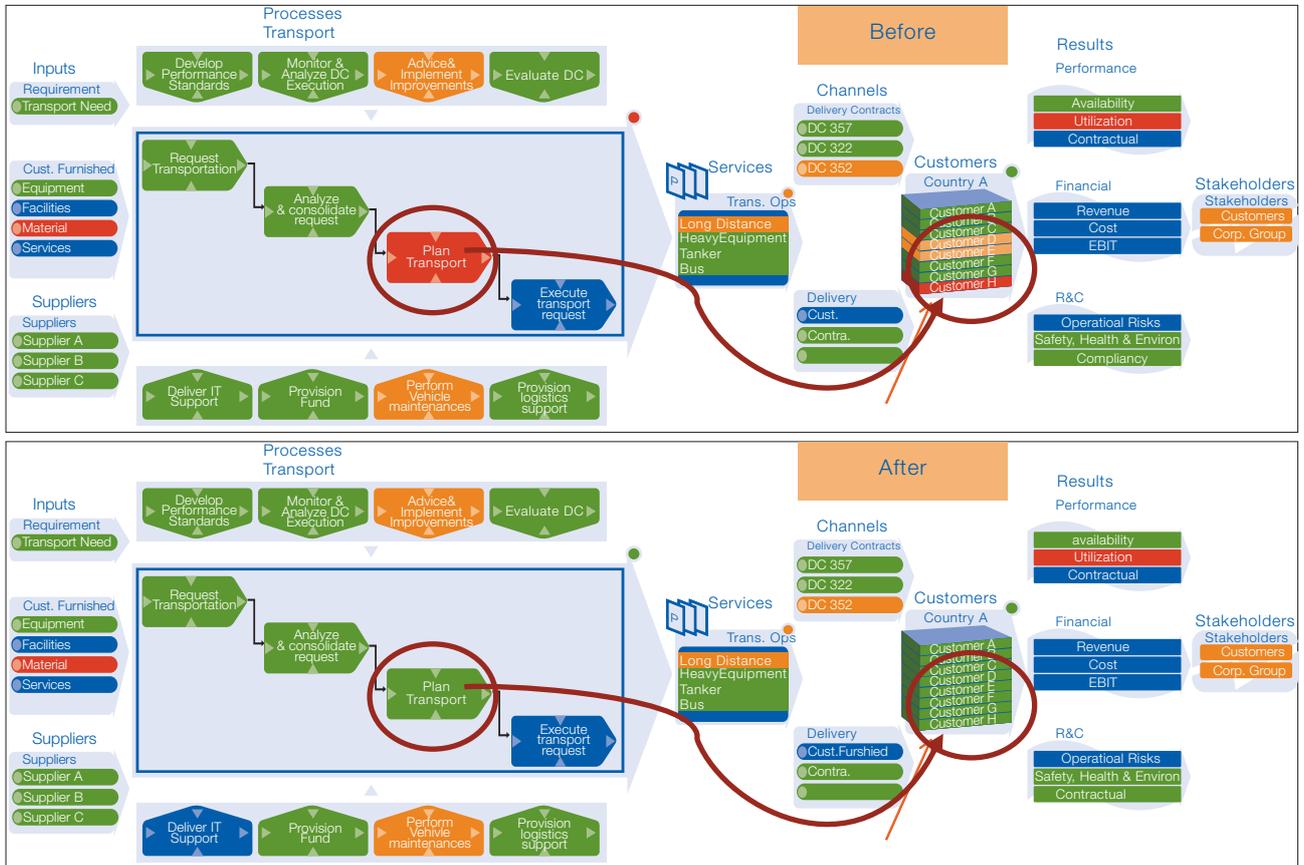


Capgemini: Delivering strategic Business Process Management (BPM) by combining BPM and VPM

Most BPM initiatives dive straight into modeling business processes in full detail without prioritizing the importance of processes or sub-processes. Capgemini starts from the beginning. It first explores which processes are worthy enough to be deconstructed and analyzed in detail. In doing so, it captures all relevant business process information necessary to manage processes within the context of the business value chains. Using the Delta software, it is possible to list all the activities, workflows, process measurements, risk indicators and the necessary process governance. Most of these data are metadata, or

higher level information, hence the implementation is expectedly fast. Moreover, existing BPM information resulting from Business Process Analysis tools can be leveraged through standards-based connections (e.g., BPMN), while existing or planned process execution platforms (Business Process Management Suites) can be leveraged through standards-based connectors (e.g., BPEL, XPDL). So, rather than being just a BPM solution, VisionWaves offers the necessary strategic dimension to these solutions and is positioned as a strategic BPM tool.

Figure 1: BPM VPM and Business IMPACT



Capgemini makes the difference

VisionWaves Delta indicates where enterprise value is linked with the different parts of an organization, and how high-level processes can impact value creation. This leads to quicker cost savings and greater long-term business value than the traditional approach of Business Process Analysis initiatives which advocate first creating a detailed business process model.

VisionWaves Delta provides a common language and fosters the alignment between business and IT perspectives.

Although traditional Business Process Analysis tools are excellent in supporting lower-level process modeling, none has been found to be adequate in bringing all these elements together in a comprehensive manner that is utilizable. Capgemini's expertise in turning many of the performance indicators into

leading indicators and knowledge of cause-and-effect relationships will support management in making better and timely decisions.

Analysis

- Business Process Management and Value & Performance Management
In this tough economic climate, every organization turns to cost-cutting strategies and improving business processes has become very instrumental. Utmost importance should be attached to defining business processes that can deliver significant cost savings and at the same time contribute to the value of the organization.

Determining why an organization performs certain activities is often a neglected step between scoping BPM initiatives and beginning process modeling and analysis. A complete

business model (value chain), based on the optimization of value assets, can provide a reference model for business processes. The model indicates where enterprise value is linked with the different parts of an organization, and how high-level processes can impact value creation. This will lead to quicker cost savings and greater long-term business value than the traditional approach of first creating a detailed business process model.

- Business Process Management and IT Alignment
One of the factors leading to the slow adoption rate of BPM has been the lack in alignment between operational personnel and the IT department. Today most of the organizations embarking on a BPM initiative acknowledge this disconnect and involve roles from both groups early in the initiative, clearly defining

responsibilities and therefore establishing process governance. From an organizational perspective this has been a huge improvement, but there is still a missing link – the ‘language’. Despite being created for business people, most of them are not interested in business process models and BPMN. Furthermore, IT-oriented people are not that familiar with the business engine of strategic goals, adequate risk control, a customer-focused organization or the state of operational excellence.

Contacts

To find out more about Business Process Management visit us at:
<http://capgemini.com/bpm> or
e-mail BPM@capgemini.com



About Capgemini

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience.™ The Group relies on its global delivery 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 40 countries, Capgemini reported 2010 global revenues of EUR 8.7 billion and employs around 110,000 people worldwide.

More information is available at www.capgemini.com

Rightshore® is a trademark belonging to Capgemini