Business Process Management

IBM

Government

accountability, sense and respond to change easily, implement environmentally responsible operations and enable interoperability of previously "siloed" systems.

Adapt Your Processes to Changing Expectations
Governments are expected to deliver results and value through secure, private services that are available anywhere and anytime to businesses, citizens, employees, other governments, suppliers and various other constituencies. Traditional government processes, such as policy setting and regulation, will have to adapt quickly or risk becoming irrelevant.

IBM BPM can help government organizations like yours optimize administrative operations, citizen services and governmental civilian and defense services. With IBM BPM, you can automate crucial business processes and integrate key systems.

Accelerate delivery of innovative services and programs in person or over the Web: a US-based state tax agency with total tax collection exceeding $80 billion annually reduced the average age of tax refund work queues by 80% and avoided paying undue interest with the help of process automation and process monitoring of work groups.

Reduce exceptions and backlogs up to 80% with real-time visibility into operational performance and

support evolving administrative models such as building an e-Government platform.

Make interagency and intergovernmental operations interoperable: a health and human services administration agency reduced costs by $350 million per year to support more than 12,000 case workers through process automation.

Increase Government Accountability
Governments today face increasing scrutiny and accountability by their citizens to manage resources effectively and efficiently. IBM BPM can help governments transform operations with process discovery and documentation to evaluate current systems, plan future growth, and support legislative/regulatory compliance efforts. BPM helps systems track and manage performance by aggregating relevant data into key performance indicators, displayed in role-based business dashboards. Governments are able to sense and respond to disparate system and environmental events in civilian, defense and law enforcement organizations and the ecosystems in which they operate. Improving process visibility gives officials and administrators actionable insights to control processes with speed and accuracy.

Automating manual processes helps governments to comply with their own standards and to keep audit trails of activity. With the addition of business