

Expert Voices



Scott Kirkland

Vice President of Product Management



BPM in 2011

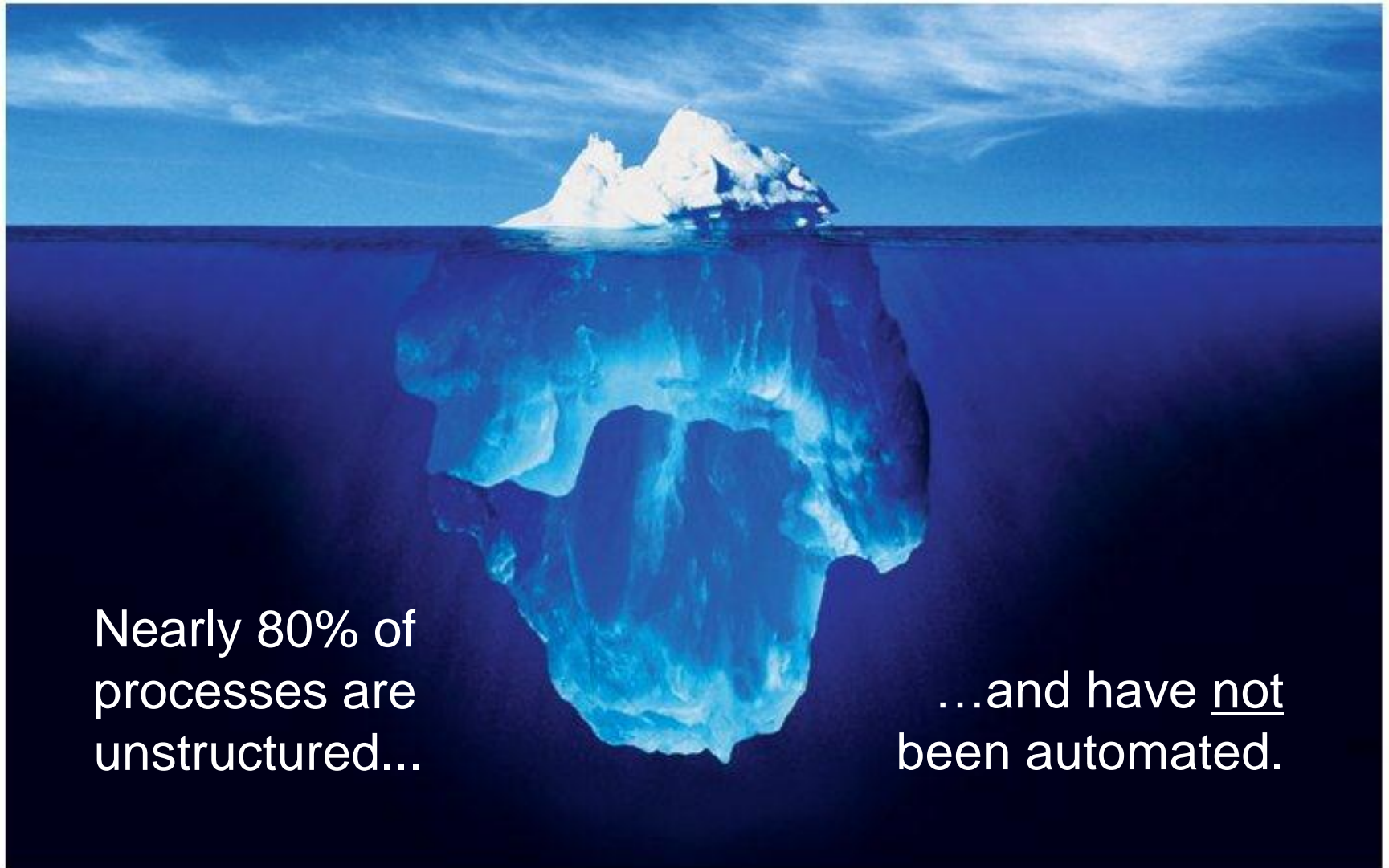
Scott Kirkland
Vice President of Product Management

Global360 

2010 MICROSOFT®
PARTNER OF THE YEAR
Winner

 Microsoft Partner Network

BPM Has Only Addressed the Tip of the Iceberg



Nearly 80% of
processes are
unstructured...

...and have not
been automated.

Business Productivity is at a Historic Low

In a 45 hour work week,
how many hours are
UNPRODUCTIVE?

16



What Kills Productivity?

What % of workers ignore company rules...

because they have developed better ways to get work done?

40%



What Kills Productivity?

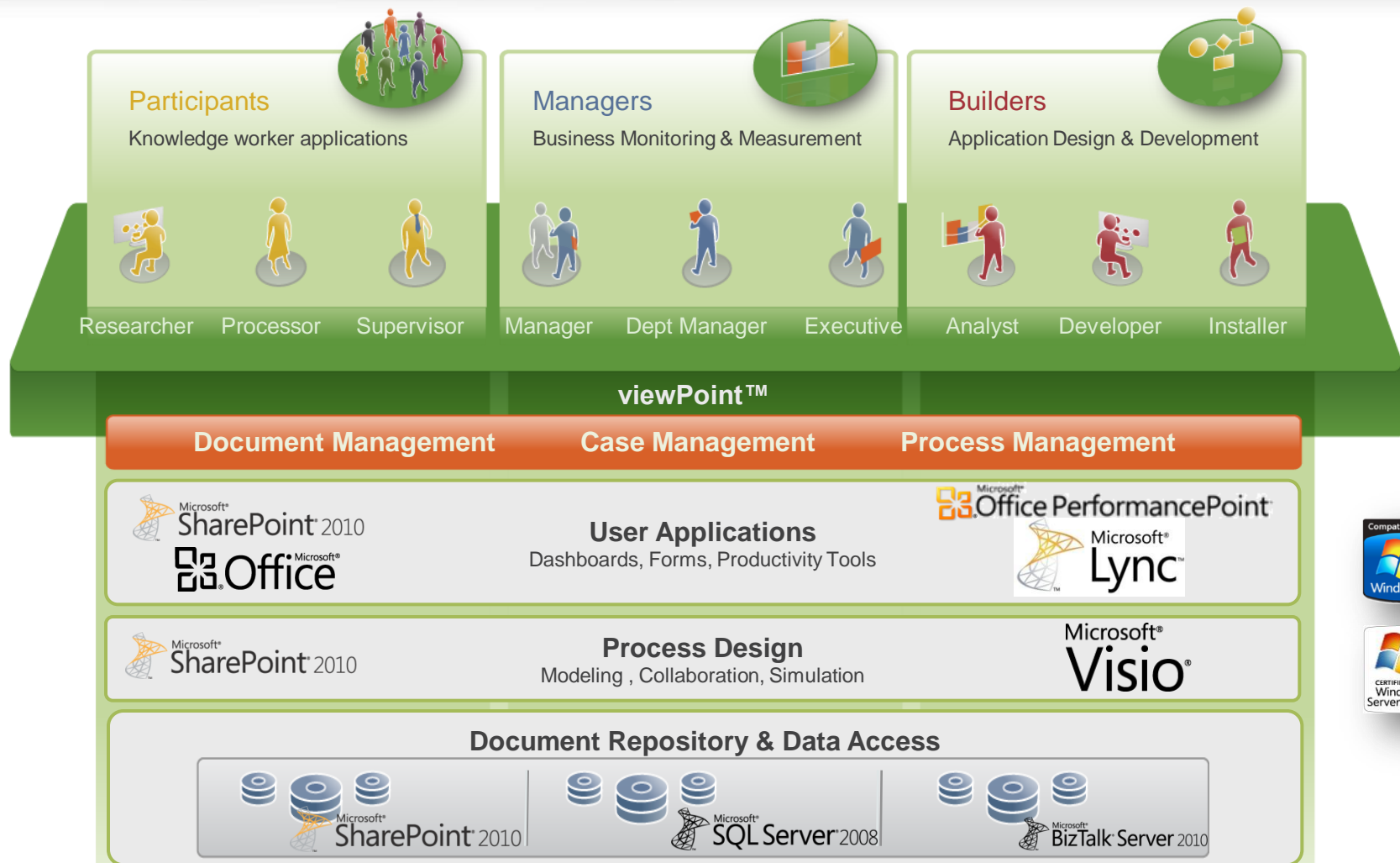
What % of time is wasted

not being able to
ACCESS INFORMATION,
at the right time.

85%



Global 360's Process & Document Management Leverages Microsoft



BPM in 2011: Future of Productivity

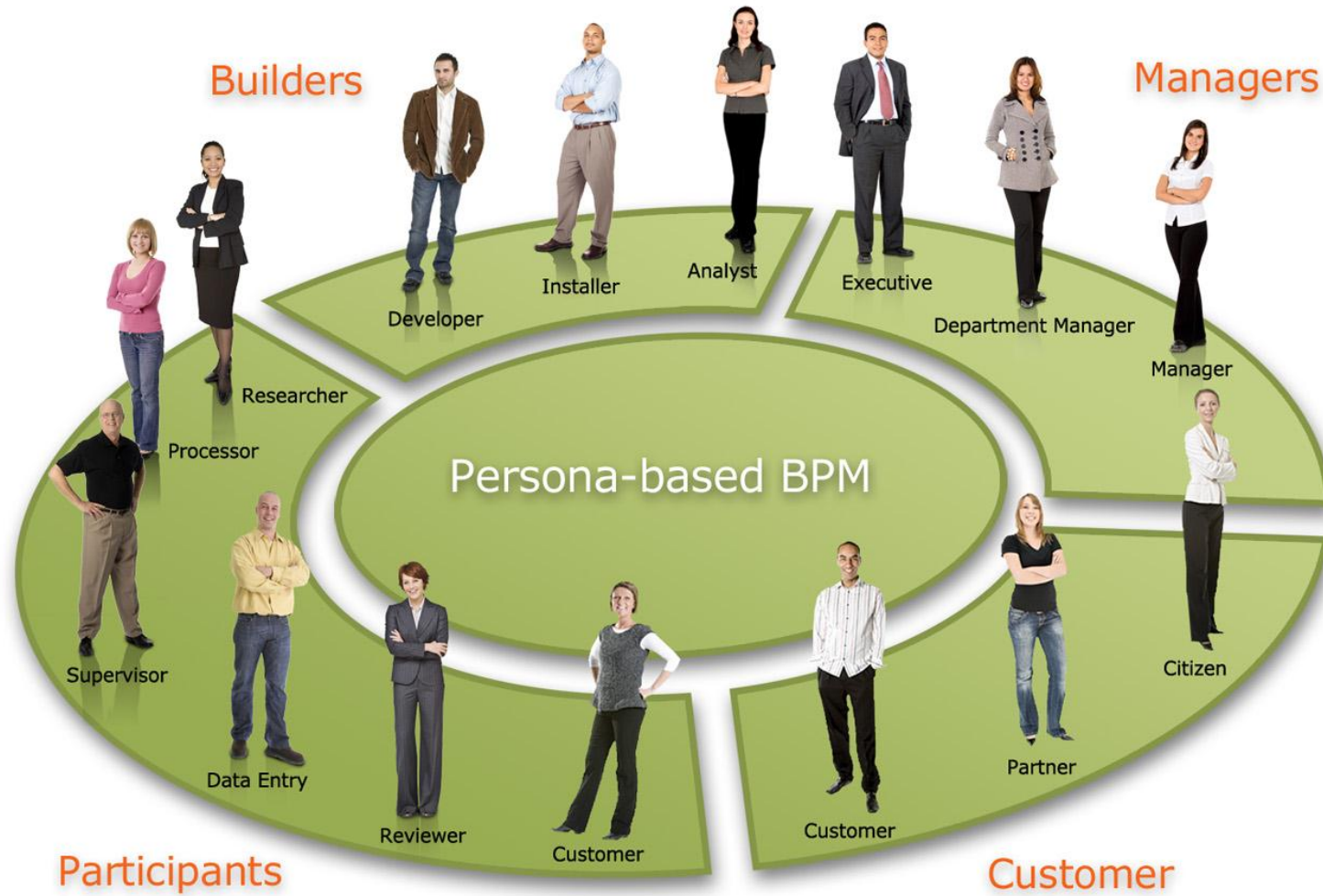
Persona-based BPM

Social/Collaboration throughout process lifecycle

Adaptive Case Management

Mobile Process Applications

Trend #1: Persona-based Business Processes & Applications



Trend #2: Adaptive Case Management

What is the Nature of Your Work?

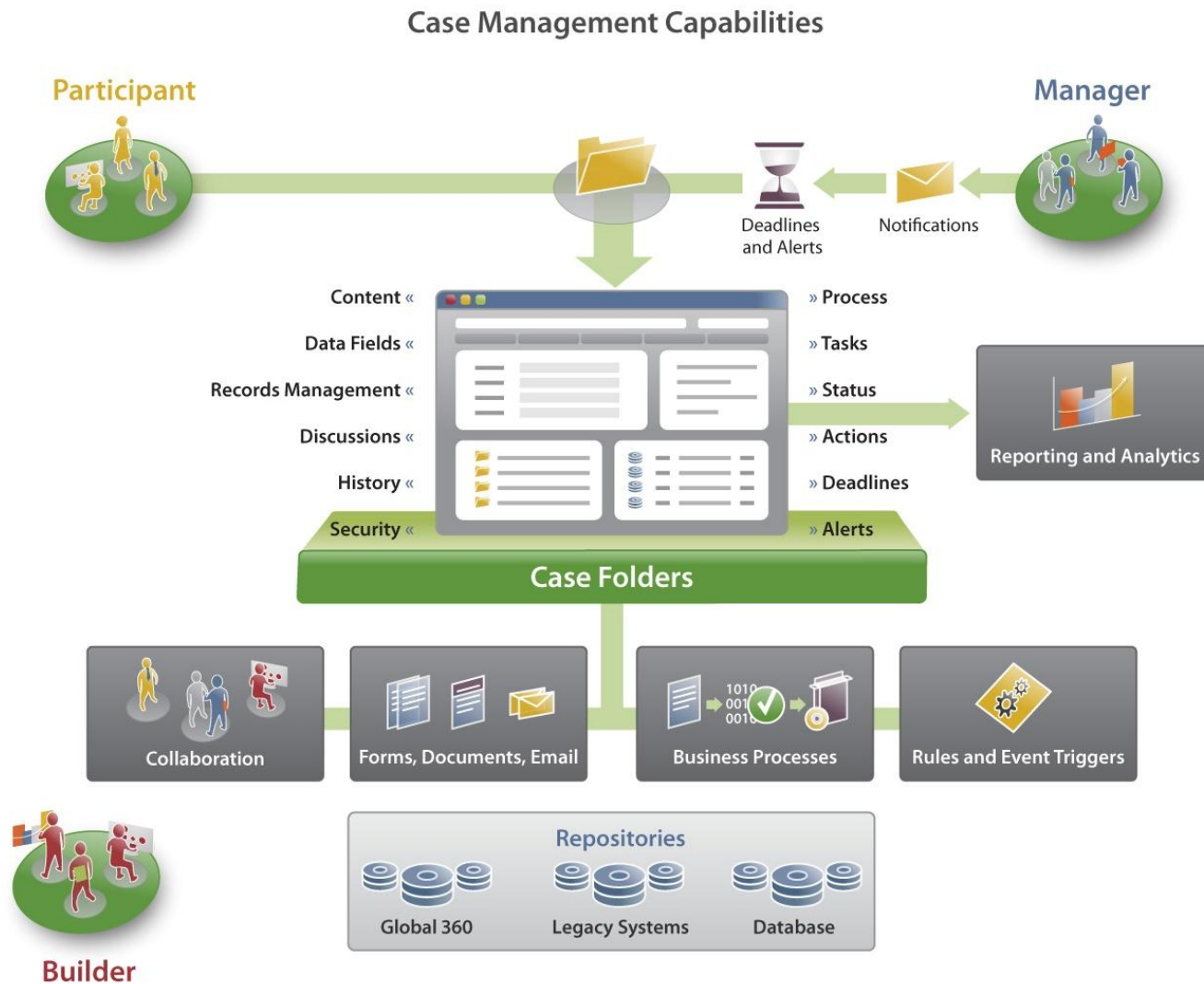


Highly Predictable
Structured Process
Straight-through processing



Unstructured Processes
“Case” management
User-driven

Adaptive Case Management Platform





Customer Success # 1675

Problem: With 10X volume growth in processing incoming disputes from card issuing banks and cardholders, IMS needed to eliminate its paper-based and manual processes, but still comply with industry and regulatory mandates.

Results: Comprehensive end-to-end solution for Service Request processes, eliminating paper-based hand-offs between departments, improving first call resolution by 5% and reducing case resolution cycle time by 5%.



Trend #3: Social & Collaboration Across Process Lifecycle

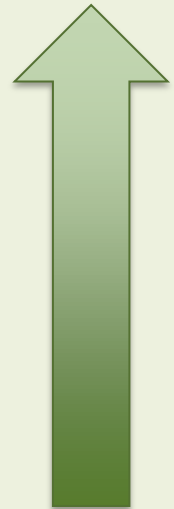


FROM Organization Driven

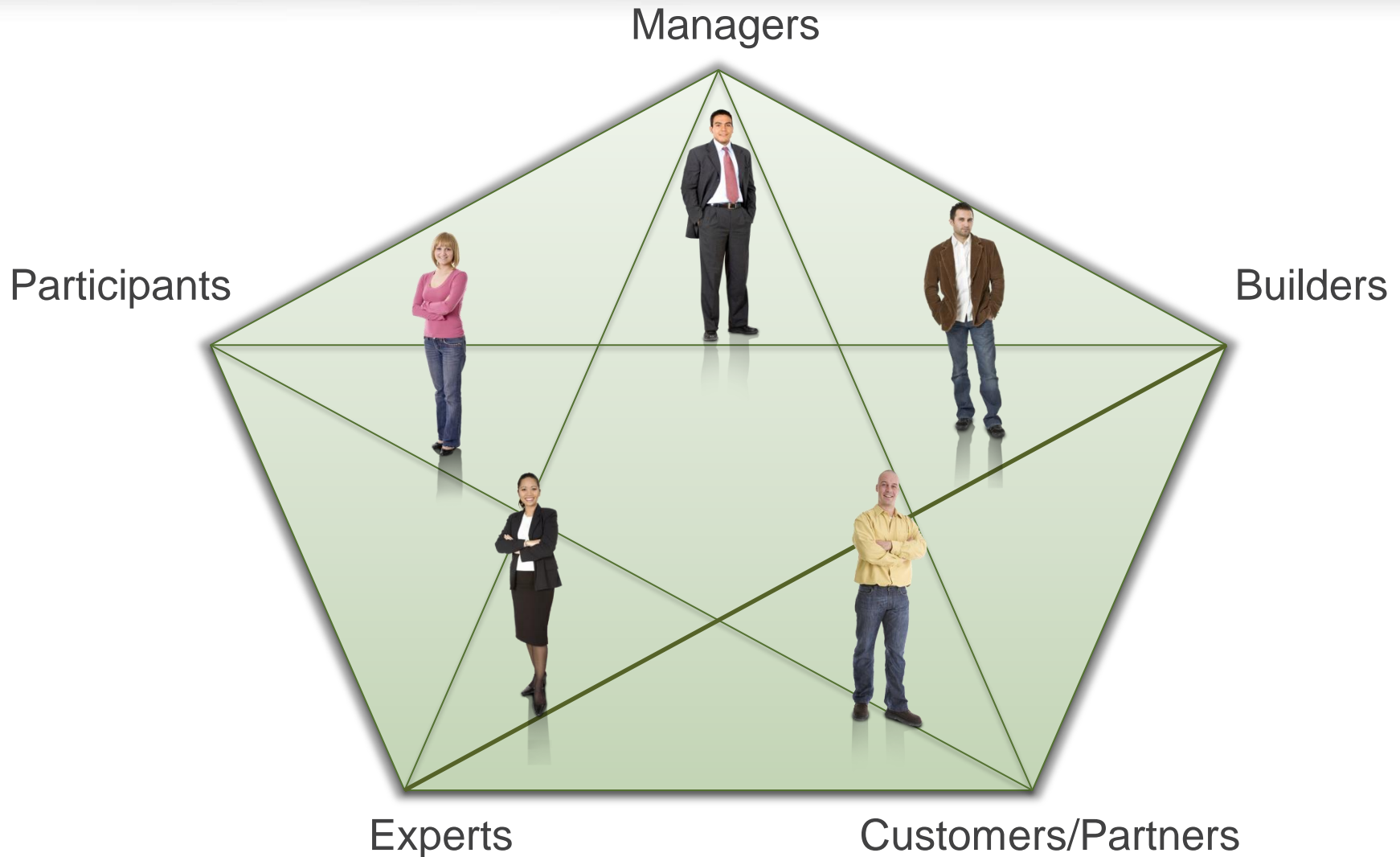
- Business transactions
- Data models
- Transaction rules
- Participant roles
- Transaction integrity
- Application security
- Compliance

TO Participants Driven

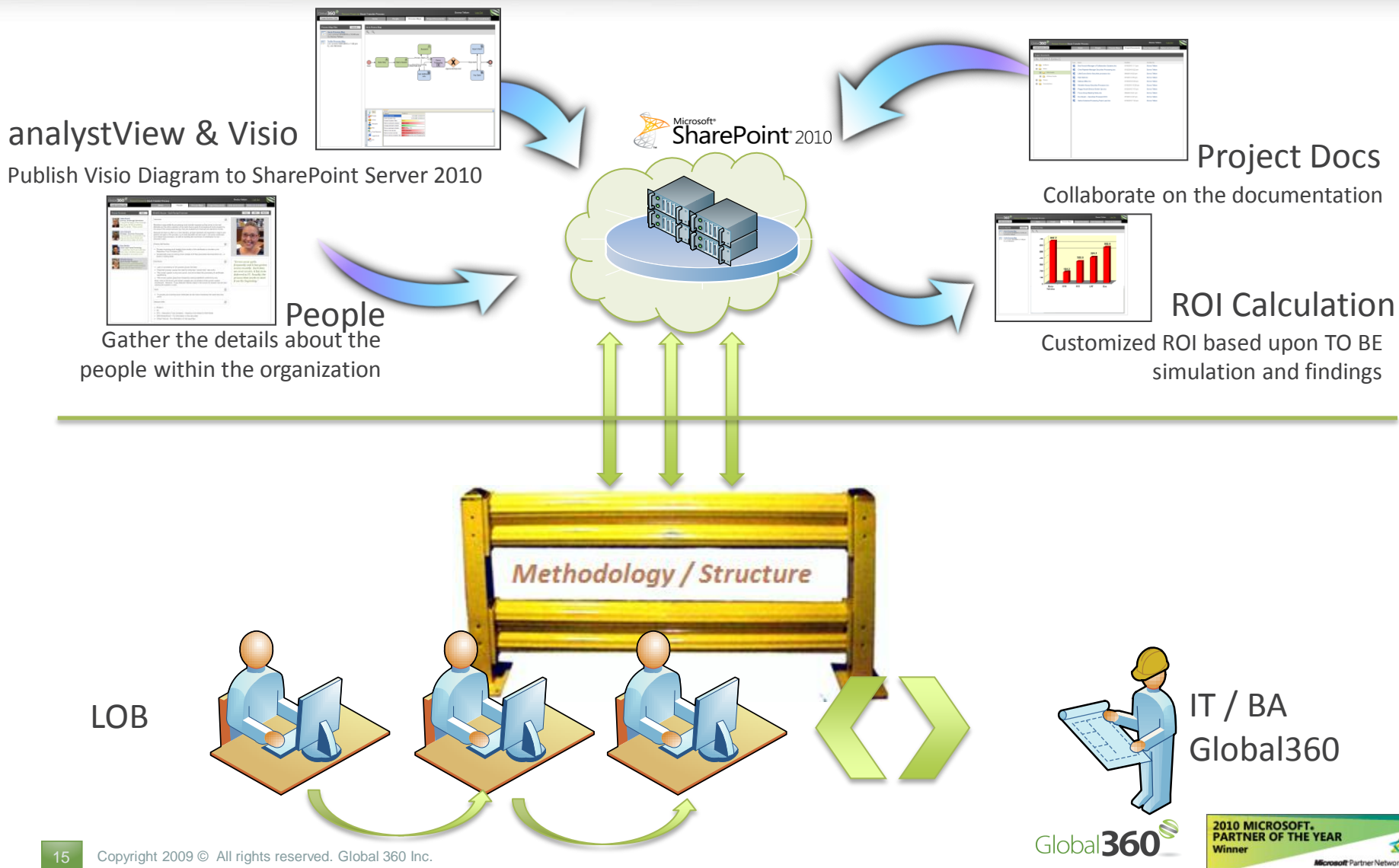
- Personal capabilities
- Personal interactions
- Personal histories
- Social networks
- Preferences
- Mentoring
- Tribal knowledge



Social computing accelerates the interactions of everyone in the BPM lifecycle



Social Collaboration During Process Discovery



Trend #4: Mobile Process Applications

Variety of devices and
development platforms



Increasing complexity of
interaction and user experience

Learn more about the future of BPM

www.Global360.com

info@global360.com

Twitter: @Global360IncBPM



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Changing how work gets done