

Business Process Management Support Solution



process management
TRANSFORMED

Do you need greater operational transparency, efficiency and accountability?

Transformation Associates, Inc. developed **precisePROCESS™** as a **powerful utility for creating workflow applications** that structure, streamline and automate the administration of high-volume core business processes. This flexible and intuitive software provides non-technical users with a tool to create and maintain web-based workflow that provides features such as task routing, notifications, approvals, document management, audit logs, and role-based security.

Process Management

The work of a business is accomplished through its processes. Large or small, high volume or low, manual or automated, they contribute, for better or worse, to the success of the enterprise. An organization's ability to **monitor the work** flowing through a business area, adjust when business needs change and **hold people accountable** for their part are critical. Increasingly, technology is enabling organizations to optimize their business processes.



Benefits of Automating Workflow

- Efficient, streamlined processes
- Increased transparency
- Standardized, disciplined approach to tasks
- Centralized location for documents and process data
- Increased control over outputs
- Enhanced communications
- Balanced workloads
- Increased accountability

Transparency

Automation provides management with a direct line of sight into the core process in order to manage tasks, balance workload and drive performance.

Efficiency

Bottlenecks, errors and processing delays are reduced when processes are streamlined and manual tasks are eliminated.

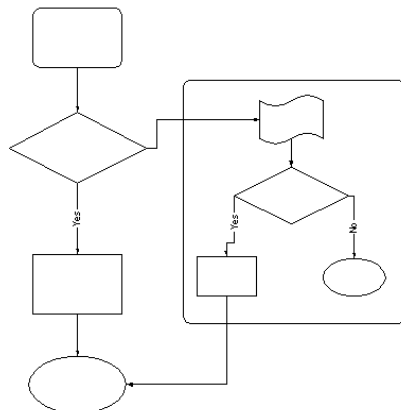
Accountability

Automation requires roles and responsibilities to be clarified and communicated, and often service level agreements are established. Real-time monitoring of task completion, cycle time statistics and process performance reporting enable continual reinforcement.

Transform your operations support in three simple steps...

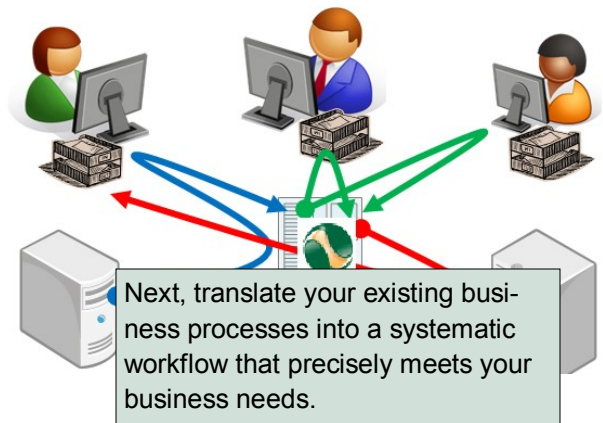
1

Assess business process & map workflow



2

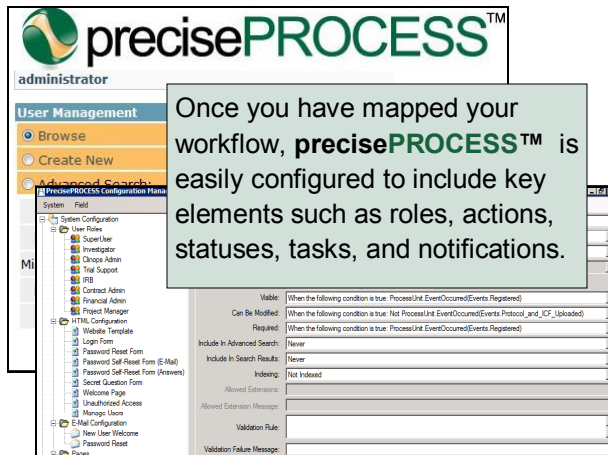
Establish milestones and business rules



Transform your operations support in three simple steps (continued)...

3

Configure precisePROCESS™



Two Paths for Support

precisePROCESS™ is used to build both end-to-end workflows and to build bridges or “stop-gaps” between existing enterprise systems.

End-to-End Solutions

The process is mapped and initial changes are made to the process steps as needed. When the final version of the core process is approved, milestones and business rules are established and configured in the system. The new workflow is then transitioned to the team through a structured change management process, which includes targeted training, stakeholder communications and a period of parallel processing. As soon as the system begins logging transactions, productivity metrics are available for continual monitoring and optimization of the group’s work.

System Bridges and “Stop-Gaps”

Perhaps you are dealing with a more complicated workflow challenge, where larger enterprise-wide systems provide support for portions of your core processes, but leave gaping holes in other segments. Your team is left to handle those pieces manually. Reporting is difficult, as teams typically must feed data from multiple systems into spreadsheets to generate the reporting they need to run their business.

The flexibility and power of precisePROCESS™ is especially evident in these situations. The system creates “bridges” that allow the automation of tasks ranging from the two or three manual tasks, to entire workflows that jump in and out of multiple systems. The system can take data feeds from enterprise systems and generate custom reports, as well as pushing data to downstream systems automatically.

What is a workflow management system?

Increasingly these systems are web-based applications that are accessed by multiple, often geographically dispersed users who contribute to a process by completing and logging tasks, routing tasks to others, approving the work of others, sending notifications and communications and other actions.

Common features and functions:

- Task assignment
- Task routing
- Task scheduling
- Notifications
- Approvals
- Audit logging
- Form validation
- Role-based security
- File maintenance
- Productivity reporting

precisePROCESS™ is an easy-to-implement system that **creates automated workflows** to enhance process transparency, efficiency and accountability.



Consulting Technology Training

Transformation Associates partners with motivated business leaders to envision, plan and drive the changes necessary to transform underperforming core business processes and functions into highly efficient operations. Our consulting team is comprised of successful business leaders with extensive management, consulting and technology experience and a strong bias for delivering valid, pragmatic business solutions.



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