

INTELLIGENT BUSINESS OPERATIONS MATURITY MODEL

BUSINESS PERSPECTIVE



IBPMS PROCESS MATURITY MODEL	MANUAL PROCESSES	BPMS/WORKFLOW	INTELLIGENT BUSINESS OPERATIONS (IBOS)
Operational Effectiveness	People & knowledge intensive	Data analysis intensive	Best outcomes/best practices intensive
Business Process Status	Static	Predefined/Flow-based	Self-adjusting with rules
Where's the data & what happens to it	Silos	Shared	Interactive
Reporting	Static view of the business	Historical view & what-if scenarios	Live data view, real time decisions, best practices discovery
Organizational Leadership	Ad hoc	Directed	Self-adjusting
Human Asset Focus	Discovery	Digitization	Real time actions
What systems do you have	Manual	Automated	Supportive
Where is your time spent	Process Focus	Data Focus	Goal & Outcomes & Customer Actions Focused

The iBOS Maturity Model provides a view of the current iBPMS maturity level of your organization and your organization's current ability to take advantage of the competitive advantage iBPMS offers. iBPMS enables your organization to gain a truly competitive advantage by shifting scarce company resources into more efficient, effective and dynamic customer-centric actions.

INTELLIGENT BUSINESS OPERATIONS MATURITY MODEL IT PERSPECTIVE



YOUR PRIORITIES

- SUPPORT GROWTH & REDUCE COSTS
- IMPROVE OPERATIONAL RESULTS
- IMPROVE CUSTOMER SERVICE

OUR PLATFORM

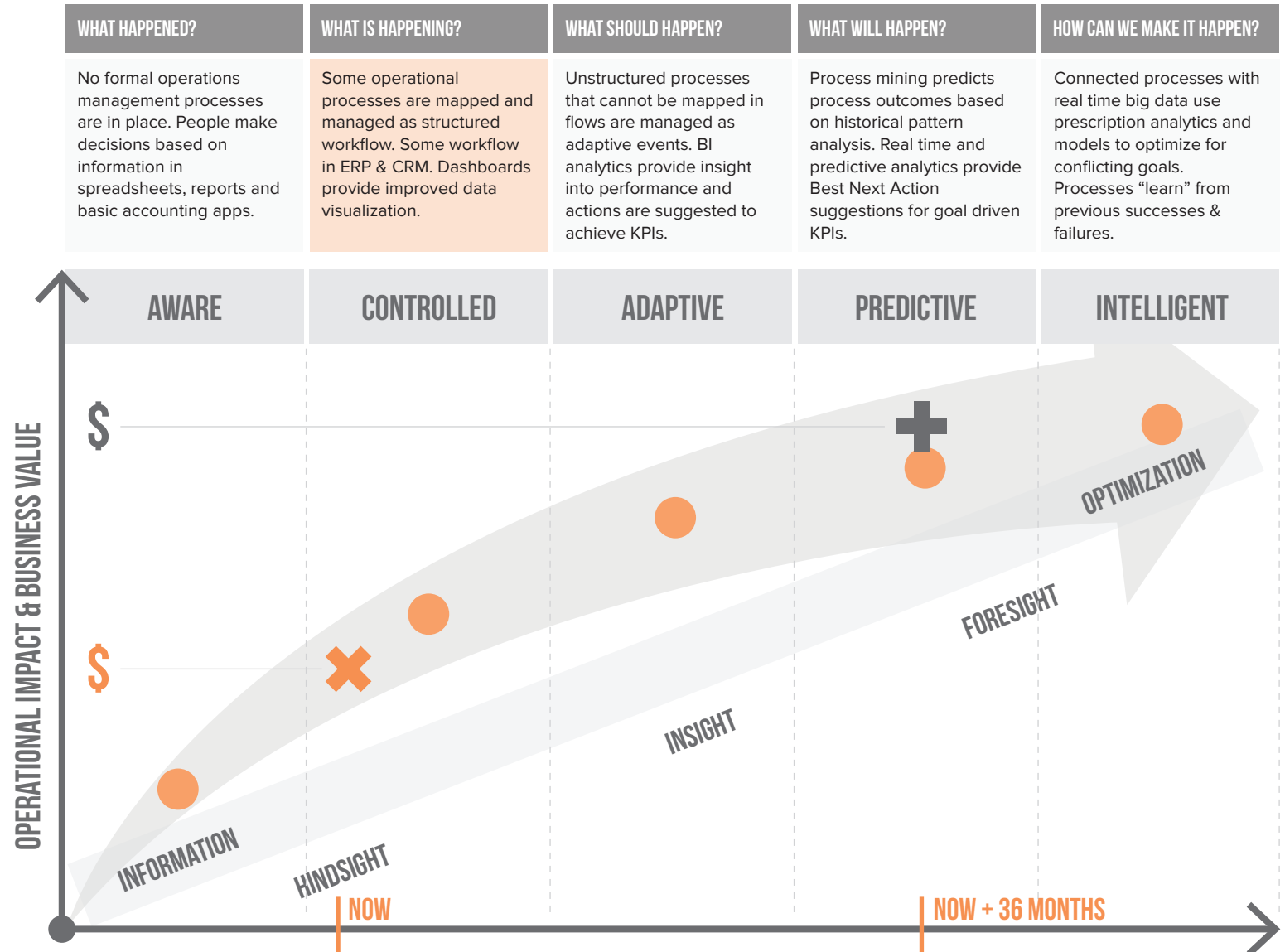
- SMART BPM & CASE MANAGEMENT
- CITIZEN DEVELOPMENT
- OPERATIONAL INTELLIGENCE

YOUR OPPORTUNITIES

- DECISION SUPPORT FOR OPERATIONS
- MOBILE & CLOUD
- COLLABORATION

OUR TECHNOLOGY

- SINGLE, UNIFIED SOLUTION
- PROTECT WITH GUARDRAILS
- ROADMAP TO MATURITY



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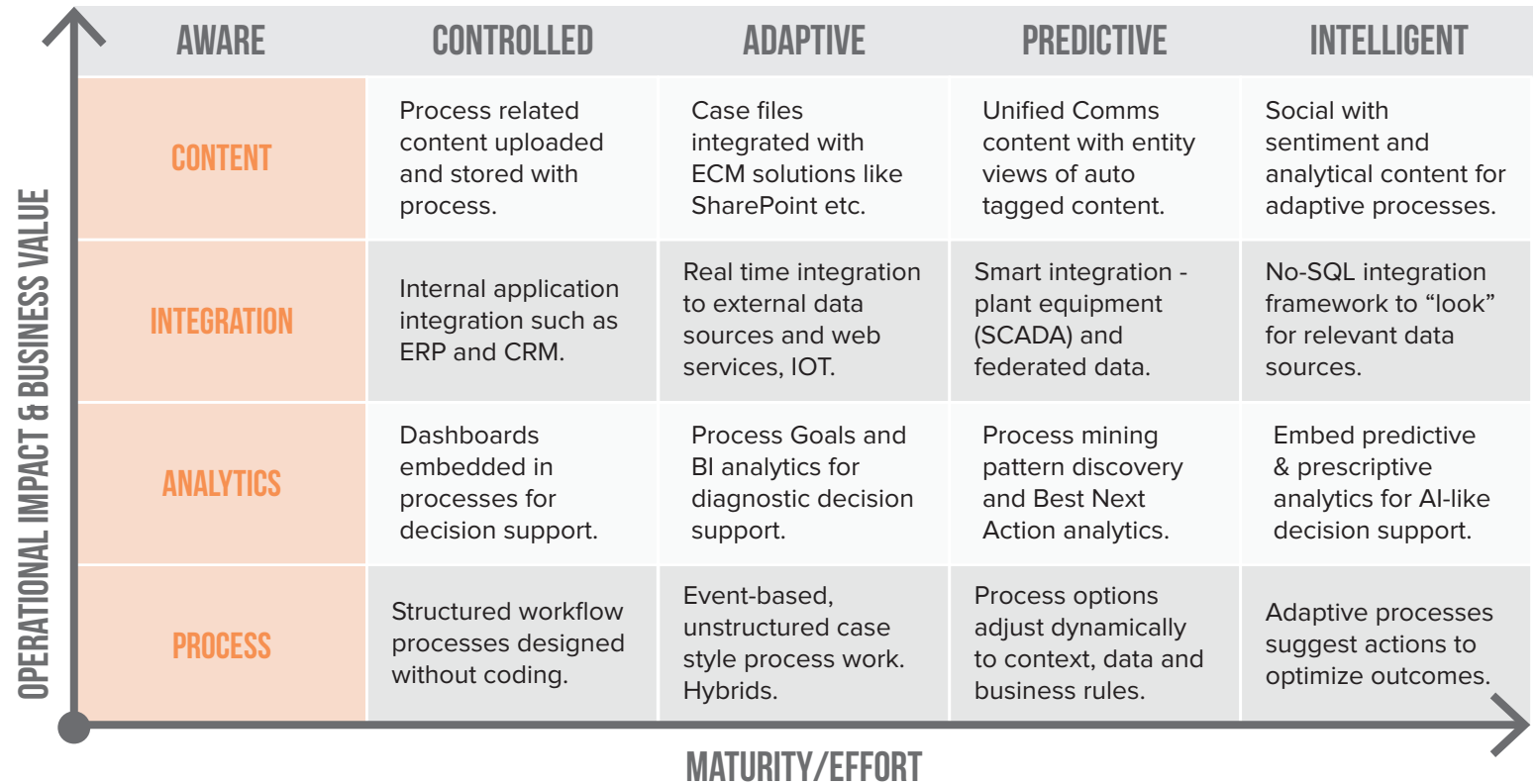
XMPRO IBOS PROVIDES A ROADMAP TO DIGITIZE, MANAGE AND IMPROVE ALL TYPES OF WORK PROCESSES THAT ARE NECESSARY TO MAKE OPERATIONAL RESULTS MORE PREDICTABLE.

PROCESS
DRAG & DROP PROCESS DESIGN SMART FORM & REPORT BUILDER WORKFLOW, DYNAMIC OR CASE

ANALYTICS
EMBEDDED DASHBOARDS
PROCESS GOALS, BEST NEXT ACTIONS
PIVOTGRID ANALYTICS

INTEGRATION
EXTENSIBLE XMCONNECT FRAMEWORK
INTERNAL & EXTERNAL SOA SERVICES
SMART DEVICE, M2M, IOT & SCADA

CONTENT
CAPTURE CONTENT IN CONTEXT
INTEGRATE TO ECM SOLUTIONS
INTEGRATED MOBILE MEDIA CAPTURE



SCORING MATRIX					
Score	1	2	3	4	5
Process	Modeled Basic process models in documents, Visio etc.	Structured Process automation in workflow for control.	Responsive Case-style process automation with options.	Supportive Dynamic, event-based hybrid processes.	Adaptive Process options adapt to optimize goals.
Analytics	Entity Spreadsheet analytics of LOB application data.	Descriptive Simple dashboards present lag indicators.	Diagnostic BI analyzes data at rest. Some lead indicators.	Predictive Predictive models on trusted data.	Prescriptive Prescriptive analytics manage conflicting goals.
Integration	Limited Simple database access integration.	Internal SOA framework extends internal data integration.	External External APIs, web services and databases.	Extended Mobile capture, B2B & A2A, SCADA, devices.	Smart NFC and dynamic federation on context.
Content	Ad hoc File uploads to file-based repository.	Structured ECM platform integrated with search, case view.	Contextualized Taxonomy defined with automated tagging.	Distributive Unstructured content on ECM platform.	Transformative Content dynamically aggregated for goals.