

Pleased to Meet You, Process



Busting corporate silos by adding flexible process layers on top of them, rather than break solid, established structures

Ever wanted to break on through to the other side? Process-specific applications are creating seemingly impenetrable walls between processes. Data within these systems are stranded on their own splendid islands, unable to see each other, much less interact. Workarounds and exception processes only serve to push them further apart. Thankfully, new technologies avoid the need to replace process specific applications that you've customized and grown dependent on. Bridging the divide through data aggregation and cross-silo process flows not only break the walls towards enterprise-level unification, but also towards the outside world. Hi, other process. Hope you guessed my name.



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WHAT

- Data mining and analytics spanning the enterprise can identify opportunities previously unseen by disparate databases. Process mining has come of age and generates valuable insight into operational bottlenecks.
- Robotic Process Automation (RPA) enables the automated integration of multiple siloed applications without seemingly changing any of the affected systems. Not shy, these robots expose themselves as web services for ease of incorporation into other silo busting technologies.
- Business process management tools offer the capability to invoke various application services offered by different applications, as part of a modeled and managed process flow.
- Visibility and communication silos are increasingly removed through iPaaS solutions, integrating disparate systems and providing ease of access for multi-tower communication and workflow tools.

USE

- A global retailer increased its catalog revenue by 75%, through business intelligence analytics to break data silos, mine customer behavior, buying trends and payment patterns.
- A medical equipment manufacturer used RPA and cross-tower workflow to quickly and seamlessly integrate all processes and data of an acquired company, creating a unified view of both businesses, enabling a global view of credit risk and customer payment behavior, resulting in a 4-day reduction in overall DSO (Day Sales Outstanding).
- [Boeing](#) predicts when a part needs maintenance, repair, or replacement by utilizing artificial intelligence and machine learning, and deciphering usage patterns such as flight conditions, location, temperature, altitude, wind speed and direction.
- [Dell Boomi](#) is not only used to break silos by delivering integration, it stores on the cloud the metadata definition of any connector and is able to pre-generate new connectors and alert on potential mapping errors.

IMPACT

- Revenue probability is increased through deep analytics of unified data across disparate databases.
- Lifespans of aging or dysfunctional applications can be sustained without costly and risky applications management activities.
- Siloed applications are connected inside and outside the organization to create new, outside-in, end-to-end processes serving customers' and companies' digital needs.
- A high level of process flexibility and agility can be provided, without intruding on the affected application systems.

TECH

- Analytics and BI tools: [SAP Analytics Cloud](#), [Celonis](#), [Minit](#), [PowerBI](#), [Qlik](#) and [Sisense](#)
- API and web services management: [Salesforce MuleSoft](#), [Google Apigee](#), [WSO2](#)
- Robotic Process Automation: [Automation Anywhere](#), [Blue Prism](#), [UiPath](#), [Pega](#) Robotic automation and workforce intelligence suite, [NICE RPA](#), [Kryon Systems](#)
- Business Process Management: [BusinessOptix](#), [Dell Boomi](#), [Oracle BPM](#), [IBM Intelligent BPM](#), [Pega](#) BPM & Case Management, [Appian](#)

