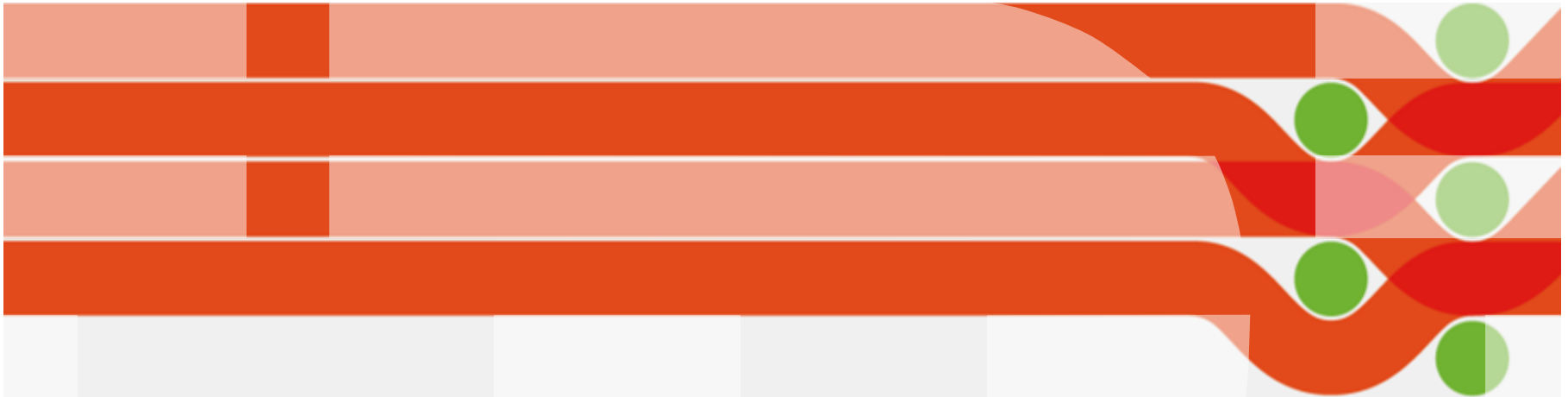


IBM Presentations: **Business Agility in Action**



Introduction to Lombardi BPM

WHY DO CUSTOMERS CHOOSE LOMBARDI BPM?

Typical Situation for Lombardi Process Improvement

- ▶ Urgency around current operational “fires”
- ▶ One Sigma quality .. a 32% error rate
- ▶ Individual or group heroics making the process work
- ▶ Poorly understood end-to-end metrics within LOB
- ▶ Pace of process change: 3-8 times per year



With Lombardi, it's not **what** you do that is so different. It's **how** you do it. That is the big difference.



— Director, BPM Program at a large global company

Simplicity

Traditional Process Application Lifecycle

(Ex. Oracle BPM Suite)

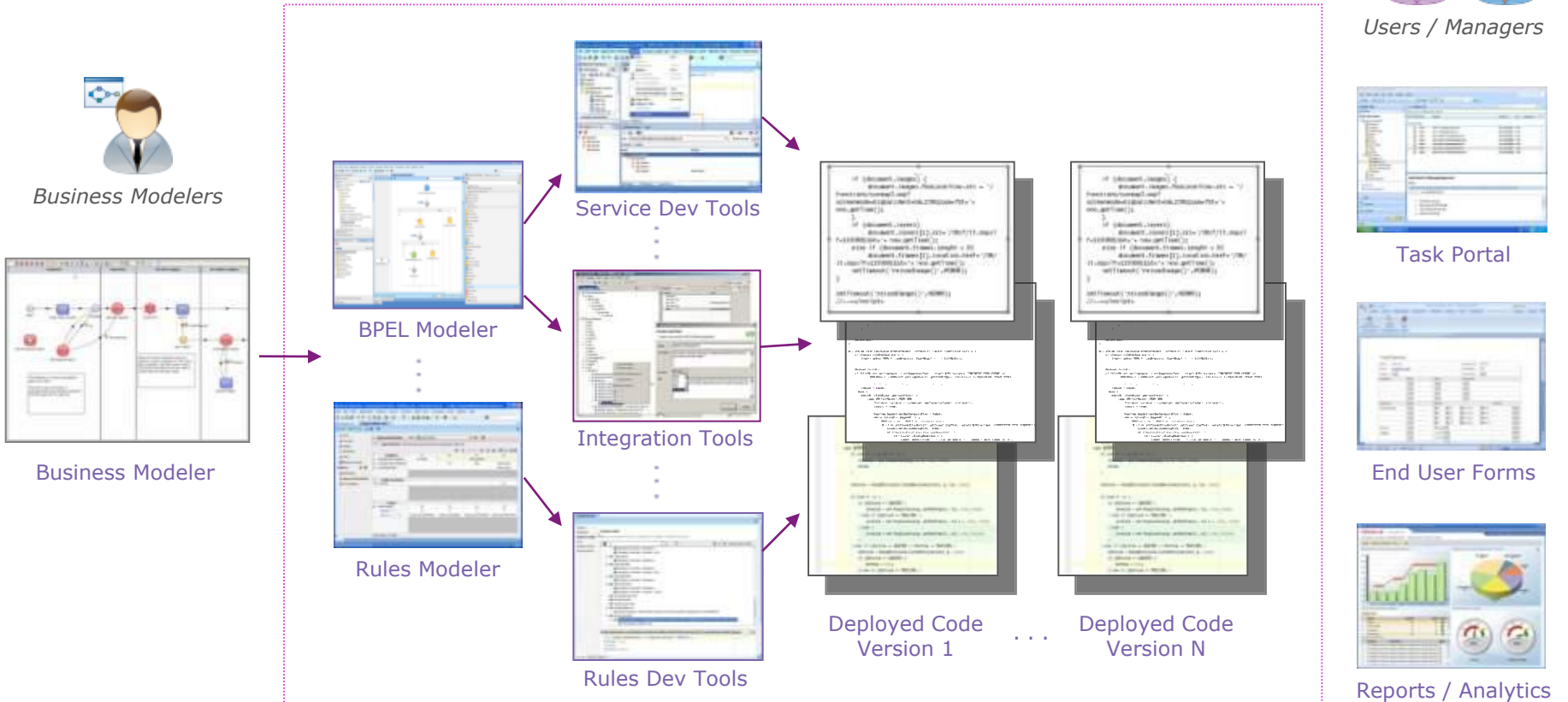
Java Developers



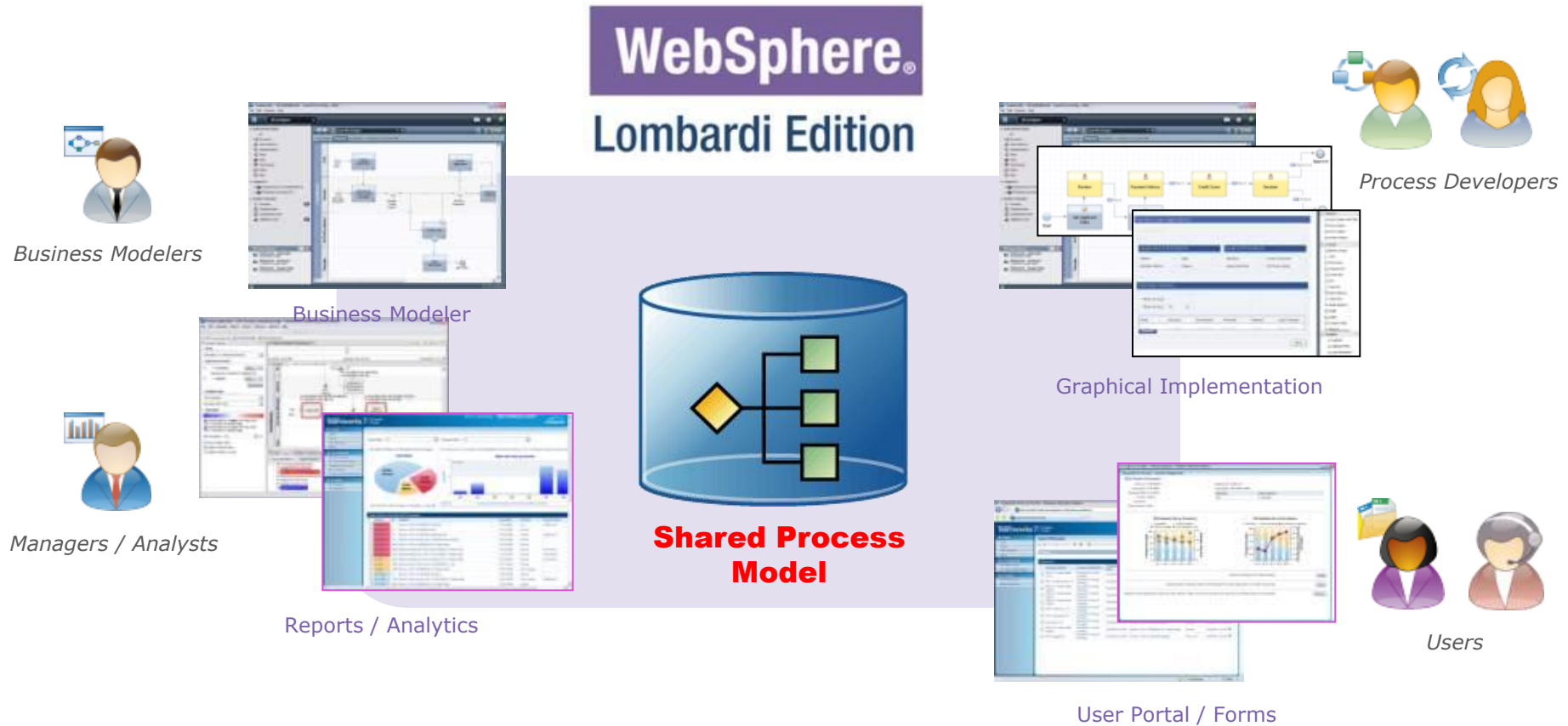
Technical Experts



Users / Managers



Lombardi Difference: “Shared Model” Architecture



- Single shared process model – assets are always in synch
- Single integrated platform – everything you need in one product
- Lower technical effort – less development time, cost, risk

Simplicity .. with Sophistication



- ▶ **Shared Model Architecture** unifies design and run-time information
- ▶ Unified environment makes collaboration and “**playback**” possible
- ▶ **Snapshots** introduce an entirely new way to version
- ▶ **Toolkits** enable broad re-use of common assets across projects

Engagement

The Picture *Is* The Process

The screenshot displays the IBM Teamworks interface for a process named "Order Fulfillment". The main workspace shows a swimlane diagram with three lanes: "Analysts", "System", and "Vendor".

- Analysts Lane:** Starts with a "Manual Start" event, followed by a "Create Order" task, then a "Review Order" task.
- Vendor Lane:** Contains a "Send RFQ" task that follows the "Review Order" task.
- System Lane:** Contains an "RFQ Response" section. It starts with a "Get Vendor Responses" task, which has a "Missed SLA" event leading to a "Select Fulfillment Rules" task. This section ends with a "Quotes Received" event.

The diagram is connected by arrows showing the flow from "Manual Start" through "Create Order", "Review Order", "Send RFQ", "Get Vendor Responses", "Select Fulfillment Rules", and finally "Quotes Received".

At the bottom, the "Properties" panel is visible, showing:

- Common:** Name: TeamWorks; Documentation: This is my pool.
- Behavior:** Tracking Groups: Enable Autotracking: ; Autotracking Name: aOrderFulfillment

The left sidebar shows a navigation tree with categories like "ORDER FULFILLMENT", "TOOLKITS", and "SMART FOLDERS". The top menu includes "Designer", "Inspector", and "Optimizer".

Repeatability



Business Processes Implemented in First Year

“Money In” – Premium Processing

Exception handling

**Customer Satisfaction
Survey Tracking**

Bulk automation

**New Policy Application Documents -
Sort / Route / Search**

Workflow and Exception handling

Enabling Customers' BPM Capability



Blueprint

- Process inventory & mapping
- Knowledge sharing & collaboration
- Opportunity analysis & prioritization



WebSphere®
Lombardi Edition

- BPM program management
- Rapid process application development
- Continuous process improvement



WebSphere®
Lombardi Education



WebSphere®
Lombardi Services

- Role-based education & mentoring
- Multi-level certification of skills
- Expert Services when and where they need them

LOMBARDI BPM DEMONSTRATION

Blueprint



The simplest way to get started with your BPM initiative

WebSphere® Lombardi Edition



The quickest way to deliver process applications

QUESTIONS?

Introduction to Lombardi BPM