



## STARK COUNTY BOARD OF DEVELOPMENTAL DISABILITIES Migrates Applications to Future-Proof Platform

### About Stark County Board of Developmental Disabilities

Stark DD connects individuals and families with the services that persons with developmental disabilities need for health, safety, education and quality of life.

Approximately four million Americans have developmental disabilities. Developmental disabilities can occur in any family, regardless of their ethnic, economic, religious, or political background.

#### Details

- ERP - N/A
- Digital Process Platform - CPS AgilePoint Platform
- Data Analytics - CPS Process BI pre-packaged dashboards for Digital Process Platforms
- ECM – SharePoint supported by CPS
- Resourcing – Hybrid-supported by Stark DD and CPS process architects and services
- Solutions Support – CPS SolutionCARE
- Other systems: Microsoft Office, SQL

### Digital Process Transformation Challenge

Facing the challenge to replace their existing BPM platform, Stark DD had to decide on a future-proof digital process platform that could provide cloud and/or on-premise integrations. A key requirement was a concurrent licensed platform with the ability to integrate SharePoint, ERP and/or CRM platforms.

#### Stark DD's Future-Proofing Business Process Rationale:

- Current form and workflow (BPM platform) was end of life, not cloud-enabled or concurrently licensed.
- Current business process platform was tightly coupled to SharePoint.
- Wanted increased process flexibility around ERP, CRM upgrades and customizations.
- Wanted to maintain compliances with other software versions and didn't want to risk losing running business processes (SharePoint 2010 to 2013 or SharePoint 2013 to SharePoint Online).

*“Moving to AgilePoint wasn't just fast, it was a vast improvement in our journey to future-proof business processes.”*

*-Scott Marsh, IT Director, Stark DD*



# Clear Process Solutions

## ROI / Benefits

Stark DD, a long-time workflow BPM customer, partnered with CPS process architects / LEAN data experts to fast track results, such as:

- Rapidly transitioned BPM workflow platform to AgilePoint.
- Launched new process platform without changing or recreating business processes.
- Able to integrate with cloud or on-premise systems, now and in the future.
- Low-code approach saving time and money.

## Future-Proofed Workflow

Leveraging CPS resources for their most complex business processes and internal resources for others, Stark DD could move to a true future-proof business process management technology platform. Six business processes could be converted over to the new platform in one month. While working with CPS, their highly trained staff understood how to make this simple yet affordable. Stark DD has truly achieved the freedom to be technology independent, so as when the business changes, they can adapt even faster than before at half the cost.

- Partnering with CPS, Stark DD began rapidly converting six business processes in under a month. Some examples are:
  - PO Request
  - Work Orders
  - Mileage Reimbursement
  - Employee On-Off Boarding
- Process BI for AgilePoint was added to visualize, track, and improve business processes.

## Digital Transformation – Lean Data & Processes

Today, more and more companies are automating around ERP, CRM and PLM systems, avoiding custom-coded solutions and separating their business process from their business data. Digital Process Platforms (DPP) are set up for unprecedented growth. Common processes are being automated, such as the following:

Common Workflow Automations	Department Often Impacted
New Customer Account	Credit Department
Time Off Request	Credit Department
Weekly Attendance	Credit Department
Bill Only Request	Customer Service
Credit Memo Request	Customer Service
Cycle Count Request	Customer Service
Fixture Request	Customer Service
Product Help Request	Customer Service
Refund Check Request	Customer Service
Cardholder Purchase Log	Finance
Mileage Reimbursement	Finance
Purchase Order Request	Finance
Returns Merchandise Automation	Finance
Work Order Automation	Finance
Employee on/off - Boarding	HR
System Help Request	IT
Time Off Request	IT
Weekly Attendance	IT
Sales Tools Request	Marketing
Engineering Change Request	NPD / Engineering
Engineer to Order	NPD / Engineering
New Product Development Automation	NPD / Engineering
Project Time Tracking	Project Leap
Event Line Worksheet	Purchasing
Quality Assurance Resolution	Quality
Program Change Request	Sales

## About Clear Process Solutions

We are experts in Digital Process Transformation, focused on workflow, data analytics, and business process optimization. We simplify complex processes, data, and integrations. Our field of play is focused around ERP, PLM, MES, & CRM environments.