

viewPoint Applications: BPM Designed for You

Deliver 40% More Productivity in Half the Time

Do you want to do your work faster? – easier? – cheaper?
Would you like to eliminate manual workarounds that take place outside your systems?
Tired of rolling out systems that don't meet users' needs?

Ensuring Your Processes Work for You

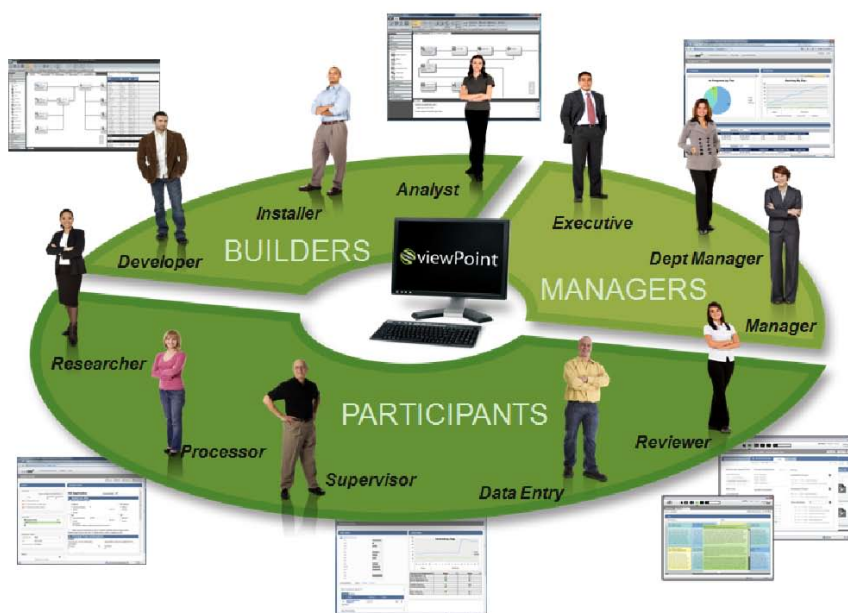
Automating processes alone is not enough. Global 360 has taken BPM to the next level – expanding the focus from “the way work moves” to truly revolutionizing “the way work gets done.” Our Persona-based BPM approach and viewPoint™ Applications uniquely empower all of the people in your processes to be more productive. Because after all, your processes should work for your people, not the other way around.

Applications Designed for Each User

After two years of extensive field research, Global 360 delivers its Persona-based BPM through out-of-the-box viewPoint applications. viewPoint applications provide each person unique ‘views’ into their work – truly changing the way their work gets done, and how to do it better. Delivered through intuitive and engaging interfaces, each ‘view’ provides just the information and capabilities participants need to do their jobs. viewPoint Applications take into account how each participant interacts and collaborates with all the people and documents in the process.

Benefits

- Speed solution delivery by 50%+ with out-of-the-box applications for processors, supervisors, managers and more
- Reduce development through a library of pre-built components with dynamic configuration
- Deliver what users want on-time and on-budget
- Personalized views pre-configured with the information, tasks and tools users need
- Increase productivity through intuitive user applications
- Rapid user adoption with little training
- Real-time visibility with pre-built dashboards, and integrated business metrics



▲ By changing the way work gets done, Global 360's process and document management solutions cut deployment time by 50% and achieve 40% more productivity –improving business performance while reducing operational costs.

Give Managers Visibility and Control to Make Better Decisions

Managers and senior executives require the right information to effectively manage their teams and processes. They need both real-time and historical information, integrated together, to make better business decisions and understand the impact of those decisions on their business.



viewPoint Applications provide Managers and Executives:

- Pre-built dashboards including KPI's, charts, and graphs that reflect your organization's performance
- Aggregation of real-time and historical data for a complete view processes, performance, and variation over time
- Process simulation and analytics to model and assess the impact of changes and predict future results, prior to implementation
- End-to-end process visibility, incorporating data from a variety of systems across the enterprise – not just your BPM system

Enable Builders to Deliver High-Quality Solutions 50% Faster

Builders include analysts, developers, system administrators, and other process professionals tasked with implementing new solutions, processes, and applications. They need to meet tight project deadlines while reacting to changing business needs. Often these projects are constrained by budgets, resources, and time. So how do you enable your Builders to deliver what the business needs, within these constraints?



viewPoint Applications for Builders:

- Deliver all the functionality to quickly and easily design, map, build, deploy, administer, and manage BPM solutions throughout their lifecycle
- Dramatically reduce or eliminate traditional manual process design and application development with automatic and single-click capabilities

- Allow auto-configuration of processes and services and eliminate custom coding through a palette of 80+ pre-configured components and process tasks
- Ease process mapping with auto-alignment, task auto-connection, process map self-healing, and full process documentation for your business and compliance partners

Builders can automate processes more effectively, get systems up and running more quickly, and deliver what the business needs without sacrificing features or functionality.

Eliminate Workarounds And Make Your Employees More Productive

Your employees – such as data entry, supervisors, processors, and researchers – are active participants in your business processes who spend most of their day using your BPM solution. They have built up specialized knowledge to do their jobs.

They are the people who know how processes in your organization 'really work'. Yet today they have to use multiple systems, screens, or external documents – manual workarounds that live outside the system to get their work done.



viewPoint Applications for Process Participants:

- Deliver personalized 'views' with the documents, work tasks, collaboration, messages, functionality and tools built-in – everything they need to know and do, right at their fingertips
- Provide up-to-date communication of current work status (workload) to supervisors for appropriate workload balancing
- Provide immediate access to their work and documents – all in one screen – to eliminate workarounds
- Require minimal training, reducing traditional barriers to user adoption

Participants will be more productive, deliver higher quality work and have greater job satisfaction.

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