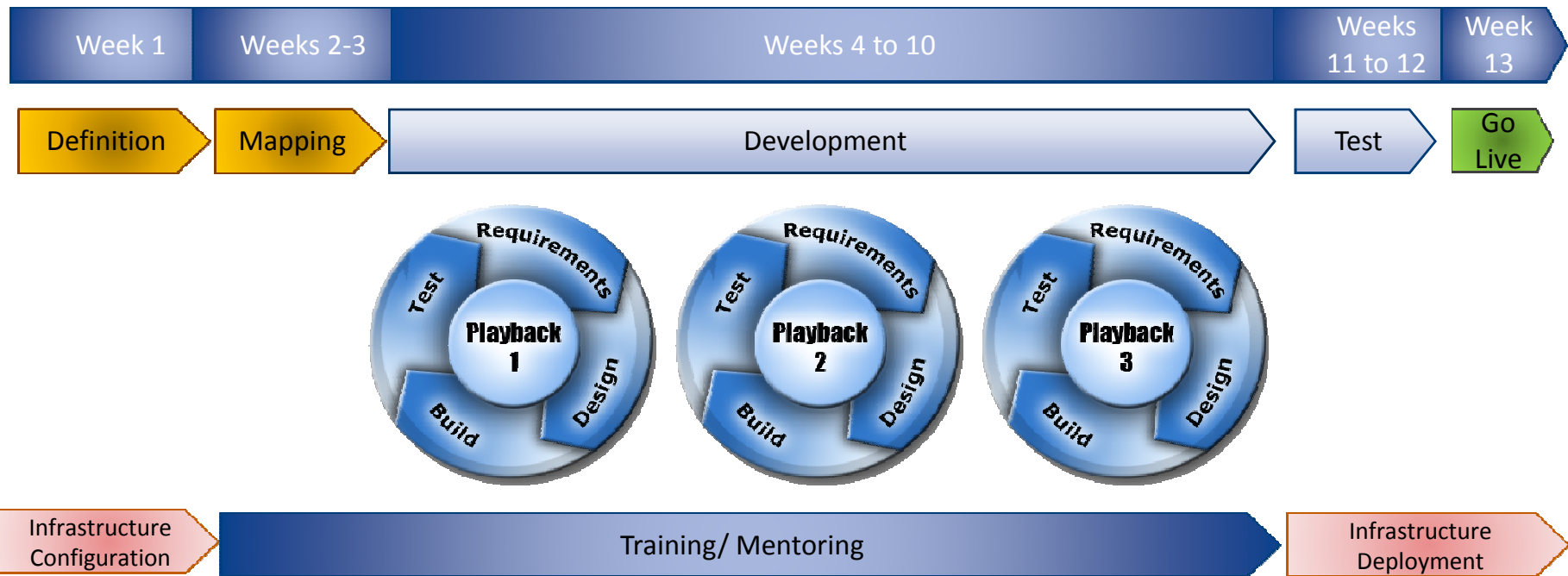
2 Establish a Program

1 Build Project-Based Credibility

Project to Program
to Transformation

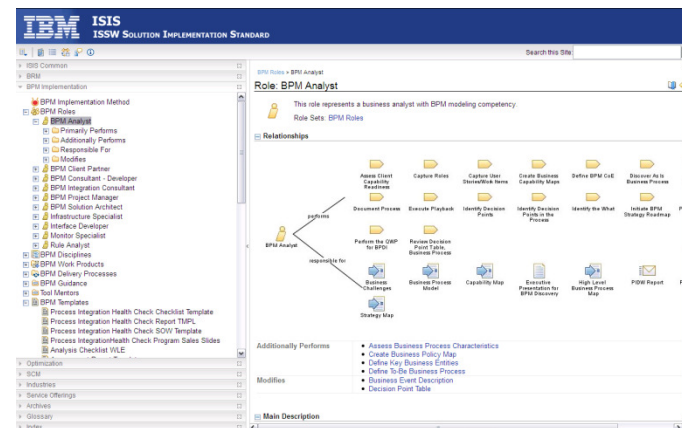
Key Differentiator #10 - Agile Methodology

*



Support Business and IT users to
Quickly define, test, and deploy complete BPM solutions

- ✓ Minimal IT skill requirement
- ✓ Playback and test exactly how the process will run
- ✓ Iterate quickly on different process designs



Proven BPM Methodology over 500+ Projects based RUP and Agile Development

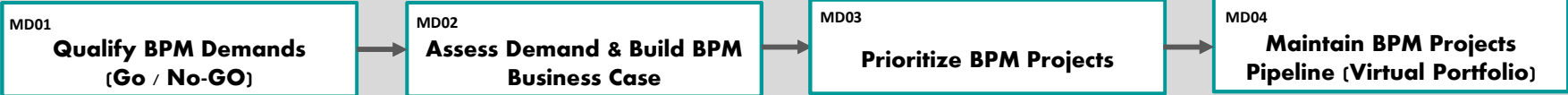
Key Differentiator #10 – BPM CoE

Generate & Manage BPM Demands

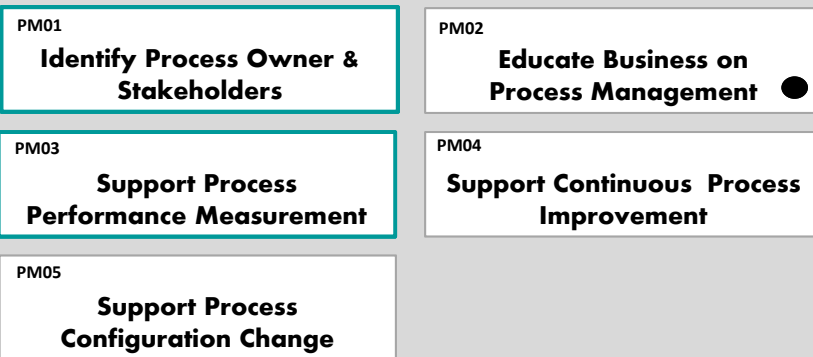
Generate Demands



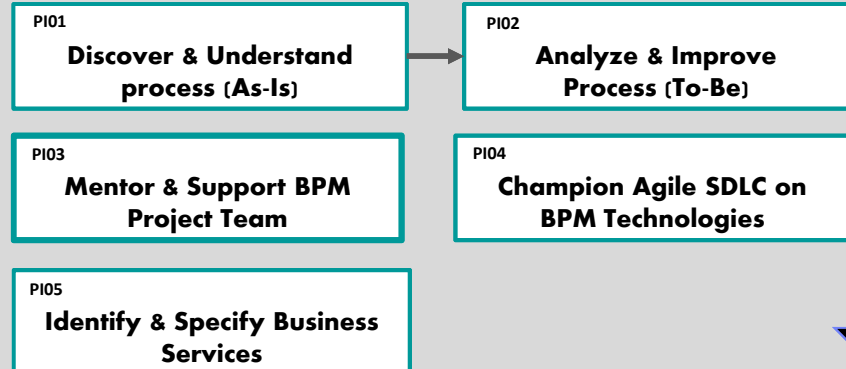
Manage Demands



Support Process Management

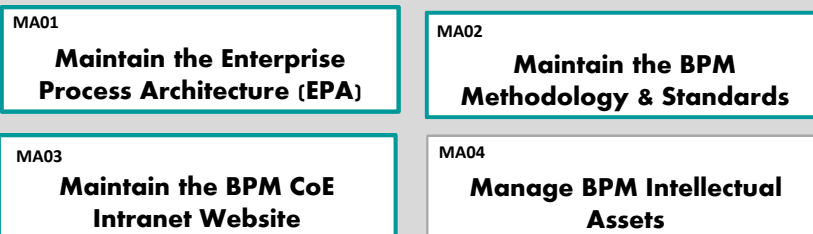


Support Process Improvement Projects

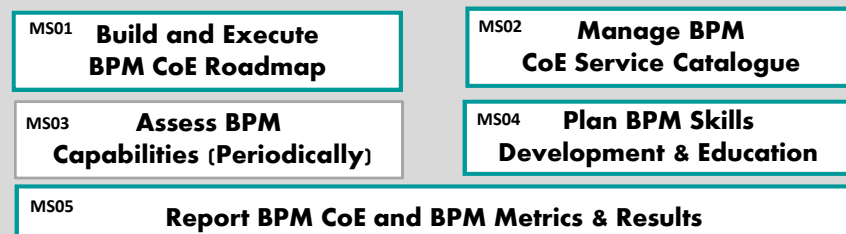


GOVERN BPM

Maintain BPM Assets



Manage BPM Strategy



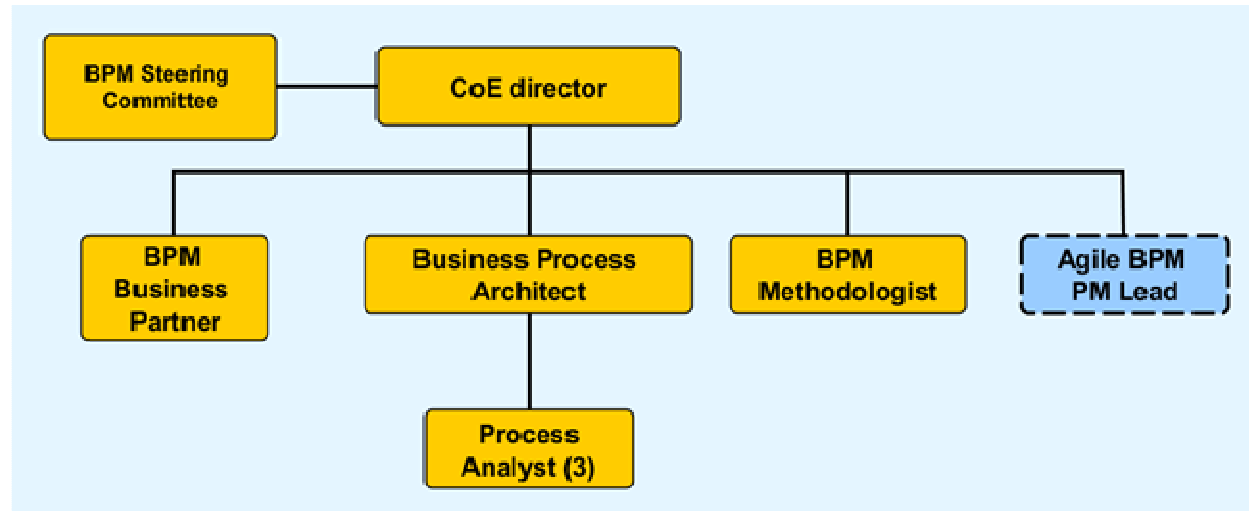
oration

Key Differentiator #10 – BPM Centre of Excellence (CoE)

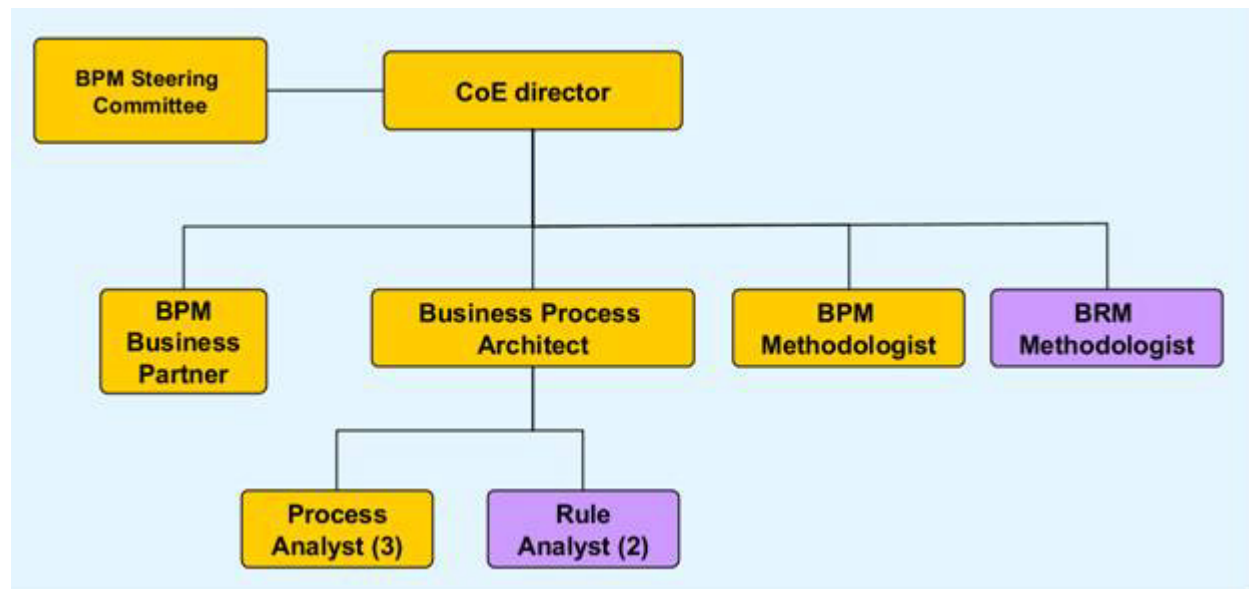


How should the CoE be organized internally? Org charts, RACI charts...

Short-term organization
After 12 months



Long-term organization
After 24 months



IBM BPM Practice Jumpstart, Mentoring, Best Practices for COE Establishment

IBM Industry Consulting and Expertise



BPM Industry Solutions and Smarter Process Center of Competency

Client Value

*Solution accelerators for best practices of common industry processes
Access to subject matter experts with deep industry, process and technical expertise*

What's New?

BPM Industry Solutions

Targeted accelerators and process road maps for specific industry challenges. The new Industry Solutions are part of a larger initiative to build out industry frameworks based on best practices. Targeted industries include Banking, Insurance, Financial Markets, Healthcare and Industrial.

Smarter Process Center of Competency

Cross-IBM Center of Competence focused on supporting sales, solutioning, and delivery of Smarter Process engagements worldwide.

The CoC helps clients take advantage of the full capabilities of IBM, from domain specific expertise to global delivery centers, leveraging the most proven methods in the industry.



ISIS Licensing through On Demand Consulting



Experience the On Demand Consulting expanded portfolio of services

Client Value

Reduce Costs, errors and need for specialized skills by leveraging proven implementation patterns

What's New?

On Demand Consulting Subscribers now get access to ISSW Solution Implementation Standard (ISIS)

Secured access to the methodology and web site including a comprehensive repository of best practices (more than 7,000 pages) of artifacts, templates, how to, guidelines, tool mentors, checklists, including the detailed definitions of standard services offering such as Discovery Workshop, Quick Win Pilot, Health Check



New and enhanced versions

IBM On Demand Consulting for Business Process Manager

IBM On Demand Consulting for Operational Decision Manager

IBM On Demand Consulting for Business Monitor

IBM is the Proven Leader in All Aspects of BPM



#1 in BPMS Market Share. #1 in Latest 2014 Magic Quadrant

IBM was named the #1 vendor in BPMS software with a 27.1 percent share, **almost triple** that of its closest competitor*

Largest Customer Base

Over **5000** BPM customers worldwide and growing

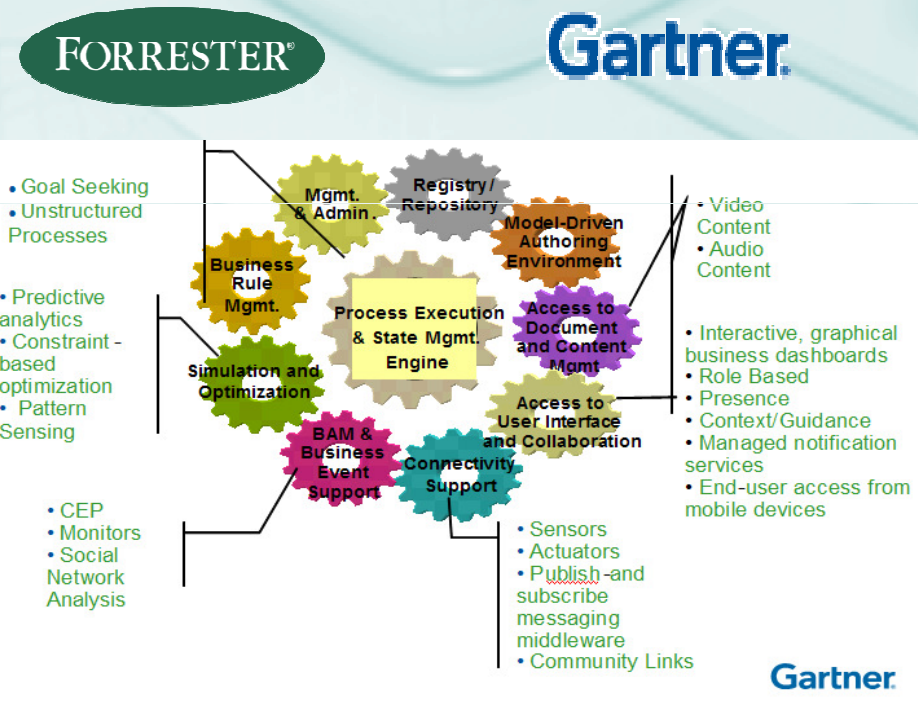
Strongest Ecosystem

Over **1000** certified business partners

Unparalleled expertise

Over **16 years** of industry leadership

IBM is the only enterprise BPM vendor as Leader in Gartner & Forrester



*Source: IBM Press Release; <http://www-03.ibm.com/press/us/en/pressrelease/37376.wss>

IBM Is Your Partner Of Choice For Business Agility

#1 in Connectivity

#1 in Application
Integration Middleware

#1 in Business
Rules

#1 in IT Operations
Management

#1 Overall Software
Development Platform

#1 Solution for Boosting
Software Team
Collaboration

#1 in SOA

#1 in BPM

धन्यवाद

Hindi

多謝

Traditional Chinese

ขอบคุณ

Thai

Спасибо

Russian

Gracias

Spanish

Thank You

English

شكراً

Arabic

Merci

French

Obrigado

Brazilian Portuguese

Grazie

Italian

多谢

Simplified Chinese

Danke

German

நன்றி

Tamil

ありがとうございました

Japanese

감사합니다

Korean