

Winning with BPM

Workshop for Business and IT executives



Date: Thursday, 3rd November, 2011

Objectives of the workshop

The workshop provides insight on how to

- Increase velocity, reliability and reduce cost of processes
- Get significant improvement in "Work Experience" for employees, customers and stakeholders
- Make a real difference to business KPI's with IT

Who should attend?

- Head of the departments – CFO, HR, CPO, CIO, CXO
- Process excellence program managers
- Operations head
- Program managers
- IT heads and program managers



Why care for BPM?

- **BPM supports incremental approach to innovation.** Customers start with pointed solutions and grow the scope with time to cover entire departments and end-to-end processes.
- **Speed and cost of process operations:** BPM increases the process execution speed by its task based proactive process execution paradigm. Business benefits from higher degree of data quality and hence reduced cost of delays and errors in business.
- **Agility in diverse business requirements:** Create process variants fast and easy. Have country and department centric changes done on-demand in the BPM layer. Clean solution for single instance ERP as the custom requirements go into the BPM layer.
- **Process Visibility:** BPM provides automated mechanism for monitoring your business processes at granular level with inbuilt capabilities on escalation management.
- **Architecture and Technology:** BPM provides a "Clean decoupled architecture" for evolving systems. It integrates other technology investments in way that more value is extracted from those investments including SOA, Mobile, Analytics, UI, Portal, and MDM among others.
- **Cross system process flow leveraging existing investments:** Run your end to end processes across the heterogeneous landscape.
- **Landscape consolidation and optimization:** Systematic reduce the set of bespoke applications and legacy systems to converge process assets on a single unified platform.



Incture is driving SAP BPM adoption globally

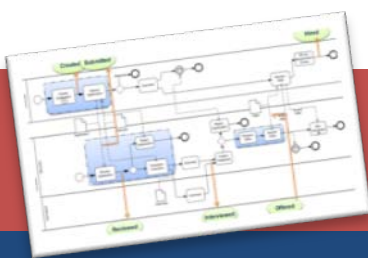
About Incture

Incture has been a leading SAP NetWeaver CE BPM solution provider in Asia and have enabled many leading fortune 500 companies to reduce their TCO dramatically through our demonstrated thought leadership in BPM.

As an **SAP Design Partner Council** member, Incture has deep collaboration with SAP NetWeaver BPM product development teams and is significantly contributing to roadmap of future SAP NetWeaver BPM releases.

Common BPM Use Cases by LOB

Finance	Sales & Marketing	Human Resources	Products & Services	IT
Accounts Payable & receivable	Campaign and Event Management	Hire to retire	Order and Vendor Management	Change and Configuration Management
Billing dispute resolution	Lead generation and tracking	Resource Planning	Product Management and shipping	Asset Management
Payroll/Expense approval processes	Proposal and contract management	System Processing	Customer Service	Service desk management
Regulatory compliance and management	New product introduction	Timesheets and expense management	Inventory control and supply chain management	Application and security management
	Advertising and merchandising	Approvals		



“Those who embrace BPM can do things that others cannot. While this was true in 2010, BPM will by 2014 clearly deliver benefits to those who have the competencies, and deny a peaceful sleep to those who do not.” - Gartner

- Incture is the largest SAP BPM implementation partner in Asia – Most complex projects including 5 major BPM implementations.
- Enabling BPM adoption by customers with BPM Workshops for Business and IT teams with over 100 customers and partners in APJ (BPM Jump Start Kit)
- Agility and dedicated efforts on BPM adoption with all engagements being supported by highest level of management
- Member of **SAP Design Partner Council** – Advisor to SAP BPM and technology teams
- Collaboration with “**Singapore Management University**” for developing BPM curriculum for decision makers
- Collaboration with SAP for developing BPM curriculum for program managers, project managers and architects



Incture BPM use case success stories

Organizations have been able to extract tremendous value out of their processes by adopting SAP NetWeaver BPM



Automating User Provisioning for India's largest FMCG conglomerate.

BPM implantation helped in completely automating the user-provisioning processes across the company. Online forms and email based approval processes replaced the old paper based request forms and manual approvals. The turnaround time of some of the processes like new user creating, new roles access was reduced to mere a couple of hours as opposed to 1-2 weeks earlier.

New Product Introduction for a global CPG customer

Before the adoption of BPM the NPI process took around 3-6 months time creating a huge competitive disadvantage. The processes involved 300 people in different roles in the organization including Marketing, Planning, Finance, Manufacturing, Sales divisions etc. thus leading to huge overheads in email and telephone collaboration.

With the adoption of BPM the cycle time for the NPDI process reduced significantly instead of the earlier 3-6 months.

Shared service center process optimization for largest color and paint company in India

Customer implemented SAP NetWeaver BPM for their complete order taking processes at their shared service centers. The solution integrated CTI to the processes and enabled setting up of custom rules and restrictions based on business parameters. The solution also provided dynamic SKU identification based on product code and shade code.

The implementation resulted in reduction of the total order taking time by half and helped maximize the returns from the shared service center by effective cross selling.

WORKSHOPS & WEBINARS IN COLLABORATION WITH SAP

Incture Technologies, in collaboration with SAP, has conducted several workshops on improving business process efficiency with SAP NW BPM. Designed to benefit the discerning SAP customer, this workshop prepares enterprises to be future ready. Our workshop helps enterprises to understand how SAP NW BPM can be leveraged to confront complex business challenges and relationships. Targeted at CIOs, Business Managers, LOB Heads, IT Heads, Process Executives and Departmental heads, this workshop gives power and knowledge that enables business and IT to make a positive impact on the business

http://brandthink.my/sap/may11/bpm/index_edm.html

Our webinar sessions cover real life BPM Use cases, including industry-specific processes, and address main areas of interest on how to identify process scenarios where BPM can add value.

For complete webinars delivered by Incture visit:

<http://www.sdn.sap.com/irj/scn/realworldbpm-webinars>

Optimizing master data governance for a leading semi-conductor company, Taiwan

The BPM implementation aimed at automating data quality improvement, using BPM to initiate data loading and orchestrate data syndication from MDM to multiple target systems while simplifying user experience and improving exception handling.

Workshop Agenda



By 2012, 20 per cent of customer-facing processes will be knowledge-adaptable and assembled just in time to meet the demands and preferences of each customer, assisted by BPM technologies

By 2014, 40 per cent of business manager and knowledge workers in Global 2000 enterprises will use comprehensive business process models to support their daily work, up from 6 per cent in 2009



Between now and year-end 2014, overlooked but easily detectable business process defects will topple 10 Global 2000 companies – Gartner

09:00 – 09:15	Welcome	
09:15 – 10:00	From SAP Business Workflow to SAP BPM	
10:00 – 12:00	Overview of BPM & Anatomy of Customer BPM Projects	
	■ Master Data Governance Case Study	10:00 – 10:45
	■ Patterns in Process Automation and Optimization	10:45 – 11:15
	■ LOB and Shared Services Process Optimization Case Studies	11:15 – 11:45
	■ Summary	11:45 – 12:00
12:00 – 13:00	LUNCH BREAK	
13:00 – 15:00	Technology for BPM	
	■ Key Elements of BPM Technology	13:00 – 13:45
	■ Analysis to Modelling to Execution to Monitoring to Optimization with BPM	13:45 – 14:45
	■ Summary	14:45 – 15:00
15:00 – 15:15	COFFEE BREAK	
15.15 – 16:30	Customer Specific Case Discussion	
	■ Interactive Session on BPM Use Cases of Customer	15:15 – 16:15
	■ Customer Technology Landscape and Reference Enterprise Architecture	16:15 – 16:30
	■ Summary	16:30 – 16:45
16:45 – 17:45	BPM Adoption Road Map	
	■ Best Practices in BPM Adoption Road Map	16:45 – 17:15
	■ Key Elements of BPM Center of Excellence	17:15 – 17:45
17:45 – 18:00	Summary & Feedback	

About the speakers

Rajesh Veeramachaneni, CTO, Incture

Rajesh has over 12 years of variegated experience in conceptualization, definition, architecture, design, development, project execution and delivery of enterprise product software and solutions using Java, J2EE, Service Oriented Architecture (SOA), Business Process Management (BPM), Enterprise Mobility and open standards technologies.



Thierry Logiest, Partner, ROITech

Thierry has 13 years of SAP Business Workflow experience across various modules and industries with a bias for HR related scenarios. Thierry has experience implementing SAP Business Workflow in very large corporations such as Barclays, Shell, PMI, Nestle etc... Thierry is a SAP Certified consultant in SAP Workflow, SAP HR and SAP ABAP. He also leads the BPM Line of Business at ROITech.



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