



Buyer's Guide for Business Process Management Software

10 Key Considerations from Flovate Workflow Technologies

1. So, what is business process management anyway?

The term “Business Process Management” has been a source of debate going back many years, but industry experts have finally settled on an official definition...

“Business Process Management (BPM) is a discipline involving any combination of modeling, automation, execution, control, measurement and optimization of business activity flows, in support of enterprise goals, spanning systems, employees, customers and partners within and beyond the enterprise boundaries.”

Source: bpm.com

2. What is a BPMS?

Again, you will find many definitions but in our view, a Business Process Management Suite or System (BPMS) is a dedicated piece of software designed to...

- Improve **productivity** and **efficiency**
- Increase **visibility** and **control**
- Increase **competitiveness**
- Improve the **bottom line**

3. What kind of problems can a BPMS solve?

From short-term firefighting projects to long-term business transformation, a BPMS can lend itself to many things, for example...

- Meeting upcoming regulation
- Improving information gathering
- Speeding up approval loops
- Digitising products and services

4. What are the benefits of implementing a BPMS?

- Shorter process cycles
- Reduced time spent on manual activities
- Increased visibility / accountability
- Better collaboration
- Best practice dissemination
- More positive process outcomes

All of these benefits add up to one thing: increased customer satisfaction which in turn improves your bottom line...

5. How does a BPMS achieve these benefits?

All good BPM systems should have tools that enable you to...

- Remove **human interaction** from routine tasks (automation)
- Increase **digital activity** – reduce manual admin work
- Boost **communication** – central access to documents and records
- Improve **business/IT relationships** – fast & cost effective deployment

6. What kind of processes can I manage with a BPMS?

Processes typically fall into two camps...

Human intensive ...

- Claims processing
- Loan approvals
- Travel and vacation requests

... And system-centric.

- New customer and supplier accounts
- Invoice processing
- Industry specific processes e.g. claims handling, policy binding

7. I have an accounting/document management system/Intranet: why do I need a BPMS?

All these systems carry out valuable functions but they are not designed to manage processes. A BPMS adds value by...

- Enhancing or replacing brittle and template workflows with your own ways of working
- Enabling changes to be made to these processes without extensive IT intervention
- Increasing your overall agility and adaptability in a competitive market

8. What functions does a BPMS have that my existing systems don't?

Here's just a few of the basic features that a BPMS should have...

- Easy to define **process forms** for use in a workflow
- **Integrated document templates**, scanning and indexing
- Intelligent **process automation**, event based triggers
- **User tasks** and workflow queues
- Drag and drop **dashboard designer**
- **Collaboration tools**, e.g. chat and SMS messaging

9. I'm thinking of investing in a BPMS. What should I be looking for?

There are literally 100s of BPM systems on the market. But a new generation of 'zero code' software is set to offer greater agility than ever seen before...

- **Cloud based deployment** for 24/7 user access
- **Cost effective & low risk** subscription fee
- Component based **'toolkit'** approach
- Geared towards business/IT **collaboration**

10. And finally... How do I know if we need a BPMS or not?

Here are just some of the questions to ask your business leaders...

- Can you bring new products/services online **quickly and easily**?
- Can you update your existing processes **without involving IT**?
- Can you see how your business is performing, **anytime anywhere**?
- Can you monitor your processes in real time, on **desktop or mobile**?
- Can I **respond to customers quickly** with the information they want?
- Are you ready to **ditch the spreadsheet** and enter the digital age?

Learn more:

LEAP from Flovate is a zero-code BPMS that allows business users to innovate fast, without the restrictions of traditional software development methods. To learn more or to book your 30-minute demo, simply get in touch.

flovate.com/contact-us