TIBCO iProcess Suite

Project 1560
Process Packages
Expenses Package.xpdl
Data Fields
Participants
Processes
Submit Expenses
Parameters
Data Fields
Participants
Historical Case Data.xpdl
Data Fields
Participants
Processes
Policy Renewal
Parameters
Data Fields

Simulation Control   Outline

Process name: Policy Renewal

Default Pool
Default Lane

Take new / check existing customer details

28 72 4 4

Quote

27 1 4 4

Issue Policy

26 1 5

TIBCO®
The Power of Now®
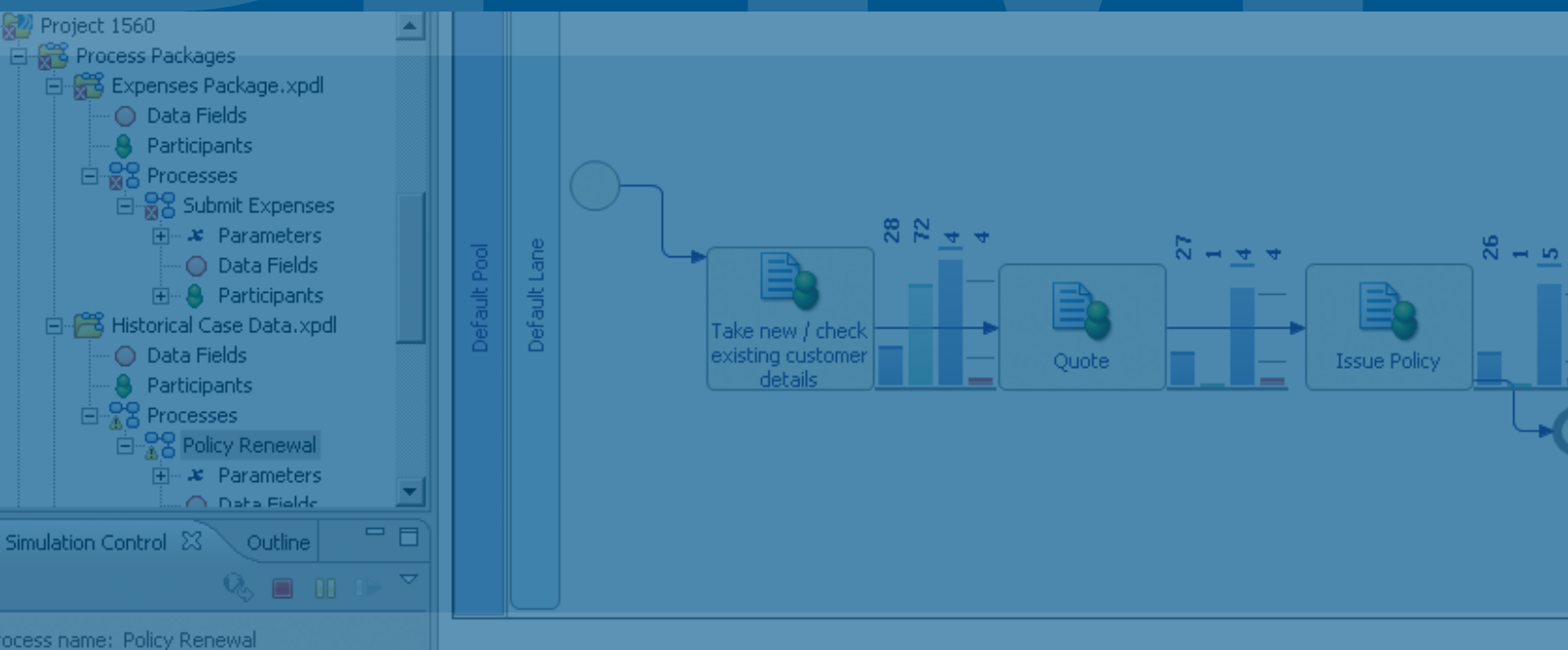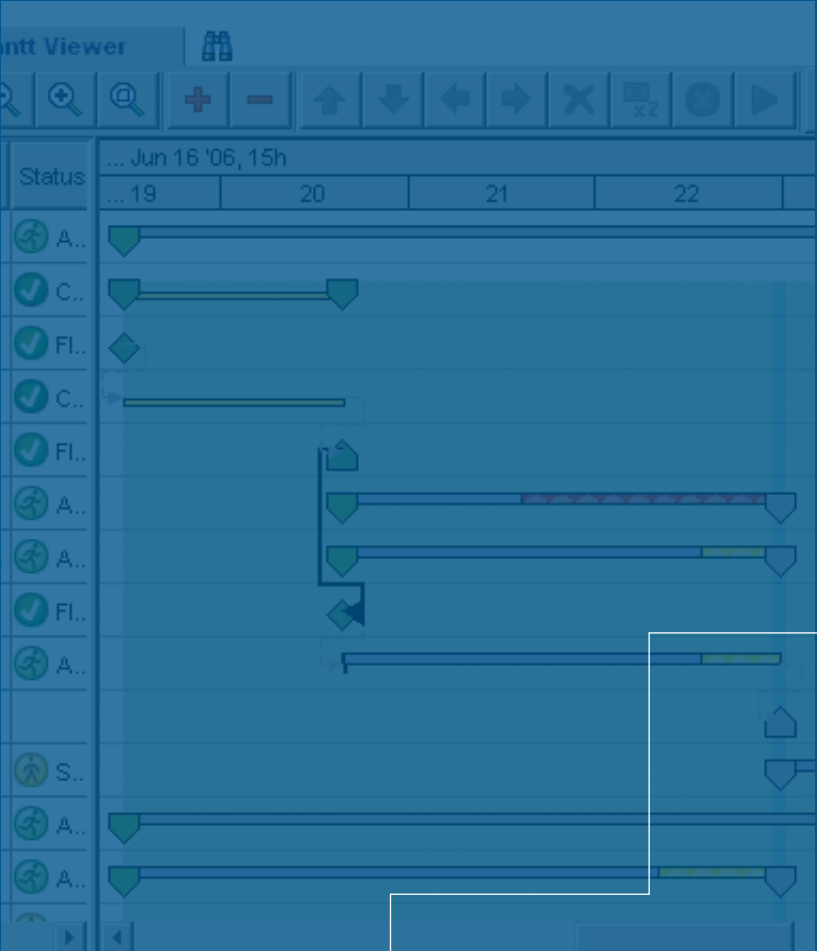
> "TIBCO IS THE ONLY VENDOR THAT CAN APTLY HANDLE THE FULL RANGE OF BOTH SYSTEM-CENTRIC AND HUMAN-CENTRIC PROCESSES."

The Forrester Wave™: Human-Centric Business Process Management Suites, Q1 2006

INTRODUCING
BPM+

IT'S NOT JUST A PROCESS. IT'S
YOUR COMPETITIVE ADVANTAGE.

Your unique way of doing business is captured in your business processes. Business process management (BPM), both the software and the management practice, provides the ability to model, manage, and optimize those processes for significant competitive advantage.

TIBCO delivers BPM Plus, a unified solution that extends from process design to process optimization and from front-office to back-office processes.
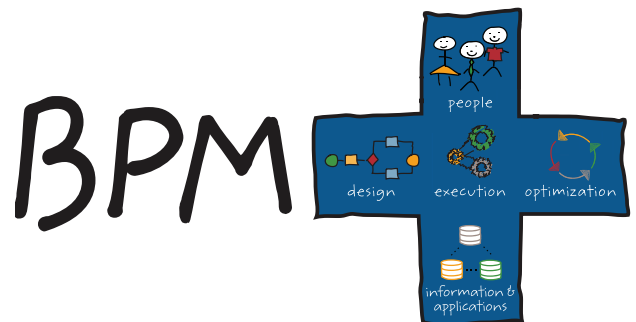
TIBCO iProcess™ Suite enables you to automate not only routine tasks and exception-handling scenarios, but to orchestrate sophisticated, long-lived processes that involve people, information, and applications that cross organizational and geographical boundaries. TIBCO is able to provide this extra level of functionality through our established leadership in service-oriented architecture, business optimization, and BPM technologies.

BPM solutions have typically been categorized by the type of process they automate: integration-, people-, decision-, or document-intensive. But few
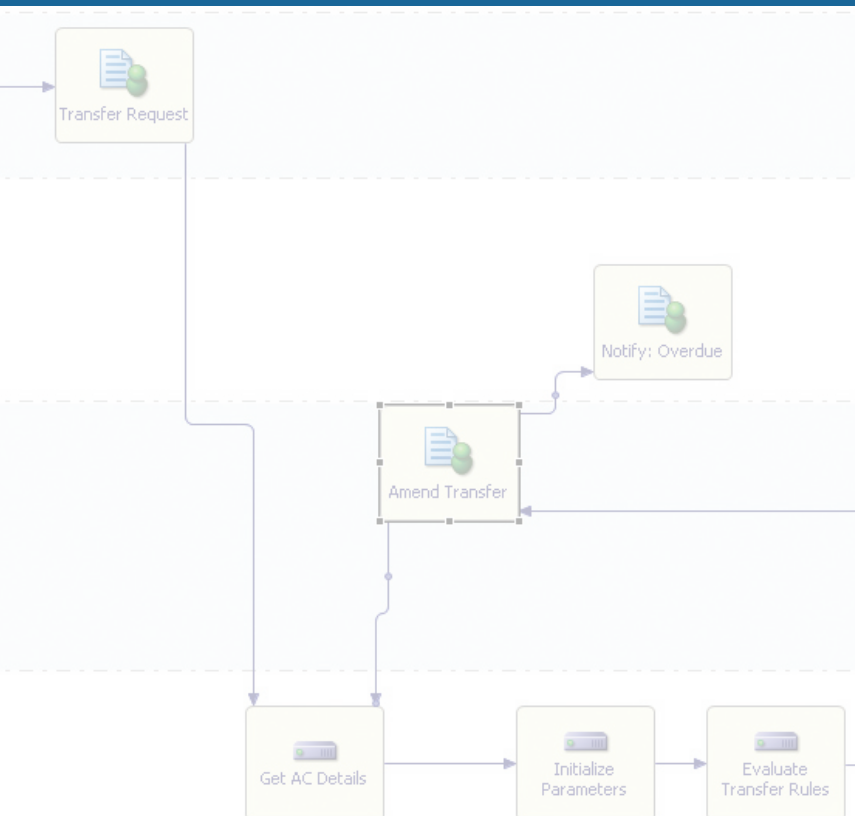
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ALL OF THE PROCESS

TIBCO SUPPORTS THE ENTIRE PROCESS LIFECYCLE

DISCOVERY AND DESIGN
TIBCO's role-based approach to BPM ensures that everyone has what he or she needs to contribute effectively at every stage of the process lifecycle. iProcess Suite's modeling interface enables the collaborative modeling of processes and supporting rules. A robust simulation environment makes it easy to identify bottlenecks, anticipate exceptions, and ensure that the process meets requirements.

INTEGRATION
Business processes and the systems that support them are intertwined, but each must operate free of constraints from the other. iProcess Suite can tap into IT systems using TIBCO's own integration platform or other solutions. By creating what TIBCO calls an independent process layer, iProcess Suite lets IT and business build services and processes that can be reciprocally leveraged, which speeds development and eases changes.

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Transfer Request

Notify: Overdue

Amend Transfer

Get AC Details

Initialize Parameters

Evaluate Transfer Rules

Processes touch many parts of an organization and many layers of an organization. How do you interact with underlying IT systems so business processes can involve those systems without spending half your BPM project budget on integration and change requests?

TIBCO delivers BPM and SOA in a unified architecture, with an independent process layer that allows changes to be made without affecting underlying services and applications. This design approach increases business agility, isolates the impact of changes, and allows the specialized skills of business analysts and IT to be properly harnessed.

processes fit neatly into one bucket. TIBCO is one of the few vendors that can handle the full range of process categories.

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DEPLOYMENT AND EXECUTION
iProcess Suite uses standards-based models so that when business passes a model to IT, there is a seamless path from modeling to deployment. With support for millions of transactions per hour and tens of thousands of concurrent users, iProcess Engine can handle the largest of deployments. Cutting edge AJAX technology provides a flexible workspace that enables unprecedented productivity and end-user engagement.

SENSE AND RESPOND
iProcess Suite is event-enabled, allowing you to monitor processes in real time and detect issues and opportunities when you can take meaningful action. In combination with sophisticated business rules, iProcess Suite helps you correlate seemingly unrelated events to identify and address critical issues before they adversely affect the business.
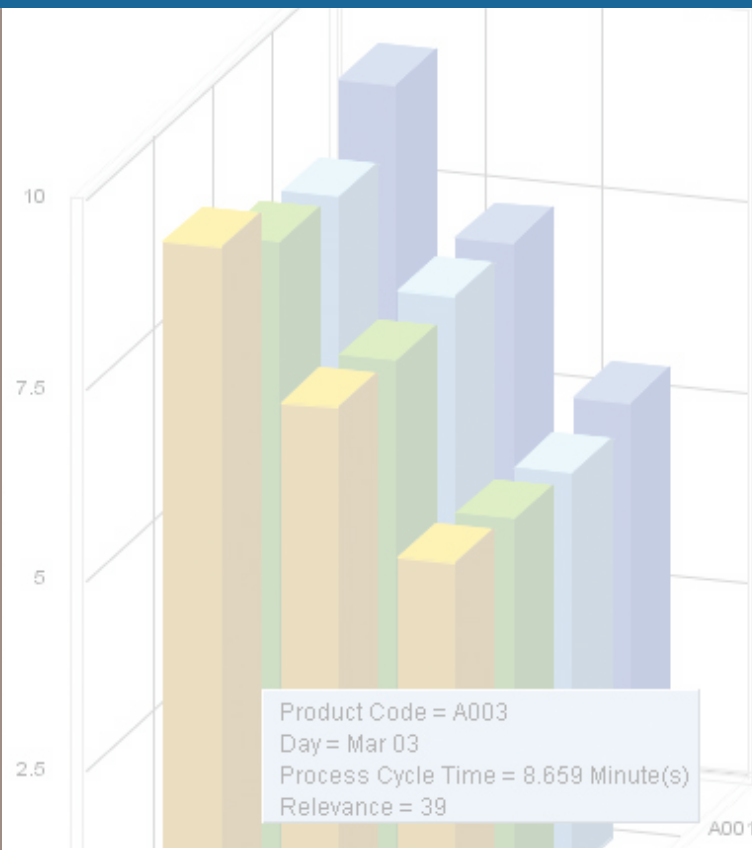
OPTIMIZATION
iProcess Suite uses powerful dashboards and analytics to help users analyze current and historical process performance to identify opportunities for improvement and evaluate the potential impact of changes by running sophisticated simulations. iProcess Suite also enables real-time process optimization based on pre-set goals and rules.

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With iProcess Suite, you do not need to adapt your processes to a pre-defined norm. Our software adapts to your processes – as they are now and as you want to evolve them over time.

Our high-performance execution engine and experience supporting event-driven, service-oriented architectures enable us to support processes in the most complex environments.

Learn more at the BPM Resource Center
http://www.tibco.com.

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7.5

5

2.5

Product Code = A003
Day = Mar 03
Process Cycle Time = 8.659 Minute(s)
Relevance = 39

A001

LEADERSHIP

BPM+ at KPN

KPN, a leading telecommunications company in The Netherlands, implemented a BPM solution from TIBCO to automate broadband/DSL customer order processing in anticipation of a 3x increase in monthly orders. The solution has enabled KPN to process a 10x increase in monthly orders and to realize cost savings of between €150,000 and €200,000 a month. KPN estimates that the company has reduced order processing time by 90 percent, reduced errors by 95 percent, and improved productivity by 50 percent. View more customer success stories at **www.tibco.com**.

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