

Speed up your Business Process Management projects

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Business Process Management (BPM)

Process thinking is a powerful tool for achieving higher productivity, quality and efficiency. There are many areas where a business process mapping, analysis or reengineering project can help in making improvements, for example:

- Streamlining existing processes
- Acquiring certification for some quality standard
- Getting maximum value from you existing IT-system
- Understanding of how well your existing IT-systems cover your business needs
- Understanding of what new system(s) you may need

Speeding up BPM projects

Successful completion of a BPM project requires participation of the workers engaged in the process, i.e. people who know how things are being done, and have ideas for improvements. However, usually, these people are fully engaged in the business itself and cannot spend a lot of time for learning business process modeling techniques, writing documentation, etc.

Acquiring professional assistance from experts that have genuine knowledge on business process theory and practice will both speed up the project, and ensure full engagement of your staff in it without taking too much of their valuable time. In particular, an expert can help in

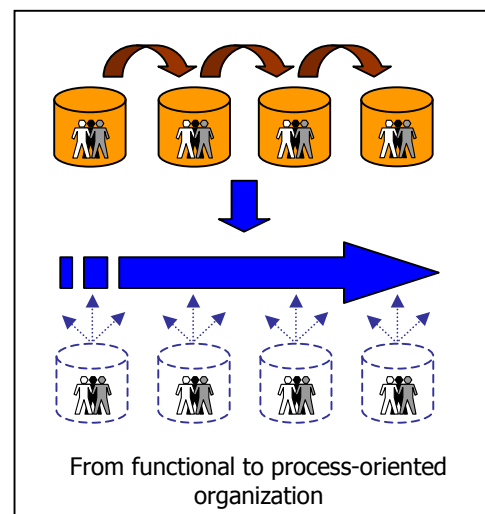
- Formulating the project's goals
- Choosing a technique for process mapping and analysis that fits the task at hands
- Planning and completing discussion sessions (workshops) with process participants
- Documenting results
- Creating requirements on computerized support that take into consideration both capabilities and limitations of the state of the art technology

IbisSoft – your partner in BPM projects

IbisSoft has long experience of BPM projects, especially in the areas of administration and management, such as:

- Decision making
- Processing of customers feedback (complaint management)
- Sales/Recruitment/Lobbying
- Inquiries/Investigations
- Negotiations

We work with all stages of business process management, starting with business process mapping/analysis end ending with introducing business-process oriented way of working in the organization. We can take responsibility for a whole BPM project, or any part of it



Our expertise

Our strength in BPM area is based on active engagement in research in parallel and in connection to our practical work. Based on this research, we created a number of unique BPM services, such as:

- **MapGuide** - choosing right approach to describing business processes
- **IT-coverage** - assessing IT-systems portfolio from Business Processes perspective
- **A³ method** - introducing New IT in Operational Practice

Our BPM activity is lead by Director R&D and co-founder of IbisSoft Dr. Ilija Bider. Dr. Bider is a proponent of Douglas Engelbart's vision that the aim of a computer system is to enhance human intellect, rather than substitute it, or turn humans into slaves. Dr. Bider has combined experience of over 30 years of research and practical work in five countries. He is the inventor of the state-oriented business process modeling technique, and the author of over 30 research papers, as well as a considerable number of articles for practitioners. He frequently holds tutorials at international conferences, and he sits on the editorial board of several academic journals.