

# KEEP PACE WITH THE CHANGING BUSINESS WORLD



Globally market demands change almost on a day-to-day basis. But often traditional enterprises fail to keep pace with these changes – thus falling far behind in the competition. ebPAC helps businesses align their processes to meet the demands of an ever-changing world enabling the creation of a more flexible and integrated organization.

In an environment of ever increasing competition and demand driven production, there is continuous pressure for greater efficiency and responsiveness. There is pressure to grow and to adapt. The stakes are higher than ever before. Are your tools up to the mark?

There is an inherent mismatch between the responsiveness required by demanding markets and the rigidity and control embodied in traditional enterprise information systems. On the other hand agile organizations are hamstrung by inflexible systems which frustrate all attempts to foster rapid response and capitalize on business opportunities.

To outmaneuver their competition, organizations need reliable end-to-end processes which are versatile enough to drive increased productivity and adaptable enough to change rapidly. Key business processes must operate smoothly and effectively to gain and maintain customer loyalty and employee support. Process management for rapid response in real time is a basic requirement for all organizations.

Cuecent ebPAC is an innovative approach to automating business processes via workflow. Using the ebPAC platform, managers and business analysts can model their organizations' processes in a graphical environment. This model can then drive a collaborative development process, with IT specialists supplying detailed process flows and service definitions to create a finished implementation.

## Support for the process life cycle

Cuecent ebPAC provides a set of intuitive tools that manage all aspects of the process lifecycle, including process modeling, process and service design, process execution, user interaction, and process monitoring, management and reporting.

### The key components of Cuecent ebPAC are:

**Process Model Builder** allows Business Analysts to define business processes/templates in terms of graphical models.

**Process and Services design/development** - The combination of Process Builder and Service Builder allow IT staff to add fine-grained structure, logic and external integration to the model.

**Process Execution Engine** executes the defined business processes, ensures sequential execution and trails the process-state at any given time.

**User Interaction** Numerous Business Processes are people centric. Cuecent ebPAC includes a web-based Work Portal which allows the people involved in a process to interact with the system and with each other to complete the necessary tasks in a well-structured, efficient manner.

**Process Monitoring and Reporting Instance Monitor** regulates processes, providing the information necessary to understand the current state and prior history of every element of the business process. The Administration portal enables access to the Instance Monitor, to the Rules Engine which allows process business rules to be defined and executed, and to the Business Activity Monitor reports which allow reporting on the amount of time which processes and users are taking to accomplish tasks.

**Enterprise Process Integration -**  
 The ebPAC Integration Layer, with its embedded Enterprise Service Bus, ensures that heterogeneous applications and EAI technologies can be integrated quickly and cleanly, with minimal effort and maximal flexibility. Integration is partitioned into modular, reusable components, allowing your developers to concentrate on what the data represents, rather than where it came from. Your employees are presented with an integrated, standardized, and familiar work environment, allowing them to concentrate on their tasks rather than the systems required to accomplish them.

**Standards-based Framework -**  
 Cuecent ebPAC framework provides specific 'template' processes, which can be used, as a starting point to model an organization specific process needs. It follows the BPMN and XPD L template standards laid by WfMC (Workflow Management Council).

## Creating an agile environment

Companies can employ Cuecent ebPAC to gain leverage in:

**Integrating systems**  
 - Leverage existing IT investments by connecting databases, legacy systems and best of breed package solutions into flexible end-to-end business processes using ebPAC.

**Automating routine activities** - Automate the execution of optimized business processes to standardize workflow and minimize errors. Create a single user interface for multiple types of work items.

**Managing processes connecting multiple enterprises** - Create processes connecting systems from suppliers, customers and third-party information sources using software components (SOA components, Web Services) developed in ebPAC.

**Managing all phases of processes** - Discover, design, deploy, operate and analyze business processes within an integrated environment that supports the needs of managers, process engineers, functional departments and employees.

**Deploying processes seamlessly** - Cuecent ebPAC allows collaborative process development by business users and process engineers. These processes are then deployed on a reliable, scalable IT infrastructure, and operated thereafter by the business. It offers feature functionalities to build robust rules-based business processes.

### Conceptual Model of BPM

