

10 Advanced features every BPM solution should have



Market Overview

The dynamic nature of the market means new risks and challenges arise incessantly. Economic pressures and changing business needs demand a fundamental shift in the way companies approach business processes. They must streamline these processes in order to quickly respond to changing market conditions.

Business Process Management (BPM) is the key to meeting these challenges and creating highly efficient and responsive business processes. BPM is a type of management discipline that integrates people, content and enterprise applications by combining a process-centric and cross-functional approach.



About Business Process Management Software

Business Process Management Software (BPMS) eliminates the need for manual process chains and allows for better, faster, streamlined business processes.

With features to automate, simulate and monitor business processes, it helps organizations to determine future strategies. By optimizing information flows through its various components, such as a process designer, process engine, rules engine and process analytics, organizations can be more productive and increase profitability.

A process designer assigns logic to the process after analyzing it, with the process engine allocating automated activities to applications and manual operations to employees. The rules engine ensures that the process adheres to the business rules while process analytics provides feedback on process performance.

This e-Book helps companies to select the best BPM solution and take process improvement to the next level while keeping ROI in mind.

Some background on BPMS:

- BPMS emerged out of a desire for business processes to be automated, considering that traditional, manual methods of creating, conducting, and managing workflows became too cumbersome.
- Earlier workflow systems were developed employing a basic task list user interface to drive tasks around the organization, but they required a lot of customization to integrate with other applications.
- Document management vendors began integrating workflow into their software suites, but were bound by the processes defined within the suite and could not model or monitor beyond those capabilities.
- Application integration middleware helped lighten those process definition limitations, but made BPM projects very cost-prohibitive.
- The emergence of service-oriented architecture (SOA) was a boon to BPM, allowing app functions exposed as web services to be integrated into process activities without significant effort, and letting task lists be integrated into web pages, portals, and applets with relative ease.

A comprehensive Business Process Management software supports all iterative stages of the BPM lifecycle by offering a number of innovative technologies that allow you to define, model, simulate, deploy, execute, monitor, analyze, and optimize your organization's business processes toward the goal of improving agility and operational performance.

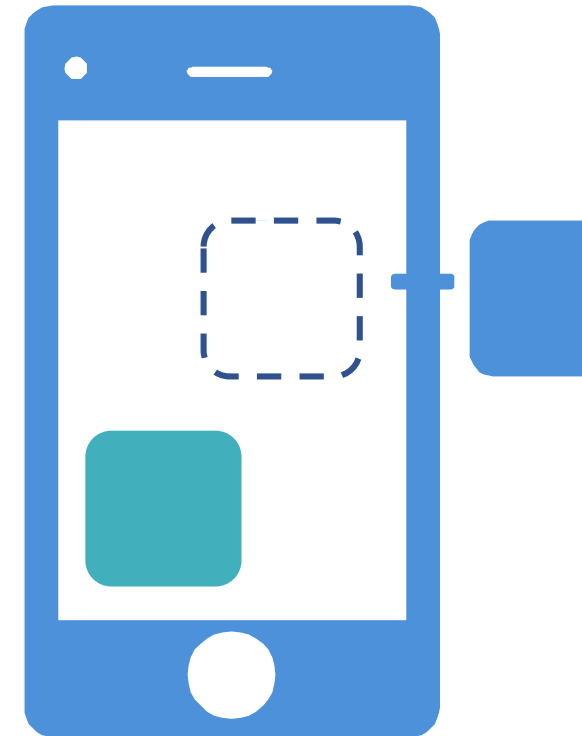
Where BPMS is headed:

- Business Process Management Software will continue to improve and increasingly be used across multiple services and applications, since interface standards continue to improve and organizations need to source application functionality from multiple vendors.
- The cloud is also impacting BPM, and a BPMS should be able to call services provided by cloud applications, providing all the necessary security capabilities to meet cloud computing requirements.
- BPM is also being offered as a service in the cloud, as dedicated implementations, hosted and managed by a service provider in multi-tenancy configurations, can become an expensive project.
- Social collaboration and historical data potentially allow for more accurate process development and optimization through crowdsourcing (though this is not optimal for every organization) and for mapping patterns in business processes to reflect actual process flow.
- Pattern recognition allows for predictive process creation, resulting in increasingly automated BPMS.

As the market evolves, capabilities that were once cutting edge become the default and new functionality becomes a differential. A flexible user interface has become a basic feature and should no longer be used to differentiate solutions. Focus instead on advanced modelling features and cloud deployment to get the best fit for your requirements.

The following basic features represent the minimum standard for a BPMS

Feature	Process Modeler	The most basic and must have feature. Modelling processes should be simple and intuitive for anyone in the organization to roll out a process in just a few hours. Most BPMS systems are insufficient as they lack simplicity and BPM projects fail due to this same reason.
	Workflow Automation	Automation eliminates errors in routing, completion, and delivery. The system creates an environment where processes can be completed in a fraction of the time it would take traditionally.
	Real-time Collaboration	With real-time collaboration you get the opportunity to work with people located in different parts of the world at the same time, on the same document, with visualization of changes in an instant.



The following Basic features represent the minimum standard for a BPMS



Feature	Business Rules Management	Business rules management allows business experts to define and maintain the decisions that guide systems behavior, reducing the amount of time and effort required to manage the process execution, and increasing the organization's ability to respond to changes in the business environment.
	Customizable User Interface	The user interface can be changed and optimized to users' preferences. This provides a user-friendly customer experience through an intuitive and customizable user interface while leveraging the BPM engine to implement more efficient processes.
	Instant Report Building	Reports help in decision-making by enabling us to assimilate both the process and participant perspectives. A KPI dashboard will provide a clear picture detailing the performance of every process and participant.

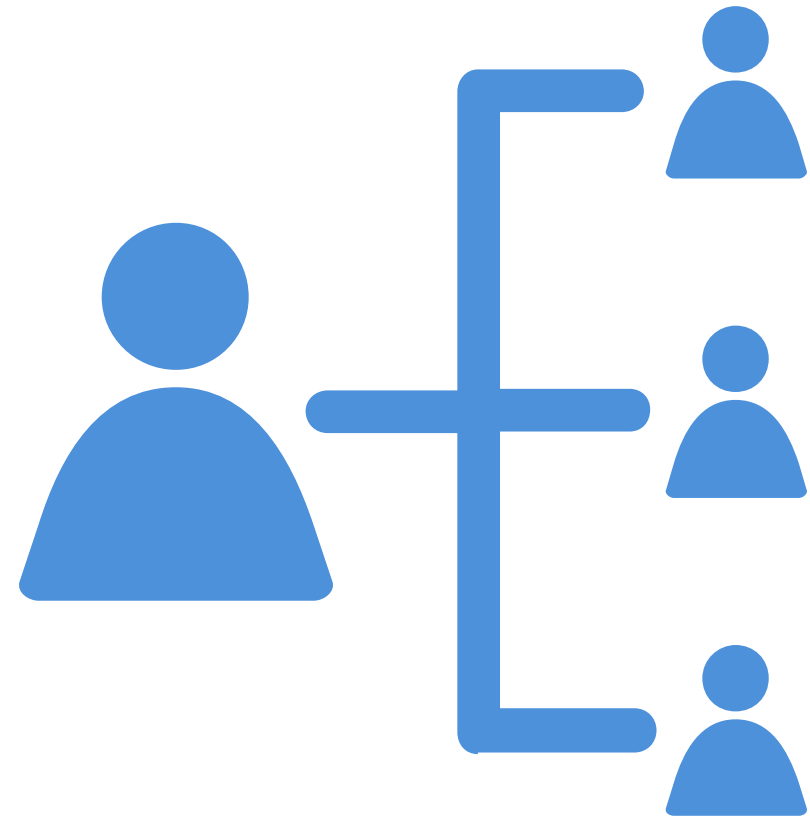
In addition to the essential features outlined above, the best BPM Software will also offer advanced capabilities. While you need to weigh which of these advanced features are most important to you in the short term, you also need to take into consideration what you will want to leverage in the future. These advanced capabilities offer the potential for you to surpass other organizations by taking process improvement to the next level – and break away from your competition.

Important advanced features to evaluate in a BPM Software include:

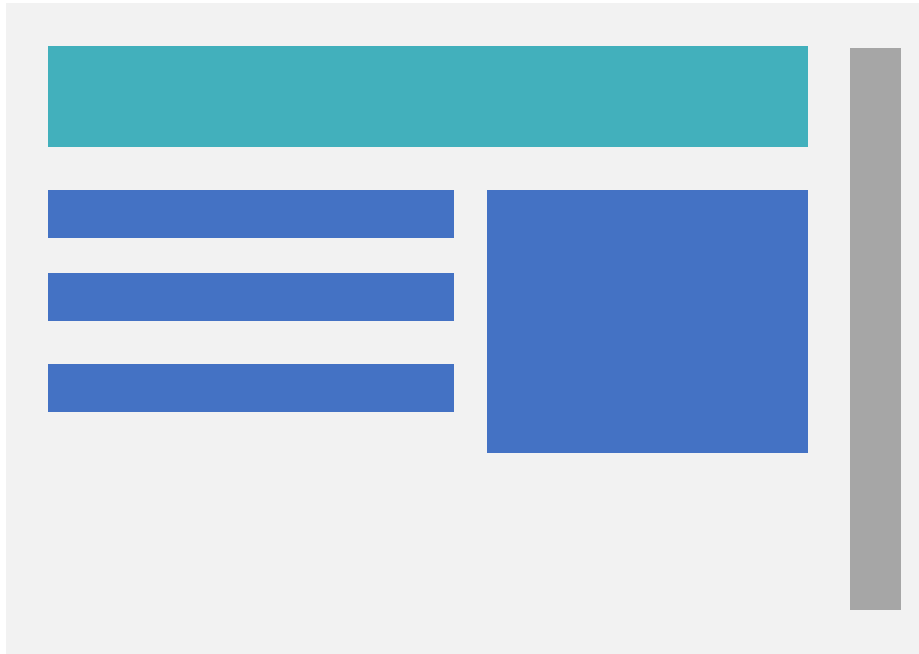
01 | Ad Hoc Workflows

Workflows can switch between automated and user-triggered events.

Processes are able to be revised while in flight and ad hoc processes can be added without IT intervention.



02 | Advanced Form Building



Forms created from workflows automatically reflect necessary processes and conditions.

Additionally, users can take advantage of the advanced form-building capabilities offered to customize the look and feel and create custom forms.

03 | Advanced Simulation

Test and optimize the performance of a process using historical data.

Advanced simulation capabilities enable constant improvement and optimization of business processes.



04 | Cloud Deployment



Tools can be delivered as software-as-a-service (SaaS) and data can be stored in the cloud.

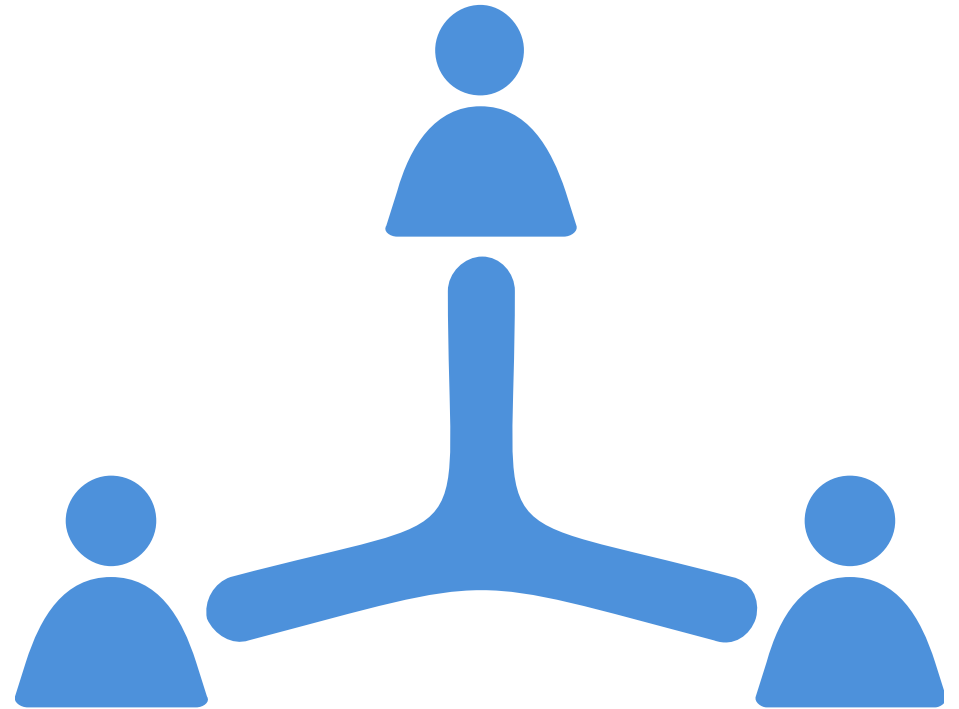
People no longer need to work from their desks. With cloud-based BPMS, people can access workflows from anywhere on the go.

Cloud-based BPMS saves you enormous amounts of time and money. Switch to the cloud !!!

05 | Advanced Modeling

Advanced modeling, fully compliant with BPMN 2.0, with multiple modeling views and multiple import/export templates.

The advanced modeling feature reflect the capability to capture complex business cases while ensuring operational coherence.



06 | Timeline Awareness



Workflows are able to monitor and analyze process completion time at both general and event levels.

07 | Process Analytics

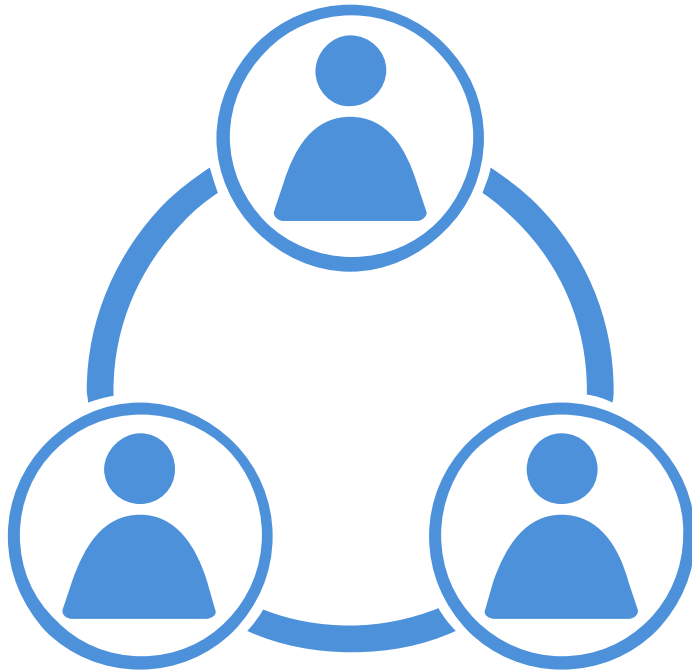
The system contains monitoring capabilities that allow for process analytics, capturing performance to be measured and viewed in dashboards.

Metrics and the analysis of metrics provide valuable information about process execution.

This information can be used to optimize business processes.



08 | Content Management



Information and documents are stored collectively and linked through the processes.

Business process workflows involve structured content, such as in forms, and unstructured content, like documents and attachments.

A BPMS that elegantly weaves together documents and forms within the workflow eliminates the need to switch between applications and provides a seamless experience.

09 | Dynamic Task Assignment

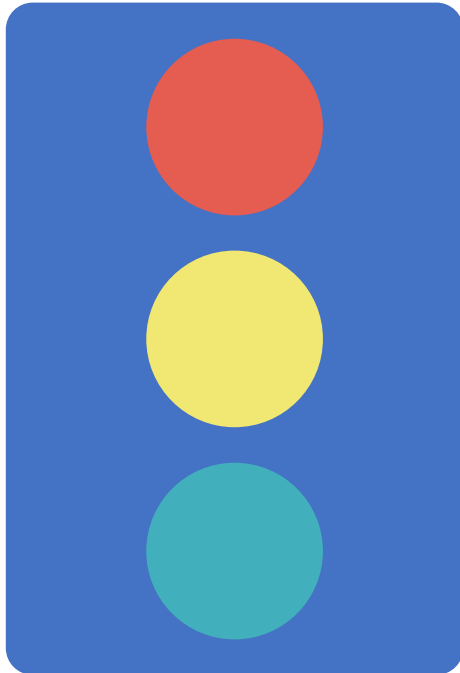
Dynamic task assignment capabilities promotes agility, automatic assigning resources for a task according their availability.

But when nothing goes as planned, you may also want to change the person currently assigned to a task.

A good BPMS should allow administrators to reassign users to tasks with ease as and when needed.



10 | SLA Status Indicators



Visual representation on the BPMS dashboard, depicting the status of every task in order to draw immediate attention to critical ones.

Color codes are the most used resources to represent the status:

Green: Tasks on time.

Yellow: Tasks almost at due date.

Red: SLA breach.

Now that you already know the **10 advanced features every BPM solution should have**, find out more about the most complete and innovative solution on the market for process automation and improvement, regulatory compliance and excellence in business process management.

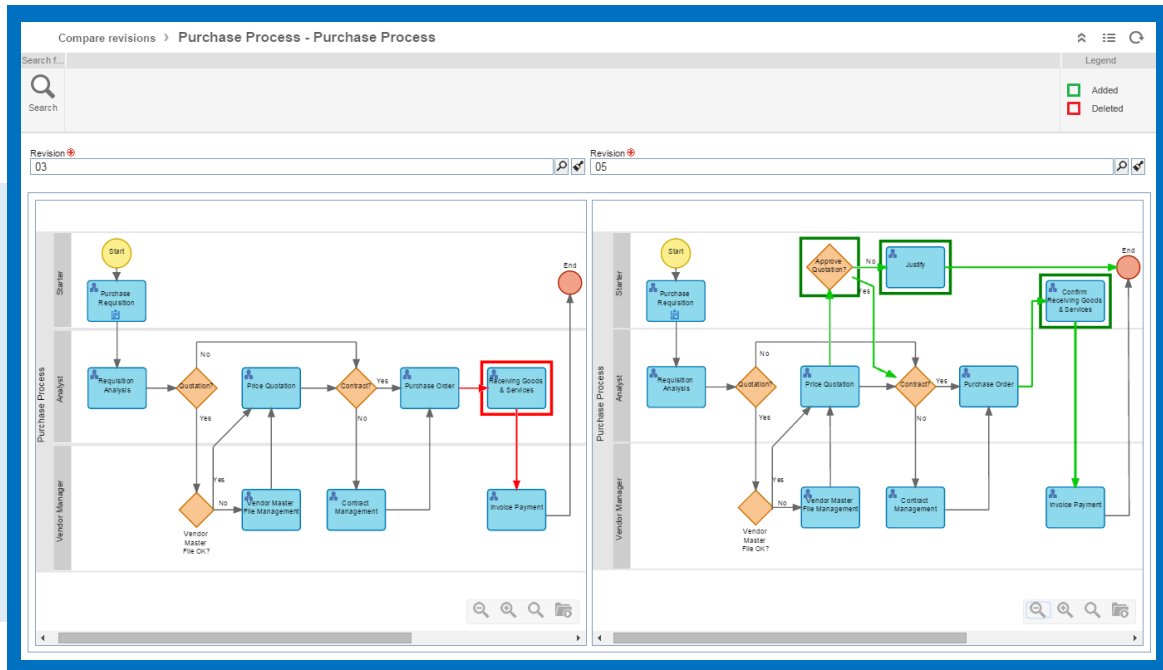
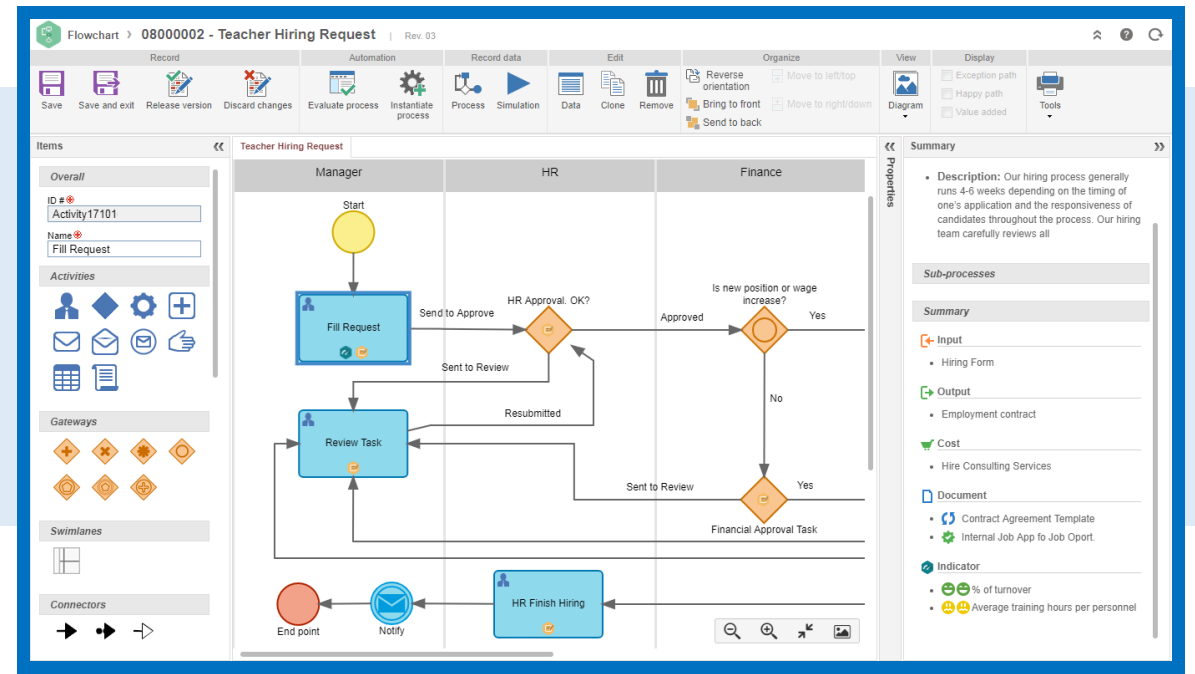


SoftExpert BPM

SoftExpert BPM improves the visibility and control of business processes with its human-centric and user-friendly interface. The solution promotes continuous improvement of processes across the entire organization. It manages every step of the lifecycle, from modeling and optimization to automation, execution, and monitoring.

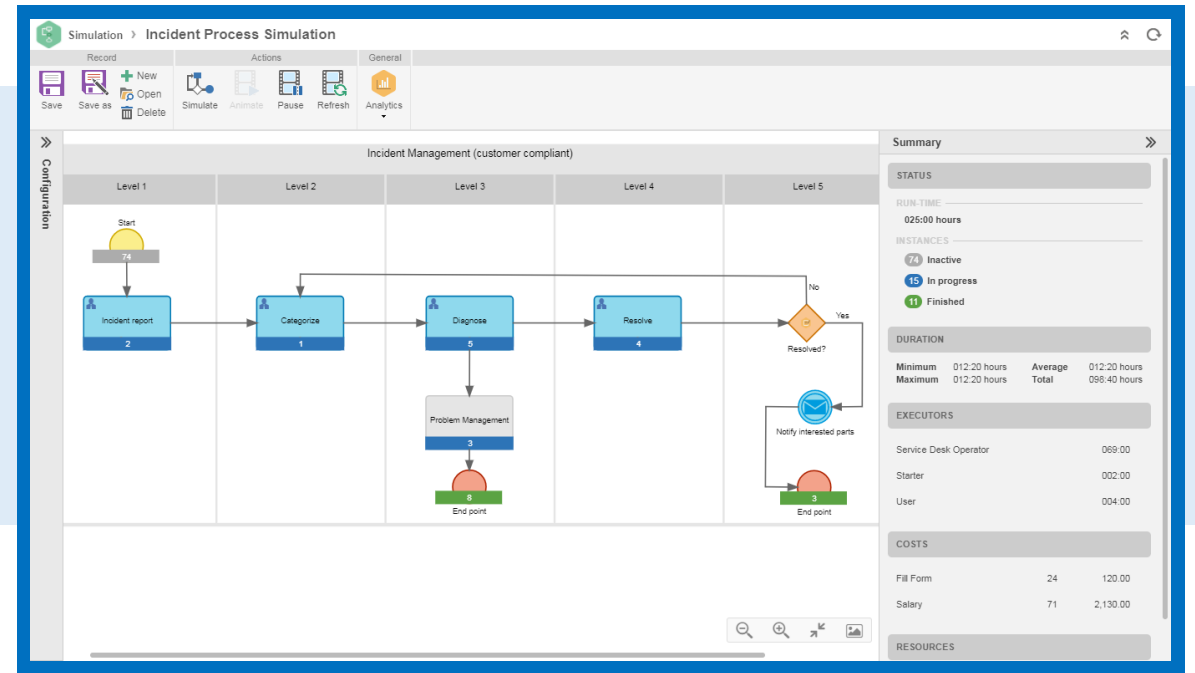
By delivering improved business understanding, faster processes, and greater business impact on strategic planning, the SoftExpert solution allows people to work more efficiently while improving orchestration of complex processes and supporting business goals with real-time business information.

Advanced Business Process Modeling (BPMN)



Process Revision Control

Business Process Simulation



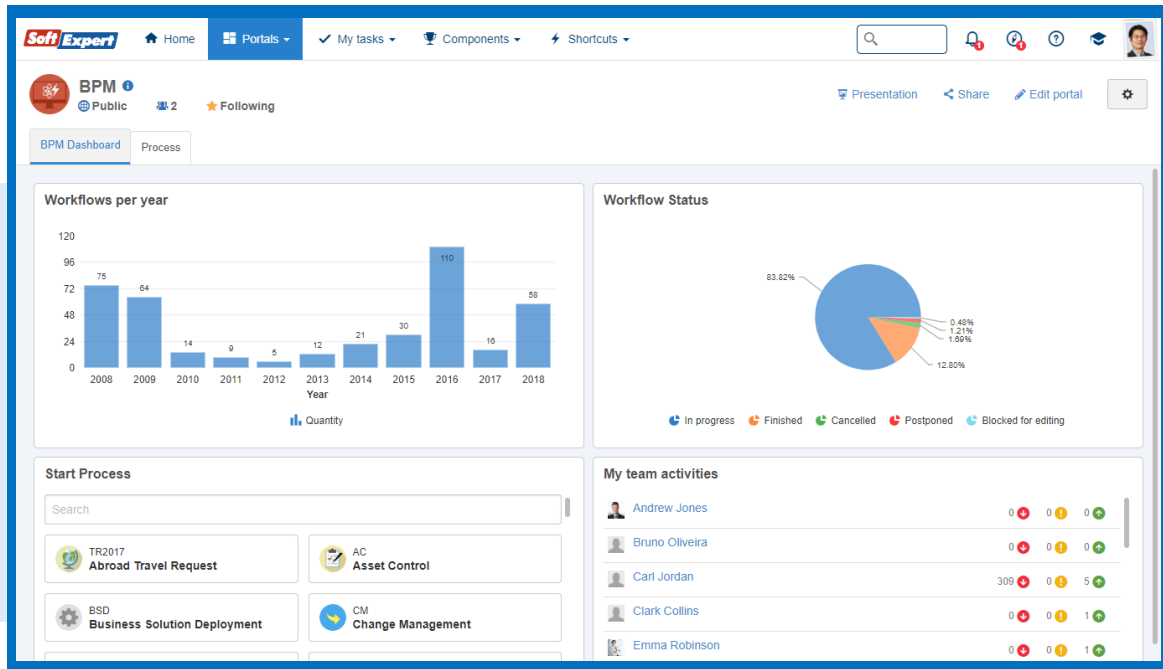
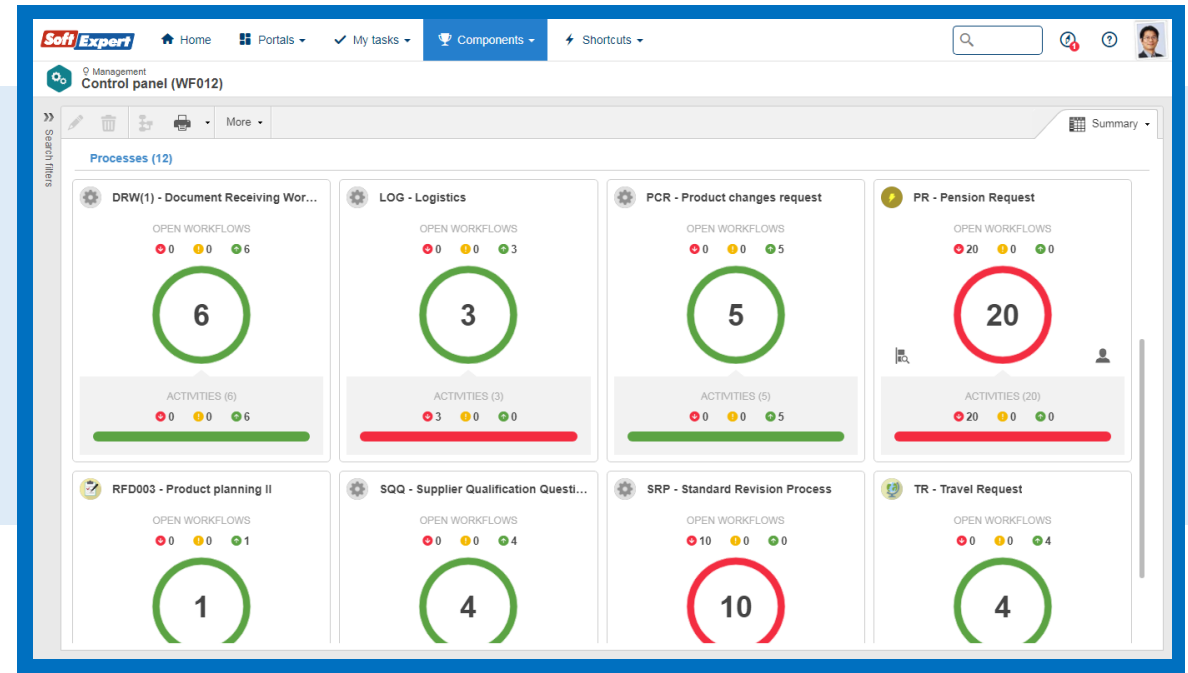
The screenshot shows the 'Service Request' form builder interface. The form is titled 'Service Request' and includes the 'Soft Expert' logo. The form fields are:

- DATE:** MM/DD/YYYY
- Request Type:**
 - Corrective
 - Preventive
 - Planned
 - Structure
- Detail:**
 - REQUESTER:** Name (text field)
 - EMPLOYEE CODE:** Number (text field)
 - DEPARTMENT:** Select an option (dropdown menu)
 - EMAIL:** yourname@softexpert.com (text field)
 - REQUEST DESCRIPTION:** Describe your request here (text area)

The interface includes a 'Components' panel on the left with various form elements like Card, Title, Image, Text, Paragraph, Integer, Decimal, Date, Time, Simple list, CheckBox, Radio, and Button. A 'Configuration' panel on the right allows setting the title, placeholder, height, and presentation (Required, Disabled, Hidden) for the form fields.

Advanced Electronic Forms Automation

SLA Status Panel



Process Analytics

SoftExpert Excellence Suite



SoftExpert Excellence Suite is the most comprehensive framework of independent yet united solutions to achieve business performance excellence, streamline corporate governance, risk and compliance programs, and ensure continuous business process improvement.

Companies may not need all applications at once, or may want to deploy one application module at a time, growing gradually as the need arises. Whatever the strategy chosen, only a fully shared environment allows its applications to fit together like puzzle pieces and work seamlessly.

About SoftExpert

SoftExpert is a market leader in software and services for enterprise-wide business process improvement and compliance management, providing the most comprehensive application suite to empower organizations to increase business performance at all levels and to maximize industry-mandated compliance and corporate governance programs.

Founded in 1995 and currently with more than 2,000 customers and 300,000 users worldwide, SoftExpert solutions are used by leading corporations in all kinds of industries, including manufacturing, automotive, life sciences, food and beverage, mining and metals, oil and gas, high-tech and IT, energy and utilities, government and public sector, financial services, transportation and logistics, healthcare, and many others.

SoftExpert, along with its extensive network of international partners, provides hosting, implementation, post-sales support and validation services for all solutions to ensure that customers get the maximum value from their investments.



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Take your business to the next level