

Clear Process Solutions

Taking Business Process Management to a New Level – Digital Transformation

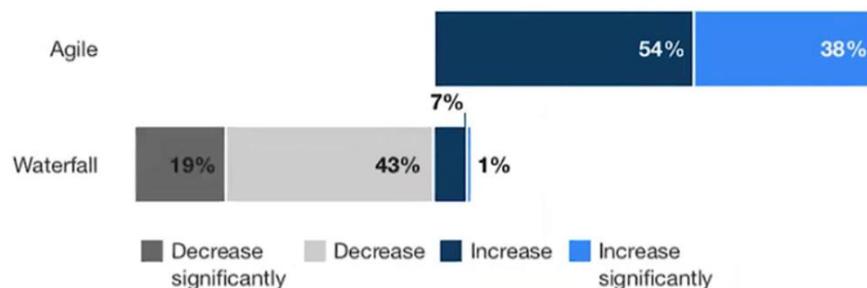
Forrester, Salvation Army, and AgilePoint CEO Jesse Shiah, conducted a Webinar entitled [“How to Rescue Your Digital Transformation in 2018”](#). The discussions revolved around the current trends of Business Process Management (BPM), or more recently referred to as Digital Process Automation (DPA) and/or Digital Transformation. For years, the driving factors for process improvements have been to streamline processes and reduce costs. These improvements were typically based on static workflows and assigned tasks. Today, there is a shift taking place and the importance of Digital Transformation is becoming a key factor. This includes increased response times, improved end-to-end experience and continuous innovation. This, along with a low-code process integration platform like AgilePoint NX, can launch BPM to a new level.

Changes in Methodologies

To accomplish this shift in philosophy, the traditional Waterfall approach of process development is now being augmented with a more Agile approach. The Waterfall methodology is more of a linear approach from concept to deployment. The Agile approach is a more iterative process, involving small teams that can work in parallel. Using this approach allows for quicker delivery of more focused process implementations with an emphasis on customer experience (CX). Low-code process integration platforms are vital to these types of projects.

The shift to Agile is a key enabler

“How do you plan to change or expand use of these process improvement methodologies in the next 24 months?”



Base: 354 business and technology decision makers

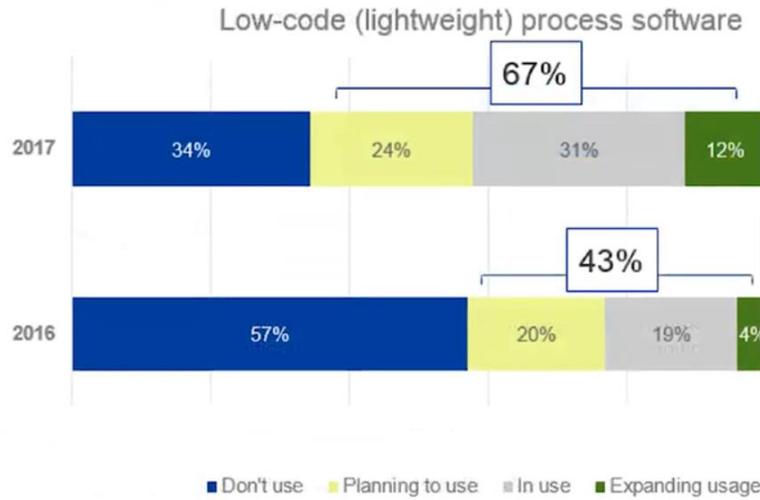
Note: Not all responses shown.

Source: Forrester's Q1 2018 Digital Process Automation Survey

Source: Forrester

The move to low-code is on

How will you change your usage of the following process-related technologies?



Source: Forrester's Q1 2018 Digital Process Automation Survey

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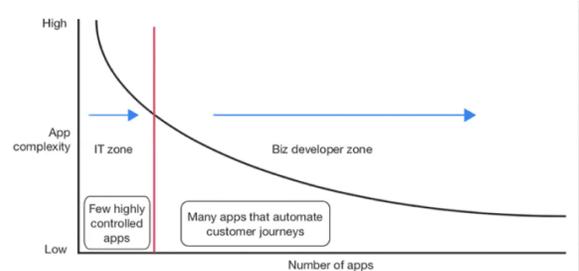
Deep vs. Wide Processes

“Deep” processes typically use a more methodical approach at implementation. They are more complex, require longer lead times, owned by IT or COE and are limited to only a few core processes. This is the traditional approach to BPM and typically utilize the Waterfall methodology of implementation. “Wide” processes are more focused on the customer experience (CX). They are less complex, implemented quickly, owned by the business experts and can result in hundreds or even thousands of smaller applications. This is the new approach of Digital Transformation. This, again, is made possible by using low-code process platforms.

Digital transformation requires going deep and wide

	BPM (Deep process)	DPA (Wide process)
Primary goals	Cost reduction, compliance	Great customer experiences
Number of apps	Tens	Thousands
Development approach	Methodical	Fast, iterative
Project lead by	IT, Center of Excellence	Business experts
AD&D's role	Deliver the apps, end to end	Provide platform with guardrails
App scale & complexity	High	Moderate to high
Strategy direction	Top down	Bottom up/Top down
Software price point	\$\$\$\$	\$\$
Sales cycle	Top down, long, complex	Often starts virally

New approaches will address the long-tail



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Salvation Army Digital Transformation Journey

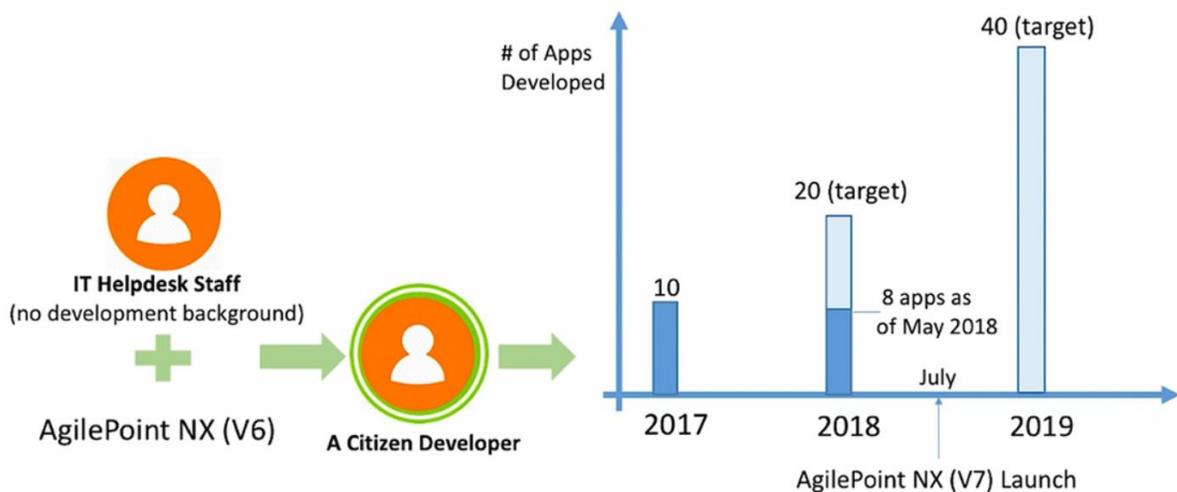
Salvation Army was looking for a low code platform that could help them migrate their Lotus notes databases and applications. The key requirements of the low code platform were:

1. Had to be fast. It could not take 5 or even 3 years to migrate all their Lotus Notes applications to another platform. They need a platform they could leverage with low code, deep out of the box integrations but could be extended if necessary.
2. Had to be easy. They did not want to pay the cost of traditional software development. Utilizing a help desk employee, making that employee a full-time AgilePoint developer, they created 10 applications their first year and are on track to create 20 this year.
3. Had to be future-proof. When Salvation Army started on their digital transformation journey they were looking to migrate to SharePoint 2013 but then Microsoft came out with Office 365 and they did not want to have to perform this migration of applications again. They needed a platform that was independent of technology but could integrate with technology of today and technology of the future.

The results are amazing seeing the citizen developer build more applications than traditional developers. What will be your journey?



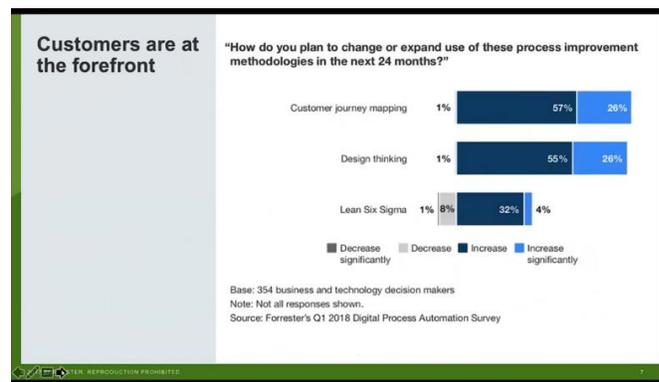
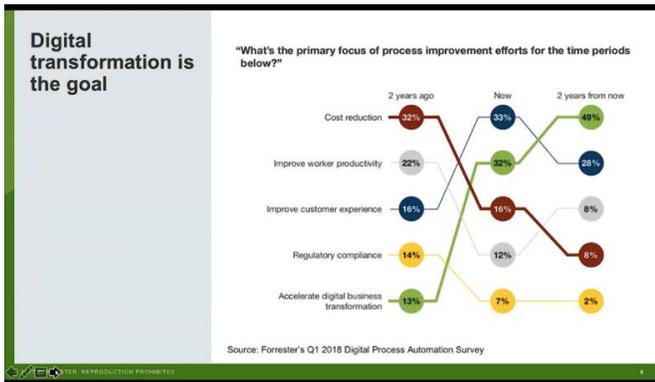
The Story of Citizen Developers in the Making at The Salvation Army



Digital Transformation

A component of Digital Transformation is expanding usage as part of the business process. This includes involving more participants and more resources inside and outside a company's intranet. Because of this, the end-to-end experience is becoming more and more important. In today's world and with today's technology, there is so much more that can be achieved to improve these processes with respect to customer experience (CX) and implementing the concepts of Digital Transformation. In a nutshell, Digital Transformation is the mechanism of using new technologies to improve business processes. These improvements can range from advancements in customer experience, combining multiple resources as well as streamlining back-end operations to name a few. There are many technologies that fit into this including, but not limited to:

- Artificial Intelligence (AI)
- Robotic Process Automation (RPA)
- Natural Language Processing (NLP)
- Voice Recognition (Alexa, Cortana)
- Machine Learning
- Internet of Things (IoT)
- BigQuery
- Translations



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Summary

Business Process Management or Automation has been around for years, but with these new innovative technologies, CPS and AgilePoint NX can take process automation to a new level, not only utilizing these new resources but also resulting in more predictive business processes. Data in the form of unstructured text, voice and imagery can now be examined seamlessly, with little or no human interaction, and incorporated into any business process. All of this can transform the way users operate on a day to day basis, not only with one another, but also with the resources and processes they interact with every day.

To learn more, contact us at:

www.clearprocessolutions.com