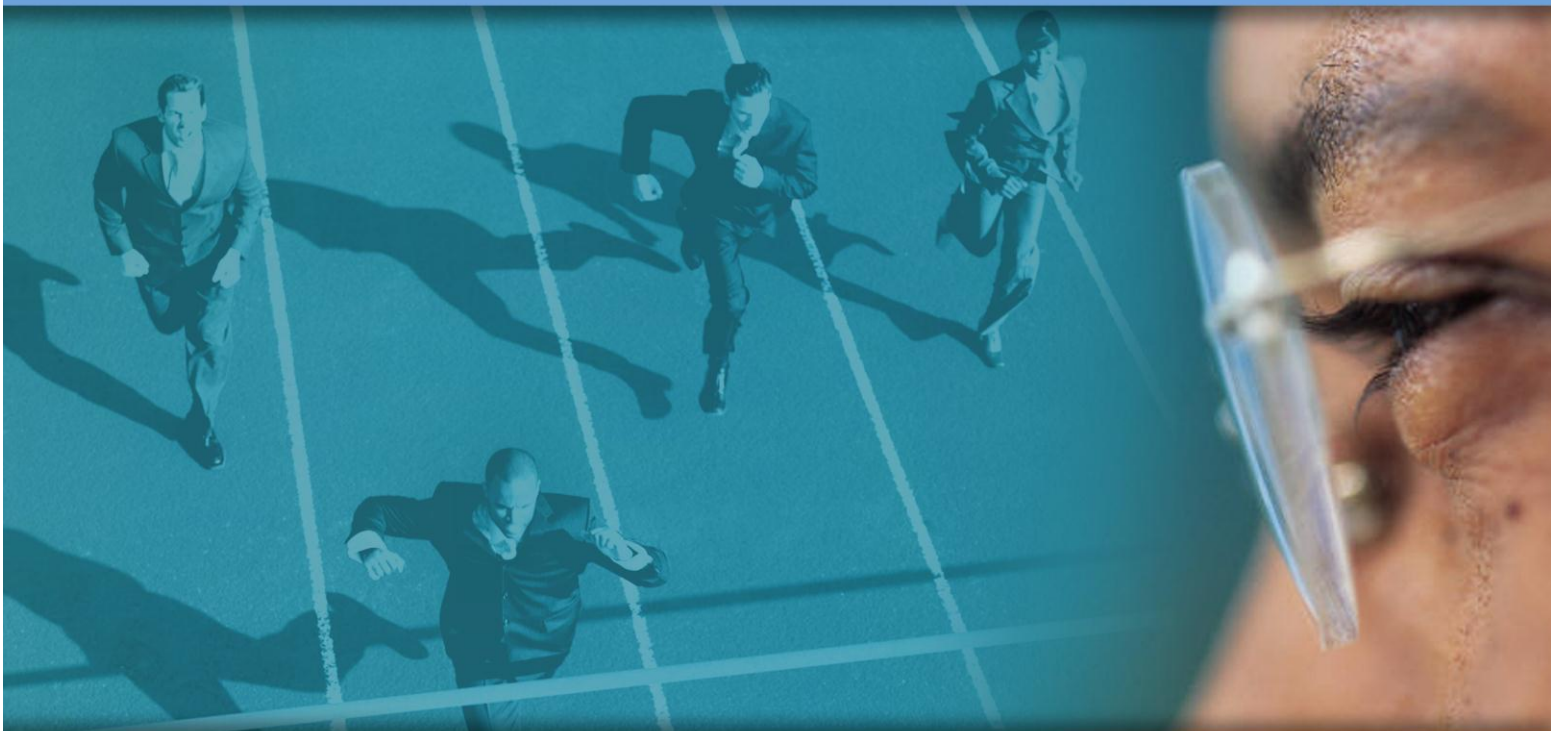# Benefits of FlowCentric BPM

The FlowCentric Business Process Management (BPM) system offers both quantitative as well as qualitative benefits to business users. FlowCentric processes can have a direct impact on the top-line and bottom-line of any organisation, depending upon which processes are automated and where they are implemented.

Contents

Key Benefits of FlowCentric Processware

Improves Process Efficiency

FlowCentric Processware ties together the activities of a process and executes the process from start to end. As a result, work moves from one desk to another without the executor of the task needing to pull the work from predecessors or push the work to successors. FlowCentric Processware sends notifications, alerts, and reminders as the work is allocated to the relevant people. The system can escalate work to supervisors and reroute already assigned work to another person in case of delays. Process managers can pro-actively take corrective actions and manage delays or exceptions. FlowCentric Processware can even automate work, eliminating need for manual intervention. The FlowCentric system minimises delays and waiting time, improving process efficiency.

Process Standardisation is Ensured

The FlowCentric system ensures that every occurrence of the process is executed exactly as defined. There is never any deviation between two occurrences of the same process.

Process Control is Improved

Process managers can easily track and monitor the status of processes being executed. FlowCentric Processware can maintain an audit log of every change in the status of the activity, within the process and the actions of the executors.
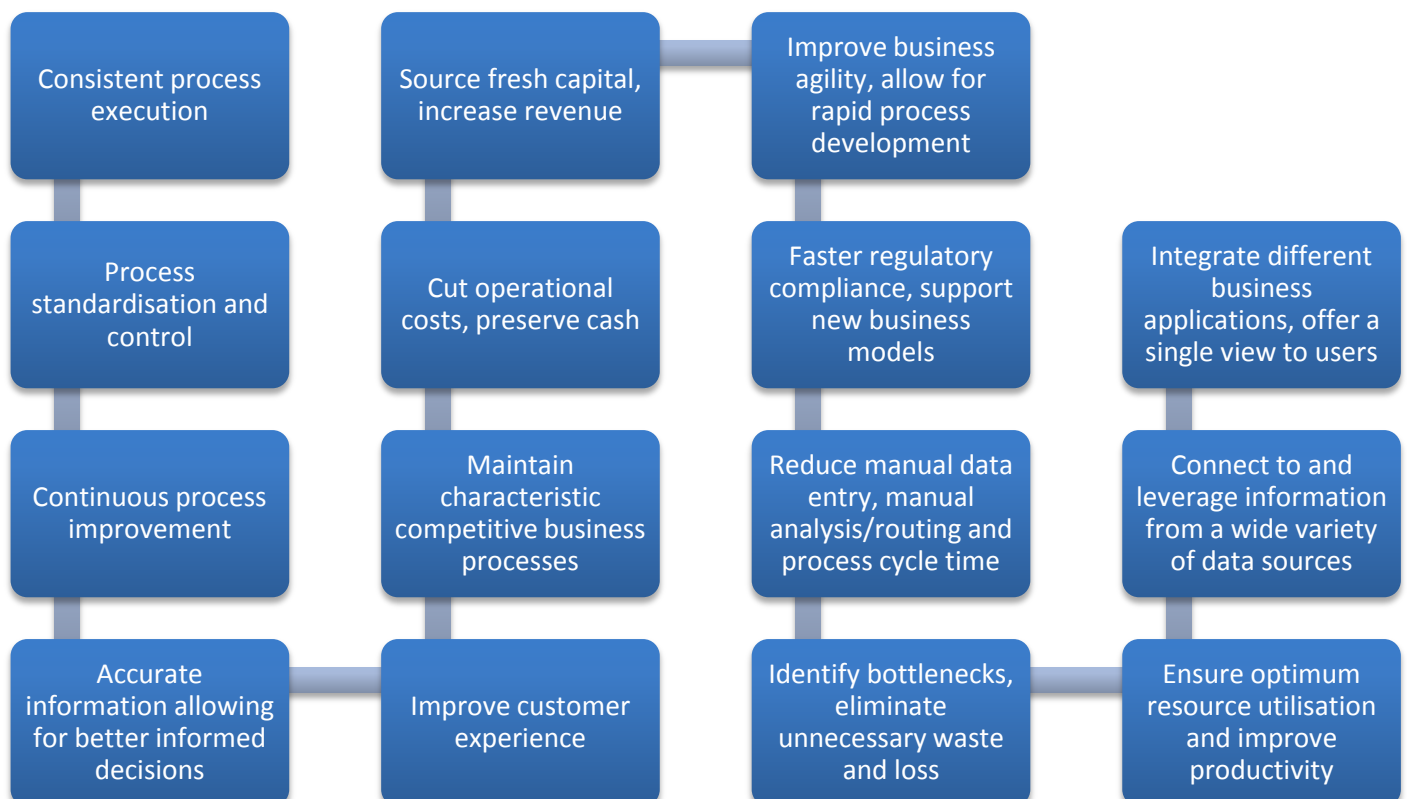
Process Improvement is Facilitated

Process managers can easily monitor process performance, they can query and analyse process data to identify and eliminate business process issues. Process managers can take corrective actions if there are any processes that require improvement or streamlining.

Optimum Use of Resources is Ensured and Productivity is Improved

FlowCentric Processware can organise, schedule and distribute work based on process parameters such as employee skills, availability, workload, priority list and so on. The system pushes work to employees, so staff members can spend more time on activities that add value to the company, rather than doing unproductive work like fetching, finding or pushing documents and work to the next employee. FlowCentric Processware identifies and utilises resources optimally while improving productivity.

Fifteen FlowCentric BPM Benefits

Consistent process execution	Source fresh capital, increase revenue	Improve business agility, allow for rapid process development	
Process standardisation and control	Cut operational costs, preserve cash	Faster regulatory compliance, support new business models	Integrate different business applications, offer a single view to users
Continuous process improvement	Maintain characteristic competitive business processes	Reduce manual data entry, manual analysis/routing and process cycle time	Connect to and leverage information from a wide variety of data sources
Accurate information allowing for better informed decisions	Improve customer experience	Identify bottlenecks, eliminate unnecessary waste and loss	Ensure optimum resource utilisation and improve productivity

Benefits of FlowCentric Processware Further Explored

Organisations are continuously looking for a simple, yet highly effect way to differentiate themselves from their competitors, particularly in the vigorously competitive corporate environment. Business Process Management (BPM) is a management discipline, which requires organisations to shift to a *process-centric* way of thinking rather than the traditional functional business structures. The advantage of this approach is the ability to adapt business processes as business requirements change, consequently optimising process agility. Managing this agility requires a unique set of business tools to define, configure, deploy, and maintain all real-time business processes

Compliance/Control
- Empower lower level management and staff without sacrificing control
- Enforce compliance to business rules, policies and procedures
- Provide preventative rather than detective controls (build the control into the process)
- Conform to legislative requirements
- Enforce segregation of duties
- Manage documents and records as part of the process
- Provide transparency in the processes with full audit trail

Operational Processes Management
- Automate flow-diagrams to executable processes
- Ensures consistency and standardisation across multiple business units
- Enforce internal and external Service Level Agreements (SLA)
- Provide easy-to-use web-based user screens
- Improved internal communication and collaboration with notification and escalation
- Reduce "lag time" in processes
- Management can track process progress
- Ability to track and improve on customer issues
- Improved product and service quality
- Scale processes across the enterprise

Process Improvement and Optimisation
- Identify process improvement opportunities by analysing historical process data
- Monitor processes on real time basis to identify issues, bottlenecks and performance
- Create and manage "Process Performance Indicators" and include in a business scorecard

Integration
- Integrate disparate business applications into a single view for the user
- Use FlowCentric iDapters for rapid application integration
- Leverage existing IT infrastructure
- Update external applications with improved validation, security and control
- Link business systems with process logic rather than user behaviour

Other Benefits Include:
- Improved communication
- Promotes process innovation
- Minimum change management and training requirements
- Improved employee morale
- Provides unbiased performance measurement of process maturity within a business
- Helps to identify improvement opportunities

FlowCentric is differentiated in the market by our understanding of ERP, CRM and other business applications, the processes that support them and the process controls required to ensure the good governance of said processes. FlowCentric Processware is designed with the business user in mind, as a single solution to manage the complete scope of process requirements in both profit driven and non-profit organisations.