Business Value Assessment for IBM® Workplace™ Forms™ software
To support your business objectives

Lotus® software

Automate your forms-driven processes and get on the fast track to real business value.

In a real-time, global marketplace, there's no better time than right now. You have to capture, process and use information fast. And you have to be able to count on the security, accuracy and reliability of that information. Paper-based forms and forms processes simply cannot keep pace with the accelerating speed of business—or with the expectations of your employees, partners and customers.

By making the transition to electronic forms and automating forms processes such as data entry, submission, routing and approvals, you can potentially increase employee productivity and reduce costs typically associated with paper-based forms. Redirect time and money into activities that help drive revenue. And most important, respond more quickly than ever before to your customers and partners.

But any new IT investment poses a potential risk. Before investing in a new approach to forms processing, you should measure and evaluate its potential benefits to your bottom line. By combining industry-leading IBM® Workplace™ Forms™ software with the IBM Business Value Assessment (BVA) methodology, IBM offers a complete solution to help you identify, prioritize, design and implement the right electronic forms initiative to meet your needs.

Experience a more efficient real-time forms environment

IBM Workplace Forms software provides instant access to business forms and forms information—anytime, anywhere—by automating your paper-based forms and forms processing from start to finish. You can achieve greater consistency across your global business operations by using highly reliable forms that are available in multiple languages. And, because Workplace Forms software is based on open standards, it integrates more easily with your current IT environment and applications.

Workplace Forms software can also help you:

- *Make it easier for end users to access, complete and submit forms.*
- *Refocus staff on business activities that provide greater value.*
- *Enable straight-through forms processing that's quick and accurate.*
- *Reduce lag time caused by manual processes such as physically routing forms.*

Evaluate before you execute with help from IBM

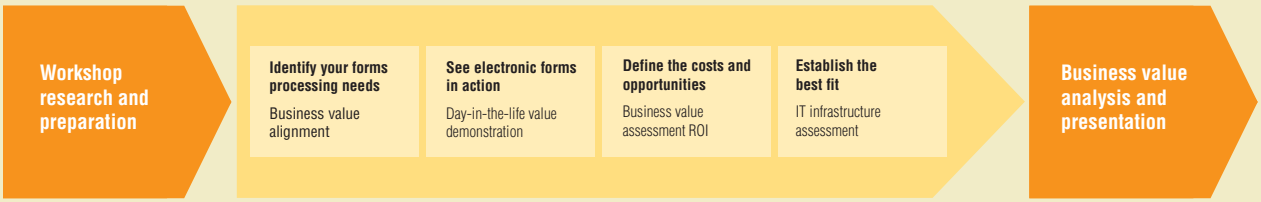
Measure the impact Workplace Forms software can have on your organization—*before buying.* Now, using the Business Value Assessment methodology developed by IBM, you can better determine an optimal forms automation strategy and its potential financial benefits. Built on years of IBM experience working on electronic forms initiatives worldwide, the BVA is priced to fit your budget* and provides the first essential step toward helping you create a real-time forms environment.

By participating in a BVA, you also gain:

- *An understanding of how a Workplace Forms solution aligns with your key line-of-business (LOB) and IT objectives and priorities.*
- *A use-case demonstration of what an electronic forms solution will look like for your users, in their business context.*
- *A high-level cost-benefit analysis that outlines the financial value Workplace Forms software can deliver to your bottom line.*
- *A comprehensive view of how the Workplace Forms solution fits into your processes and IT environment.*

Engage in the BVA process that addresses your business needs

IBM understands that your forms environment and needs are unique. Our consultants begin the process by working with you closely to plan, develop and execute the BVA according to your business operations—and specifically for your business objectives. Plus, IBM will help you establish a business case and communicate the potential value of implementing an electronic forms solution—and will do it all in less than four weeks.



The BVA process consists of preparation, participation and completion with a final deliverable.

Identify your forms processing needs and potential benefits: the business value alignment

To get the right plan in place, you must first identify the specific processes that need attention. With the business value alignment, IBM consultants work closely with your LOB managers to gain agreement on which of your internal processes will benefit most from a more streamlined forms approach—and the potential benefits to your overall organization. Through discovery interviews with subject matter experts and an onsite workshop, the business value alignment helps you assess different electronic forms initiatives so you can determine measurable benefits compared to ease of implementation. Plus, IBM consultants can help educate your project stakeholders about the potential risks and benefits of each initiative—so you can get buy-in and achieve group consensus on how to proceed.

See electronic forms in action: the day-in-the-life value demonstration

Sometimes you need to see it to believe it. The day-in-the-life value demonstration shows you how a Workplace Forms environment can enable various employees and stakeholders across your organization to work more effectively and efficiently. IBM consultants help you prepare and build a working model of a day-in-the-life scenario of your forms processes using the output provided from the business value alignment. You can use this model to guide the implementation process, and you can work with IBM to further extend the value and functions of Workplace Forms software to a wider audience across your global business operations.

Define the costs and opportunities: business value assessment ROI

Determine how you can impact your bottom line for the better. With the business value assessment ROI, IBM works with your business, financial and technical team members to identify the primary benefit areas and opportunities for financial improvements—including how you can potentially increase process efficiency, improve employee productivity and boost revenue growth. We can help outline your benefit case, prioritize the benefits areas and provide a structured cost-benefit analysis that offers input into financial decision making. Then, using the analysis and modeling tools developed through previous Workplace Forms software deployments and case studies, we deliver a detailed report outlining your potential return on investment (ROI).

Establish the best fit: IT infrastructure assessment for electronic forms

IT infrastructures are complicated. When it's time to make a change, you must determine how a Workplace Forms solution might affect your existing forms environment and related components. With the IT infrastructure assessment for electronic forms, IBM helps you establish your forms goals and determine IT integration for forms implementation. Learn how Workplace Forms software will impact your unique design choices, portals and source data systems. And consider how to deliver forms to end users, what your forms storage options are and how to route forms to stakeholders. By performing an infrastructure assessment, you can see exactly how Workplace Forms software will fit into your current infrastructure—and how you can integrate a forms solution with the least amount of disruption and risk.

Make forms more accessible—and easier to complete than ever before

Your customers will take notice. By streamlining forms creation, management and processes, you can focus more time on improving customer relationships, increasing sales and conducting business more quickly and efficiently. With IBM Workplace Forms software, you can automate your forms capabilities from end to end as well as:

- *Do business more quickly for faster response to client and supplier needs.*
- *Focus more time and energy on your core business by eliminating cumbersome, costly tasks such as the physical routing of forms.*
- *Collect accurate data and identify errors at the point of capture, saving validation and rework time.*
- *Potentially reduce filing, storage and imaging costs.*
- *Make consistent forms available to all your global users with support for electronic forms use in 26 languages.*
- *Simplify form completion for end users by providing them with only the required form sections, which can shrink or expand based on users' specific responses.*
- *Streamline compliance with your organization's approval requirements with password or click-to-accept authorization capabilities.*

Get started on your business case for forms automation today

IBM is ready to help you design an electronic forms initiative that can add business value across your entire organization. By engaging in a business value assessment with IBM, you can:

- *Establish a long-term vision for implementing Workplace Forms software.*
- *Identify your forms needs, areas for improvement and potential opportunities.*
- *See how Workplace Forms software can potentially impact employee productivity and efficiency.*
- *Influence financial decision making with a structured cost-benefit analysis.*
- *Determine how a forms solution can integrate into your existing IT infrastructure.*
- *Create a business case for further investment.*

For more information

To learn more about the IBM Business Value Assessment for IBM Workplace Forms solutions, contact your IBM software sales representative or visit:

ibm.com/software/forms

ibm.com/lotus/services

© Copyright IBM Corporation 2006

IBM Corporation
Software Group
Route 100
Somers, NY 10589
U.S.A.

Produced in the United States of America
10-06
All Rights Reserved

IBM, the IBM logo, Lotus, Workplace and Workplace Forms are trademarks of International Business Machines Corporation in the United States, other countries or both.

Other company, product and service names may be trademarks or service marks of others.

The information contained in this documentation is provided for informational purposes only. While efforts were made to verify the completeness and accuracy of the information contained in this documentation, it is provided AS IS without warranty of any kind, expressed or implied. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, this documentation. Nothing contained in this documentation is intended to, nor shall have the effect of, creating any warranties or representations from IBM, or altering the terms and conditions of the applicable license agreement governing the use of IBM software.

References in this publication to IBM products, programs or services do not imply that IBM intends to make these available in all countries in which IBM operates. Any reference to an IBM product, program or service is not intended to imply that only IBM products, programs or services may be used. Any functionally equivalent product, program or service may be used instead.

---

* Pricing is available on request. Please contact your IBM software sales representative.

LOB10766-USEN-00