

## **eForms & Portal: Powerful Front End to Accelerate Process Automation**

**Speakers: Anthony Fiorot, Joanne Macdonald**

**Joanne:** Welcome to this podcast, today we will learn more about the valuable combination of Lotus forms and WebSphere Portal and how IBM's new Business Process Accelerator can help speed your business process automation efforts. My name is Joanne Macdonald, Marketing Manager for Lotus forms and with me here today is Tony Fiorot, Product Manager for the IBM Business Process Accelerator.

To get us started today, I'd like to ask you Tony, can you give us a brief introduction to the important concept of business process automation and IBM's position here?

**Tony:** Ok Joanne sure. The concept of business process automation refers to the ability to take a manual business process and turn it into a repeatable and scalable business transaction that may involve or include people, processes and backend systems. Today as you very well know, IBM is recognized as a market leader, according to the Gartner Groups and other analysts in the business process management space which I will refer to as BPM going forward.

IBM's BPM platform is the most complete and fully integrated in the industry. IBM BPM solutions can only require fewer products for end-to-end BPM solutions, which results in simpler implementation with far less maintenance and overhead. The end result is that IBM has an impressive offering of BPM solutions, products and tools that can help you and your customers' increase efficiencies and save us some money.

**Joanne:** Great, you mentioned increased efficiencies and cost savings, well these are certainly two key benefits that we know our customers are interested in. Can you elaborate a little bit more on the benefits of business process management?

**Tony:** Certainly, many of our customers want to learn more about BPM software, that can help them manage both the simple and the complex transactions that occur in an organization. By more effectively handling these interactions or things known as tasks, an organization can better complete and create increased customer value. Different areas in an organization receive different value obviously from business process automation between people, processes and machines. Business leaders receive really actionable insight into the operational performance to make better business decisions. BPM experts receive operational performance information for continuous process improvements and process optimization, so it is real time data used to make decisions.

IT experts received clear business requirements for flexible IT design patterns to lower the total cost of ownership. Process users receive, streamlined and intelligent work information, for increased productivity and far less mistakes.

In summary, IBM BPM helps organizations realize efficiencies of performance, and build scalable solutions that produce clear and accurate data and that can help address compliance concerns among other benefits.

**Joanne:** Clearly the value for business process management solutions are many; Tony can you tell us about the new IBM Business Process Accelerator, what is it and let us know a little bit more about how it can help our customers address their BPM needs?

**Tony:** The IBM Business Process Accelerator is one of the accelerators that are a part of the Portal family pillar. This Business Processor Accelerator snaps into the WebSphere portal infrastructure and helps accelerate the implementation of business process. The accelerator features Lotus forms and its use of conceptual applications, while organizations easily capture and obtain data accurately for our business processes along with taking that information and putting together relevant, appropriate, contextual applications, allowing end users to make a more informed or educated business decisions.

The accelerator enables customers to rapidly implement business process solutions. The accelerator includes WebSphere Portal, Lotus Forms and some additional assets that have come either in out of the box with the products or located on the portal catalog. It's really up to the customers to choose which one of IBM's, BPM Process engines they'd like to implement with either WebSphere Process Server or FileNet P8. The accelerators really help customers who want automated forms for business processes, take your paper processes out of the way, replace them with electronic forms to ensure that you have a method for simply implementing data with existing back-end systems via the portal based environment. The purpose of the accelerator package is really to make it easier for customers to get the right pieces of the solution they need at the right time. The Business Processor Accelerator makes it easy to snap Lotus forms into workflow and into a portal environment. There are two ways that you can purchase the accelerator today; one for customers who have portal, so they just need to get the accelerator which will include Lotus Forms, and the other is the one for new customers who want to get Lotus Forms and Portal together.

**Joanne:** Great, well clearly the Business Process Accelerator has much to offer. It seems to be a very flexible solution for our customers BPM needs. So can you just tell us a little bit more in detail about the specific pieces that are included and what add-ons might be available?

**Tony:** OK great, well one of the key parts of the accelerator is the value of WebSphere Portal Server and how it leverages the portal framework to deliver the whole based contextual application for your customers. The portal is easily used, it's easy to extend, it's easy to build, powerful customized portlets to deliver the information in context. And the customers again have the option to purchase the accelerator with or without WebSphere Portal.

The second component of the accelerator is Lotus Forms and this package comes with Lotus Forms Server and Lotus Forms designer; it comes with easy, simple to use email based portal

components. It has integration both with Websphere Process Werver and FileNet P8 capabilities. It has a set of out of the box portlets and some sample forms that come with it. In addition to the two primary components of Lotus Forms and WebSphere Portal, there are some existing out of the box WebSphere Portal portlets that come with the portal and also updates to portlets in the Solutions Catalog, as well as a set of WebSphere Portlet Factory integration extensions that are located on this catalog. There's an integration extension for WebSphere Process Server as well as the new and updated unified task list portlet which allows you to federate tasks from multiple process server engines in one common portlet.

We also have the FileNet P8 integration portlets that allow you to service your FileNet processes as well as process integration extensions for WebSphere portlet factory. In a nutshell, there's a lot of value there for our customers.

**Joanne:** Thanks Tony for the great overview of the elements included in the Business Process Accelerator. How does this new accelerator fit with the rest of IBM's BPM strategy and related offerings?

**Tony:** Well Joanne, that's a really great question and to be honest with you, it fully compliments the WebSphere Portal offering, it compliments WebSphere Process Server and their family of tools, as well as FileNet P8 Business Process Manager. It provides assets for the end user to rapidly implement all kinds of business processes, whether they're human facing or non human facing tasks, and personalized mashups leveraging both WebSphere and FileNet to provide for the broader spectrum of BPM capabilities.

Being more specific, if a customer wants to quickly implement adhoc workflows, automate paper driven processes or deploy email based workflows, then you could use Lotus Forms and WebSphere Portal. For the broader BPM opportunities requiring process modeling orchestration and monitoring, use the accelerator with WebSphere Process Server or FileNet Business Process Manager. Again, the customer can maximize their return on investment by using the offering with the wider, broader set of IBM BPM capabilities.

**Joanne:** That's great, well Tony I'd really like to thank you for your time today. That is all the time we have on this but that was an excellent overview of the Business Process Accelerator and related concepts. In closing, can you please let the audience know where they might go for more information and who they can contact if they have additional questions?

**Tony:** OK great, for more information, listen in and check on the link in the abstract for the podcast, to visit IBM Business Process Accelerator web page <http://www-306.ibm.com/software/lotus/portal/value/businessprocessaccelerator.html>. Here they will find the flyer and the webcast that summarizes much of what we talked about today. And for questions about IBM's broader Business Process Management portfolio, listeners can send an email to [askbpm@us.ibm.com](mailto:askbpm@us.ibm.com) or you can go to the website at <http://askbpm@us.ibm.com>

**Joanne:** Great thank you very much.