

Become a Workflow Ninja and Quickly Orchestrate Your Business Processes

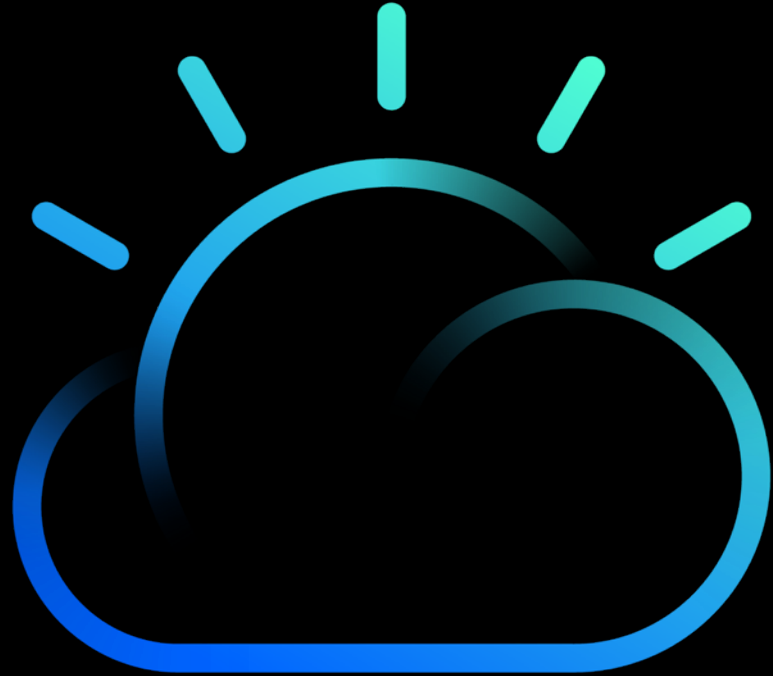
01 IBM

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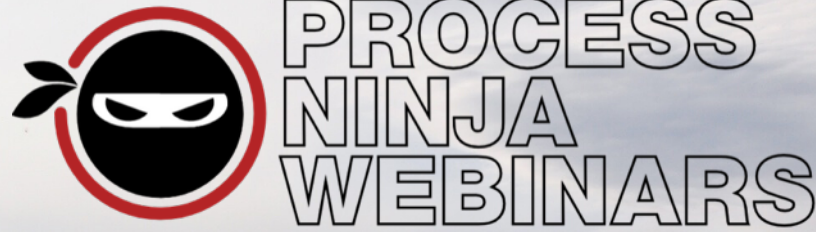
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IBM Cloud

Become a Ninja!



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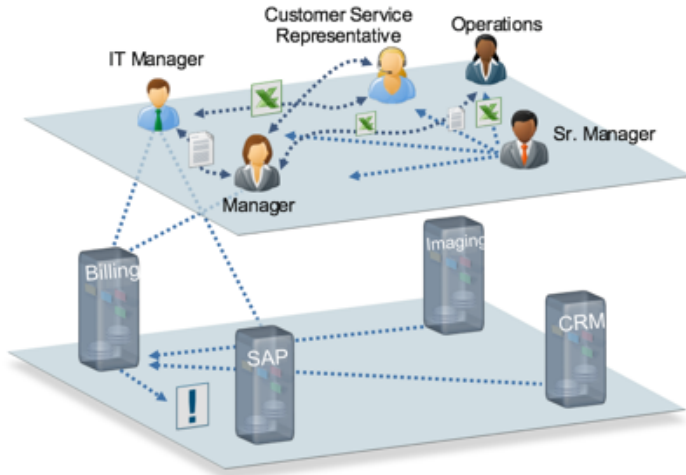
MODELING | TASKS | WORKFLOW | DECISIONS | CONTENT | CAPTURE

- Please use the Q&A for any questions
- You will receive an email with a recording to this webinar
- Presentation and other helpful links on the *Resource List*
- Connect on Twitter and LinkedIn



Free the humans.

Typical process weaknesses



Productivity

- Manual and non-value process steps
- Long waiting time between activities
- Process bottlenecks



Agility

- Incomplete data or re-keying between systems
- Scale process by adding more knowledge workers



Quality & Consistency

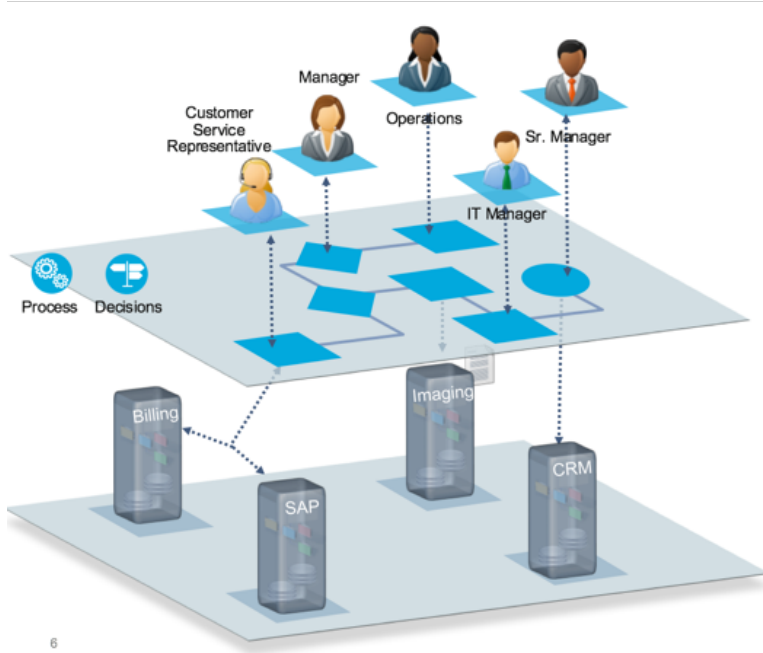
- Manual routing and prioritization of work tasks
- Hard-coded or manually applied business rules



Compliance & Visibility

- Limited visibility of process status and performance
- Delayed insight into worker performance and quality

Benefits of process automation



Productivity

- Automation of manual and elimination of non-value steps
- Reduction of time between steps



Agility

- Data integration between systems
- Improved data quality
- Process volume scalability



Quality & Consistency

- System routing and prioritization of work tasks
- Externalization of business rules



Compliance & Visibility

- Dashboards providing visibility into process status
- KPIs displaying process and worker performance

Opportunities
for process
automation is
everywhere, in
all industries



Insurance

- Underwriting
- Claims processing
- Services cross-sell and up-sell
- Fraud prevention and detection



Banking & FSS

- Loan origination
- Auditability
- Regulatory compliance
- Fraud prevention and detection



Government & Education

- Eligibility determination
- Tax fraud detection
- Tax calculations
- Audit selection



Healthcare & Life Sciences

- Customer onboarding
- Benefit detection
- Tax calculations
- Audit selection



Retail & Distribution

- Cross-sell and up-sell offers
- Personalized offers
- Dynamic pricing
- Product suggestions



Energy & Utilities

- Predictive maintenance
- Energy management
- Outage prediction
- Contract management



Model | IBM Blueworks Live



Start Documenting Quickly

Quickly discover and document business processes and decisions in an environment designed for business users



Automatic Process Layout

Generates BPMN 2.0 layout and documentation, without requiring users to become standards experts



Collaborate Directly

Integrated communication enables users to share ideas and direct message



Improve Processes

Capture steps and document data to understand your process health

Start Digital. Stay Digital

Get rid of sticky notes, white boards, paper, and generic drawing software



Centralized Process Repository

Eliminates version control and consistency issues, allowing you to see changes made over time.



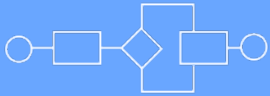
Brainstorm in a Cloud-Based Solution

Nothing to download and nothing to install. Blueworks Live is a secure cloud-based solution

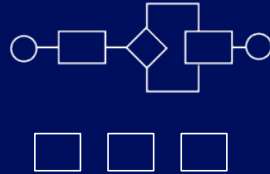
Spectrum of process types



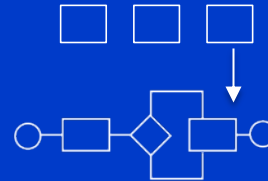
Ordered Sequence
of Activities



Some Unordered
Activities (Ad Hoc)



Some Activities
with Ordered Steps



Unordered Set of
Activities





Workflow orchestration platform that supports straight-through-processing, structured processes, unstructured process and cases



Combine Process & Case

Integrated process-centric and case-centric work in repeatable business workflows to meet wider enterprise needs



Enable Business Users

No code/low code technology. Lower the bar for entry for all skill levels. Broader adoption for companies of all sizes



Increase Visibility

Built-in alerts and monitoring help manage and understand process performance



Improve Productivity

Orchestrate work between knowledge workers, systems, and information to improve business operations



Provide Work Options

Give options to people that do the work that needs to be done. The path will be driven by the way people work



Deliver the Right Info

Bring together, people, and content. Deliver the right information to the right person and the right time



Streamline Governance

Automatically declare records and manage them using full compliance rules



Extend Investments

Enhance your existing Salesforce or SAP solution. Extend automation and visibility



Multiple Form Factors

Available on Cloud, On-Prem or Cloud Pak for Automation Offerings



Low Startup Costs

Start projects with low startup costs, then grow and scale smoothly from initial project to enterprise-wide pro



Performance & Scalability

Grow confidently with a robust, secure and scalable process environment

The Forrester Wave: Software for Digital Process Automation, Q2 2019



DPA deep vendors address the most complex process requirements while serving a less technical developer audience

Should look for providers that offer:

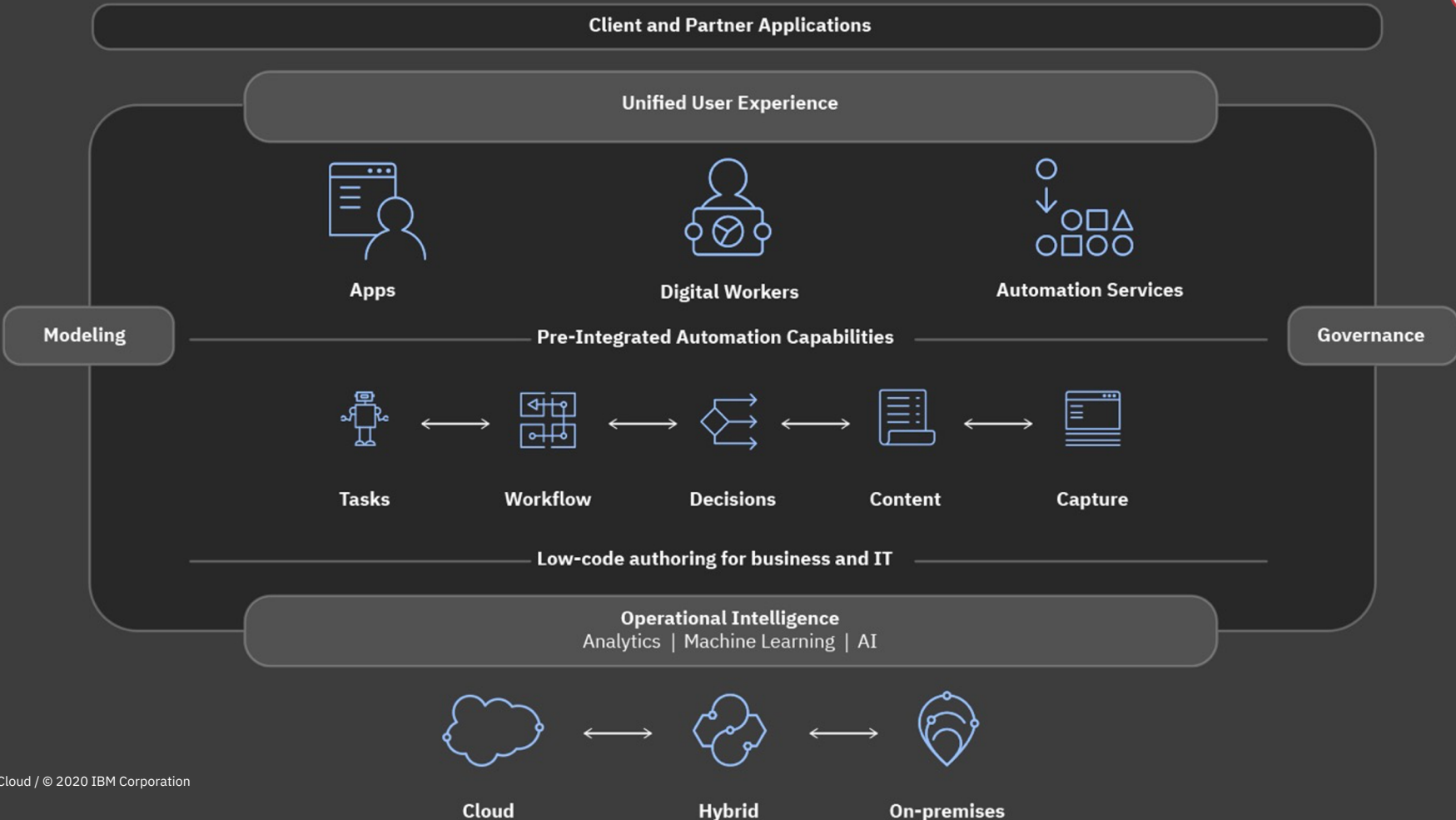
- Comprehensive process and case management capabilities
- Support for emerging technologies
- Modern application architecture

FIGURE 1 Forrester Wave™: Software For Digital Process Automation For Deep Deployments, Q2 2019

THE FORRESTER WAVE™

Software For Digital Process Automation For Deep Deployments
Q2 2019





IBM Cloud Pak for Automation



Deploy and Run on Any Cloud Platform

Design, build, and run automation applications and services on any **cloud of your choice or on-premises** with pre-integrated automation technologies and low-code tools



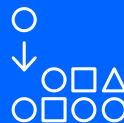
Easy to Buy and Operate

Run the platform in one flexible package with simple, consistent licensing. Only pay for what you need. Re-allocate licenses to other capabilities. Move to cloud when ready



Modern Deployment Option

Latest deployment option of the automation software platform, available on Red Hat OpenShift



Business Automation Studio

Take advantage of pre-integrated workflow, content, decisioning and capture capabilities to help you digitize and automate all types of work

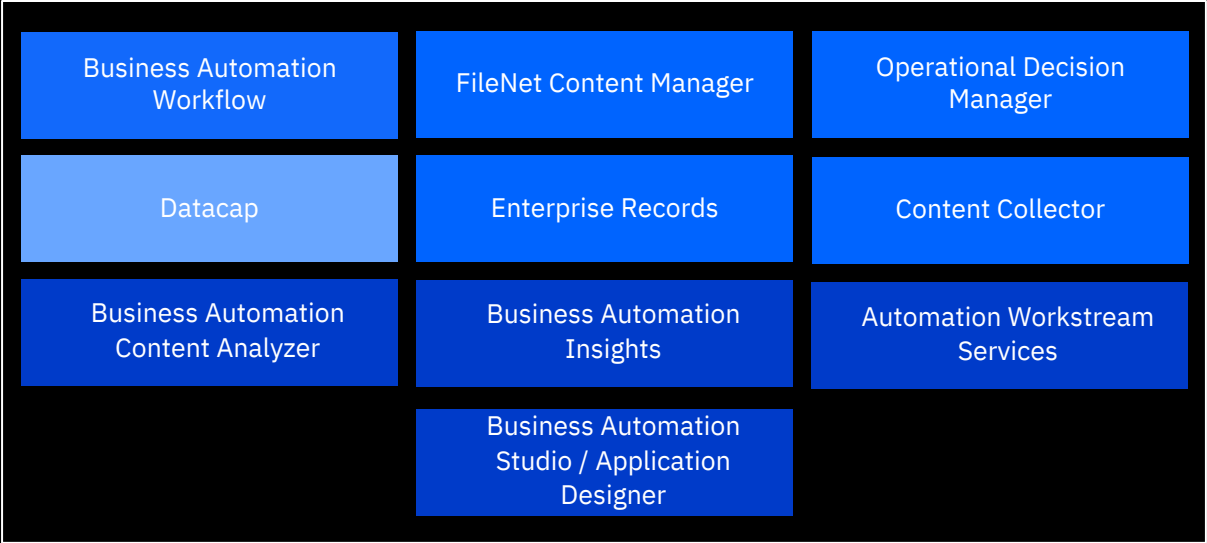


Business Automation Insights

Collect and centralize business and system data across all platform components, gaining real-time operational performance visibility to business managers



IBM Cloud Pak for Automation



Legend





Videos | Take a Test Drive | Tutorial

<https://www.ibm.com/demos/collection/IBM-Business-Automation-Workflow>

Overview

IBM Automation Platform for Digital Business

<https://www.ibm.com/automation/ibm-automation-platform-digital-business>

Power Your Digital Business with Automation | White Paper

<https://www-01.ibm.com/common/ssi/cgi-bin/ssialias?htmlfid=96013096USEN>

Reinventing Business With Automation | White Paper

<https://www.ibm.com/account/reg/us-en/signup?formid=urx-21817>

IBM Business Automation Workflow

<https://www.ibm.com/automation/software/workflow>

IBM Business Automation Workflow Demo | YouTube

https://www.youtube.com/watch?time_continue=4&v=LhSFN57J_Ks

IBM Business Process Manager Videos & Customer Case Studies | Product Web Page

<https://www.ibm.com/us-en/marketplace/business-process-manager/resources>

IBM Business Process Manager Demo

<https://www.ibm.com/account/reg/us-en/signup?formid=mrs-form-1983>

IBM Business Process Management for Dummies

<https://www.ibm.com/account/reg/us-en/signup?formid=urx-15053>

IBM Digital Business Automation v 18 Announcement Letter

<https://www-01.ibm.com/common/ssi/cgi-bin/ssialias?infotype=an&subtype=ca&appname=gplateam&supplier=897&letternum=ENUS218-100>

IBM Digital Business Automation v 18 Announcement | devWorks

<https://developer.ibm.com/bpm/2018/03/ibm-digital-business-automation-v18-includes-bpm-business-automation-workflow/>

Additional Info | Care Package



Training | Enablement

IBM BPM DTE | Videos | Hands-On Test Drive

<https://ibm-dte.mybluemix.net/ibm-business-automation-workflow>

IBM Business Process Manager | IBM Support

<https://www.youtube.com/playlist?list=PL7D328AAEB82FE141>

Technical Support

IBM Business Process Manager Documentation on IBM Knowledge Center

<https://www.ibm.com/support/knowledgecenter/SSFTN5/>

IBM Business Process Manager Developer Center | devWorks

<https://developer.ibm.com/bpm/>

IBM Business Process Manager Videos | devWorks

<https://developer.ibm.com/bpm/videos/>

IBM Business Process Manager Docs | devWorks

<https://developer.ibm.com/bpm/docs/can-find/>

IBM Business Process Manager Blogs | devWorks

<https://developer.ibm.com/bpm/blog>

IBM Business Process Manager Forum | devWorks

<https://developer.ibm.com/answers/smart-spaces/31/bpm.html>

IBM Business Process Manager on Cloud Forum | devWorks

<https://developer.ibm.com/answers/topics/bpmoc.html>

IBM Business Automation Workflow & UiPath Integration

<https://www.ibm.com/community/automation/docs/task-automation-rpa/ibm-business-automation-workflow-and-uipath-integration/>

IBM Badges

IBM Business Process Manager Introduction

<https://www-03.ibm.com/services/learning/ites.wss/zz-en?pageType=badges&id=5bf38a9f-066b-4a46-bca0-67a26e5f7344>



Seeing is believing.



Cloud Key Security Features



Isolated Environment

Each client has their own environment. No sharing of databases, VMs or servers



Data Encryption

All BPM on Cloud data at rest is encrypted to FIPS 140-2 standards



Penetration Testing

Annual penetration testing performed by a third party company



User Authentication

Self-service user management for access, password management



Operational Procedures

The operational team follow standardized procedures ensure your environment is secure: OWASP, SSAE16 SOC, ISO 27001



Secure Connectivity

All communication is encrypted to FIPS 140-2 standards. Includes VPN for secure outbound connection to your systems of record

