High Demand System Implementation through BPM Software

Parimalendu Bandyopadhyia, Joydeep Chowdhury2 and Gunamoy Hazra3

1Department of Business Administration, Bengal Engineering College, Durgapur.
2Department of Computer Science, 3Dept of Business Administration
23B.B College, Asanso)

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

ABSTRACT

In this spare organization require Business Process Re-engineering approach. Business process reengineering (BPR) is a management approach aiming at improvements by means of elevating efficiency and effectiveness of the processes that exist within and across organizations. The key to BPR is for organizations to look at their business processes from a “clean slate” perspective and determine how they can best construct these processes to improve how they conduct business. Business process reengineering is also known as BPR, Business Process Redesign, Business Transformation, or Business Process Change Management. This “Research Paper” include the vast study of “Current Business Process” Re-engineering tools such as “SharePoint”, “Metastorm”, “PEGA” etc and focus how these tools are changing all implementation areas such as “Enterprise Resources Planning”, “Enterprise Content Management”, “Customer Relationship Management”, “Supply Chain Management” etc.

KEYWORD

redesign alternatives, Modular architecture, Enterprise Content Management, Advance Data ware housing, CRM System, Financial Management System.

1. RESEARCH RESULT ABOUT THE “REASON BEHIND THE EMERGING DEMAND OF BPR SOFTWARE”:

The IT perspective is that BPR aims to achieve greater value from existing software assets. IT investment allows business processes to be used to capture information electronically and automate services delivery. As part of this automation, BPM ensures that an automated process is used to dynamically manage business logic with integrated application services and therefore forms a corollary to Service Oriented Architecture (SOA). The reasons behind the emerging market of BPR approach are as follows:

1. High capability to capture data and representation of organizational process flow: The BPM software allows easy capture of relevant process data (activities, resources, organizational data) into an organized repository that facilitates graphical representation of process flow on a timeline. This Repository use to call “Folder”. For each entries or “Value” are stored separately in some mentioned fields in some tables. For each form there will be a table contains the value of all form items and the name of the tables will be the name of the form itself. Apart from that the BPM tools itself contains lots of supporting tables for other works.

2. The software allows the selection of different process data, process performance calculations, and for comparing process redesign alternatives: The BPM software provides the concept and option to separate different “Process Related Business Data”. There two categories of processes: i) System Process Related Data ii) Business Process Related Data.

3. With the software, it is easy to assess the impacts of different process designs and organizational parameters: The software can create the simulated environment and some preplanned, predefined “Business Cases”. Each work flow implementation contains the different conditional factors depending on input or the time delay of “Process Request” or even on System Response. This all “Business Case” are already tested and implemented. If any “Challenges” comes in “Process Flow”, it may execute without any interrupt with another path or may ask for user interruption. The benefit of this are as: 1) It aligned Business processes and existing software systems, so that software systems can adequately support the business processes. 2) Strict relationship exists between the evolution of a legacy system and that of the supported business process. 3) These “Business Cases” improves the “Time Complexity”, exploitation of quality parameters, for codifying the alignment concept, and impact “Analysis Techniques” for propagating the change and identifying all the objects affected by a change and requiring new evolution interventions. 4) These “Business Cases” supports the identification of all the objects, either software system components or process activities, affected by a change and needing to be considered during the evolution process. 5) It reduces the system dependency for workflow and “Roll Back” processing for any unconditional state.
4. Business process Re-engineering aims for the achievement of greater value from existing software assets. IT investment allows the business process to be used to capture information electronically and automate services delivery. BPM software (Packages used for Business Process Re-engineering or implementation) is used to dynamically manage business logic with integrated application services. Business process management (BPM) is a central aspect of enterprise software.

5. BPR software challenges existing silo applications infrastructure to convert to real time processing. Conversion to 24x7 business processing imposes needs to achieve high availability, high reliability systems operations that are efficient.

6. Modular architecture allows customers to isolate their business processes from their applications, which gives them the flexibility to add, upgrade, or replace applications in their information technology environment without redefining all of their process interfaces.

2. WHAT ARE THE IMPACTS OF INFORMATION TECHNOLOGY ON BPR?
Business process reengineering (BPR) consists of radically transforming organizational processes through the optimal use of information technologies (IT) to achieve major improvements in quality, performance, and productivity. A fairly new organizational approach based on information technologies.

Enterprise business processes involve people, systems, and information, often across multiple departments and lines of business. The distributed, compartmentalized nature of these business processes makes it challenging for enterprises to adapt them to address competitive pressures, regulatory changes, market conditions, and customer demands. To manage all these things under one umbrella its requires a “Software Technology base Enterprise Business Process Management System”. This system can contain some packages like:

1] It is very easy to send “Alert Message” along with the respective document or links.
2] The multiuser access can be controlled by “Check In and Check Out” property. One user can “Write”, “Modify” the document at a time.
3] “Versioning” (different version of same “Named” document, marked as “DOCUMENT_NAME”)
4] Workflow can be started for the “Modification”, “Updating”, “Reading” of each documents.
5] Documents can be attached or triggered for any “Stage Change”, “Action Trigger” of “Business Process Re-engineering” Cycle.

4. APPLICATION OF ADVANCE EXCHANGE SERVER IN BPR (MICROSOFT HAS INTRODUCED “ADVANCE OUTLOOK ALONG WITH MICROSOFT OFFICE”, “CONFERENCE MANAGEMENT SYSTEM” ETC))
E-mail response management is necessary for all “Workflow based system”. As BPR is tightly related with the workflow, the all BPR system requires the use of “Exchange Server”. The function should route, prioritize and track customer e-mail based on content. It must automatically acknowledge the receipt of a customer e-mail by sending an immediate, standard response. The advantages of “Exchange Server” in BPR include the following:
• Classification and sorting of incoming messages: A range of automation solutions is available for classification and sorting.
• Ticketing: A ticket is essentially a tracking number that allows for internal and external customer tracking
• Automated response: This functionality makes use of information from message content or other message elements, such as sender address and recipient address
• Internet-based forms: ERMS classification, sorting and routing can be simplified by the use of Internet forms, as opposed to free-form e-mail messaging
• Historical logging/transcripts. This refers to the ability to compile a running transcript of a customer chat interaction. This transcript can be stored as a customer information element
• Advanced communication capability. This includes functions such as sending URLs, text and multimedia files and pushing a Web page to windows displayed on the customer's screen. A logical use of this feature is to answer simple, frequently asked questions and provide customers with direct links to self-service sites.
These Database routines leverage built-in analytic functions.

5. APPLICATION OF ADVANCE DATA WARE HOUSING (DATASTOR FROM DATACOM INTERNATIONAL) IN BPR
Data warehouse provides cutting across application domains and subject data areas to a re-engineered analytical perspective of any process. The combination data warehousing and BPR sets the data warehouse apart from other information assets like files, application databases, report caches, content stores, data marts etc. The basic advantages of BPR on Data warehousing are as follows:

- The real-time data warehouse is designed both to manage data as well as to execute analytical and business functions against that data.
- Within every warehouse resides an extensible application server.

6.APPLICATION OF ADVANCE CRM SYSTEM IN BPR

When CRM include with “Business Process Re-engineering” models it enhance the capability of the solution by many means. These are as follows:

- By using “Business Process Re-engineering” one can identify factors important to clients that can be recorder in their previous visit i.e. their likings,”
- In today’s “Business Transaction” customer like to see more automated “Vendor Environment”.

7.APPLICATION OF ADVANCE HUMAN RESOURCE MANAGEMENT (PEOPLESOFT ENTERPRISE FROM ORACLE) IN BPR “Human Resource Software Re-engineered Solution” significantly reduces the amount of time that your human resources department spends managing employee information. Easily create reports in an instant that showcase your staff’s competencies. The HR solution can be classified in four categories and following step used to be done by team:

1. Break each module of the solutions: Here each modules will be divided in to sub-modules. The each process of sub-module will be depicting with its “Activities”, "Input", "Output", "Entities of Interaction".
2. Find out the new requirements from “HR Perspective” and “End user” perspective.
3. Find suitable positions for process in module and fit it. Avoid Replication.

8.APPLICATION OF ADVANCE ENTERPRISE FINANCIAL MANAGEMENT SYSTEM (ORACLE FINANCIALS (E-BUSINESS SUITE) IS A ORACLE FINANCE SYSTEM, M3 ENTERPRISE FINANCIAL MANAGEMENT FROM LAWSON, CYMAIV ACCOUNTING FOR WINDOWS FROM CYMA SYSTEMS, INC.) IN BPR

Today’s business required an efficient financial reporting system to align its organization with its business strategy, correctly measure performance, meet shareholder expectations and use its business plan to forecast and steer the correct course.

1) When the “Business Process Re-engineering” will be synchronized with “Financial Management System”, it will get the capability to enhance and standardize profitability-measurement methodologies, processes and reporting and support multidimensional profitability measurement.
2) For each of “Process Initialization” “Business Process Management” system the “Financial Management System” will generate a “Planning and Monitoring Cycle”.

9.APPLICATION OF ENTERPRISE RESOURCE PLANNING SYSTEM (BUSINESS ONE, MYsap ALL-IN-ONE, MYsap ERP, R/3 FROM SAP, ORACLE APP, JDE FROM ORACLE, ACCPAC ERP)

The primary objective of an enterprise resource planning (ERP) system is to help integrate an organization’s business operations and processes effectively and efficiently. Not all firms have been successful in their ERP implementations and to that end research has helped to identify many factors that might be critical to a successful implementation. Such factors as the use of business process reengineering (BPR), and establishing a total quality management (TQM) culture have all shown to play important roles in ERP implementation.

10.APPLICATION OF WORKFLOW MANAGEMENT IN BPR [PEGA, MICROSOFT (WINDOWS WORKFLOW FOUNDATION), METAStORM HAVE ALREADY IMPLEMENTED THIS APPROACH]

Workflow management helps businesses find ways to improve their production or service process. By streamlining the responsibilities of each employee and clarifying the roles of every employee and machine within the process, the organization can more easily determine where improvements can be made to increase efficiency and to improve the quality of the product or service.

CONCLUSION

In order to face challenges and beat the economic downturn, not all enterprises are putting their IT updating plans in cold storage. In fact, there is a higher demand for solutions that help enterprises to become more cost effective and utilize its resources in an effective way. BPM adoption was initially done by banking, financial services and insurance sectors. However, we have seen some tremendous growth in healthcare, telecom, automotive, manufacturing and government sectors over the last few years.

"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