



## What is Business Process Management?

Business process management (BPM) run on the principle that processes are central an organization. BPM improves operations through better process design, modeling, analysis, and execution

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Gartner

BPM brings attention to the highest-value processes - the ones that are most aligned with the business goals and strategy for the best return on investment.

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## Why BPM Technology is Essential?

Business Process Management is a methodology that almost always involves using technology to model and execute processes. Any specialized technology that accompanies a BPM initiative is called a [Business Process Management System \(BPMS\)](#).

Every BPM System includes:

A Simplified Form Builder

Powerfully-built Workflow Engine

Notification Capabilities

Better BPM systems will also have:

Drag-and-drop Interface

Cross-platform Integration

Reporting And Analytics

## Why BPM matters?

When left unmanaged, business processes can unravel, twist, and introduce a lot of chaos. As tasks go from person to person, it can be hard to keep a high-level perspective on what is actually going on.

Waste of time

Demoralized team

More errors

Increase blame

Lack of data

5 Steps involved in BPM

1

Design

Identify all the key information and map out the entire workflow steps.

2

Model

Create an automated form and workflow, integrate, and add conditions if needed.

3

Implement

Train users, test process, and make it live. Tweak notifications or reminders.

4

Monitor

App admins measure KPIs, SLAs, and other performance metrics.

5

Optimize

Review a BPM process periodically and identify areas for improvement.

## What can BPM do?

Done right, business process management (BPM) brings efficiency, effectiveness, and agility to your processes. Click on any of these links to learn about the benefits of following the BPM process.

HR

Approve employee timesheets faster

Onboard new hires without hassles

Marketing

Coordinate marketing campaigns effectively

Churn out consistent content marketing

Sales

Shorten your sales cycle workflows

Be on time with quotes and invoices

Finance

One-click approvals for reimbursements

Customize workflows for unique scenarios

## Types of BPM systems

Integration Centric

It is business process management combined with service-oriented architecture and it helps minimize management overhead.

Human-Centric

It routes tasks and encourages team collaboration. It's useful when different people are involved in one approval cycle.

Document - Centric

It organizes the flow of documents by streamlining processes and eliminating obstacles stopping the seamless flow.

## 3 most common BPM methodologies

Lean

A brainchild of Toyota's production system: fast to implement; eliminates waste; reduces cost & process time; favorite among industrial companies.

Six Sigma

Pioneered by Motorola in 1985; helps to cut down process defects and inconsistencies; implemented either through DMAIC or DMADV approach

Lean Six Sigma

A hybrid between Lean & Six Sigma. methodologies; focuses on process variations: increases profits, efficiency, and boosts employee morale.

## BPM Technology must - haves

Visual Workflow Tool

Drag & Drop Form Designer

Administrative Features

Cross-platform Integration

Single Sign-On Capability

Mobile Compatibility

Role-Based Access Control

Reports and Analytics

Performance Metrics

Performance & Scalability

## The Who's Who of BPM

Sandy Kemsley

Peter Schooff

Clay Richardson

Nathaniel Palmer

John Myers

Steve Towers

John Morris

Scott Francis