Newgen iBPS is the next-generation intelligent BPM suite that offers collaborative design, social media integration, complex event processing and advanced analytics.
Introduction

Why do Modern Enterprises need Intelligent Processes?

Enterprises today are facing unprecedented business pressures due to globalization, increased competition, market consolidation, ever-changing regulatory norms, and the demand for better customer service. Current conventional operations lack situational awareness; decisions are based on inflexible and hardcoded rules and policies and processes are manual and rigid. The growing phenomena of social, mobile, cloud, and analytics are further fueling the dynamic environment.

The key to success in such an environment is continual adaption by being agile and proactive in responding to change. Enterprises need to leverage changing customer and market behavior, by having a better understanding of the evolving customer needs, to innovate with iterative and measurable improvements.

An Intelligent Business Process Management Suite provides enterprises a holistic approach for adaptability. The solution enables continuous process improvement by eliminating redundancy in operations, while increasing the efficiency and quality of products and services. The automation framework allows support for structured production workflows, as well as collaborative unstructured dynamic cases. Process intelligence integrates real-time analytics and decision management technologies into the day-to-day operations of a business.

What Makes Your Business Operations Intelligent?

Enterprises today, are increasingly realizing the importance of collaborating with key business stakeholders to achieve operational excellence and accelerate business innovation. While mobility is no longer an option, integration of social interactions with business operations has become a key success strategy. Business intelligence which traditionally used to be at an arm’s length with actual operational processes, is now needed to provide both active, real-time analytics and predictive analytics using CEP & other statistical analytic tools.

Collaboration—Collaboration amongst key stakeholders, business leaders, business analysts, business users, and IT, right from process design to execution, and monitoring will enable continuous process improvements. This is the key to achieving operational excellence and accelerating business innovation.

Mobility—With the rise in penetration of mobile devices, shifting to mobility has become inevitable for any business, in order to survive in an increasingly competitive business landscape. By incorporating mobility in their business process management strategy, enterprises can now be closer to their customers and also enable key stakeholders to collaborate on processes 24x7.

Support for Social Media Interactions—The pervasiveness of social media has made it an indispensable component of the business strategy of any intelligent business enterprise. It allows external stakeholders such as consumers and partners to participate in the creation and execution of services/products. Further, social media analytics data adds to the analytical capabilities of the business.

Extended Active & Predictive Analytic Capabilities—Expanding the scope of process analytics to encompass predictive analysis tools along with real-time Business Activity Monitoring (BAM), results in enhanced operational intelligence, improved process visibility, and better business responsiveness.

Complex Event Processing Tools—Complex Event Processing (CEP) enables real-time analysis of events. The most current streams of events are analyzed during runtime, to detect event patterns, allowing process stakeholders to assess the situation and respond appropriately to emerging threats and opportunities.
Newgen's Intelligent Business Process Suite (iBPS), for smart business operations, provides a platform for all business stakeholders, including process architects and IT users, to collaborate for designing and executing intelligent business processes. The new iBPS with active, on-demand, and predictive analytics, support for social media interactions, and complex event processing capabilities, lays the foundation for a business system which can facilitate smart decisions for dynamic process routing, allocation of tasks to the right users, and triggering of actions based on complex events. iBPS provides support for mobile devices enabling the mobile workforce to make intelligent business decisions on-the-go, by allowing anytime, anywhere access to key business information. Equipped with state-of-the-art trend analysis and slicing & dicing of data facility, Newgen’s iBPS is the key to 'Intelligent Business Operations'.

In addition, iBPS is also available on cloud. Newgen has selected Amazon’s AWS platform and HP’s Cloud Map platform to host its cloud offerings.
Key Components

Collaborative Process Modeling

Newgen’s Process Modeler is a user-friendly drag & drop modeling tool that allows different users, namely Business Owners, Business Analysts, Process Architects, Business Users and IT Users, to work on a real-time collaborative basis to design all aspects of the solution, including business processes, user experiences, business rules and integrations. The modeler provides different views of the same business process for different audiences, so that it becomes easy for them to understand, participate, and gain consensus. The collaborative Chat option enables domain experts and process stakeholders to discuss various aspects of the process. Users can interact with other authors, and simultaneously update the process diagram, avoiding redundancy and saving time and effort.

Mobility

iBPS supports Mobility, enabling real-time collaboration between process stakeholders. It provides business users with anytime-anywhere access to work-related processes and information, on mobile devices, improving the responsiveness and overall performance of the business.

With support for mobile devices, iBPS helps businesses improve customer communications, enhance their customers’ experiences, and increase productivity, while keeping a check on costs, and mitigating operational risks. Moreover, mobility has made customer-self service a reality, providing customers with anytime-anywhere access to their customer profiles using mobile devices.

iBPS comes with three different mobility apps:

**ZapIn Mobile Capture Application** – It helps business executives, on-the-move, to capture customer information and instantly initiate its processing at the back-office. The key to the application is our advanced image processing that ensures high quality images and minimal size making it viable to be transferred over a GPRS/3G/4G networks.

**Mobile OmniDocs** – It provides access to Newgen’s Enterprise Content Management capabilities on mobile devices, for creating, capturing, managing, delivering, and archiving large volumes of content.

**Mobile OmniFlow** – It enables access to Newgen’s proven Business Process Management capabilities on mobile devices, for creation, deployment, modification and management of Business Processes.
Social Media Integration

Customers today spend a considerable amount of time on social-media platforms; hence it becomes imperative for businesses to leverage social-media to engage with customers and prospects. Further, social media analytics can be used to gauge customer preferences. iBPS comes with ready-adapters for social media, allowing businesses to identify prospects, acquire new customers, cross-sell/up-sell products/services, and manage service requests, using social platforms. For example customers can use social media channels such as Facebook or Twitter to initiate service requests such as complaints, queries, feedback, etc.

iBPS facilitates a collaborative work environment with tools such as To-Do Lists, Discussion Forums, Newsletters, Announcements, Chats, Question & Answer Sessions, Bulletin Boards, etc. Using these tools, individual as well as team workspaces can be created for better process performance. This extends process visibility and ensures users’ participation in processes across the enterprise.

Analytics Engine

The iBPS Analytics Engine is responsible for the slicing and dicing of process data and for active, on-demand and predictive analysis. The Business Activity Monitoring (BAM) component of the Analytics Engine, boasts advanced active analytics capabilities. It generates customized alerts based on the rules defined in the dashboards, allowing business users to take corrective actions in real-time, as the process is being executed. Process analytics enable continuous process improvement, by enabling the process to learn from experiences and perform better over time. For example, during the procurement process, the system applies
manner to process a particular case. It is ideally suited for processes that are non-deterministic, cannot be modeled at the beginning, driven by human decisions, and content centric. The suite provides knowledge workers the flexibility to improvise based on the context, and situation at hand, but at the same time ensures that some broad guidelines are being adhered to. It guides the decision-maker, through intelligent correlation of similar situations faced in the past, and helps him re-use that knowledge.

**Complex Event Processing**

Newgen iBPS supports the definition, subscription, and robust handling of business events, to assess future market opportunities and potential threats that can impact your business. iBPS is loaded with extensive capabilities to define exceptions in processes and trigger actions associated with events. An event can be created by specifying its attributes such as name, type, severity, etc. iBPS enables multiple sub-processes to subscribe to a single event. Further, iBPS integrates with other systems, for processing external events.

**Dynamic Case Management**

Newgen iBPS comes with comprehensive Case Management functionality, with strong Document Management, Imaging, Scanning, Records Management, and BPM, capabilities to support unstructured processes. It allows systematic collaboration of individuals in a structured or ad-hoc manner to process a particular case. It is ideally suited for processes that are non-deterministic, cannot be modeled at the beginning, driven by human decisions, and content centric. The suite provides knowledge workers the flexibility to improvise based on the context, and situation at hand, but at the same time ensures that some broad guidelines are being adhered to. It guides the decision-maker, through intelligent correlation of similar situations faced in the past, and helps him re-use that knowledge.

**Dynamic Case File Management**

Analytics to identify vendors that provide best value in terms of cost of procurement, turn-around time, quality, etc., and shortlists these vendors to send requests for future procurement requirements. Process improvement is also achieved through extensive process performance reporting and on-demand analytics. Further, BAM allows process owners to easily design reports, define KPIs, and set control charts, helping them monitor the process both in real time through dashboards, and offline through alerts and notifications. Newgen’s iBPS also supports integration with external analytic tools for enhanced predictive analysis of data.
iBPS Engine
The iBPS Engine is the backbone of the solution. It controls process workflows and maintains the integrity of process definitions. It supports standard workflow operations such as initiation of work, processing of rules, sequential, parallel, and ad-hoc routing of work, etc. The workflow server performs certain periodic housekeeping functions to maintain the integrity of the workflow processes, check for expiry of documents, and determine if any process is stalled. The workflow server is designed to cater to high-volume transaction processing environments, by providing load balancing to prevent bottlenecks. The iBPS Engine can be deployed on any standard application server such as BEA WebLogic™, IBM WebSphere™, JBoss, and Oracle 10g.

Business Rule Management System
Dynamic rules can be defined in Newgen’s Business Rules Management System. This eliminates the need to define/embed stagnant business rules or policies in the process. The rules can be changed in runtime and immediately executed in the solution, without any need to halt or stop work already in the process, unless desired by the process owner.

Process Simulator
The iBPS Process Simulator facilitates predictive analysis and future planning allowing businesses to define what-if scenarios using real data, and simulate business processes with various resource assignments and simulation volumes. This enables business organizations to adapt to changing market dynamics in real time, ensuring deployment of the process that delivers optimum value.

Document and Content Interaction
iBPS is seamlessly integrated with the content management engine, providing comprehensive support for search, archival, and document life cycle management. The flexibility to initiate processes through various content capture points such as document scanning, email, fax, document filing in content repository, etc is available out of the box.

Process Component Registry/Repository
The robust process repository of iBPS stores process definitions, process snippets, e-form fragments, rules, and process metadata, along with predefined business objects, for all processes modeled and executed using iBPS process modeler. These process components can be reused and customized to specific business situations, enhancing the adaptability and responsiveness of your organization to change.
About Newgen

- Leading Global Provider of Business Process Management (BPM), Enterprise Content Management (ECM) & Customer Communication Management (CCM)
- 1000+ installations across 50 countries
- Solutions for Banking, Insurance, Healthcare, BPO/SSCs, Telecom and Government
- Credited with some of the world’s largest implementations
- Innovative culture, consistent R&D investments, 40 patents
- Employee strength 1100+

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