



## Enterprise Business Process Improvement – *Advanced*

### Business Processes experiencing a surge of interest

*The power is in the process*

Business process improvement and management initiatives require deep understanding of what is being done today and what is expected to transform processes tomorrow. Economic pressures and regulations further increase the need for business process visibility and improvement, making modeling, analysis, redesign, and notification mandatory.

### Unique Business Process Improvement Platform

*Patent-pending technology*

The EpiPlex patent-pending suite uniquely automates real-time process capture, discovery of process models, analysis of real process data, auto generates human process support – including contextual knowledge, reference, and documentation, and real-time notification of critical exceptions and events.

*Process agility unmatched*

EpiPlex architecture separates process, measurement, knowledge, content and rules. Accordingly, business users can actively participate in process management life cycles, providing companies with process agility that is unmatched by the best-of-breed business process management methods and tools.

*Automation drives down the costs and implementation time*

EpiPlex **Enterprise Business Process Improvement (EBPI)** products help businesses automate a significant part of the extensive manual effort otherwise required to model, analyze, (re)design, deploy, improve, measure and monitor business processes. With EpiPlex, business process improvement activity months are compressed to weeks, days, or even hours.

### EBPI Capabilities

#### Remote Process Capture – Level 2

*Excess of 240 man years of development in Remote Capture*

EpiPlex **Remote Capture** auto-extracts processes from human interactions with software, inside and outside an enterprise, in the form of content rich XML process scripts that support all critical aspects of business process improvement. Process scripts are managed by the EpiPlex Process Repository resident on an industry standard, enterprise-class database. Multiple levels of cataloging are provided to ensure that all assessments, analyses, and improvement activities are efficiently and substantially supported in ways that are unparalleled in the industry. **Advanced** Remote Capture features include triggered calls to back-end databases and systems, and manual activity capture via audio and video.

*Automated solutions are more accurate, reusable, and objectively analyzable while covering 100% of user population.*

Capabilities unique to EpiPlex because of remote capture and cataloguing include:

- Little to no need to interview job incumbents or make contextual observations for building as-is models
- Model building is **automatic** via extraction from remote capture repositories and statistical inference;
- Modeling data is objective, based on actual capture;
- To-be models are generated at a fraction of the time necessary with conventional process simulation tools;
- Model validation is rapid, with very light resource requirements.



## Process Modeler – Level 4

*Get the right processes right*

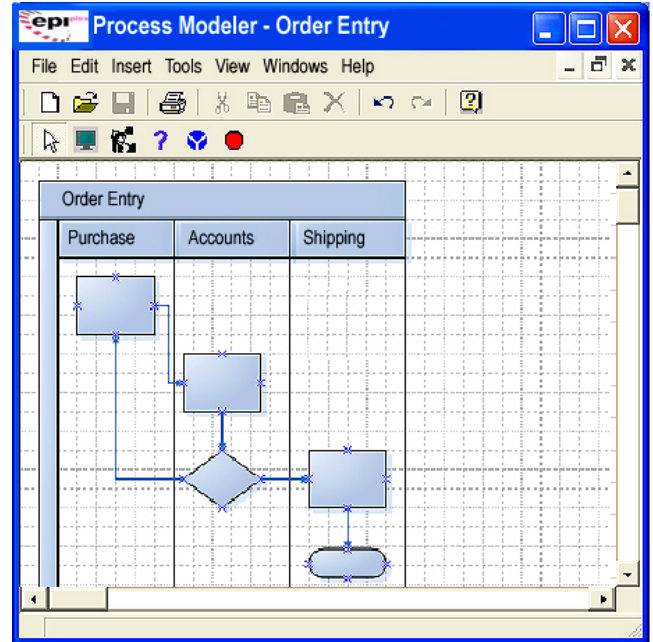
Epiplex Process Modeler provides a comprehensive graphical modeling tool to **model end-to-end business processes**.

*Automated method of creating AS-IS models*

Processes can range from one that is done by an individual to those that span multiple departments and organizations.

As-is models are automatically generated via self-discovery from remotely captured data.

This not only enables faster modeling and ensures accuracy, but also auto-discovers undocumented and unknown processes.



*Simulate and measure alternate TO BE models for objective ROI based decisions*

Process Modeler generates **simulated** TO-BE models that exhibit real user interactions and reflect actual system metrics. Models generate time statistics (cycle time, unit time, process/subprocess time), cost statistics (unit, process/subprocess, total costs), and resource statistics (efficiency, cost) to determine the value of potential improvements.

Process Modeler includes familiar visual drag-and-drop flow building features for modifying auto-generated as-is models and creating to-be models. **What-if** analysis is featured but in ways unique to Epiplex – because of the ability to immediately create a **user interaction simulation**, rather than depend only on steady-state model analysis that reflects no user experience. Epiplex’s method of **what-if** is therefore less risky, less costly, conveys far more real-world information prior to implementation. It extends the scope, efficiency, objectivity and reliability of process analysis, and is therefore far more advanced than any other method. Epiplex models are nonetheless BPEL compliant and can be exported to and imported from other compliant process modeling tools.

## Process Analyzer – Level 3

*Evaluate, measure, monitor and improve processes*

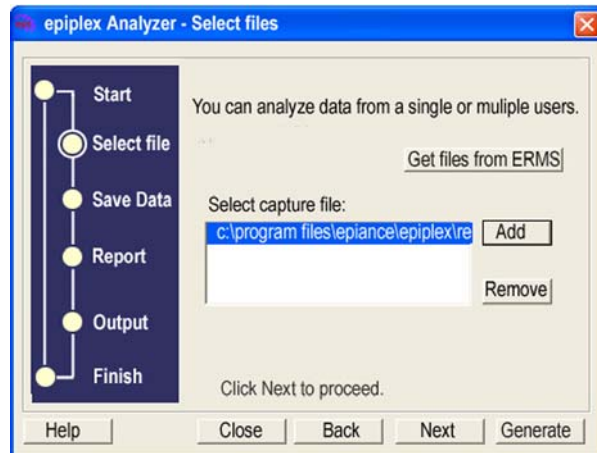
Using remotely captured data from multiple desktops, Process Analyzer compares production as-is processes in terms of efficiency, performance, and ROI, metrics with to-be models. Analyzer identifies broken or inefficient processes, and surfaces opportunities for optimization.



Identify non-process activities

Analyzer generates numerous reports, including:

- Individual and Group and Performance metrics;
- Compliance;
- Activity, variation, and trend analyses;
- Benchmarking; and
- Validation and best-practices.



Select best practices

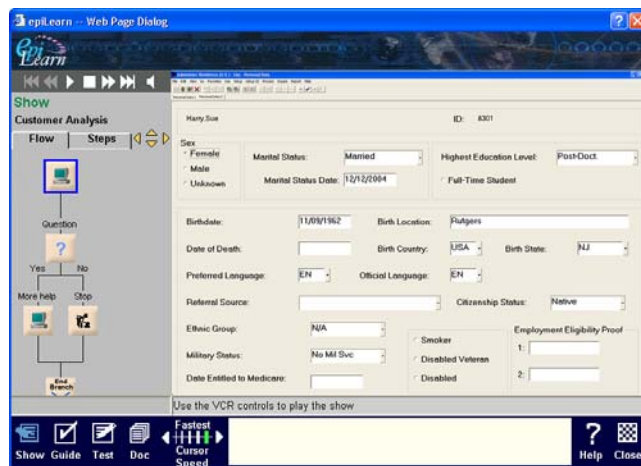
Analyzer determines **ROI** in terms of time, cost and service levels for to-be processes, and measures performance gaps current and future operations. Gaps and ROI provide definitive action plans for improving business processes for maximum efficiency and results.

### Process Knowledge Objects and Provisioning- Level 4

By auto generating live real time context sensitive process performance support, 70% of time and costs in creating process documentation and over 90% of time in maintaining content consequent to changes in processes is eliminated

For process improvement to be successful, new knowledge must be transferred to the user in the task context.

Epiplex automatically generates **real-time, embedded performance support** from the to-be model or from any captured or modeled process. These knowledge objects guide the user through transactions and business decisions in the live application.



Epiplex **auto generates** process and task-centered knowledge objects, including process documentation, show-me animation, simulation, self-assessments, workflow learning, and embedded performance objects based on task and process integration. Content associated with system controls (fields, buttons, menus) can be automatically produced in any language. The same Epiplex XML process script that auto-discovers a process model creates the associated knowledge objects – which makes Epiplex a power, cost-efficient, and unique end-to-end business process improvement solution. Epiplex is the only solution that can ensure business performance and human performance from the same set of captured assets.





*Compresses the learning curve for new procedures or new employees dramatically*

Process knowledge objects include:

- Process Documentation – generates complete workflow-based documents with dialogue and images in as little as 10% of the time it takes with conventional documentation development tools.
- Workflow learning – all learning materials are automatically generated and deployed to the user, in target-application context. Epiplex learning is inexpensive, engaging and deepens understanding of the business process.
- Condensed and simplified performance support objects that automate and add simpler functionality to existing applications – often completely eliminating the need for training.

*Increase process throughput*

#### **Knowledge provisioning**

Epiplex knowledge provisioning features context sensitive assistance for any task, anywhere in the business process. And unlike conventional context sensitive “help” systems, Epiplex Knowledge Provisioning keeps knowledge synchronized with the process flow rather than just at the origin of the user query. Contextual knowledge is provided from a wide range of sources, such as procedure manuals, policy and management e-mails, company documents, and third party/external content. Existing content from any source can be repurposed and contextualized.

*Reduce the occurrence of user errors*

Epiplex knowledge provisioning creates a context map that links content to the application contextually. The very same process script that is used for modeling and knowledge object generation is also used to create the context map, which is the means to “hook” content contextually without the need for source code or programming.

Epiplex features preventive and remedial **error handling** based on error analysis of the captured process scripts for type, nature and condition, then fosters optimum error resolution. Preventive methods are based on proactive embedded performance support. Remedial methods are based upon scripting (requiring a separate module called Epitools) to roll back to application pre-error conditions and provide corrective intervention.

#### **Process Reports and Alerts - Level 4**

*Real-time signal in a process context for effective interpretation and action*

Process alerts are real-time, auto-generated exception or event notifiers to CXOs, Business Managers or Compliance officers based on real-time user performance.

Experts can set up alerts by defining conditions and relating them to process benchmarks created with Analyzer, best practice processes created with Process Modeler, or compliance regulations such as Sarbanes-Oxley, the Patriot Act, or they myriad of SEC and IRS requirements.

*Reports flexible and efficient means to measure and monitor processes*

Business analysts and experts can develop process reports from a data base of Analyzer user information aggregated over periods and scope of operations. Such reports can be further filtered or refined by range, frequency and time based on requirements of business managers and compliance personnel.

User performance assessment reports are available based on simulated or real application environment through external AICC and SCORM compliant management systems.





## Enterprise Process Interface (EPI)- Level 6

EPI is the common interface to manage, administer and view the Epiplex infrastructure, for the administrator, developer, analyst, and end-user. It includes adapters to connect with third-party systems. EPI can be used either as a native interface or as an interface hosted by existing enterprise portal(s).

*Provides an efficient gateway to leverage existing applications, systems and IT infrastructure while providing a single view to all Epiplex product functionality.*

### Process Management Infrastructure

allows various developers to collaboratively create process models, capture files and other Epiplex knowledge objects.

The screenshot displays the 'Enterprise Repository Management System' interface. At the top, there is a navigation bar with 'Home', 'Users', 'Groups', 'Repositories', 'Access Rights', 'Properties', and 'Workflow'. The main content area is titled 'Current status' and contains the following data:

Registered users:	13,546	Repositories:	83
Groups:	192	Files in repositories:	954,321
Users not assigned to groups:	26	Available database space:	11438096 MB
Groups without access rights:	0		

Below this, there is a section for 'Users Logged On' with a 'Refresh' button. It contains a table with columns for 'First Name', 'Last Name', 'User ID', and 'E-mail Address'. A second 'Refresh' button is located at the bottom right of this section. The footer of the page reads 'Copyright © 1998-2003 Epiance, Inc. All rights reserved'.

The EPI Process Management infrastructure:

- Automatically gathers users, project and group information from the central Active Directory repository of the organization;
- Provides version management and control of process models, and knowledge objects;
- Provides for sharing and collaboration through team portals;
- Allows developers to annotate while reviewing the process models/content;
- Provides a workflow for review and finalization of process models and knowledge objects; and
- Allows developers to share preferences and templates across various projects and groups.

All Epiplex process objects are stored in a central enterprise repository (in Oracle or other enterprise databases). Repository administrator functions (register, nominate, define privileges for project managers) are also provided through EPI.

EPI's end-user functionality includes:

- Tracking users' real-time application context;
- Inspecting data fields and user controls to extract relevant process objects from the enterprise repository;
- Notifying of real events or reporting into designated business manager or compliance officer's EPI from an end-user's EPI;
- Personalizing the EPI by extracting process objects from the enterprise repository and creating a personalized version;
- Dashboard functionality to receive offline or real-time reports and alerts;
- Pushing content into user desktops for better performance; and
- Personalizing process objects and providing feedback with audit trails.



