

BPM

Healthcare

What are the uses of BPM ?

- Business processes are coming under intense scrutiny, as they are in the critical path of progressive business change. This need for process understanding will create significant business modeling activity.
- We see this as a strong rising tide that will drive a growing business process related markets that includes services and technologies such as the business processes analysis (BPA), business process management (BPM) application integration (AI), business rules (BRE) and business activity monitoring (BAM) markets.
- We explore the drivers for business modeling and the typical use we see on the horizon as a precursor for better technology-assisted business processes through agile BPM suites

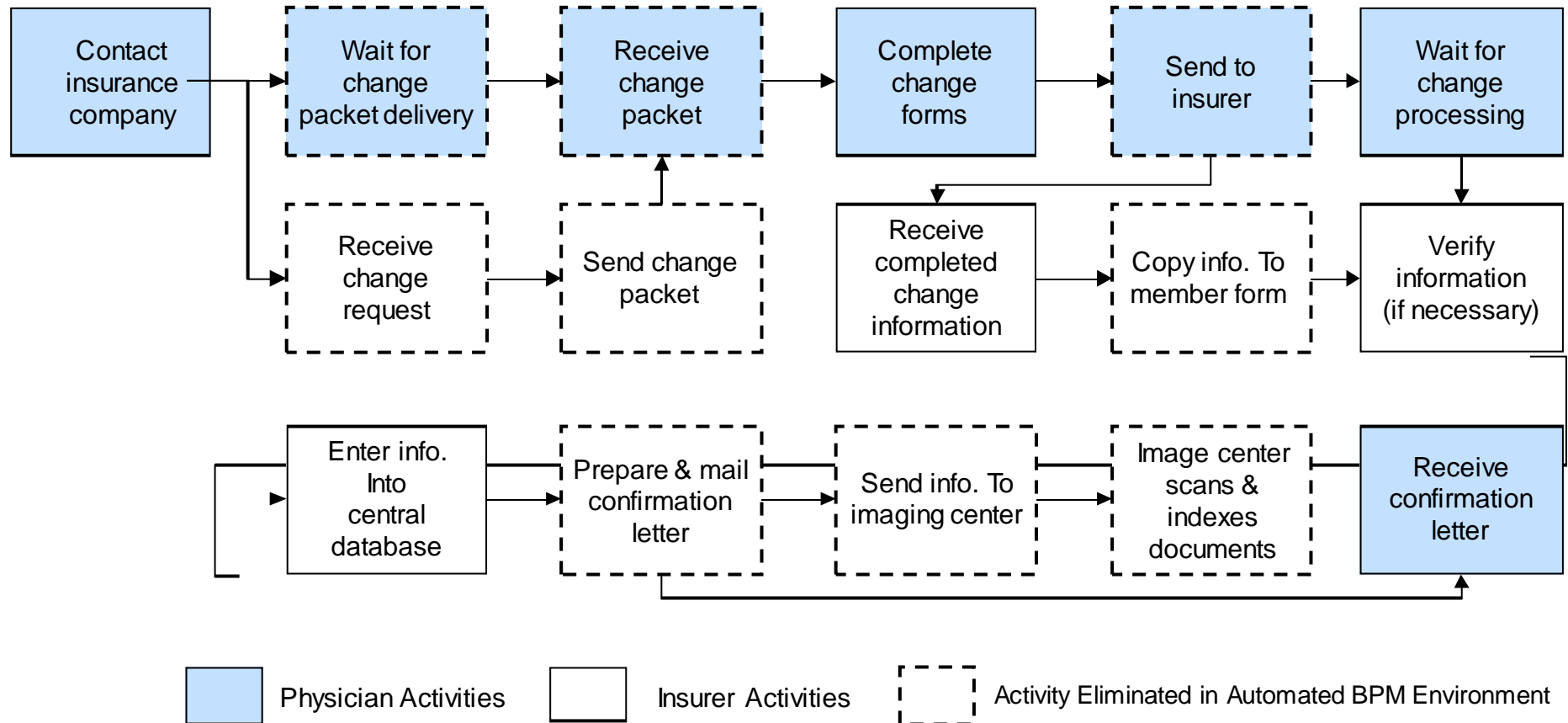
BPM Drivers

- Enterprises should work to understand their current processes and determine differences that rise with the implementation of new goals
- Current process understanding – AS IS
- New process creation/maintenance – TO BE
- Core process/systems consolidations
- Automation of manual processes
- Value/supply chain creation/maintenance and process fusion
- Optimized processes
- Compliance

BPM Routing Capabilities –

Healthcare Payer Organization Case Study

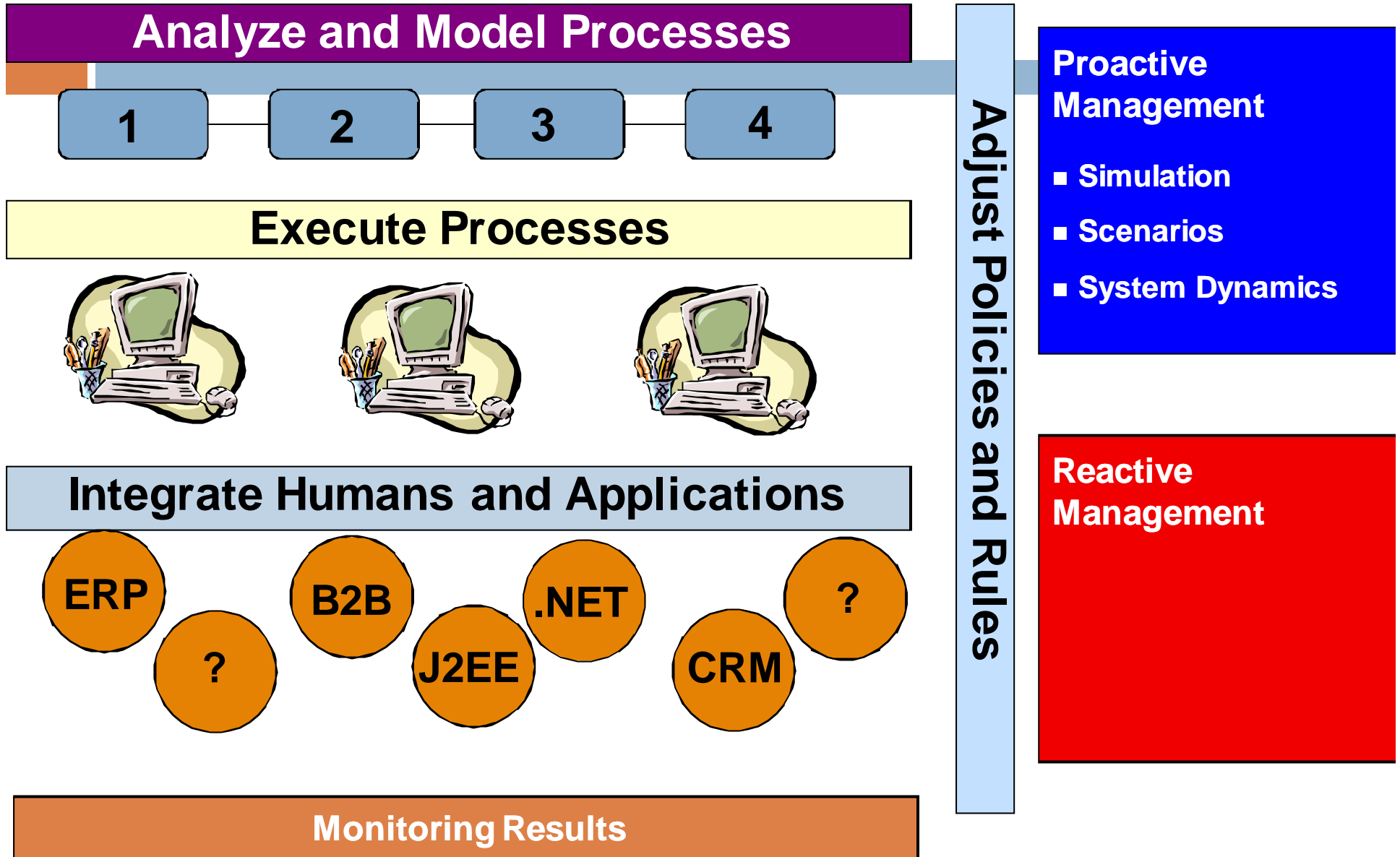
Steps In Records Update Process



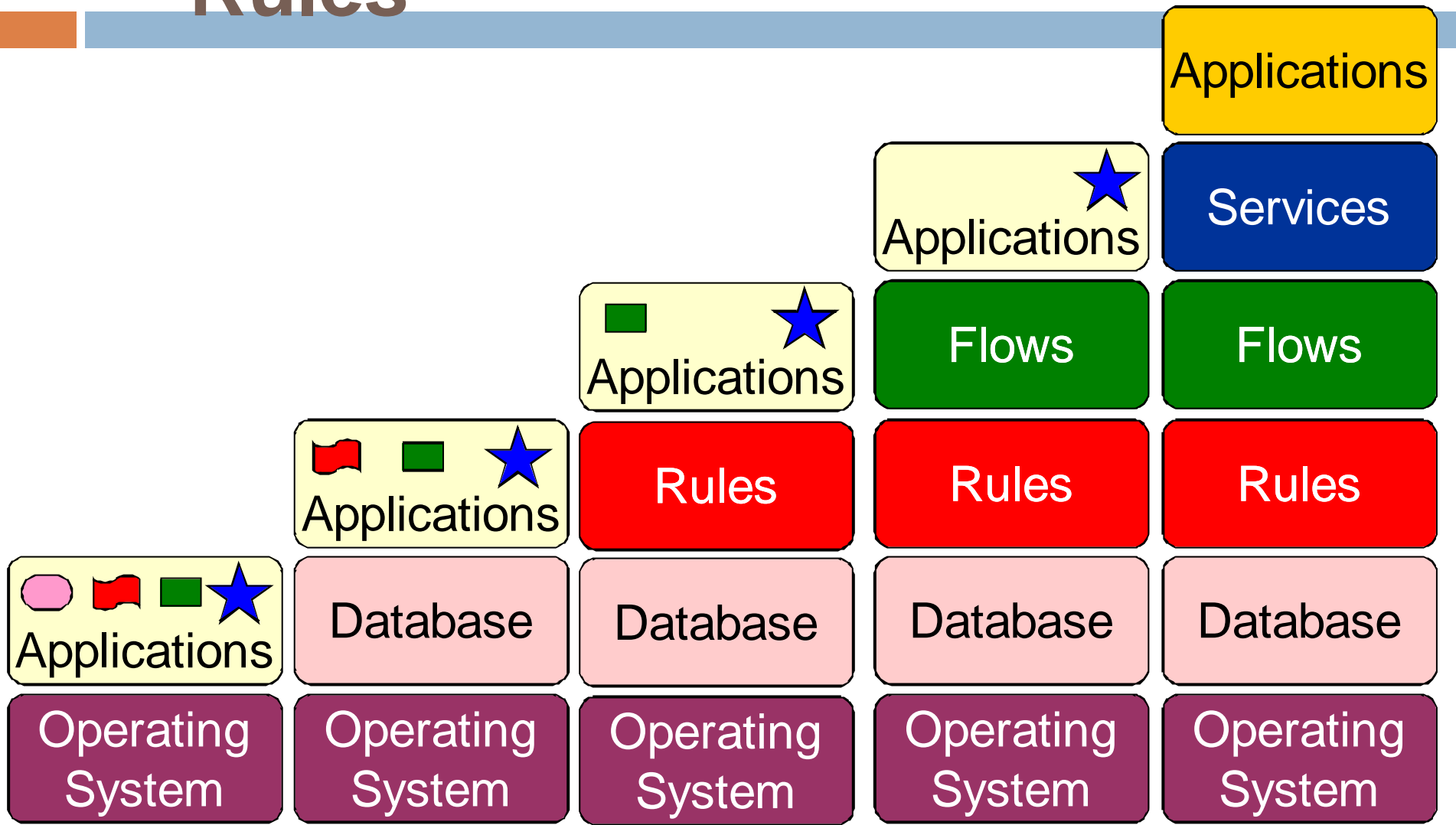
BPM is Business Integration at Multiple Levels

- BPM flows enable optimized business events that coordinate
- Hardware, Software, Facilities, Process, People
- Visible and Successful Implementations
- Real Cost Savings/Avoidance
- Understanding the Real Process
- Business Process Ownership
- Leadership Buy-in
- Quality Implementations

BPM Suite Taxonomy

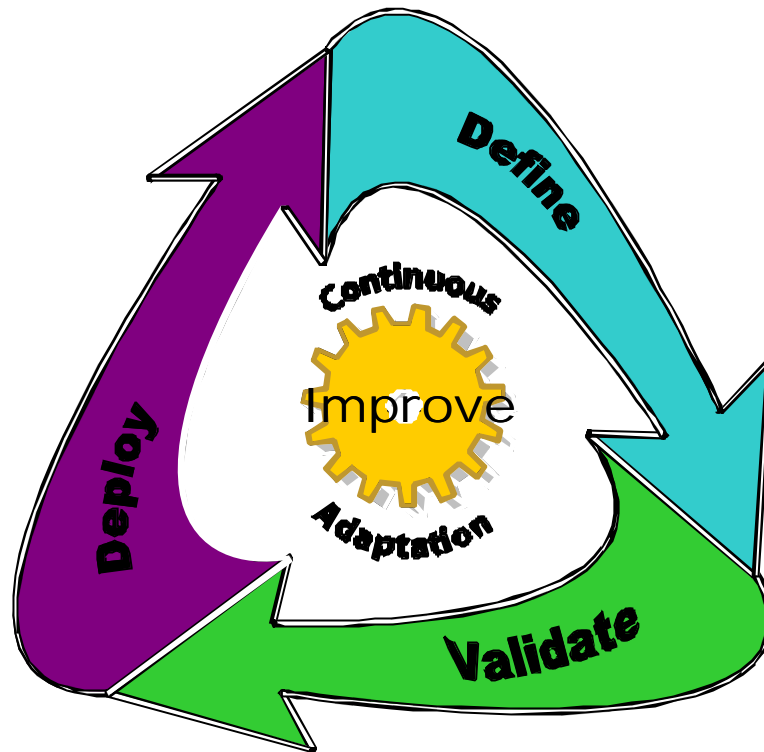


BPM Suites - Explicit Flows & Rules



Suggested Architecture for Round Trip Engineering

Provide continual feedback
Build contextual orientation
Communicate
Encourage reassessment



Define Your best practices

- ◆ rapid representation of the knowledge of your experts

Validate to confirm that the best practices will meet evolving requirements and active scenarios'

- ◆ dynamically simulate under the most realistic conditions

Deploy best practices within selected scenarios into the operational environment

- ◆ monitor best practices to achieve continuous improvement

Improve continuously to keep the process operating at peak efficiency

Gartner