How BPM Software Provide Optimize Process for “Business Support”

Parimalendu Bandyopadhya¹, Joydeep Chowdhury² and Gunamoy Hazra³
¹(H.O.D of Business Administration Dept, Bengal Engineering College, Durgapur).
²(Formal lecturer, Dept of Computer Science, B.B College).
³(Lecturer, Dept of Business Administration, B.B College, Asansol)

¹email2pari@gmail.com, ²joy.aec.mca2005@gmail.com and ³gunamoy.hazra@gmail.com

ABSTRACT
Businesses are a collection of connected processes and that to be agile, those processes must frequently be realigned or reconnected so they can address changing business environments, redefined business objectives, and newly imposed regulations. These processes must frequently be realigned or reconnected so they can address changing business environments, redefined business objectives, and newly imposed regulations. Adaptable business processes result in increased operational margins and therefore in true competitive advantage. An agile enterprise can continuously improve key business processes and adapt them to changing circumstances. Effective business process management has again emerged as a core business asset. As BPM increases in importance, the business process layer within the technology stack has also gained increased attention.

KEYWORD
Operational Savings, function packaged applications, standards-based SOA, Application integration, Eradication of Data Entry Errors, Risk limitation strategy and avoidance strategy.

1. SUPPORT FOR BUSINESS PROCESS FROM BPM SOFTWARE:

- Business process-driven applications—as opposed to business function packaged applications—follow the latest IT paradigm: service orientation architecture. Together, BPM and SOA define a new IT world, which drives innovation and efficiencies using existing IT assets and producing results within months. The new paradigm promotes loosely coupled IT systems that replace the previous tightly integrated, hardwired packaged applications. Packaged applications are broken down into services of different granularities. These services are orchestrated on the process level and are simply consumed in a way that supports optimized business processes. For example ORACLE implemented The industry-leading modeling and simulation engine—Oracle Business Process Analysis Suite—which shares the same metadata format with the process execution engine and helps business and IT to seamlessly collaborate. Similarly, Oracle BPEL Process Manager—for human workflow- and application-driven integration tasks with BPEL; part of the Oracle SOA Suite.

- An open, standards-based SOA accelerates BPM to a new level of process focus by emphasizing metadata. This heightened level of process focus defines a platform with BPM in its core, integrated with business intelligence, security, and business service registries. These platforms enable software services to support business processes. Thus a business service repository can provide for the management and correct use of those services and data.

- Business Process Management is a management discipline that affects the organization of an enterprise and is supported by technology. More than with other technologies, business managers are as involved in evaluating and using BPM tools as IT staff.

1) The increased level of business user interest stems from the fact that processes are the “setscrew” for lines of business staff to manage their success. Business people drive BPM projects and funding for these projects often originates in business departments rather than in IT. BPM’s value proposition reaches far beyond IT efficiencies and reveals immediate benefits to business users, such as:

1. Reducing the on boarding process by one week, by automating various tasks.
2. Reducing the error rate when closing the books by setting up optimized review tasks.
3. Increasing the invention cycle by introducing new product or services offerings more frequently.
4. Responding to nonstandard customer requests faster by involving the right people immediately.
5. Responding to regulatory mandates fast preventing impact on your ongoing business

In the current market condition, organizations will look to streamline processes even further, utilizing products such as BPM to manage compliance, risk and corporate performance.

2. NEED OF SOFTWARE TO SUPPORT “BUSINESS PROCESS”:
Business Process Management Software, as a technology, can deliver endless benefits to any-sized organization but more importantly these benefits will be unique to your company.

1) Through automating repetitive employees business processes, such as report creation and distribution or the monitoring of or reporting on company KPI's, Task Centre reduces your operational costs and frees-up employees to concentrate on activities that are important to the success of your business.

2) Business Process Management Software works by 'loosely coupling' with a company’s existing applications which enables it to monitor, extract, format and distribute information to systems and people; in line with business events or rules.

3) By leveraging the processes and information of existing applications, automated business processes can be configured and re-configured without having to alter the underlying configuration of a company's applications. Task Centre merely uses these applications as information services and workflow trigger points.

4) Creating or re-creating an automated business process is achieved via any PC on which Task Centre is installed through its intuitive and logical Graphical User Interface (GUI). This GUI enables an administrator to automate common employee-driven processes, such as creating and sending end-of-week sales reports.

5) Stronger Revenue Streams: Increase revenue by providing implementation and deployment services to BPM software customers and also increase in services revenue: Partners can get more services revenues by expanding their offerings to their existing customers

6) Operational Savings: BPM focuses on optimization of processes. The processes that are repetitive are optimized and lead to reduction expenses which translates to immediate cost savings.

- By automating a task ROI of BPM that requires six hours of manual intervention, one can expect to cut that time to half. Thus, three hours multiplied by the number of times the process is completed in a cycle will yield significant cost saving.

- BPM implementations often result in numerous intangible benefits that translate into tangible savings in costs and increased revenues in the long run.

- Automation of processes reduces errors due to human intervention. The reduction in errors saves the time of rework and improves quality of processes as well.

- BPM automation of processes that impact revenue generation has an immediate and significant impact on revenues.

- Application integration which is one of the most powerful phases of BPM leads to reductions in IT management and administration time, development time and costs, and lower support costs.
7) Reduction in the Administration involved with Compliance and ISO Activities: The need for compliance and governance plays a major role in modern corporations. Be it a quality assurance initiative such as the ISO standards, a financial audit law, or an IT systems best-practice implementation, companies worldwide are seeing the need to manage compliance as part of their everyday business activities.

- Regardless of the program, clarifying and reengineering business processes is the basis for improvement. The BPM is ideally suited to help support companies in their quest for process improvement and compliance/governance certification. BPM gives full control over process and document change, clarity of inherent risks, and the ease with which process knowledge is communicated across the company, organizations can instill the disciplines necessary to successfully complete these programs.

8) Higher Customer Satisfaction Levels: Achieving high levels of customer satisfaction is a core issue for any business. A number of common factors have been identified as critical drivers of customer satisfaction. It proposes a positive linear relationship between staff satisfaction, service quality and customer satisfaction leading, ultimately, to profitability.

9) Freeing-up of Employee Time: While the euphuism “time is money” is often over-used, it is very germane to this topic, because in business, for each additional hour it takes to complete a manual business process, there is a hard cost associated with employee time as well as soft costs associated with losing business or lowered productivity. Another area where time comes into play is in opportunity costs.

10) Eradication of Data Entry Errors: BPM provide tight integration with conflicts and practice management systems, reference systems and applications such as finance, client relationship management, and document management and This integration promotes data reuse, reduces duplicate entry, and eliminates data entry errors.

11) Critical Failure Avoidance: BPM reduce the probability of a risk and/or the impact that an occurrence of the risk may bear.

- Risk limitation strategy of Risk management module of BPM aims at the implementation of controls that dampen the effects of risk occurrences, while not completely alleviating them.
- Risk avoidance strategy of Risk management module eliminates the probability of a specific risk before its occurrence. This strategy is normally realized by trading the risk for other risks that are less threatening or easier to deal with.
- Risk transfer strategy of Risk management module shift risk or the consequences caused by the risk from one party to another. Also called “risk sharing”. Risk transfer may involve the purchase of an insurance policy, or the outsourcing of risky project parts.
- Risk Acceptance strategy of Risk management and Assumption adapt to the risk when it becomes a problem. The enactment of a risk contingency plan is required in this strategy.

2. SOME RESEARCHERS HAVE SUGGESTED THAT BUSINESS PROCESS MANAGEMENT (BPM) MAY HAVE AN IMPORTANT ROLE TO PLAY IN DRIVING CUSTOMER SATISFACTION.

Copy Right © INDIACom-2011 ISSN 0973-7529 ISBN 978-93-80544-00-7
CONCLUSION

"Business Process Management (BPM) solutions help enterprises, large and mid-sized ones, to improve revenue growth and productivity by 30 to 40 percent. Analysts estimate that the BPM global industry is set to grow to USD 12 billion by 2011. Industry analysts project that BPM is one of the strongest growth areas within the IT industry. All IT publishers have Business Process Management in their table of contents and CIOs name BPM in their top three priorities.1 Packaged application projects, dominant in the past decade, are now being complemented by middleware technologies to deliver much needed enterprise agility. In this arena, Oracle’s BPM solutions and service-oriented architecture (SOA) are leading the charge and making the goal of highly sought after business agility a reality.

REFERENCE
