AXON iVY
The intelligent BPM Company

cm FIRST
Rethink Modernization

FACT SHEET

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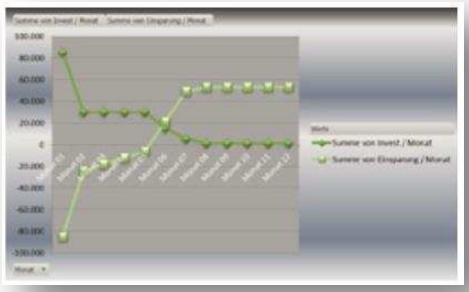
PROCESS POTENTIAL ANALYSIS - the AXON IVY consultation approach

The automation of business processes using a BPM platform requires thorough preparation. This also means proving the use case of the BPM platform before any possible project start date and commonly requires a transparent overview of the optimization potential, the benefits of a BPM system, and its ROI before a decision on the project is taken by management.

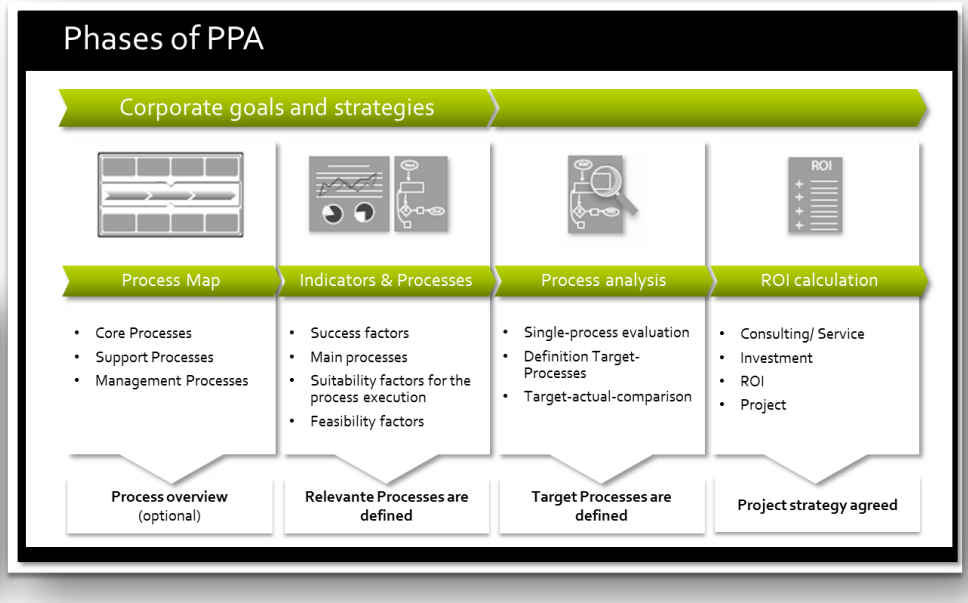
Amongst the many possible business processes, only those processes which promise the highest benefits and the highest optimization potential for the company should be selected as candidates for process automation. In order to give answers to these critical questions, AXON IVY offers a Process Potential Analysis (PPA) as part of a structured analysis approach.



Quantifiable Results

Companies receive a quantified analysis which is traceable that demonstrates which business processes are best suited for support by the BPM Platform by Axon.ivy.

Within the framework of the PPA, business processes are evaluated as to which are suitable for automation. It is also important to find out to what extent processes analyzed contribute to the success of the company. Through this single process analysis, the company receives a rapid and transparent overview of the optimization potential of selected processes and an assessment of timeframe the ROI can be achieved in the case of implementation.



A STANDARDIZED APPROACH TO DETERMINE RELEVANT KEY INDICATORS

In order to obtain target results efficiently and effectively, AXON IVY has developed a standardized procedure as follows: The first step takes into account the objectives and strategies while determining and evaluating the particularly relevant success and suitability factors of an individual company for technical execution.

Identification of relevant key indicators and processes

Technical Suitability factors

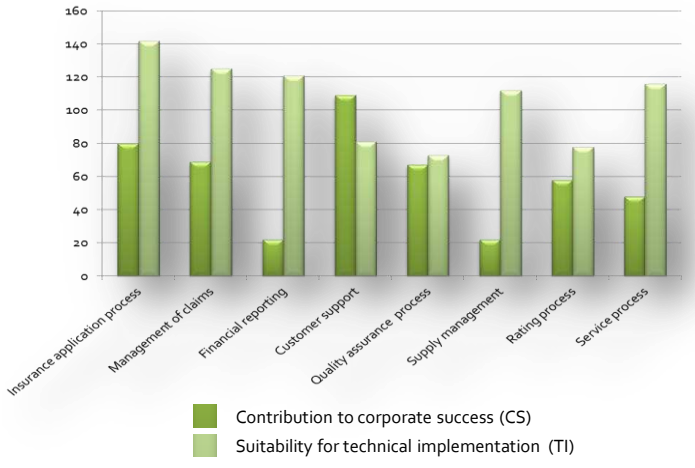
No	Description	Relevance
1	Flexibility of the implemetation	5
2	Valid Data	5
3	Error –free processes	4
4	Heterogene system-landscape	4
5	Traceability of the history	2
6	Auditing acceptability	4
7	Paper and forms	4
8	Process- and IT standards	4
9	Just in time processing	4
10	Travel-times	0
11	Rapid processing	0
12	Rapid document-/data-search	0

Evaluation of the relevance from the perspective of the company

	Relevance	5	5	4	4		
	Determinded need for action - factors	Flexibility of the implemetation	Valid Data	Error –free processes	Just in time processing	Relevanc/ ability	Ranking
Processes							
1	insurance application process	2	4	4	5	142	1
2	Quality assurance process	1	4	2	1	73	10
3	Management of claims	4	3	3	4	125	3
4	Service-Processes	4	4	4	5	116	5
5	...						

STANDARDIZED PROCEDURE – PROCESS PORTFOLIO AND RATING

The result of the evaluation is visualized in the process portfolio. The process portfolio serves as the basis for the definition of main processes which are then analyzed in detail and whose potential for optimization is then specified.

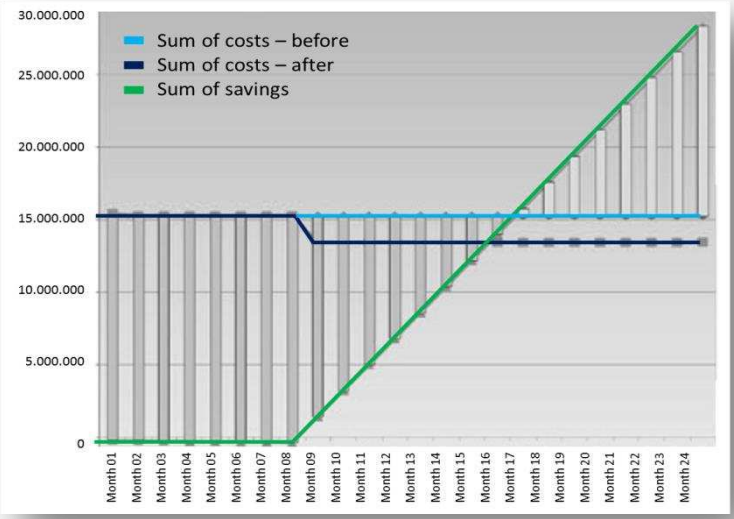


Ranking order

	Input CS	Input TI	Sum	Rank
Insurance application process	80	142	222	1
Management of claims	69	125	194	3
Financial reporting	22	121	143	6
Customer support	109	81	190	4
Quality assurance process	67	73	140	7
Supply management	22	112	134	9
Rating process	58	78	136	8
Service process	48	116	164	5

STANDARDIZED PROCEDURE

After the most suitable processes are selected, then the single process analysis follows. The current state process is compared to a possible target state which results in organizational process improvement measures on the one hand and optimization through deploying Axon.ivy or other supporting tools (e.g. archive systems) on the other. The overview of process requirements obtained through the PPA enables a detailed and transparent services and license calculation for all parties. With this process, optimization potential which results from the analysis is possible within half the time and an ROI analysis is possible with minimal effort.



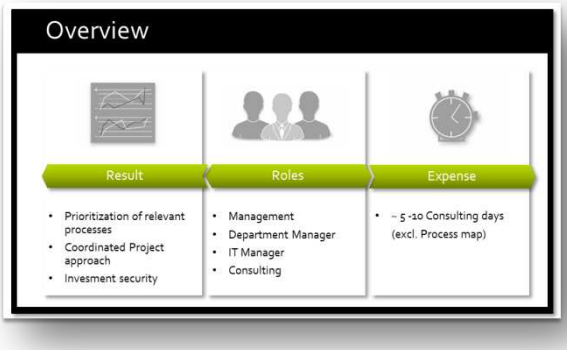
BENEFITS

The process potential analysis reduces project risks, because

- the selection of processes supported by BPMS achieve the fastest and greatest benefits for the company
- based on detailed information it allows relatively accurate service costing
- totally transparent and comprehensible investment calculations carried out based on the benefits, so the return on investment is established
- all stakeholders are involved for the implementation of the preliminary project and therefore both the acceptance is as well as the feasibility factors can be guaranteed.

CONCLUSION

Many companies believe that in order to tackle a BPM project it is sufficient to invest in software as well as providing training sessions. This topic item is often underestimated. This means that projects which are launched are suddenly halted due to their complexity. We therefore recommend as a first step to invest in a comparatively inexpensive PPA in order to begin a safe, targeted project tailored to business needs.



Also: The Process Potential Analysis (PPA) is suitable for all types of companies and divisions.

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