Easy-to-Build Workflows & Forms

WHITEPAPER

Agility and flexibility should be top of mind for businesses in the changing digital landscape today. Business process management (BPM) platforms can help increase efficiency and streamline processes, but a common weakness among BPM solutions is a lack of agility: What if you need to change directions or alter your solutions quickly? Can your platform adjust and keep up?

Some are recognizing this business need, and the subsequent competitive advantage, and working to better drive agile process transformation through improved BPM solutions. Low-code business application platforms, in particular, enable companies to rapidly build and deploy custom applications with intuitive, reusable forms and workflows.

Every business in every vertical have their own specific workflow and approval requirements and there is no single formula to define them. Costly software implementations also fail to provide the intrinsic form and workflow requirements that are required specifically in the quality management processes of different verticals. This white paper shows how automated business workflows and forms help drive efficiency.

What is Business Process Management (BPM)?

BPM is a discipline combining software capabilities and business expertise to accelerate process improvement and facilitate business innovation. BPM governs an organizationís cross-functional, core business processes. It helps you achieve your strategic business objectives by directing the deployment of resources from across the organization into efficient processes that create customer value. This focus on driving overall top-and bottom-line success by integrating verticals and optimizing core work (such as order-to-cash, integrated product development, and integrated supply chain, deliver desired business outcomes, such as connections to brands, innovations in customer service, better products, and improved business models) differentiates BPM from traditional, functional-management disciplines. In addition, intrinsic to BPM is the principle of continuous improvement, perpetually increasing value generation and sustaining the market competitiveness (or dominance) of the organization.

Convert your BUSINESS PROCESSES into FORMS & WORKFLOWS in the CLOUD & access them from anywhere, anytime using any device

Traditional BPM suites, which have evolved as a means of helping companies achieve these goals, do add value, but they are often monolithic systems that take a high level of expertise and training to implement and use. As a result, these systems can take so long to implement that they become counterproductive, and create upfront disruption that can adversely affect the business. It also makes these systems slow to make an impact, creating challenges for companies that need quick results to retain customers and drive profits in a highly competitive market. In this market, customers interact more with products, services, and service teams via software. Users have easier access to the Internet from tablets and mobile devices and are ready to switch to newer systems and software if their current software is not up to their expectations. As a result, there is more pressure on companies to lower costs and provide better services and faster development and delivery cycles. No longer can they afford to wait a year or two before seeing a return on their investment. Organizations need agile systems that are faster to market, while still adding the value that BPM suites have to offer.

To meet these needs, business process applications are rising as an alternative to BPM suites. Business process applications minimize hand-coding and speed up development and delivery cycles with easy-to-use tools that can be utilized by business users and developers alike to develop the required forms and workflows. If changes need to be made, users can pivot and make adjustments within hours or minutes, compared to a hand-coded solution that could take months to redesign.

LuitBiz BPM is a comprehensive platform for building business process applications and supports your full range of BPM needs, whether they be top-down, business transformation initiatives or a need for smart process applications that incorporate information from disparate systems, including line-of-business, enterprise resource planning, and social.

LuitBiz BPM drives transformation, growth, and revenue through rapid-assembly applications that automate business operations with minimal disruption while providing the business with immediate value. Additionally, the integration of LuitBiz BPM with LuitBiz DMS ensures that reference documents can be pulled from LuitBiz DMS to LuitBiz BPM for faster and more efficient approval processes. This white paper provides guidelines on what to consider when using business process applications to solve your BPM initiatives, and the unique capabilities LuitBiz BPM provides that can help ensure both your project's success and the success of your organization as a whole.

Process Identification - Your First Step in BPM Implementation

Businesses have several parallel and vertical processes running in different departments and while evaluating and identifying processes that can be improved to deliver desired business outcomes, it can be difficult to find time to map out all end-to-end processes that your company may have. To save time, subject matter experts from each area can be called on to identify core and value-chain processes that would be good candidates for automation via BPM. These experts look for processes that are repetitive, error-prone, causing chokeholds, or have other characteristics that make them easy to automate. This is also the time to consider

applications that could support new market opportunities or revenue streams, including short-term opportunities that need approvals at different levels of the organization. One of the benefits of LuitBiz BPM is the speed with which forms and workflows can be developed, providing a quick and easy way to build processes for short as well as long-term market opportunities.

LuitBiz BPM can be used to assemble business processes rapidly and easily. This makes it easy to test out candidates for processes that have been identified for automation, at low risk and cost. It is easy to gain feedback from users and make adjustments in a very short period of time in LuitBiz BPM. If it is decided that a process is better off left manual, the resources that have been spent to test the process are minimal compared to a similar effort with a custom solution. Moreover, this type of attempt to improve a process can change the outlook of the company that the particular process was always done manually without realizing the amount of time and money it consumed. To help businesses understand the value that automation is adding to a process, LuitBiz BPMís reporting capabilities let you derive all kinds of data to monitor, measure outputs and clearly see how each process is performing in comparison to the original. This makes it easy to maintain visibility into the more detailed aspects of the business and identify further opportunities for improvement.

Once a process has been identified and automated, there are many different ways to measure these processes and identify KPIs, so you have something to measure against once the new processes are in place. Possible ways to measure processes include looking at approval cycle times, looking at the number of resources allocated to a process, and looking at the time each resource spends to complete the process lifecycle. KPIs should align with overarching organizational strategies and goals. A clear vision of how KPIs tie into organizational strategies can make a big difference in gaining and maintaining buy-in from the business to ensure your projectís success.

The dashboards and reports of LuitBiz BPM can be used to measure the progress and performance of the various processes and the resources involved in the processes. The reports generated by LuitBiz BPM ensures that high-level measurements like overall process times, number of process instances, or individual user performance can be seen along with a universal task list that shows the status of all running processes from within a single view, making it easy to track and manage them.

In alignment with modern BPM practices, LuitBiz BPM recommends an incremental approach when undertaking a large BPM initiative for a variety of reasons. Large Bigbang projects inherently have a higher rate of failure since testing can be difficult prior to implementation, and a failure to account for a single interdependency can have knockouts that affect the entire project. There is also a higher learning curve with this approach and more pressure on employees to sink or swim when adopting new technologies. If the organization simply isnít ready for the new technology and takes longer than expected to adjust, performance can decline, which can have a detrimental effect on the business.

The easy-to-use form and workflow designers of LuitBiz PM give companies the flexibility to make quick updates to a business process or solve individual process needs, without having to worry about the tedious process modeling that usually accompanies these types of endeavors. In addition, escalation and exception handling capabilities make it possible to alert a manager or reroute tasks when someone is sick, on vacation or has not responded to a request

within a specific timeframe, ensuring that the business continues to run smoothly. With an incremental approach, development and delivery leaders can quickly develop, deliver and gain feedback, so processes can be fine-tuned to best suit the unique needs and practices of the organization. The first process should be something that is small enough to implement in a short time frame but big enough to make a difference in terms of how it will benefit the organization. The incremental approach of LuitBiz BPM works especially well due to the speed with which applications can be developed and delivered, ensuring quick implementation and short delivery cycles.

Getting feedback from users in early phases also helps with user adoption, by making sure each application meets user needs and requirements.

You can benefit from LuitBiz BPM through:

- **Process insight and optimization:** The first step in many BPM engagements is to simply monitor what is happening. Having the ability to truly understand what is happening inside the business will then cement and facilitate the ability to enhance the most important and impactful parts of an organization.
- **Accelerated process improvement:** This benefit is not just about improvement and optimization. It's about how fast you can identify the parts of the business that will drive change and how fast you can implement and deploy those changes to make the improvement happen.
- **Flexible design for future change:** Finally, itís critical to not only make the changes once but to be prepared for the inevitable future changes that every organization faces. Using an SOA complemented by best practices helps ensure that the deployed and optimized processes can be adapted as flexibly as possible to changing business needs.

The combination of expertise and software is important. Expertise does not equate simply to implementation services. Sure, expertise can be in the form of services, but today, itís much, much more than that. Expertise is the knowledge about the BPM engagement, but it can be packaged in different forms - not only as services but also as prebuilt components based on best practices, prebuilt process models, and agreed-to methods.

Implementation of LuitBiz BPM as a strategic tool for process execution will empower your business to keep up with the quickly changing market. LuitBiz BPM is extremely flexible and scalable and can be used across enterprises and within departments in all verticals to design business process applications that transform businesses making them more efficient than ever before. LuitBiz BPM customers are amazed at how quickly transformation takes place and report millions of dollars in savings from shorter cycle times, fewer errors, enriched customer service, and improved service-delivery models. LuitBiz BPM closes the gap between strategy and execution through an execution-based approach that supports your BPM strategy every step of the way. By combining agile with value, we deliver transformation in a blueprint that will meet your needs ñ with minimal disruption and maximum value ñ so you can continue to grow your business and increase your bottom line.