

# Process360

Gain control of your most complex business processes. Improve responsiveness and visibility. Deliver optimized results.

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## Process360

With over 20 years of business process experience, Global 360 offers a proven and cutting edge Business Process Management Suite called Process360, which allows you to gain control of your operations and improve its responsiveness. Process360 empowers you to solve complex process problems, including sophisticated capabilities for supporting high volume and distributed processes comprised of hundreds of activities and steps, and tens of thousands of users. Mission-critical support of information-intensive processes is the hallmark of Process360.

From a management perspective, Process360 enables business objectives to be defined and embedded directly into operational processes for automated “run-time” adaptation of process priorities and behavior. For the first time, your goals can automatically drive the performance of your operations. When coupled with Global 360’s Business Optimization Suite, Insight360, our customers are empowered to manage processes end-to-end—leveraging historical, real-time, and predictive process information to proactively manage the performance of their businesses. Process performance can be continuously monitored and optimized by using key indicator dashboards and an alerting system.

Process360, coupled with Insight360, represents a complete process lifecycle management solution that brings complex processes under control and delivers optimized results.

With Global 360 you can:

- » Increase responsiveness to changing business conditions, such as dramatic changes in work volumes, changes in human capital availability, or revisions to service level goals.
- » Reallocate resources to the most important work as dictated by business priorities, resulting in optimal goal attainment.
- » Obtain visibility into business processes that span functions and departments, including the ability to identify bottlenecks and underutilized resources.
- » Optimize business processes, ultimately delivering improved, end-to-end process competitiveness for the entire organization.

## Process360 Functional Overview

When Process360 and Insight360 are deployed in tandem, organizations are able to rapidly deploy flexible business process applications that enable improved responsiveness and efficiency. Once the initial process implementation is successful, Insight360 provides visibility across functional boundaries and associated processes. Insight360 is unique in its ability to provide this end-to-end visibility for processes that are not managed by Process360.

## Process360 Business Control and Organizational Responsiveness

**DESIGN:** Rapidly designs and builds business-process solutions that automate manual tasks, connect systems and services, provide employees with immediate access to information, and ultimately improve the effectiveness of your organization with zero scripting or coding.

**EXECUTE:** Deploys and manages mission-critical BPM applications supporting tens of thousands of users and millions of transactions on a global, distributed basis. Integrates with disparate systems and services within the organization's IT landscape and extends BPM to customers, partners, and suppliers. Develops and standardizes business processes and rules, increasing organizational effectiveness and ensuring compliance. Orchestrates business process and services interaction using an advanced SOA-based integration infrastructure.

**MONITOR:** Obtains real-time visibility into process and transaction status and defines rules for flexible adaptation into changing business conditions and into goal-and service-level status. Controls resource assignments, workloads, and quality of service from a web-based Performance Management Center. Adds rules and change process parameters without the overhead of an IT change management cycle.

## Insight360 Process Visibility and Alignment

**ANALYZE:** Leverages Insight360 to deliver end-to-end process performance visibility across organizational and business boundaries, regardless of the underlying systems infrastructure (BPMS, workflow, ERP, and so on).

**ADAPT:** Affects process change in real time, using automated rules based on Key Performance Indicators including process cycle times, quality goals, and processing costs. This changes objectives on the fly without IT constraints.

**PREDICT:** Leverages the power of predictive process intelligence capabilities, and, combined with Process360 Goal Management, forecasts future process performance based on current conditions as correlated with historical process performance data. This closes the BPM loop, not only for individual business processes, but for end-to-end process management throughout an organization.



### CORPORATE HEADQUARTERS

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