G360 Enterprise Business Process Management

Make your corporate goals and strategies actionable. Link business plans to business processes. Optimize your organization's process lifecycle.

Gaining a competitive advantage, and even more important, sustaining and increasing it over time, requires a smart, agile, and effective business process management and analysis solution that lets you deliver on your corporate goals and strategies. G360 Enterprise enables you to link goals to execution by providing dynamic planning, automating processes, and monitoring systems. You have an end-to-end solution with complete visibility and control. You have the ingredients for a competitive advantage.

G360 Enterprise BPM Solution

Don't just focus on P& L…measure and manage the drivers behind the P&L

With over 20 years of business process experience, Global 360 offers a proven Business Process Management and Analysis Solution that allows you to gain control of your operations and manage your process lifecycle from end-to-end. Business objectives can be defined and embedded into your operational processes. Strategy can

automatically translate into tactics and actions within the execution of a workflow process. For the first time, your goals can automatically drive the performance of your operations. Process performance can be continuously monitored and optimized by using key-indicator dashboards and an alerting system. But G360 Enterprise goes even one step further: you are enabled to model and simulate process scenarios, analyze results, and enable the BPM system to provide process performance data that can be used to change processes, or adjust the resources applied to the process, based on the analysis. The result? A complete process lifecycle management solution focused on defined business goals. This means business processes and their implementations are always aligned and prioritized with individual and corporate goals. Complex processes are optimized and important cycle times reduced. Business systems support

employees' activities throughout the cycle and enable information sharing, collaboration, and immediate visibility into the impact of decisions and actions. New directions or mid-course corrections are instantly implemented across the enterprise quickly and easily.

With G360 Enterprise you can:

- Gain competitive advantage with a solution that effectively combines the power of Business Process Management with Business Process Analytics

- Dynamically link business goals and strategy to operations and allow objectives to drive tactics, actions, and workflow

- Rapidly see ROI payback by leveraging process lifecycle management capabilities

- Harness analytics, simulation, and forecasting capabilities for complete process modeling and control

Global **360**
Optimizing Business Processes

G360 Enterprise Delivers the Total Business Process Management & Analysis Solution

Challenge: Are your business goals dynamically linked to your business processes?

Disconnections. Silos. At the end of the day, business strategies and goals are only as good as their implementation. The success of a good plan, after all, relies on execution by many individuals and entails any number of processes—any one of which can be the weak link that sabotages success. When goals are not inherently tied to business tactics and actions, there is no way to ensure the many touch points, workflow, and processes support your key business objectives.

Solution: Link business plans to business processes. Gain control and insight into business processes.

G360 Enterprise enables your organization to define business goals that drive definition and execution of business processes. This means that your business strategy can automatically translate into tactics and actions within a workflow. For the first time, your goals can automatically drive operations. When goals are not being met—or even overachieved—the system can immediately alert process owners and initiate reallocation of resources or process changes. Finally, process analytic capabilities give you the ability to track and measure performance based on real-time feedback, giving you much-needed insight into your organization and its operations. Goal Management, Process Modeling, Analytics, and Simulation take business process management beyond workflow, providing intelligence that can drive results.

Global 360: a Proven Leader in BPM and BPA

16 of 20 Top Financial Institutions, 8 of 10 Top Insurance Companies rely on Global 360

Over 20 years experience in the BPM space

Challenge: Are you getting actionable information? Or just a lot of information? How quickly can your organization react to analysis?

Most organizations are inundated with information, yet continue to struggle to gain real insight to drive performance and optimize their business. Often the information is in disparate, disconnected sources. Or the analysis they do have access to doesn't easily translate to actionable plans. Even more importantly, organizations find they can only react to analysis—they can't pro-actively leverage this analysis to drive change.

Solution: Leverage BPM together with BPA. Enable G360 Enterprise system to take advantage of information to adjust processes it is managing—automatically.

G360 Enterprise empowers organizations to access the information they need when they need it and gives them real-time operational agility. Easy-to-use dashboards enable managers to cut through data and measure the effectiveness of business processes. Standards for evaluating real-time business performance are established. Productivity, efficiency, and cycle times can be analyzed, enabling managers to identify bottlenecks and adjust under- or over-utilized resources. Different process scenarios can be modeled and simulated to optimize performance, and analysis can trigger the system to automatically adjust processes. The result? Real insight into your organization and continuous ROI payback.

8 Steps to End-to-End Process Lifecycle Management

1. Set goals and objectives
2. Model business process and workflow based on goals
3. Utilize simulation and forecasting capabilities to optimize processes and map to objectives
4. Monitor progress continuously to compare key performance indicators against plans

Challenge: Technologies becomes outdated almost as soon as they are implemented.

Vendors retrofit older technologies. Solutions are not standards-based or do not integrate with legacy systems. Organizations are forced to rip out technologies that prove to be silo solutions, and are unable to scale to organizational needs.

Solution: Future-proof your solutions.

The G360 Enterprise Solution's Service Oriented Architecture (SOA) approach allows organizations to take advantage of flexible and scalable support for J2EE, .NET, and Windows platforms without having to rewrite their existing content, document management, CRM, ERP, or other business applications. By integrating and process-enabling existing IT investments with the G360 Enterprise suite, organizations have the agility to adapt quickly to changing market demands.

Customers Leveraging Global 360 BPM

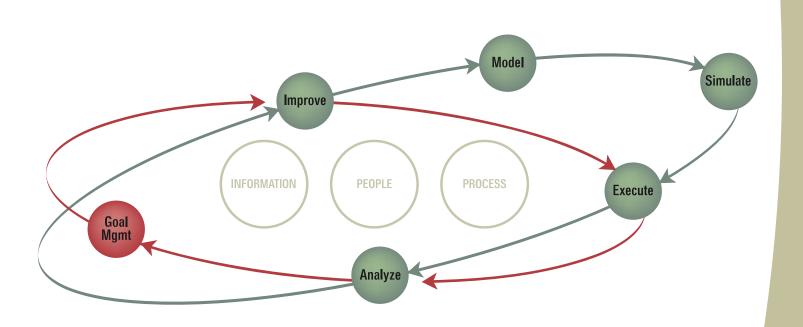**Revlon:** Develops efficient credit claims resolution workflows

Nissan Motors: Digitizes process to eliminate paper

Wells Fargo: Streamlines loan processes

AFLAC: Automates workflow-tracking of customer information

City of Vancouver: Uses intelligent permit application processing

Symetra: Develops efficient insurance application processing system

Global 360 Roundtrip Business Process Management and Analysis

5. **Enable objectives to automatically adjust tactics, actions, and workflow**

6. **Analyze productivity, workloads, process anomalies, and performance against goals**

7. **Finetune processes and make adjustments based on analysis and market changes**

8. **Utilize self-service reporting to communicate results to internal and external constituents**

G360 Enterprise Business Process Management & Analysis Solution

Management & Business Agility

Management Console: Gives managers and supervisors up-to-the-moment statistics about productivity, workloads, goal attainment, and process anomalies, enabling complete visibility and operational control. Information is accessible via an intuitive, browser-based dashboard.

Analytics Engine: Provides managers with the ability to drill down on data and "slice and dice" from different perspectives. The Analytics Engine ensures that management reporting and information is available forwork in progress, workflow cycle time, resource performance and goal attainment—all in real time.

Forecasting Engine: Works in conjunction with the Analytics Engine to provide predictive information on goal attainment. This enables users to make adjustments in resources and priorities in order to avoid missed goals, SLAs, etc. With the Forecasting Engine, managers can adapt to probable outcomes rather than react to historic events.

Modeling & Design

Process Designer: Enables business analysts and business process owners to easily define the business processes through an intuitive drag, drop, and configure interface. Business goals and rules may be defined and used to drive business process behavior from within the same intuitive interface. Support for 3rd party rules engines is also included.

Participant Modeler: Supports the definition of individual users, groups, and their roles, skills, and preferences. Custom properties may be added and integration with LDAP is supported.
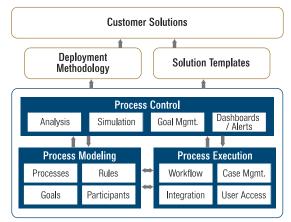
Process Simulator: Provides an environment to simulate process input, execution, and results under a variety of conditions so that business processes are optimized for a variety of future business conditions.

End User Environment

Custom & Pre-Built Applications: G360 Enterprise's open architecture supports browser-based (JSP, ASP.NET), rich client, thick client, and Web Services interfaces for end user applications. Pre-built applications are available for a number of applications, including claims processing, accounts payable, and enrollment to reduce implementation times and accelerate ROI.

Case Management: Sophisticated facility for defining a related collection of structured and unstructured data, documents and multimedia that represent a folder or "case" for an individual, account, or other entity. Case Management provides support for secured end-user access, workflow and management and greatly improves usability and productivity for applications that are based on structured and unstructured data.

Business Process Management & Analysis Solution

Infrastructure Components

Process Engine: Provides a scalable run time infrastructure for 24x7 operations and includes support for clustering and failover in enterprise class computing environments.

Integration Engine: Provides a robust drag, drop, and configure framework for process-based application integration to back office ERP systems and other data sources.

Content Manager: Provides distributed magnetic, database, optical, and content-addressable storage alternatives for long-term archive storage. Storage and retrieval for specific media types (email, image, documents, etc.) are optimized.

Records Manager: Manages documents and facilitates compliance for Sarbanes Oxley, DoD 5015.2, and other compliance initiatives.

About Global 360

Global 360, Inc. is a leading provider of Business Process Management and Analysis Solutions for Global 2000 organizations. With more than two decades of experience, Global 360 provides organizations with a competitive edge by automating, measuring, and improving resource-intensive business processes across different communities, including customers, employees and partners. Global 360 provides organizations with the insight to make informed business decisions and the flexibility to quickly adapt to changing market needs through real-time metrics that ensure business objectives and customer commitments are managed effectively. Building on our strength in financial services, government and insurance, Global 360 empowers sites for more than 5,000 customers in 134 countries. Global 360 Inc. is headquartered in Texas with operations in North America, Europe, and the Pacific Rim. For more information about Global 360's BPM solutions, please call 1-214-520-1660 or visit the company web site at **www.global360.com.**

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