

Process and Document Management

Moving BPM Beyond Models

The most complete view of all assets and all participants who are vital to a successful BPMS implementation.

The most complete approach to mentoring-based implementation, greater user adoption, and documented results.

Whether your goals are to eliminate waste, enhance productivity or increase efficiency, numerous factors can limit your ability to gain control of your processes, from limited visibility into work status to the inability to monitor and modify workloads in real time. Overcoming those obstacles to meet your goals requires a unique, but simple approach.

You already know that people are an organization's most important asset. That's why at Global 360, we believe your process needs to work for the people, not the other way around. Think of how much faster your new process will be adopted — and how often it will be adhered to — if it actually helps your people get their work done. You see, improving process with speed alone can only help you make the same mistakes faster; and forcing an unfamiliar, non-intuitive user interface on staff can hurt productivity more than it helps. This, in a nutshell, is where Global 360 differs from other BPM providers.

Global 360: Shifting BPM philosophy from the 'way work moves' to 'how work gets done.'

As the name implies, we provide a 360-degree view. Most vendors build their solutions around a model-driven implementation, letting that model dictate how work gets done. This "standard" approach ultimately treats users as an afterthought. We believe the process should provide the capability for users to work together, aggregating the information that users need, and structuring the flow of work between users and organizations. That's why the Global 360 team looks at the process from all points of view, and then determines how to create processes to support those requirements.

360° View

Every Asset. Every Participant.

Every Global 360 solution serves a single goal – to increase process performance by empowering the individuals participating in it. To accomplish that, we address the unique requirements of all key roles that are critical to improving a process.

With a Global 360 BPM solution:



Your designer can automate the process more effectively, resulting in improved process management.



Your processors can be more productive in their jobs, improving work management.



Managers and executives gain transparency into the business, enabling them to make smarter and more profitable business decisions.

Integrate Documents. Don't Attach Them.

Some vendors allow you to add documents as attachments, but we go much further by making all documents an integral part of the process. This enables rules to be applied to managing documents, such as who can access or edit the content. We establish audit trails and can assign tasks associated with a document (e.g. verifying that the contract is signed). From receipts and e-mails to voicemail messages, every document is treated as a full participant in your process. And, we give you the ability to digitize, edit, certify, and manage those documents – which makes attachments seem almost archaic.

Collaboration is the Rule. Not the Exception.

Even in the most accurate and effective processes, users often have a need to step outside of the standard process to complete their work. They may need to gather information, manage exceptions, or simply consult an expert. Time spent tracking down those “outside” resources slows the process down and in some cases brings it to a grinding halt. An insurance claim, for example, that can't be processed because photos weren't included, forcing the processor to track down the claims adjuster. All the while, there is a customer waiting for their claim to go through.

We help each user increase productivity by giving them the ability to collaborate on the fly with any other user or group of users. Any user can invite an individual to a discussion or even create a team workspace. Any developer or business analyst can work with business users to create the right business process the first time by creating, annotating, and commenting on a process model through a web-based interface. The key is that any collaboration, as well as any documents associated with it, are all captured and stored as a part of that work item. The result is faster answers, more complete documentation, and a unified view of the “case” whether worked on by one person or a dozen.



360° Experience

Empowering Individuals. Removing Limitations.

Productivity Depends on Your Point of View.

In every organization there are three user-types that are critical to improving a process:

- » **End-Users**, who are the day-to-day business users actually completing work and monitoring system progress
- » **Builders**, typically the business analysts and IT users who develop the system to meet the End-User's needs
- » **Managers**, supervisors or executives who may not be actively involved in "building" or "doing," but have a keen interest in the BPM implementation and usually drive the need for detailed, up-to-date reporting.

Our role-based interface, called viewPoint, delivers a unique view of the information that is most valuable to each type of user, and helps them to do their jobs better.

Since End-Users "live" in the application, their acceptance of the application determines the success of the system. End-Users get increased efficiency with an application interface that delivers only the information critical to completing their tasks.

For Builders, our solution provides drag-and-drop process building and application design tools. With out-of-the-box capabilities featuring more than 80 pre-built activities, Builders can quickly implement a system to meet the End-User's needs, and more easily maintain and improve the system after deployment.

Managers get simple, easily digested views of all the information and real-time reporting necessary to make smart business decisions, without having to filter out technical or extraneous information.

Bottom-line, every user gets the single view of the specific information they need to get their work done.

Changing Conditions requires the Ability to Change.

Managing work across teams, divisions, or even offices can be a challenge. Add in unpredictable market conditions or unexpected demand, and productivity can suffer.

With Global 360 Goal Management, you simply set service level or quality objectives as part of the process. As thresholds are exceeded (e.g., service levels not being met), work can be dynamically re-allocated until service levels are brought back into balance. By automatically reallocating the resources to respond to changing business conditions, the system delivers better control, lower operational costs, and efficiency for processes that span roles, responsibilities, organizational boundaries and systems.

No Guessing Games.

Rather than making educated guesses, our sophisticated simulation, analytics and monitoring capabilities use real data to provide fact-based insight to management. You also get real-time status and forecasting to line supervisors, and a baseline for analysts to model the impact of process improvements. From viewing current productivity and efficiency to gaining understanding of workflow variances and cost drivers, organizations are empowered with insight that can transform their business, support new business models, and control and change the way business gets done.

360° Approach

Changing the BPM Experience, One User at a Time.

User application development accounts for over 40% of deployment costs. We think that there's a smarter way to spend nearly half your deployment dollars. By creating an intuitive, configurable, and personable user experience, our simple solutions accelerate time-to-deployment while reducing the costs associated with complex BPM user applications.

However, this requires a shift in the "standard" BPM methodology from the process-centric to a more usercentric approach:

Step 1 - Start with the end-user in mind:

Developed to analyze a process from the user perspective, the Global 360's viewPoint Assessment guides our user research (including interviews of process participants), synthesis of findings and translation into system requirements. This gives us both an "as-is" snapshot of a day-in-the-life of the organization as well as the information we use to build the business case.

Step 2 - Maximize user adoption: The goal of our efforts is to reduce the "resistance lag" that too often slows BPMS implementation. An intuitive and customizable user experience and ultimately means faster time to business value. While getting the process right is still the most critical piece, once that is done, what the user can do is paramount.

Step 3 - Document Results: We work with our clients to measure results and uncover areas for continuous improvement. Most vendors do not have as much discipline around ensuring that they "close the loop". Global 360 works with you to capture the results of your implementation and can assist you on the next phase of continuous improvement.

Putting people before process is what we do at Global 360. It's our firm belief that by empowering people with the information they need, when they need it, productivity and efficiency are increased at every step of your process.

Global 360's market leading process and document management solutions enable organizations to transform processes from paper-driven to performance-driven, maximizing the productivity of all participants.





ABOUT GLOBAL 360

Global 360 helps organizations to better manage processes today and make improvements for tomorrow. Our process and document management solutions improve business performance by maximizing the productivity of all participants in a process. Building on our strength in financial services, government, insurance, manufacturing, telecommunications and the retail sector, Global 360 has helped more than 2,000 customers in 134 countries reduce paper, automate processes, and empower individuals to truly change how work gets done.

Global 360, Inc. is headquartered in Texas with operations in North America, Europe, and the Pacific Rim. For more information about Global 360's process and document management solutions, please call 1.214.520.1660 or visit the company web site at www.global360.com.

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