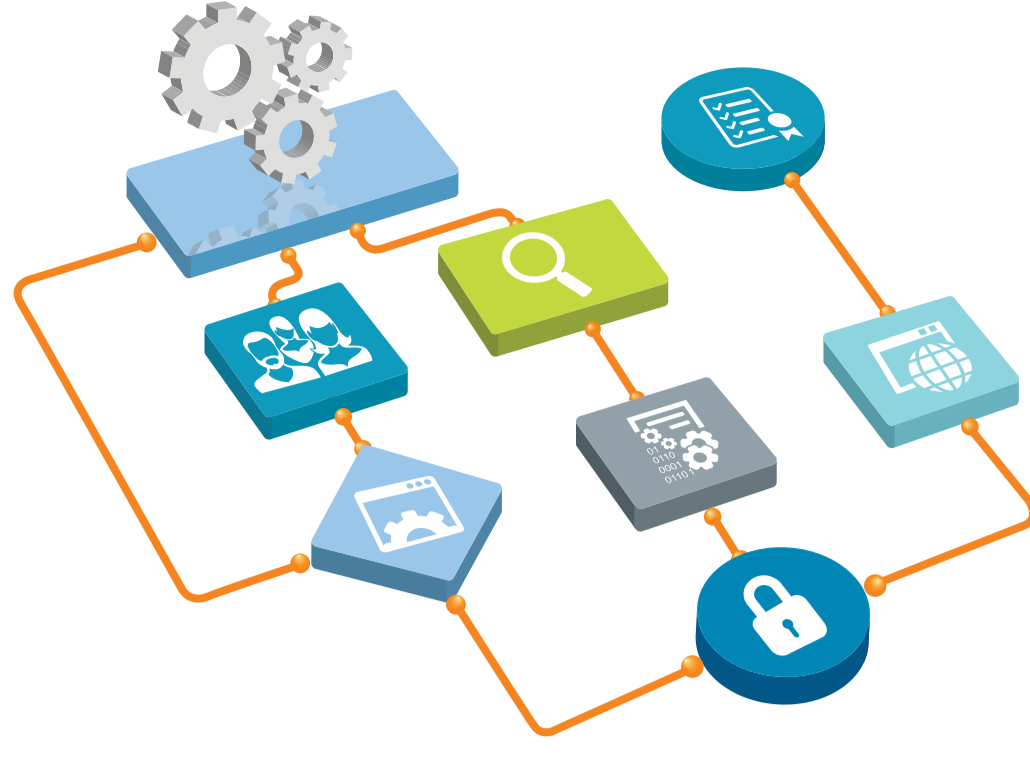


# BUSINESS PROCESS MANAGEMENT

## - USER PERCEPTIONS AND EXPECTATIONS



### BPM MEANS DIFFERENT THINGS TO DIFFERENT PEOPLE

EVERYONE'S RIGHT, BPM COMPRISES:



See BPM from a technology centric perspective **91%**

See it as the automation of manual tasks **80%**

BPM represents change management **78%**

### BPM INITIATIVES CAN BE DRIVEN FROM ALL CORNERS OF THE ENTERPRISE

**65%** BPM initiatives are driven at the departmental level.

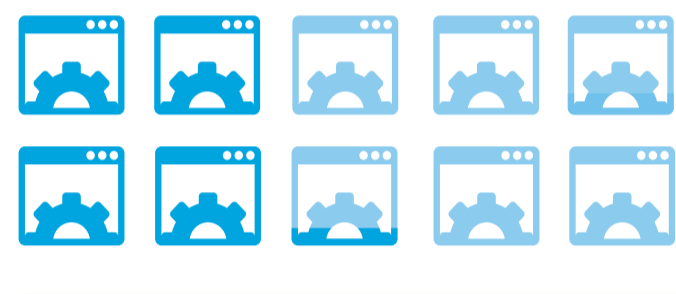
**38%** Indicate BPM is initiated from the bottom up.

WHAT MATTERS MOST IS TEAMWORK



### BPM IS THE CENTERPIECE OF THE INFORMATION AND PROCESS ECOSYSTEM

CONNECTED ENTERPRISE: BPM BRINGS ALL BUSINESS ELEMENTS TOGETHER



**42%** integrate their BPM solution with their ECM and ERP systems

### INVALUABLE INSIGHT



**64%** consider activity monitoring as essential for their BPM solution choice

PROCESS MONITORING TOOLS CAN IDENTIFY POTENTIAL ISSUES BEFORE THEY OCCUR



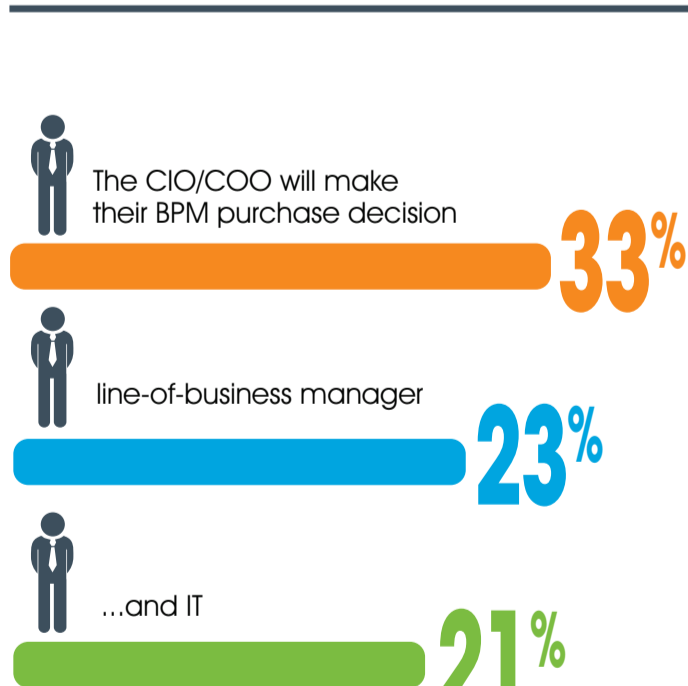
### COMPLIANCE AND CONTROL BECOME DRIVERS

BPM HELPS CLOSELY MANAGE WORKFLOWS AND SUPPORT COMPLIANCE REQUIREMENTS



**23%** say their BPM projects are focused on security and access control

### PARTIES NEED TO BE INVOLVED



THE DECISION TO PURCHASE BPM IS A TEAM EFFORT



### RECOMMENDATIONS

- LOOK FOR OPPORTUNITIES.
- IDENTIFY CHALLENGES YOUR ORGANIZATION IS FACING WITH CURRENT OPERATIONAL PROCESSES.
- INVESTIGATE EXISTING BEST PRACTICES AND TECHNOLOGY IN PLACE WITHIN YOUR ORGANIZATION AND INDUSTRY.
- SELECT APPROPRIATE TECHNOLOGIES TO SUPPORT THE NEW PROCESS DESIGN, AND AUTOMATE AS MUCH AS POSSIBLE.

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