

Business Process Management

SUCCESS STORY

Welcome to the best way to *manage your business*

What is Solutions360?

We are a software firm that specializes in business process management (BPM) for the technology integration sector. We help businesses achieve one view of their business using an integrated software platform that helps companies map their business processes and determine how the use of a single database tool can improve innovations within their business that give them a competitive and profitable advantage. From sales force automation to project management, straight through to accounting, we support all facets of the business. Software from Solutions360 is business.managed.

What is business process management (BPM)?

There are many definitions of BPM in the marketplace (see below for more information) but one we like to share with clients comes from the Forrester Research Group:

“BPM provides business with enhanced business adaptability, control and accountability. It streamlines internal and external business processes, eliminates redundancies and increases automation. Information available from BPM supports activity-based costing analytics, capacity planning, continuous improvement programs and ever expanding compliance requirements. It improves partner and customer relations and frees employees from time-consuming, uninspiring tasks. Once implemented, BPM gives the organization the ability to change business processes at a speed governed by the business, not by the limitations of software development. Perhaps the most radical aspect of all is the ability for managers to look forward rather than just analyze the past.”

About BPM

BPM is a broad term that covers a number of areas:

- Process management. This involves process creation, process modeling, process automation, and process description (using business process languages like BPEL).
- Workflow management. This includes workflow creation, workflow simulation, and enterprise modeling.
- Activity management primarily focuses on business activity monitoring (BAM) and business rule management.
- Software and data management deals primarily with application development and data integration issues to support process management.



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Key principles to pave the path to success with BPM:

1. Not all processes require management. Avoid adopting BPM because it sounds sexy. Only look to BPM when the enterprise has processes that will benefit the company from increased control and management. Not all processes or sub-processes need control, workflow or automation. Ensure there is a business case.
2. Automation won't fix broken processes. Applying workflow or activity management tools requires more than just buy-in from the business unit – it requires effective working

processes that have incorporated best practices. Enterprises that lack a sound process design should avoid moving to automation tools until they have their process ducks in a row.

3. Top-level management support is critical. A BPM implementation requires full support from the top. Always ensure that C-level executives are engaged whenever BPM is being implemented. This guarantees that all processes are at the appropriate level of granularity and are scalable across the enterprise.

How does Solutions360 solve BPM for a technology integration company?

A successful BPM solution takes a holistic approach, and encompasses a deep understanding of a company's underlying business needs and goals, as well as its integral strengths and weaknesses. Technology that simply automates will fail to provide a competitive advantage. The best BPM solution moves beyond automation to become a catalyst for innovation, empowering users to identify the key differentiators that will lead to business success. This is what Solutions360 provides to customers.

Our Software Supports the Goal of BPM

Imagine the power of a single software suite, directly mapped to the needs of your business, with innovative responses to the challenges of Sales ForceAutomation, Quoting, Inventory Control, Order Fulfillment, Job Costing, Scheduling, Service and Support, Accounting, Project Management, Billing and Tracking. Q360 provides you with the power to change and grow.

Our Goal for our Customers

Today, fast growing companies must ensure their business processes can keep pace with growth. Many companies experience inefficiencies in their project management, accounting or sales processes because they are running various systems to tackle various functions. These systems do not speak well to each other and as a result, efficiency in business processes is not realized. By integrating processes onto one platform and one database, companies can see everything that needs to be managed within their business. This approach to business process management is highly effective in allowing companies to improve their profit margins and scale their growth. It also allows you to do real time reporting because you only have to pull information from one database. Visibility and profitability are the outcomes of an integrated business process management platform.

For more information about Solutions360 contact:

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