

# BUSINESS PROCESS MANAGEMENT



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The consulting firms Gartner and Forrester forecast that the Business Process Management market will grow to 6,000 million dollars in 2011, and the estimated increase between 2006 and 2011 is 24%. It is regarded as one of the software market segments to show the most rapid growth.

The reasons why **BPM** attracts so much business are summarised as below:

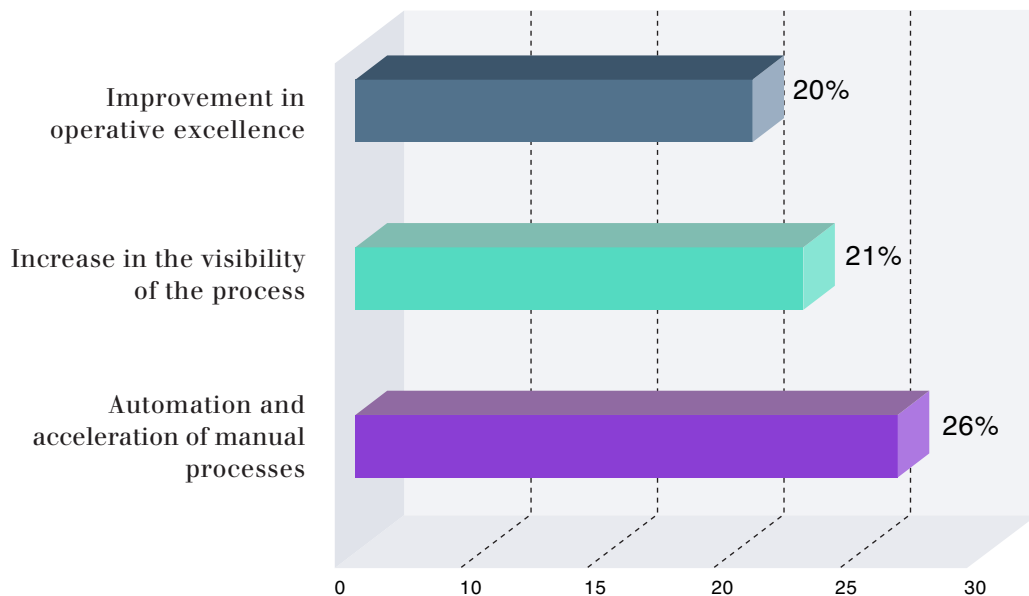
- Increase in efficiency. Less paper and shorter work cycles.
- Increase in productivity. Detection and elimination of bottlenecks, improving the collaboration between people and systems.
- Management control, identifying and avoiding risks, being able to make the right decisions at the right time.

- Automation of compliance with laws and best practices.

The CIOs have chosen business process optimisation as the priority need for the third year running, according to a study carried out by Gartner.

In this study on the status of the BPM market, those polled gave their forecasts for ROI with the application of BPM in different areas of the company.

**The graph shows their replies:**





“THE IMPORTANCE OF MAKING  
THE RIGHT DECISIONS AT THE  
RIGHT TIME ”

## Business Process Management within SGAIM's ECM Outsourcing Platform

### BPM as a Support to Integrated Business Process Outsourcing

SGAIM's business model, Business Process Outsourcing Services, seeks the simple integration of the client with its collaborators by managing the entire business process backoffice.

Companies need to speed up their payment collection processes, control their processing team, ensure that the credit they grant is within the risk margins established, etc. The solutions that SGAIM offers to help its clients are always supported by the BPM module, which makes the optimisation of these business processes possible.

## Outsourcing Platform **ECM**

“CONTROL AND MONITORING OF THE BUSINESS PROCESS, SITUATIONS AND STATUS OF EACH TASK”



## Operation of SGAIM's Business Process Management

**BPM tools are applied in flow modelling, activities, business rules and in interactions with other systems and people regardless of their geographical location.**

The business process is started with the inflow of information on paper or in electronic format. The reception of electronic formats is carried out via web services, email, ftp protocols, etc. however, it also covers the entry of information in paper format which is then digitalised and processed. The secure communication between systems is possible thanks to the BPM module (engine certified by Microsoft).

BPM organises the incoming information by distributing it between the different users (internal and external) and systems. The tool facilitates the use of multiple options: searches, actions, dispatches, approvals, etc.

The actions made trigger successive activities modelled in BPM, according to each client's needs, enabling them to occur in a swift and controlled way.



The activities and documents that intervene in all processes are conditioned by a business rules engine designed to apply sectoral standards or to design the company's individual rules.

The monitoring and reporting of the process is possible via the BAM (Business Activity Monitoring) module. This enables the control and monitoring of the business process, the situation and status of each task and the performance of the people who have performed these activities. The information elements are localised at all times throughout the process.

Another of the utilities of BAM is the assessment of changes in processes via simulations before they are finally introduced.

The reporting can be complemented by the use of the Business Intelligence module of SGAIM's ECM Outsourcing platform. BI analyses the productivity, quality, economies, etc. as well as creating forecasts and providing support for the decision-making process.

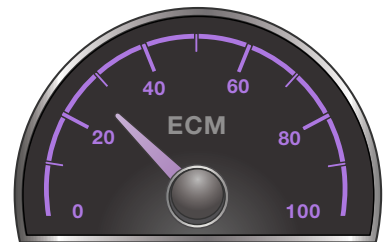
## Business Activity Monitoring



Average duration  
of the work flow

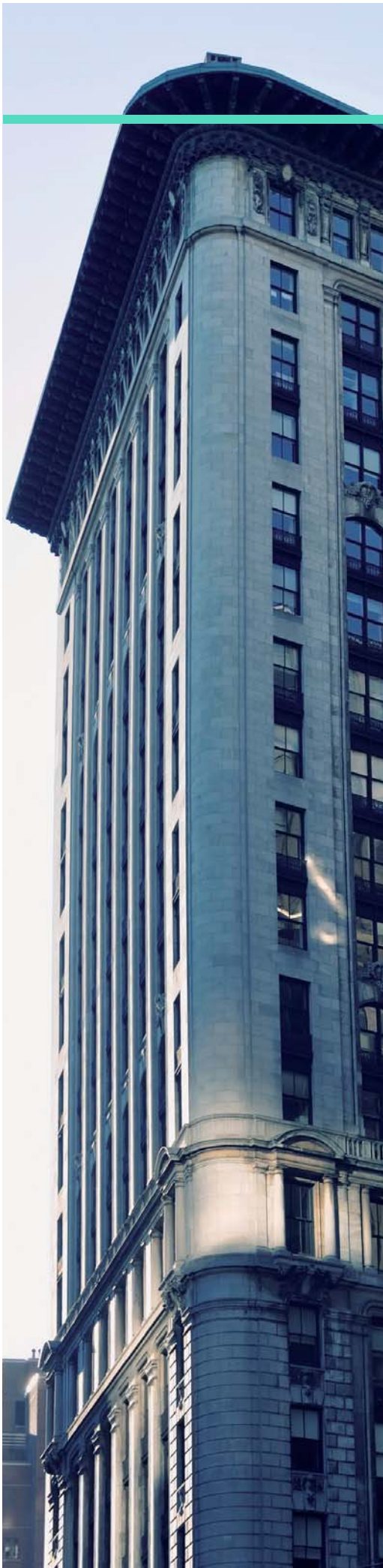


Work flow  
requests open



Bottlenecks

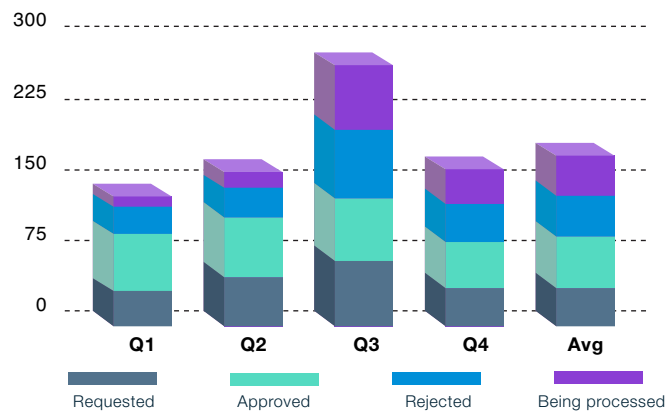
The tool provides simple graphs which enable the control and internal monitoring of the process: time taken to perform each task, incomplete work flows, critical points within the work flow, etc. The information that appears on the BAM graphs varies according to each company's needs.



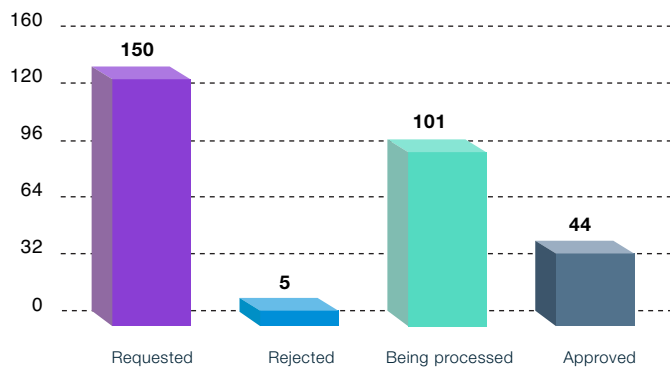
## Business Intelligence de BPM

Business Process Management is complemented by SGAIM's Business Intelligence module which, via different types of graph, provides inter-monthly analyses of the processes, situations of the processes measured on a quarterly basis, work load forecasts, etc.

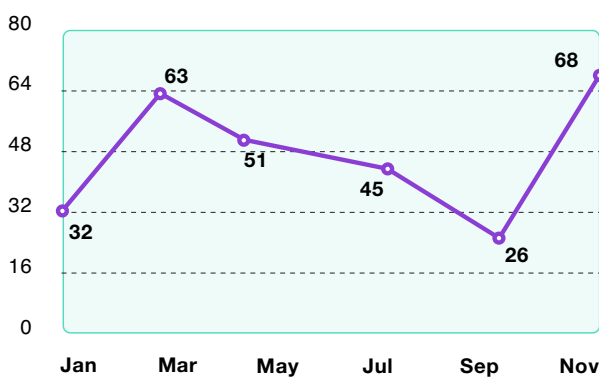
New work flows by quarter



New work flows by situation



New work flows by month



## Benefits of SGAIM's Business Process Management

Flexibility and agility in the light of any type of change in the processes.

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Reduction of costs via optimised and automated processes.

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Total control and monitoring of the process for the different levels of responsibility.

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Reduction in the time taken to implement a solution as the computer code is systematised.

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Easy interconnection of all the processes with collaborators.

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Integration of SGAIM, a BPOS company, in the process chain, contributing value.

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Transparency in the process that enables greater involvement of the participants.

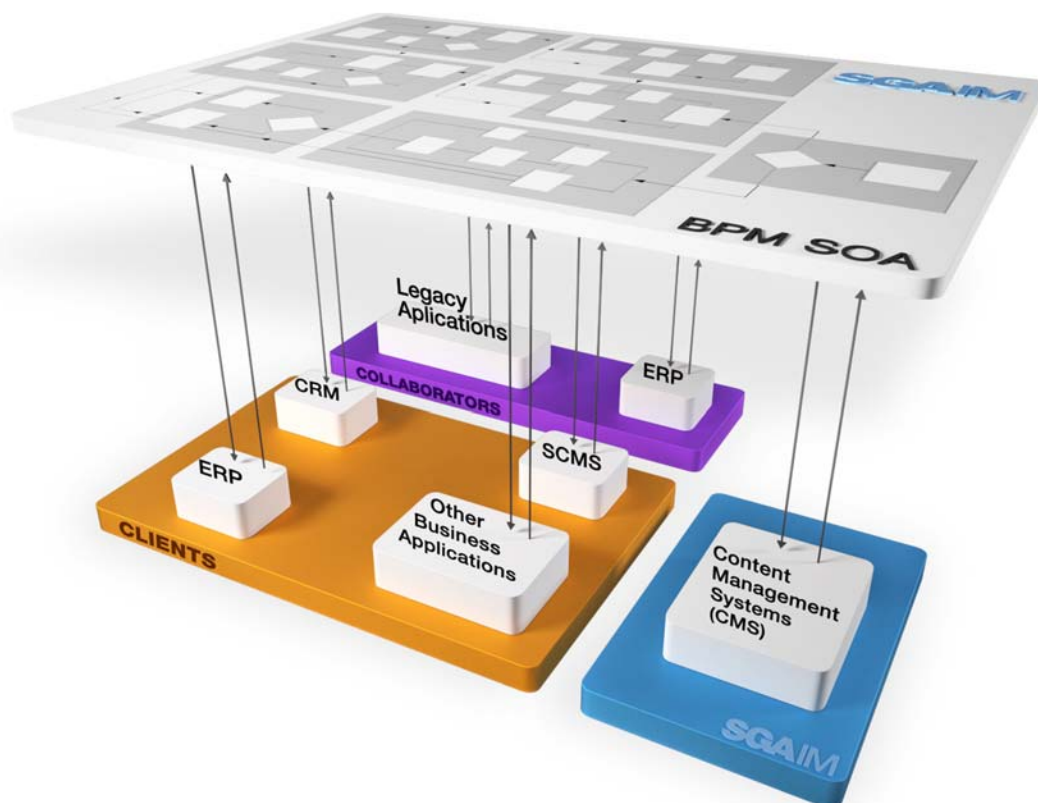
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Total control of the quality of the process.

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Guarantee of automated compliance with laws and best practices.

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# SGAIM

Converting information  
into knowledge

SGA INFORMATION MANAGEMENT. S.A

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