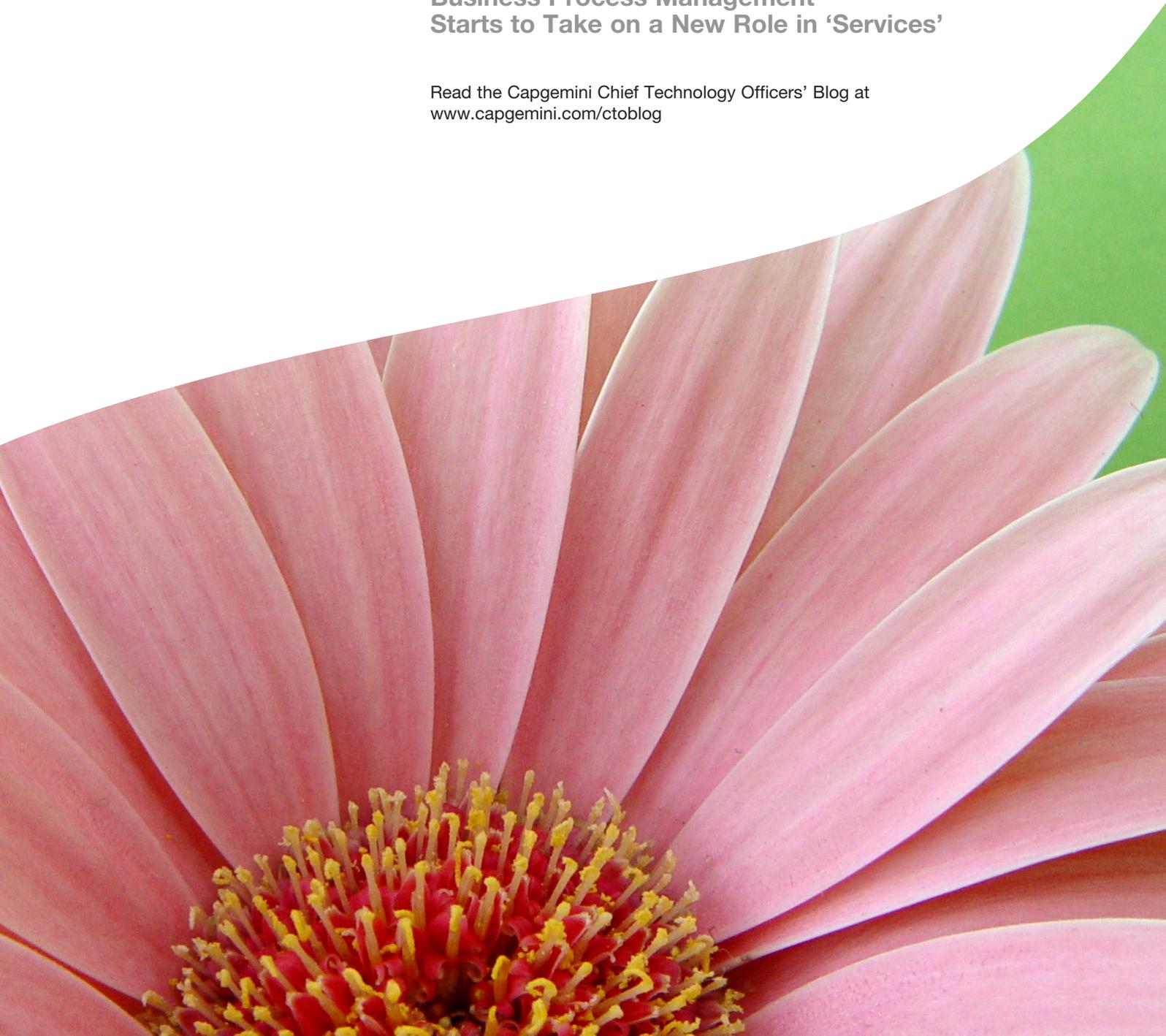


Changing The Game: Monthly Technology Briefs

July 2010

**Business Process Management
Starts to Take on a New Role in 'Services'**

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www.capgemini.com/ctoblog



Business Process Management Takes a New Role

Business Process Management (BPM) is not a new concept, and there have been a number of pure players over the last 10 years, many of whom have been acquired by all the major technology vendors to incorporate BPM into their existing product suites. However, it has acquired a new importance in the last two years and some remaining pure players have grown rapidly in association with the shift towards front-office agile process design and management, the so-called 'build-to-change' processes, becoming the new focus as opposed to 'build-to-last' back-office applications. This is underpinned by new technology which has led to new players such as Pega rapidly gaining ground with new tools based on the new generation of technology, as well as existing players such as Oracle, introducing new tools and capabilities to support BPM but linked to their existing applications and middleware. Some claim that BPM will play the same role in redesigning and optimizing business processes in the coming years that Business Process Re-Engineering played in the nineties with the introduction of client-server.

BPM is defined by Wikipedia as: *a management approach focusing on aligning all aspects of an organization with the wants and needs of its various clients (customers, suppliers, and employees). It is a holistic management approach that promotes business effectiveness and efficiency while striving for innovation, flexibility, and integration with technology. BPM attempts to improve business processes continuously. It could therefore be described as a 'business optimization process'. It is argued that BPM enables organizations to be more efficient, more effective, and more capable of change than a functionally-focused, traditional hierarchical management approach.*

This definition aligns with many of the declared aims of enterprises in using Web 2.0 and cloud-based technology to enable a flexible front-office environment, hence the resurgence of interest in BPM and the new generation of tools that technology has introduced. BPM has been associated in the past with other methodologies such as Total Quality Management, or Continuous Improvement Process, but the breakthrough has been the focus of BPM on people and technology in a combination supported by Web 2.0 and clouds. Just as these technologies deliver the abstraction of users from the underlying technology, so do BPM toolsets provide an abstraction of business process from technology implications.

BPM toolsets broadly aim to support five categories of activities:

- **Design;** discovery and identification of existing processes with detailed representations of individual elements, then the reconstruction of possible 'to be' improved processes
- **Modeling;** taking the proposed designs and subjecting them to 'what if' variations to determine effectiveness of the process and its optimization against real challenges and changed circumstances
- **Execution;** the ability to take the final output from the two previous stages and automate the production of the software to achieve the desired process, but supporting human intervention as and where needed to supplement this automation
- **Monitoring;** the ongoing tracking of the implemented processes to measure their performance against the prediction and to monitor their ongoing effectiveness
- **Optimization;** collection and remodeling the data from the monitoring stage to refine and offer ongoing improvements.

BPM is seen as an essential tool in any regulated sector such as Finance where its models are used to manage policy to ensure that compliance is maintained during

any change to processes. Its recent growth in association with Web 2.0 and clouds has been to support and enable front-office freedom to decentralize processes and suit local markets and differentiation whilst ensuring that enterprise policies were maintained. The ability to simultaneously provide freedom to the 'edge' of the enterprise with the security of centralized policy management is the reason for the increasingly common view that BPM will be an essential element of the new business use of technology.

Most BPM toolsets, or suites, contain four technology functional capabilities:

- A process engine to support business rules, modeling, and creation of final process code
- A business analytics capability to provide visual, easy-to-understand views of various activities and trends
- A content manager as a repository to documents and data; and
- A set of collaboration tools to allow users to work together to redesign any processes.

Together, these tools should enable a rich functionality to create, optimize, and manage end-to-end processes particularly aimed at market-facing activities and subject to frequent change, as well as being able to create a structured view of how data is associated with any process.

This latter point is becoming increasingly important and often is associated with the capability to provide authentication by auditors that the policies and data used are in accordance with any compliance standards necessary. This can even include the routine production of any necessary documentation in an electronic form that can be maintained until needed, though more and more it is used to produce other data files that can be used by existing systems such as customer relationship management (CRM) databases.

As definitions of the market are still a little immature due to the changing nature of how BPM is being applied, technology analysts' views of the market's size are slightly variable. An average of Gartner, Forrester, IDC, and DataMonitor provides the following figures and a prediction of growth of around 30 percent per annum; 2008 = \$1.8bn; 2009 = \$2.4bn; 2010 = \$3.2bn; 2011 = \$4.2bn.

The impact of this and other technologies is discussed in the [Cappgemini CTO Blog](#).

Leading Company Results (Revenues)

Leading Company Results (Revenues)	
Full year:	Oracle ↑ 15% @ \$26.8bn
Q1	Red Hat ↑ 20% @ \$209mn

Movements by Industry Leaders

Cisco Telepresence Interoperability Protocol now supports Tandberg products from the recent acquisition using the code that Cisco is offering to the industry, as a standard for all telepresence devices to use for full interoperability. A new initiative for the **top 500 Cisco customers** sees Cisco working with their channel partners to develop transformation plans for each customer. **Cisco Quad fully integrated collaboration environment** combines, voice, video, external and internal web pages as well as social networking capabilities. www.cisco.com

Oracle is acquiring from eServGlobal their Universal Service Platform to provide it with a recognized Mobility Platform, on which it can add a range of its existing products. **Sun Ray Plus 3 Client** update makes the thin-client workstation a Energy Star 5.0 certified low-power unit. **Virtual Desktop Infrastructure 3.1.1** adds support for Windows 7, Microsoft Hyper-V virtualization as well as a performance boost for Oracle VM VirtualBox. Oracle **Enterprise Content Management Suite 11g** has been updated to work more effectively and faster within Fusion Middleware. Oracle Application **Express 4.0** improves capability to build web-based apps using Oracle Databases. **Oracle Agile Customer Needs Management** has been added to the Oracle Product Value Chain portfolio. **Oracle Primavera P6 Analytics** is a new Business Intelligence (BI) capability to create insights into project program management. **Java NetBeans IDE 6.0** introduces a new Java FX composer as well as expanded support for JavaFX 1.3 and OSGi. Oracle **Business Process Management Suite 11g** is claimed to be the most complete and unified BPM tool and capabilities available today. www.oracle.com

HP is planning a huge re-organization of the former EDS services business with some 9,000 redundancies and a \$1bn-investment plan to move into scalable automated computing services. **HP ePrint strategy** will add email addresses to allow documents to be printed to be sent as emails and not require any printer drivers, a new approach that HP claims will make printers cloud-based resource-friendly. HP Halo Video Conferencing will be supplemented by the **Vidyo range of Desktop and low-cost Office video conferencing products**. New versions of **HP G7 Proliant Servers** in rack and blade forms offer greatly increased memory for complex real-time data management and are designed to be part of the HP Virtual Connect FlexFabric. www.hp.com

Intel Ultra-Low Voltage range of chips are being introduced to consume less power and be 32 percent smaller in size than the current ATOM chipset. The **ATOM chipset range will be extended** to include support for tablets as well as new thinner notebooks. **Intel Active Management Technology, AMT**, is being used as the basis for a web-based management pilot that would allow PCs to be managed anywhere via web services, or clouds. www.intel.com

IBM is acquiring Stirling Commerce, a provider of specialized trading inter-connection products and services. The **System x3620 Server** designed for heavy-duty data from storage processing and **DS3500 Express Storage system** offer a combination for the mid-size data center. **Lotus Notes Traveler** provides support for using Notes on an Apple iPad. **IBM AppScan Source Edition** gains new capabilities for finding and fixing security weaknesses. **IBM Seer Augmented**

Reality application will be used to show users Wimbledon tennis matches and has new features including wider platform support including Android as part of this. Social Networking and Real-time Data Analytical software vendor **Coremetrics is to be acquired**. **IBM WebSphere CEA Mobile Widgets** are claimed to provide process tools to link mobility services to existing web services. www.ibm.com

Microsoft Bing Search Engine gains social networking capabilities including links to Twitter and Facebook. The promised roll-out of **new features for HotMail** has started offering bigger attachment sizes, distribution of photo albums, etc. **Microsoft Windows Embedded Handheld** is a new software platform to target selected markets and players to offer a specialist platform for them to develop on. **Internet Explorer, IE9**, third version Platform Review has been posted. www.microsoft.com

SAP and OpenText will extend their existing relationship to include SAP reselling the Open Text employee file management product under the name SAP Employee File Management. SAP America has launched **SAP SafeGuarding Services** which provides SAP Customers with direct support from SAP on their projects and allows integration partners to sign up for support as well. www.sap.com

Google Chrome for Apple and Linux is now released with the final version claimed to have massive boosts in performance as well as new features. A **Chrome Frame beta** as a plug-in for Microsoft Internet Explorer to use HTML5 is now available for developers to download. A **new calculator of the benefits from using Google as a supplier of services** is now available at <http://www.gonegoogle.com/#/company-name>. Google Search extends to **include Mobile App Stores**. The **core Google search engine has been updated** with a new tool called Caffeine that speeds up the refresh cycle of indexing. **Google Docs** has had a make-over with new features to support wider collaboration on its content and spreadsheets. **YouTube Video Editor** simplifies video editing and anyone can achieve complicated professional-looking presentation results. **Google Commercial Retail Search service** has been updated to allow retailers using the service to power their site search to manage the search process. **Google Docs has gained new controls** to assist in sharing management and controlling access. The USA single number **Google Voice service** has now been opened up to support international as well as domestic phone calls. www.google.com

Apple market valuation exceeded Microsoft for the first time ever on May 27, with Apple worth \$222bn on revenues of \$42.9bn versus Microsoft at \$219bn and \$58.4bn respectively. Apple claims the **iPad has sold 3 million units** in just 80 days. Apple **Safari 5 browser** release claims a 30 percent increase in speed making it the fastest browser on the market as well as adding new features and HTML 5 standard support. To ship at the end of June, **Apple iPhone 4**, based on an updated version of the iPhone operating system, concentrates on introducing a whole new level of mobile video calling, chatting and social networking experiences all with new high definition screen and cameras. A new slimmer and lighter model of the **Mac Mini** with enhanced graphics and an onboard power supply is now available. **MobileMe** has better email filtering and a location based service to find lost and stolen phones. www.apple.com

Open Source Update

Red Hat Fedora v13 has been released with improvements in installation procedures based on the Fedora Projects Anaconda installer as well as printing, storage, and virtualization features. **Red Hat Enterprise Virtualization 2.2** is claimed to integrate both desktop and server virtualization into a single manageable solution across a common Red Hat virtualized environment. www.redhat.com

Novell SUSE MeeGo is to be made available as a Notebook operating system with Novell claiming that this will confirm their position as the leading supplier of Open Source desktop operating systems. (MeeGo is the merger of the Intel Moblin and Nokia Maemo operating systems.) www.novell.com

Ingres Database management has introduced VectorWise, a new high-performance analytics engine for large data requirements, claimed to be up to 70 times faster than traditional approaches. www.ingres.com

HP is buying the Phoenix Technologies HyperSpace Linux Operating System, together with associated software such as HyperSpace Quick Boot, in a move that means HP now has independence in both Server and SmartPhone OS since its acquisition of Palm. www.hp.com

Opera Browser beta 10.60 is now available for download and is claimed to be up to 50 percent faster plus additions of HTML 5.0 support, GPS API support, and a new user interface. www.opera.com

Standards Watch

OpenCL1.1 parallel processing standard update follows the original 1.0 release from 2008, as well as the usual functional improvements including interoperability with the OpenGL graphics standard. www.khronos.org

The Wireless Broadband Alliance, WBA, is piloting amongst its members a new way of managing graceful migration between networks to try to reduce overloads on individual networks. www.wballiance.net

More Noteworthy News

Dell Oro Group report Wireless LAN, WLAN, revenues are on course to see a \$20bn market following a 20 percent growth in Q1 2010. www.delloro.com

SalesForce.com is claimed to create a new approach by combining existing social networks and collaboration apps from Google, Facebook, Twitter, etc. to link both the social people/expertise elements with the business process/content elements. www.salesforce.com

VMware Fusion 3.1 is available as a free download that adds 20 new features and boosts performance for most heavy-duty applications. www.vmware.com

Amazon Kindle users will be able to load version 2.5 software, which as well as improving management of their reading matter also allows Facebook and Twitter access. And a promised port of Kindle will **add Android** to the existing Apple support. **Amazon S3 service comes at a lower cost** if the new Reduced Redundancy Storage option is selected, though Amazon claims this still offers 99.99 percent reliability. www.amazon.com

Adobe Flash 10.1 and AIR 2 covering Microsoft Windows, Apple Mac, and Linux is now available and an Android version will follow to provide a smaller, lighter, and faster code with various improvements ranging from video enhancement to new APIs for developers. **A Flash Player 10.1 for mobile devices** followed later in the month. www.adobe.com

McAfee is acquiring Trust Digital, a vendor of Mobile Security software covering iPhone, Android, Windows, and Symbian operating systems, and plans to integrate with their ePolicy Orchestrator Platform. www.mcafee.com

Dell has entered the smart phone market with the Streak, an Android 2.2-based unit with a full specification covering connectivity options as well as features such

as a high grade camera, etc. Dell **Data Center products** gained additional new high performance PowerEdge blade servers and storage controls to mix and match SSD and SAS drives. www.dell.com

Autonomy has said that it will be acquiring CA Technologies Information Governance division which includes a range of products around record and messaging management. www.autonomy.com

Fujitsu and Novell have partnered for cloud-based services combining Fujitsu Infrastructure as a Service, IaaS, Server Technology with Novell Intelligent Workload Management on Novell SUSE operating system. www.novell.com
www.fujitsu.com

Twitter users can add location details in a new 'add you location' feature that provides the option to add this information after the user's name in Tweets. **Twitter social interfacing is extended** to make importing the data for friends on other social sites possible. www.twitter.com

Compuware ChangePoint Product Portfolio Management 2010 offers a wide range of new capabilities and features including support for BlackBerry and iPhones as well as new team collaboration tools. www.compuware.com

Capgemini has acquired Strategic Systems Solutions, a provider of services to financial sector capital markets including Business Process Outsourcing (BPO) platforms operated from China. www.cagemini.com

Lenovo ThinkCentre M90z desktop PC with a 23-inch flat screen combines all of its processing units within the screen housing to minimize desktop footprint. www.lenovo.com

CA Technologies ecoSoftware 2.0 monitors and manages Carbon Reduction Commitment and energy usage as well as providing forecasting and modeling. www.catechnologies.com

Skype SkypeKit for developers supports adding Skype to third-party apps. www.skype.com

SAS Business Information and Analytics has acquired Memex, a specialist in police support software and services which align to SAS core analytical business. www.sas.com



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model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2009 global revenues of EUR 8.4 billion and employs 90,000 people worldwide.

More information is available at www.capgemini.com

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