

Maturing Beyond E-mail and

6 S U H D G V K H H W V + R Z W
0 D Q D J H % X V L Q H V V 3 U R

“...the true creator is necessity, who is the mother of
our invention”

REPUBLIC, II, 369C

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% XLOGLQJ RQ D 6ROLG)RXQGDWLRQ_*RYHUQDQFH 5LVN DQG &RPS	5
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+RZ 2SHQ7H[W &DQ +HOS.....	8.....

v <RXU +5 WRRO WUDFNV DOO \RXU HPSOR\HHV 'RHV LW HQDEOH)DFLOLWLHV ,7 DQG 6H
LQ WKH SURFHVV ZKHQ RQERDUGLQJ D QHZ HPSOR\HH"

v <RXU DJLOH GHYHORSPHQW WRRO FDOFXODWHV KRZ PDQ\ HQJLQHUV \RX QHHG WR UH

Finding Something Better (the Solution to Your Solution)

0DQ\ FRPSDQLHV VWD\ WUDSSHG LQ WKLW EXVLQHVV PRGH XQDEO
 WR FRQQHFW /LQH RI %XVLQHVV /2% V\WHPV HQDEOH HPSOR\
 WU@ `0@PHQF\ 7KRVH WKDW VHDFK IRU D VROXWLRQ W\SLFDOO
 %306 DSÀ Q†DFK \$ %306 À Q†YLGHV KH WHFKQRORJ\ IRU GHVLJQ
 RU VHW RI @`pÀ•ÀpÀ€`0WKDW ZLOO @`F` 0ðÀ`0@0VSHFLìF R Q,, @
 WKH RULJLQDO TÀ Q†PLVH RI %30 7R EH F` `Àp€Q...HG D %306 D VR

%HQHìWV	Standard
3À Q†FHVV 2 `°€`pQ DWL	RQQ(QJLQ)HWHV WKH LQWH @`pÀ QV RI SHP0ð€0R HV IRU HQDEOHV W @`ÀpÀ QV EHWZHHQpp€À „ep0`p@pHV XSGDV KXP@ 0 P0 @`°À € VFKHGHOHV IXWXUQ„€0 Pà 0
%XVLQHVV 5XOH 3À FHV	ILHJ ORJLFDO F` `€@€€ `HV I Q†P @0`ep0 I GDW@ð0 @ UQ„€LQ...HVVHW EXVLQHVV SROLFLHV @ 0YLGHV GHFLVLR PWKHU SÀ Q†FHVVVH
* @0°À`@ð0†GHO `ULYH	HQDEOHV ORZ F`q„€ Q` `q„€ GHYHORSPHQW SÀ Q†FHVVVH X &` 0`ÀpÀ Q (QYL Q†QPH QW DW SÀ Q†ILGHV P`q„€00YDOLGDWLP ð0iH VLP 0` 0@PÀ` LQF` `À`pH FLHV LQ ZR NìRZ
&` „€`pÀ•Àpl	6XSSR Pp`0À pHJ @pÀ Q WHFKQ`ð À€`0ðÀàH +767 6 2\$3À .
&` pHQW +@ 0	0DQDJHV G` `€ € p`ð0ðÀ àf WPOÀ pQ @0 P0À pHUQHW U €` F` pHQW PDQDJH I WKLUQ„p 0@Q\$•p\ UQ„€L `ÀpR LHV
+XPDQ ,QgH @`pÀ QV	3eQ†YLGHV D ULFK @ 0H @`pÀ•Hp€[SH LHQFHp€`À 0°p ð€ WHFKQ`ð À€`0p@Àð Q...H P0@HDP JU €00 P0À pÀ•Àqt€@ð0 ÌW WP 0€PL `€0iLHZV DR gLP @ððÀ HQDEOH
3À Q†FHVV ,QgHOOLJHQ	FH@ DFWLYHp@ @ðÀWLFV WRp†QLWR WKHp°€@ðp`0 I TÀ %XVLQHVV \$FWLYLWR EQV LQHVV LQgHOOLJHQFHpp°Q...a...€ `0€Àp°€P0@ LQgH @ technologies like E-mail or mobile.
0DQDJHPHQW DR GPLQL	QV F0BWHF DELOLWI WP0` `À €Q•H DOO IDFHWV RI WKHpP0 DGPLQLVW @pÀ Q VH XULW\WLQJ VWR SLQJ RI U €`XU F DGPLQLVW @pÀ•Hp@`pÀ QV

WR UHDFW WR FKDQJLQJ EXVLQHVV QHHGV &RXSOHG ZLWK GHÌQHG SROLF\ DQG VWDQGL
EH HDVLO\ FRPPXQLFDWHG DQG HQIRUFHG DFURVV DQ RUJDQLJDWLRQ

5LVN

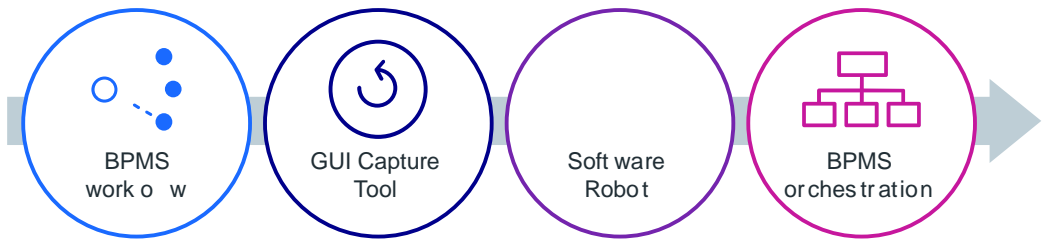
7KH 5LVN FRPSRQHGW RI *5& FRPHV LQ WZR SULPDU\ DUHDV ULVN DQDO\VLV DQG ULVN
UHTXLUHV KLVWRULFDOO\ DFFXUDWH GDWD WKDW FDQ EH XVHG WR GHWHUPLQH WUHQQV L
%306 SURYLGHV WKLV FDSDELOLW\ WKURXJK D FRPELQDWLRQ RI DOZD\V RQ DXGLWLQJ WR
UHSRUWLQJ HQJLQH ZLWK WKH DELOLW\ WR LGHQWLI\ WUHQQV XVLQJ DGYDQFHG JUDSKL
KHOSV SROLF\ PDQDJHUV GHÌQH .H\ 5LVN ,QGLFDWRUV .5, DQG .H\ 3HUIRUPDQFH ,QGLFD
DOVR XVH WKLV GDWD WR LGHQWLI\ D SUHIHUHG SDWK WR VXFFHVV IRU D JLYHQ WDVN
HPSOR\HH UHVRXUFH ZKR KDV UHVROYHG WKH LVVXH WKH TXLFNHVW LQ WKH SDVW RU UH
WKH ZHHN WR SHUIRUP DQ DFWLRQ &RXSOHG ZLWK PDFKLQH OHDUQLQJ LW FDQ HYHQ EH
VLVWDQFH WR DVb`À` H p0

)RU LQWHUQDO FRPSOLDQFH GHSDUWPHQWV OLNH +XPDQ 5HVRXU
WR ERWK HQIRUFH DQG FRQIUP FRPSOLDQFH IRU DVVLJQHG WDVNV
SOR\HH WDNH D FRXUVH LQ HPSOR\HH EHQHÌWV DQG WKHQ WUDFN
WDNH WKH FRXUVH 5HSRUWV FDQ EH HDVLO\ UXQ WR LGHQWLI\ Z
QRWLìFDWLRQV FDQ EH VHQW WR WKRVH ZKR VWLOO KDYH QRW FR
2/\$ FDQ DOVR EH VHW XS WR QRWLI\ PDQDJHUV ZKHQ WKHLU HPS
communicated deadline.

)URP WKH 2OG WR WKH 1HZ 5RERWLF 3URFHVV \$XWRPDWLRQ

%XW ZKDW LI \RXU OHJDF\ /2% V\WHPV GR QRW KDYH ZHOO HVW
JDS EHWZHHQ GHSDUWPHQWV RU FRPSOH[SURFHVVHV" 7KLV LV Z
\$XWRPDWLRQ 53\$ FDQ FRPHLQWR SOD\ :KLOH QRW LQKHUHQWO\
LQWR WKH EXVLQHVV SURFHVV FRPSOLDQFH JRDOV RI DQ\ RUJDQL
FRPSRQHQWV \$ VFUHHQ FDSWXUH WHFKQRORJ\ DQG D VRIWZDUH
53\$ VROXWLRQ KDYH PDQ\ VLPLODULWLHV WR JUDSKLFDO XVHU LG
LQWHUDFWLRQV ZLWK WKH *8, DQG RIWHQ GR VR E\ UHSHDWLQJ D
:KDW GLÈHUHQWLDWHV WKH 53\$ VROXWLRQ LV WKH VRIWZDUH URE
LQWR D ZHOO NQRZQ IRUPDW DQG WUDQVIHUV LW WR D %306 RU
\$3,V 7KH %306 FDQ WKHQ HLWKHU SURFHVV WKH GDWD XVLQJ LW
DQRWKHU /2% V\WHP IRU SURFHVVVLQJ

7KLV HQWLUH SURFHVV FDQ LWVHOI EH DXWRPDWHG XVLQJ WKH %
VRXUFHV XVLQJ WUDGLWLRQDO \$3,V DQG ZKHQ QR \$3, LV DYDLO
obtain the data from legacy systems. The decision of when to use RPA and when to use modern APIs is
fully controlled by the BPMS.



Summary

\$ %306 HQDEOHV GHYHORSHPHQW DQG RSHUDWLRQV WHDPV WR RU
VXSSRUW RI ìW IRU SXUSRVH DSSOLFDWLRQV ,Q MXVW PLQXWHV
ZLWK DOZD\ V RQ DXGLWLQJ WKDW SURYLGH JRYHUQDQFH ORZHU
OLNH 'HYHORSHPHQW 2SHUDWLRQV +5 /HJDO 3URJUDP 0DQDJHPH
HQJLQH D %306 VHDPOHVVO\ FRQQHFWV KXPdq DQG PDFKLQH ED
SRVVLEOH DQG IDFLOLWDWH VWDNHRKROGHU RYHUVLJKW ZKHUH G
DQ 53\$ VROXWLRQ WR LQWHJUDWH OHJDF\ /2% V\ VWHPV \$ %306
ERWK KLVWRULFDO DQG SUHGLFWLYH EXVLQHVV LQVLJKW DQG
SURYLGH WUDQVSDUHVF\ LQWR WKH VWDWXV RI WUDFNHG LWHPV
VLYH EDVHG EURZVHU LQWHUIDFH ZLWK DGGLWLRQDO LQWHUDFWLRQV SRVVLEOH WKURXJK

With its built-in
RUFKHWUDWLRQ
a BPMS seamlessly
FRQQHFWV KXPdq V
DQG PDFKLQH ED\ FRPS
SURFHVVHV WR H\ LWK
automation where
SRVVLEOH DQG ID
VWDNHRKROGHU RY
ZKHUH GHVLUHG SRZH
ERDU
PREL

:KHWKHU DXWRPDWLQJ D VWDQGDORQH SURFHVV RU LQWHJUDWLQJ PXOWLSOH /2% V\ VW
PHQWV D %306 FDQ VFDOH DQG JURZ ZLWK WKH H[SDQGLQJ EXVLQHVV QHHGV RI DQ\ RUJD
RI \RXU RUJDQL]DWLRQ DGYDQFHV \RXU %306 FDQ H[SDQG WR IXOìOO *5& SROLF\ PDQDJHP
LQJ OHJDF\ VROXWLRQ RUFKHWUDWLRQ WKURXJK 53\$ 2QFH LQ SODFH D IXOO\ HPEUDFH
FRVW VDYLQJV DJLQW\ DQG DFRXQWDELOLW\ LQWR DQ\ RUJDQL]DWLRQ

+RZ 2SHQ7H[W &DQ +HOS

2SHQ7HFWHDWHG 6ROXWLRQV %XVLQHVV 0DQDJHU 6%0 D OHDGLQJ %306 WR DGGUHVV F
DURXQG %XVLQHVV 3URFHVV 0DQDJHPHQW DQG *5& ,Q FRQMXQFWLRQ ZLWK RWKHU SRUV
DOVR SURYLGH WKH %XVLQHVV 3URFHVV 0DQDJHPHQW FRPSRQHQW IRU DQ RUJDQL]DWLRQ
6ROXWLRQV %XVLQHVV 0DQDJHU SURYLGHV D QR FRGH SODWIRUP RQ ZKLFK WR GRFXPHQ
SURFHVVHV LQWHJUDWH ZLWK UG SDUW\ DSSOLFDWLRQV DQG SURYLGH YLVLELOLW\ D
SURFHVVHV 6ROXWLRQV %XVLQHVV 0DQDJHU KDV EHHQ XVHG IRU RYHU \HDUV LQ PD
LQFOXGLQJ)LQDQFLDO ,QVXUDQFH +HDOWKFDUH DQG PDQ\ RWKHUV 7KH 6%0 SODWIR
DGDSW WR \RXU LQGXFVWU\ DQG \RXU HYHU FKDQJLQJ EXVLQHVV SURFHVVHV

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