IBM® **Information Management** software

IBM FileNet Business Process Manager

Overview

- *Streamline the accounts payable process to handle more invoices quickly, easily and accurately to improve cash flow and fiscal responsibility.*

- *Capture and review an insurance policy in minutes and automate the flow of the policy through different departments to improve employee efficiency and reduce the per-policy cost.*

- *Integrate seamlessly into a service-oriented architecture by utilizing Web services in your processes and publishing them again as Web services.*

Processes define how you run your business and how you differentiate yourself from your competition. Simple or complex, hundreds of processes weave through your business every day, and set the pace of your operations. Managing the flow of work and information along these process paths determines the speed, agility and quality of decision making, and ultimately affects how well you are executing against business objectives and goals. Streamlining and optimizing these processes contributes to the success of your organization.

Business processes involve people, systems and content. Only when they work together in an automated environment can maximum productivity and value be realized. Furthermore, optimized processes strengthen your ability to react quickly to changing market conditions and customer requests while ensuring regulatory compliance. Bottom line, better processes continuously improve and enhance the performance of your business to give you a competitive advantage.

Many challenges need to be overcome before these objectives can be met. Many existing processes are still done manually, making them difficult to optimize and standardize. They may also be partially automated but locked within disconnected application silos. They are not easy to modify when conditions change. Worse, business managers who own these processes have little visibility and control over them. All of this limits productivity, slows cycle and response times, hinders regulatory compliance, and makes it difficult to accurately account for how decisions are made.

Companies utilizing the right Business Process Management (BPM) capabilities are conquering these challenges to gain a true competitive edge by automating, integrating and optimizing critical business processes at every level of their organization. They are doing so with IBM FileNet Business Process Manager and its suite of products.

Managing the Full Process Lifecycle
IBM FileNet Business Process Manager controls and manages the flow of work throughout your business by streamlining, automating and optimizing business processes. It has the flexibility and scalability to handle the most complex business processes – involving millions of transactions, thousands of users and multiple business applications. IBM FileNet BPM helps shorten process lifecycles and automatically

- *Streamline the process of reviewing loan applications to reduce response time from days to just minutes, improving customer service levels.*
- *Automate the fulfillment of vital records requests to respond to constituents more quickly and with greater accuracy.*
- *Quickly move claims cases from discovery to settlement by implementing specific business rules to facilitate faster resolution and higher claims processing efficiency.*

manages process exceptions so you can react immediately to internal events or customer demands. While powerful, it is also easy to use, administer and deploy.

Best practices and business logic can be captured in the context of visual process models and reused, thereby shortening implementation time and increasing your speed-tomarket so you can seize new business opportunities.

IBM FileNet BPM provides process simulation and analysis so processes can be analyzed with historical data or through what-if analysis. This results in optimized process deployments with efficient use of resources. IBM FileNet BPM also provides real-time tracking and monitoring of business processes. Managers who own these processes can see how well their processes are running and respond to unusual or critical issues before they become serious problems. IBM FileNet BPM provides you with the means to:

- Reduce cycle times and improve productivity across the entire organization
- Lower total cost of ownership by connecting users and applications with a unified business process management infrastructure
- Enable the "real-time enterprise" by allowing users to better react to business events as they occur

Accelerated Decision Making

The moment of decision happens thousands of times a day and each

moment affects the velocity of your business. By streamlining and automating critical processes, IBM FileNet BPM allows you to optimize your operations and improve your ability to make fast and accurate decisions. By integrating content with business processes, all levels of your organization can make timely decisions based on the most accurate information available. These capabilities have delivered a significant return on investment for our customers including benefits such as:

- Improving productivity by 140%
- Decreasing decision cycle time from 7 days to just 7 minutes
- Automating the monthly payment of more than 30,000 invoices to streamline operations and take full advantage of early-payment discounts
- Reducing Human Resources costs by $1 million by providing employees with automated services and self-serve resources
- Saving $3 million a year by driving high-performance processes and optimized workflow throughout the organization

Combining Automation, Integration and Optimization for Increased Business Performance
Standard-based Process Modeling for Business
Provides business analysts with a Visio-based, easy-touse modeling environment to define BPMN-based process models that can be directly mapped to process definitions in XPDL.

Standards-based Process Design Tool

Web-based process design tool that can read and produce portable process definitions in XPDL. It provides reusable step palettes that can be extended and customized for various groups and industries.

Process Simulation

Enables simulation of processes based on real execution data or per assumed scenarios. It provides simulation animation and produces statistics on simulations that can be analyzed to identify process bottlenecks and optimize processes.

Process Tracking and Analysis

Ensures better business decisions by monitoring processes, and providing in-depth analysis of live and historical process information.

Event-Driven Processing

Increases the agility and responsiveness of business operations by automatically responding to transactions or business events as they occur.

Process Versioning & Easy Administration

Supports rapid deployment of improved processes while minimizing the impact on normal operations.

Fully Integrated Content Management

Seamlessly manages, stores and shares content that is part of the business process without the burden of integrating third-party tools or custom programming.

100% Web Based

Delivers a high level of easily accessible process functionality while minimizing deployment costs.

Process Flexibility

Provides a rich process definition environment that can accurately implement highly complex, interrelated processes with comprehensive functionality.

Support for Standard Platforms

Protects investments by integrating with other infrastructures using industry standards (J2EE, Web Services and XML).

Business Process Framework (BPF)

A user interface framework for rapid development and deployment of custom BPM applications. Ideal for case-based applications, it supports complex task management and provides a role-based, customized and personalized user experience.

eForms

Fully integrated with IBM FileNet eForms, which allows you to create smart, high-fidelity electronic forms for each human activity in your organization's processes.

Business Activity Monitor (BAM)

Provides visibility into the execution of business processes and overall organizational performance as measured per various metrics. Business managers can have their own customized dashboards, receive alerts, and if need be, can automatically or manually initiate action or workflows to remedy the problem.

Team Collaboration Manager

Fully integrated with IBM FileNet Team Collaboration Manager (TCM), which supports ad hoc activities that cannot typically be captured in a structured process. It provides features such as chat, live meeting, polling to support collaboration, and information sharing across teams.

SOA Support & Web Services Integration

Facilitates easy integration via Web Services. Processes can consume Web services and be published as Web services as well. Supports Web services standards and includes UDDI registry.

Business Rules Integration

Integrates with industry-leading Business Rules Management Systems (BRMS) via Web services.

Platform

- **Operating Systems**
  IBM AIX, Microsoft Windows, Sun Solaris, HP HP-UX, Red Hat Linux, Novell SUSE Linux

- **Databases**
  IBM DB2, Microsoft SQL Server, Oracle Database

- **Security Services**
  IBM Tivoli Access Manager, IBM Tivoli Directory Server, CA eTrust SiteMinder, Microsoft Active Directory, Novell eDirectory, Sun Java System Directory Server, Kerberos

- **J2EE App Servers**
  IBM WebSphere, BEA Weblogic, JBoss

- **Enterprise Portals**
  IBM Websphere, BEA WebLogic, Microsoft SharePoint, SAP NetWeaver

- **Storage Systems**
  IBM, EMC, Hitachi, HP, NetApp, Sun

- **System Management**
  IBM Tivoli, BMC Patrol, CA Unicenter, HP OpenView, Microsoft Operations Manager

Base

- **Content**
  - Classification
  - Publishing
  - Browse & Search
  - Document Review & Approval
  - Event & Subscription Model
  - Lifecycle Management

- **Process**
  - Process Engine
  - Process Designer
  - Process Analyzer
  - Process Simulator
  - Workplace Portal

- **IBM FileNet Expansions**
  - Business Process Framework (BPF)
  - Business Activity Monitor (BAM)
  - Process Modeler for Visio
  - Team Collaboration Manager
  - eForms for IBM FileNet P8
  - Capture Desktop
  - Image Services Resource Adapter (ISRA)
  - Web Site Manager
  - Image Manager Active Edition
  - Records Manager
  - Email Manager
  - Content Federation Services

Business Process Manager provides comprehensive process management along with advanced analytics and simulation. Expanded ECM capabilities can easily be added for managing Web content, large volumes of fixed documents, and for enhanced content management and connectivity.

IBM FileNet ECM solutions are built on IBM FileNet P8, a unified content, process and compliance platform that accelerates application development, increases operational flexibility and lowers total cost of ownership. IBM FileNet P8 provides interoperability to the widest selection of database, operating system, storage, security and Web server environments in the industry.

Business Process Manager is an ECM solution that allows companies and government agencies to automate, streamline and optimize their complex business processes. With this solution, processes supporting millions of transactions and thousands of users can be quickly deployed and easily modified so organizations can better respond to changing conditions.

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