

# BUSINESS PROCESS MANAGEMENT: STRATEGIC BASIS FOR SUCCESS

Business process management (BPM) concentrates on optimizing business processes to raise quality, productivity, transparency, and customer satisfaction. It thus makes a significant contribution to achieve corporate goals. Business processes are not static - they change over time. Even for a realignment in the product range, for example, existing processes need to be restructured. But external effects, such as globalization or new statutory regulations, also require existing processes and structures to be adapted.



## INTERNAL TRIGGERS

- Process improvement
- Digitalization
- Error reduction
- Cost saving
- Improving cycle times



## EXTERNAL TRIGGERS

- Globalization and internationalization
- Deregulation of markets
- Accelerated technological developments
- Price erosion and cost pressure
- Increasing customer demands
- Reaction to economic crises

## A BPM SYSTEM FOR SUCCESSFUL PROCESSES

Matched to the initial situation, the requirements, and the target group, BPM creates benefits for a company on a broad level. The most important motivations for setting up BPM in a company include:



## TRANSPARENCY ALLOWS CONTINUOUS PROCESS OPTIMIZATION

The BPM system records existing business processes; this visualization increases process transparency and reveals optimization potential. The connection to existing systems (e.g., ERP, CRM) supplements the processes with key figures such as processing times or process costs. These serve as support for strategic decisions. The BPM system also serves as a central information source where employees can call up current information and receive optimal support for audits.

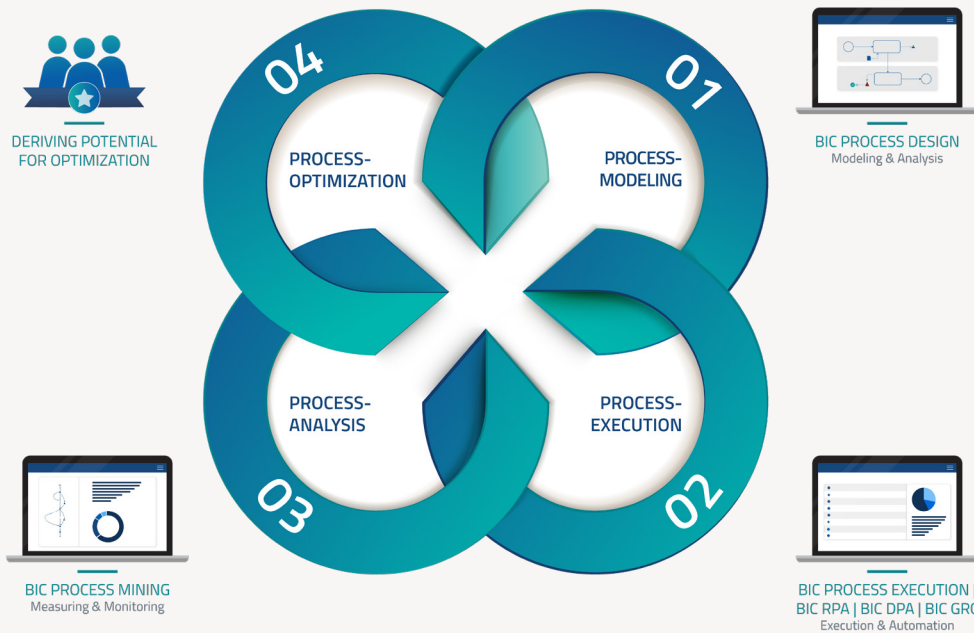
## AUTOMATION ACCELERATES PROCESSES

Another noticeable added value results from automated processes that significantly accelerate the process flow. Predefined sets of rules standardize manual activities to minimize sources of error and save time and costs. Among other things, the system automates the monitoring of release processes, deadline-controlled process publication, versioning of processes and documents, archiving of old versions, and resubmission of tasks.

## BUSINESS-IT ALIGNMENT FOR COMMON CORPORATE GOALS

A process is viewed differently by a business department than by the IT department. In BPM, business and IT departments coordinate their requirements on the basis of process models in order to implement optimal business and technological solutions. The BPM specialist department benefits, for example, from the simplified identification of relevant processes as well as continuous optimization. IT easily derives technical services from the system based on logical services and efficiently develops the architecture model.

# DIGITAL TRANSFORMATION LIFECYCLE



## CONTROLLING RISKS, ENABLING COMPLIANCE

In terms of corporate compliance, every company is subject to legal requirements and internal guidelines that must be adhered to. In the BPM system, these sets of rules are cataloged and linked to relevant processes so that employees follow the requirements consistently. An early warning system points out misalignment in time and enables necessary corrections. Even an internal control system for risk management and quality assurance can be easily implemented.

## PLANNING AND REALIZING DIGITALIZATION

Digital transformation has a significant impact on the design and alignment of business processes. In order to actively shape digitalization, decision-makers in companies need a transparent view of the risks and opportunities of digitized processes. A BPM system enables the holistic support of digitalization projects. The multitude of integrated functions accompanies organizations in all aspects of process-based, digital transformation: from the optimization of future digital processes, the communication of necessary transformation steps up to the automation and control of processes.

## YOU WANT TO LEARN MORE?

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