In the country of the blind, the one-eyed man is king

Four trends in BPM for CIOs to consider to improve their company’s visibility

Ricardo Passchier
Business Development Director
Stockholm, 7 February 2012
Roundcube is a modern, pure SOA fully modular solution for insurance carriers managing every aspect of the insurance lifecycle, from policy administration and claims handling to billing, data warehouse and CRM.

Designed for maximum flexibility and scalability, Roundcube allows insurers to manage multiple products and business lines from one platform and through all channels across the entire insurance value chain.

We would love to tell you more about Roundcube. Send us an email and we’ll get in touch with you.

EMAIL US

or download our press release.


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Get There Faster.™
How do the financial and economic crisis affect IT?
Business Model Innovation
Misunderstanding between LoB and IT

Source: geekandpoke.typepad.com/geekandpoke

IT—FOLKS DON’T LIKE BUSINESS—IT ALIGNMENT

THANK GOD WE HAVEN’T ALIGNED OURSELVES TO THESE DILETTANTES

Q2/08 Q3/08 Q4/08 Q1/09

REVENUES
A few keynote highlights from the Gartner BPM Summit

This is the age of business process and business intelligence.

Visibility is critical: "If you can't see it, you can't fix it. You probably don't even know you have it.

Intelligence must be embedded in your business.
Welcome to the country of the blind

OPERATIONAL EXCELLENCE

Turnover

Cashflow

Customer satisfaction

Delivery reliability

Cycle time

Process cost

Error rate

EBIT
Are you really in control?
Trend 1: Process-driven applications

End-to-End Process

Human-centric
Approval
System-centric
Human-centric

Traditional end-to-end process

Functions glued together
Partial digitization
No orchestration
BPM suites support the full digitization of end-to-end processes

End-to-End Process

Human-centric Approval System-centric Human-centric

BPM suites support the full digitization of end-to-end processes
Decoupling of business models and IT infrastructure

Business Models

Agility Layer

Application Silos

New Customers
New Markets
New Innovations
New Products

New process
Improved process
Changed process

Process & Integration

Individual Apps
Implementation
Individual Apps
Adaption
Standard Apps
Integration
Standard Apps
Modernization
Trend 2: Mobile office
Bring Your Own Device (BYOD)

I bring my computer in from home. Why can't I bring my tech support in from home?

Dad, when are we gonna eat?

©2011 Dave Blazek
The expanding frontier of the Internet drives an information explosion, in both B2C and B2B.

### Key Milestones

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<th>1990</th>
<th>2000</th>
<th>2010</th>
<th>2020</th>
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<td>Number of permanently Internet-connected devices</td>
<td>&gt;15 billion</td>
<td>&gt;15 billion</td>
<td>&gt;30 billion</td>
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<tr>
<td>Number of intermittently Internet-connected devices</td>
<td>&gt;50 billion</td>
<td>&gt;50 billion</td>
<td>&gt;200 billion</td>
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<tr>
<td>Volume of traffic from things</td>
<td>Minority</td>
<td>Majority</td>
<td>Majority</td>
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Source: Gartner
Trend 3: Intelligent Business Operations

- Traditional BI
- Statistical Analytics
- Data Mining
- Other off-line Analytics

Periodic Reports

- Traditional BI Analytics

Ad Hoc BI Analytics

- Strategic and Tactical decisions

Capture Event Data "in motion"

Continuous Embedded Analytics

Take Action (Operational Decisions)

Intelligent Business Operations

Run-the-business Operational Systems

Store data "at rest"

Data Mart/Warehouse

Source: Gartner
You can't improve what you don't measure

Documented processes

Implemented processes

Executed processes
What’s going on in the middle?
Trend 4: Multi-Domain Master Data Management
Who wants to be heir to the throne?

ARE YOU THE NEXT KING?
It’s time to shift into high gear and go full throttle...

...to Get There Faster in 2012!

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