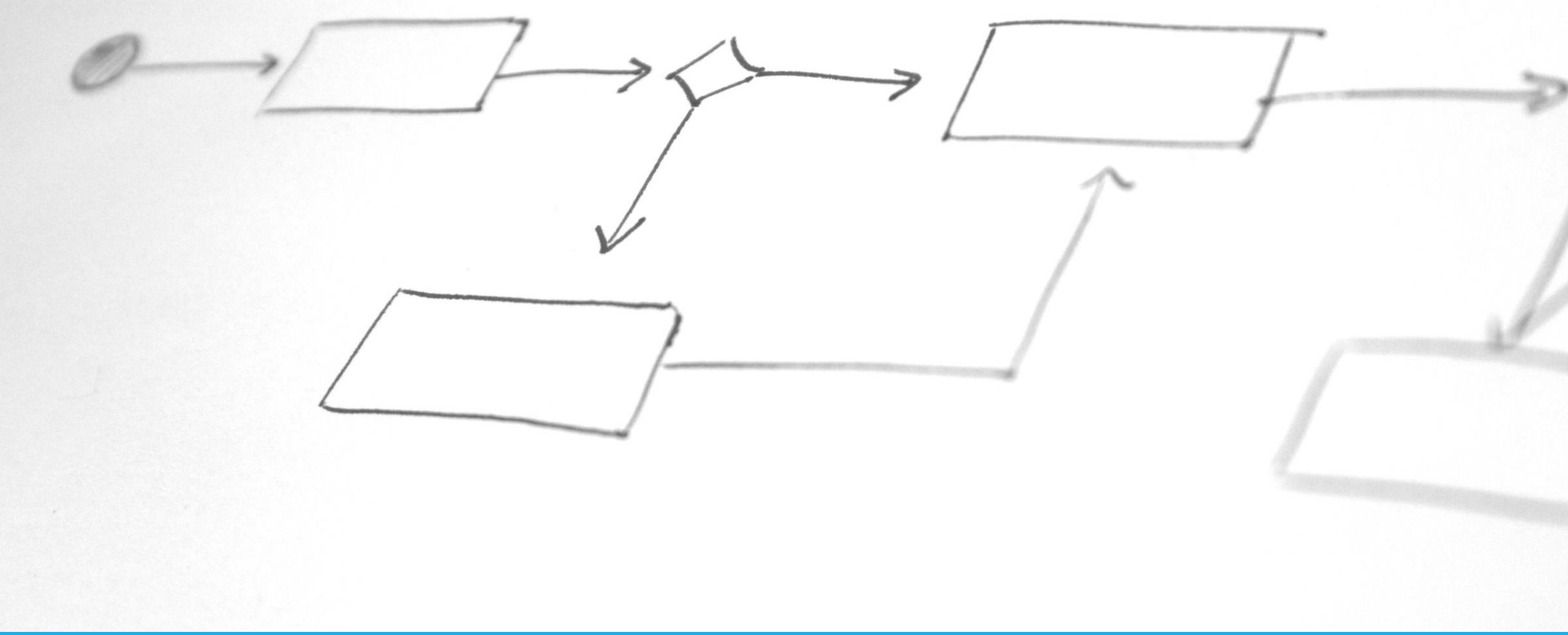


BlueworksLive

Collaborative Process Discovery in the Cloud

Margaret Thorpe, Blueworks Live Offering Management

Process made simple

Get rid of sticky notes and generic drawing software and see what an easy-to-use process modeling tool can do for your business.

Easy & intuitive for both business & IT users

User-friendly interface makes it easy to get started and easy to learn.

Nothing to download - nothing to install

Cloud-based solution. Log in and go!

Powerful collaboration tools

Work collaboratively and see changes dynamically. Post comments and share ideas. Keep teams in synch with a common repository.

Model and improve your business processes

Capture process knowledge. Drive out inefficiencies and improve business operations.

Intuitive process discovery & documentation for business users

Capture

engage business users directly in process discovery

- Processes
- Decisions
- Policies
- Glossary Terms

Model

create industry standard diagrams

- Process diagrams conform with BPMN2
- Decision diagrams conform with DMN

Document

create & collect detailed documentation

- Process, decision & policy details
- Unstructured rich text
- Attach documents
- Include external hyperlinks

View

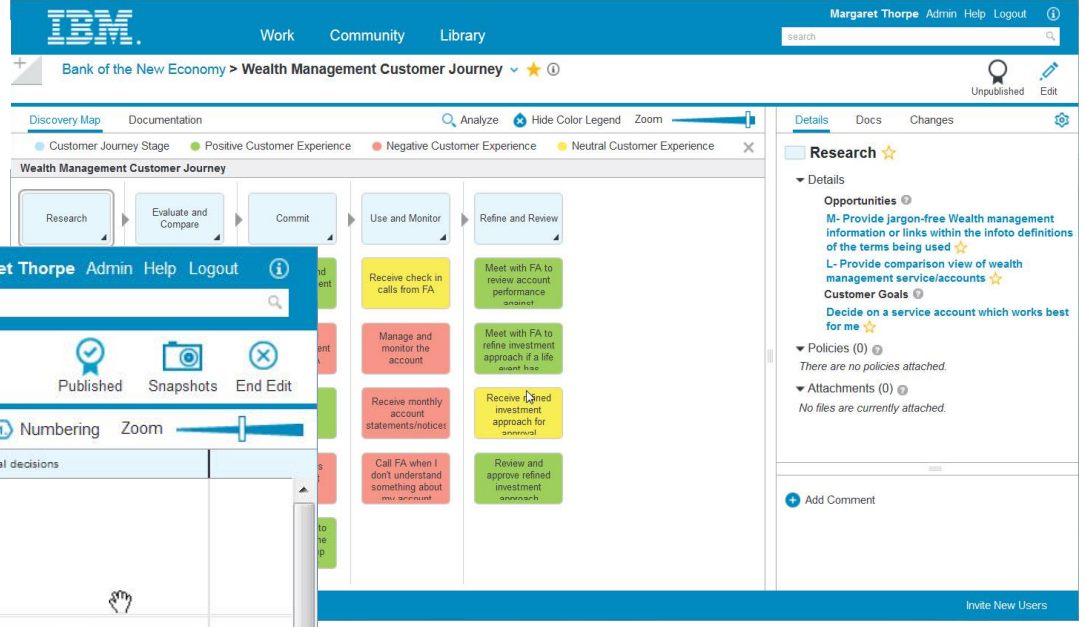
access diagrams & documentation online

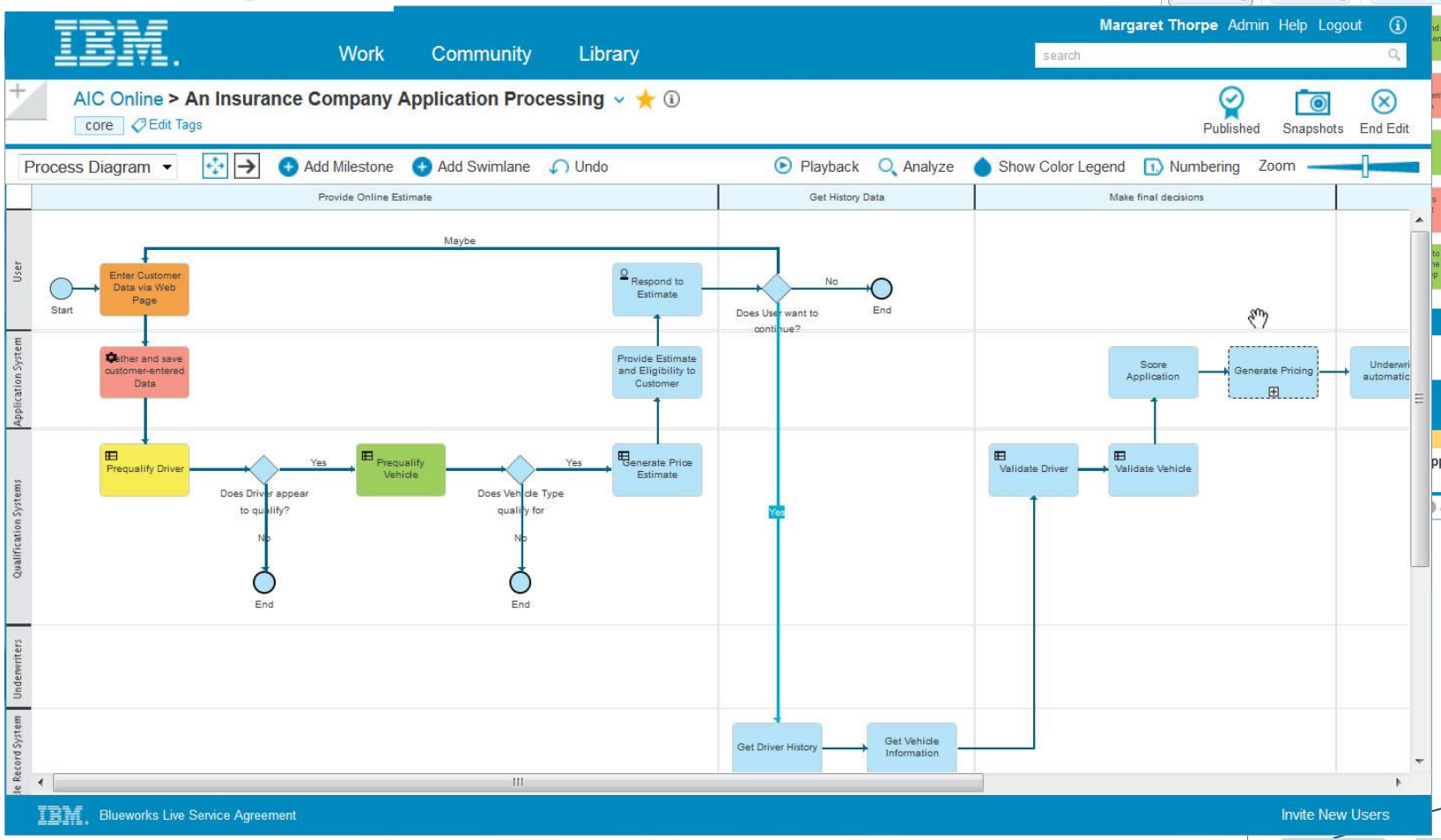
- Easy to read
- Easy to navigate

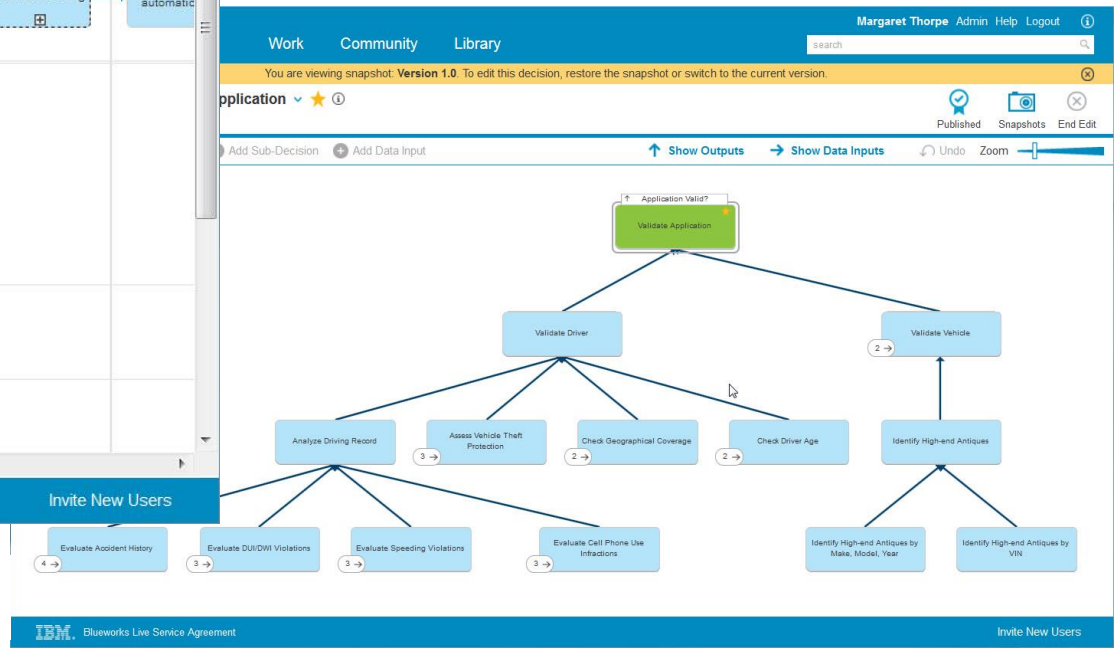
MODEL

Process Diagrams

Discovery Maps

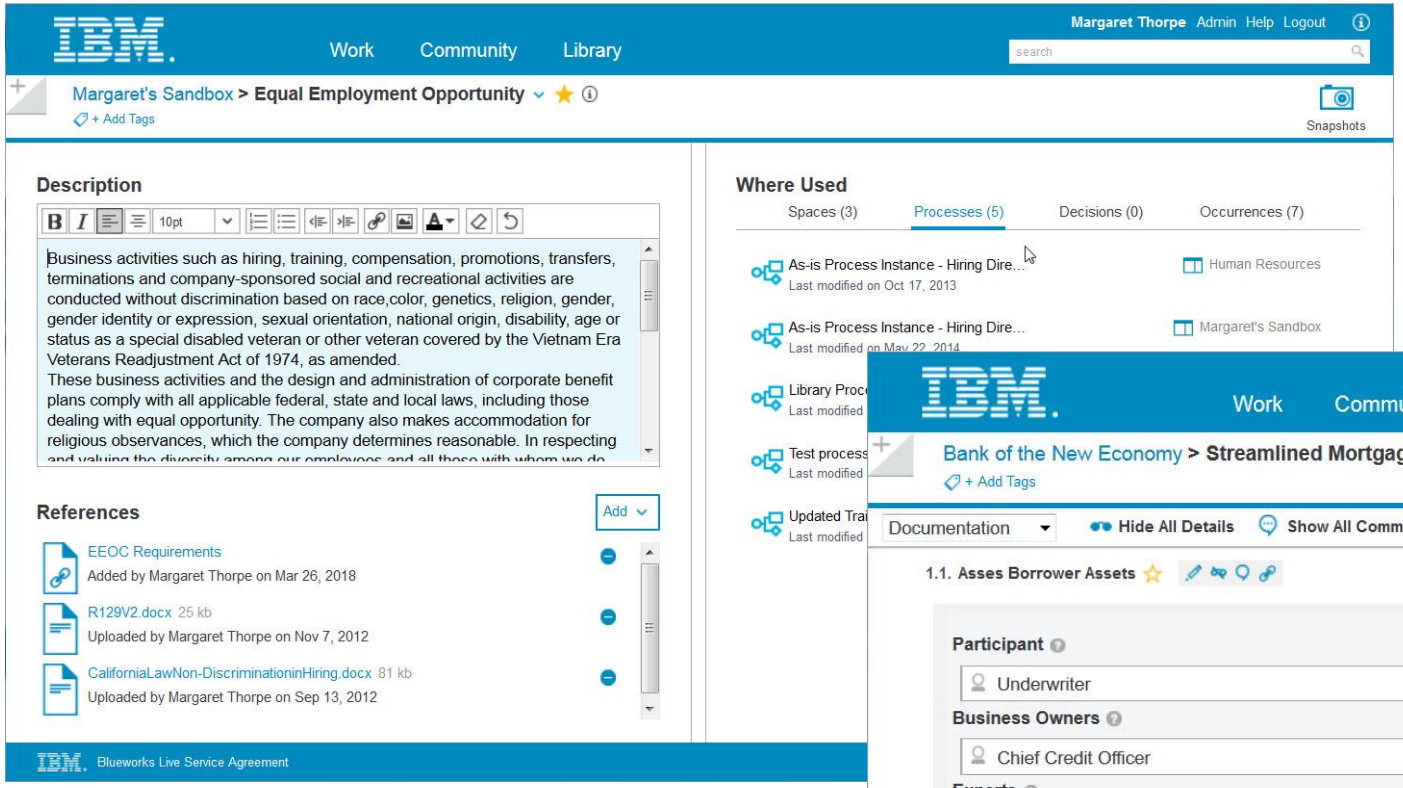




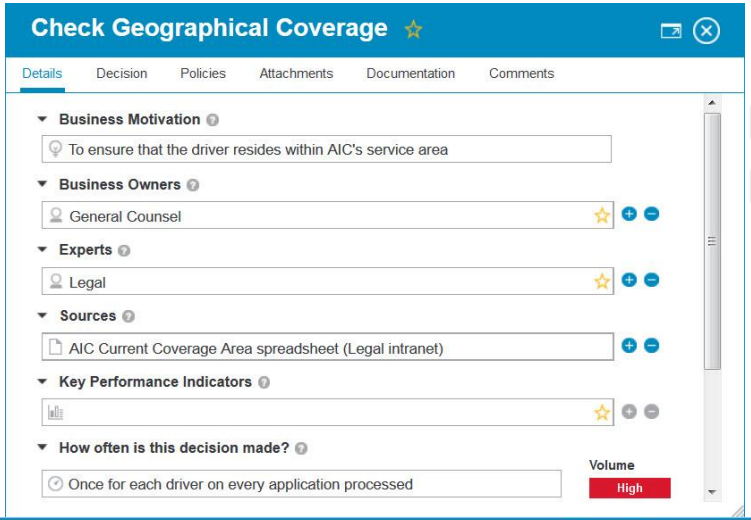


Decision Diagrams

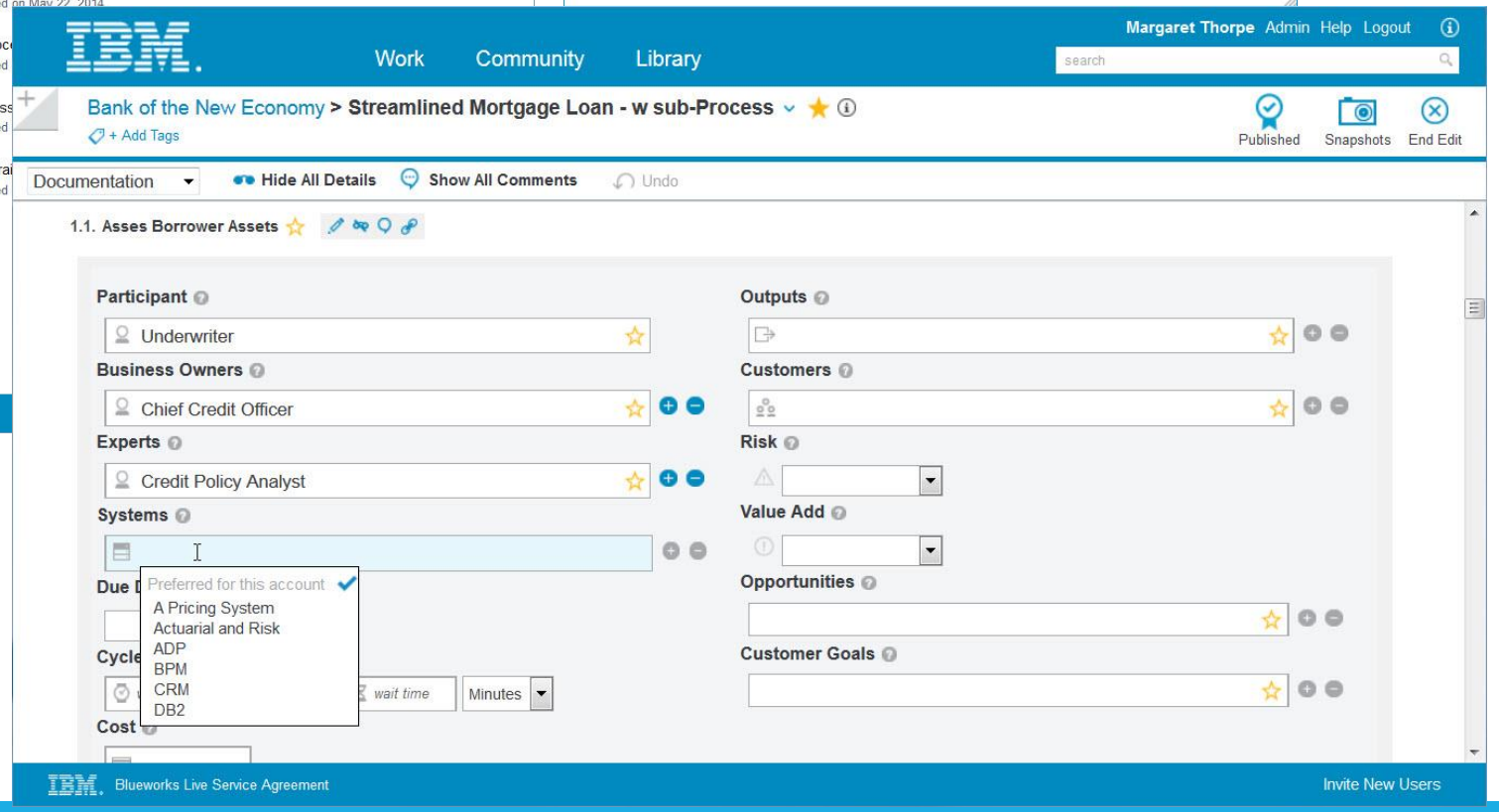
DOCUMENT



Policy Documentation



Decision Documentation



Process Documentation

Cross-team Collaboration

Edit

multiple users can work on a process at the same time

- Updates displayed in realtime
- Changes automatically saved
- Create & restore snapshots
- Audit trail of changes

Share

Get everybody engaged with your business processes

- Invite team members to join your account
- Send links to diagrams & documentation

Communicate

Stay in sync with team members

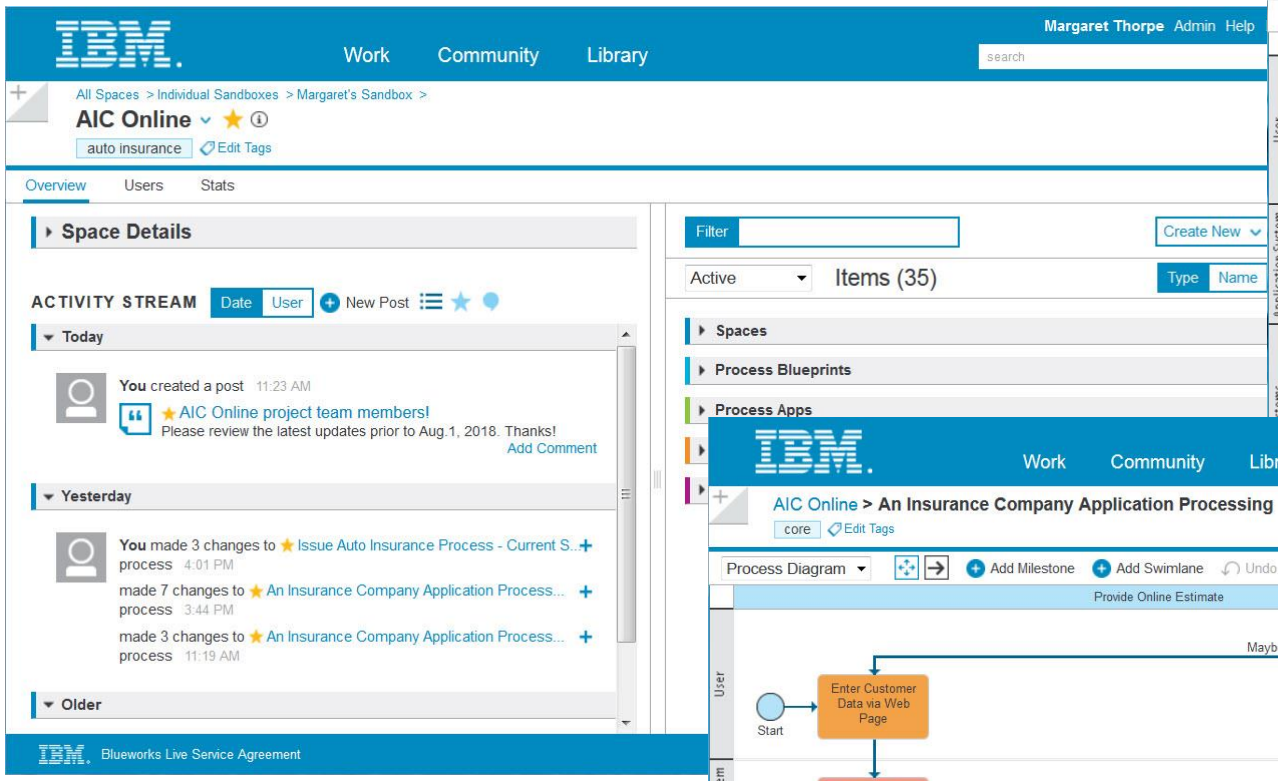
- Follow items you care about
- Comment
- Chat
- Activity stream keeps users informed of changes

Review & Approve

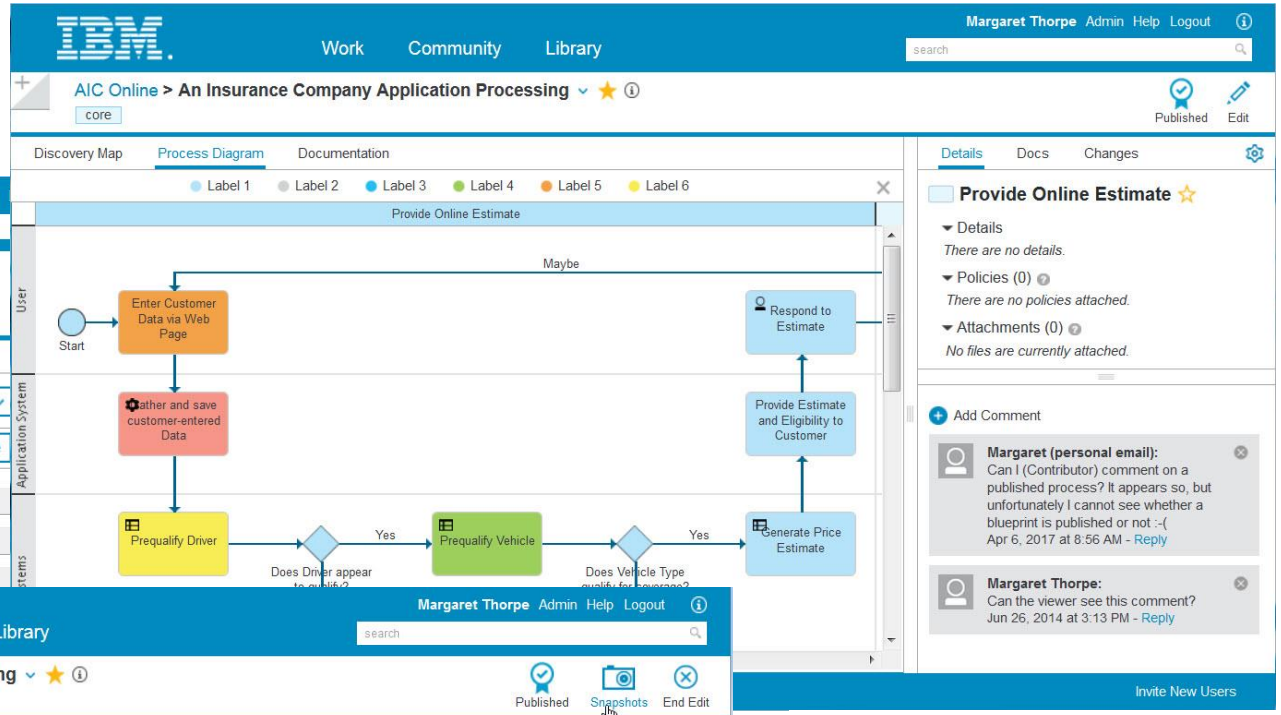
Validate changes prior to publishing artifacts

- Built-in governance workflows
- Review & approve changes directly from the diagram itself

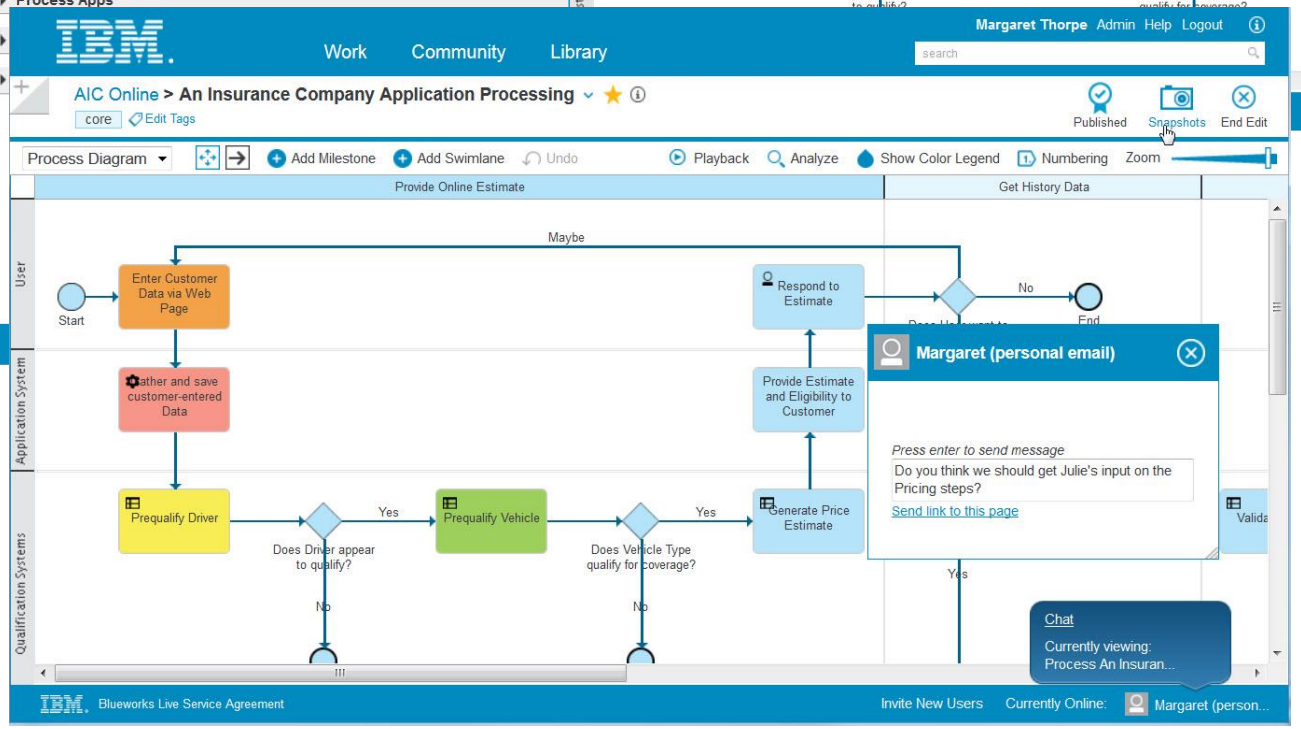
COLLABORATE



Activity Stream



Comments



Chat

Analysis & Process Improvement

Analyze

identify and analyze process problems

- Problems
- KPIs
- Analysis Mode

Report

explore & understand your processes

- Export to MS Word, MS Excel, Adobe PDF
- Perform Impact Analysis with the "Where Used" reports
- Administrative reporting for space, storage & user management

Extend & Customize

capture & analyze *your* key process metadata

- Add Custom Properties to repository
- Customize properties view

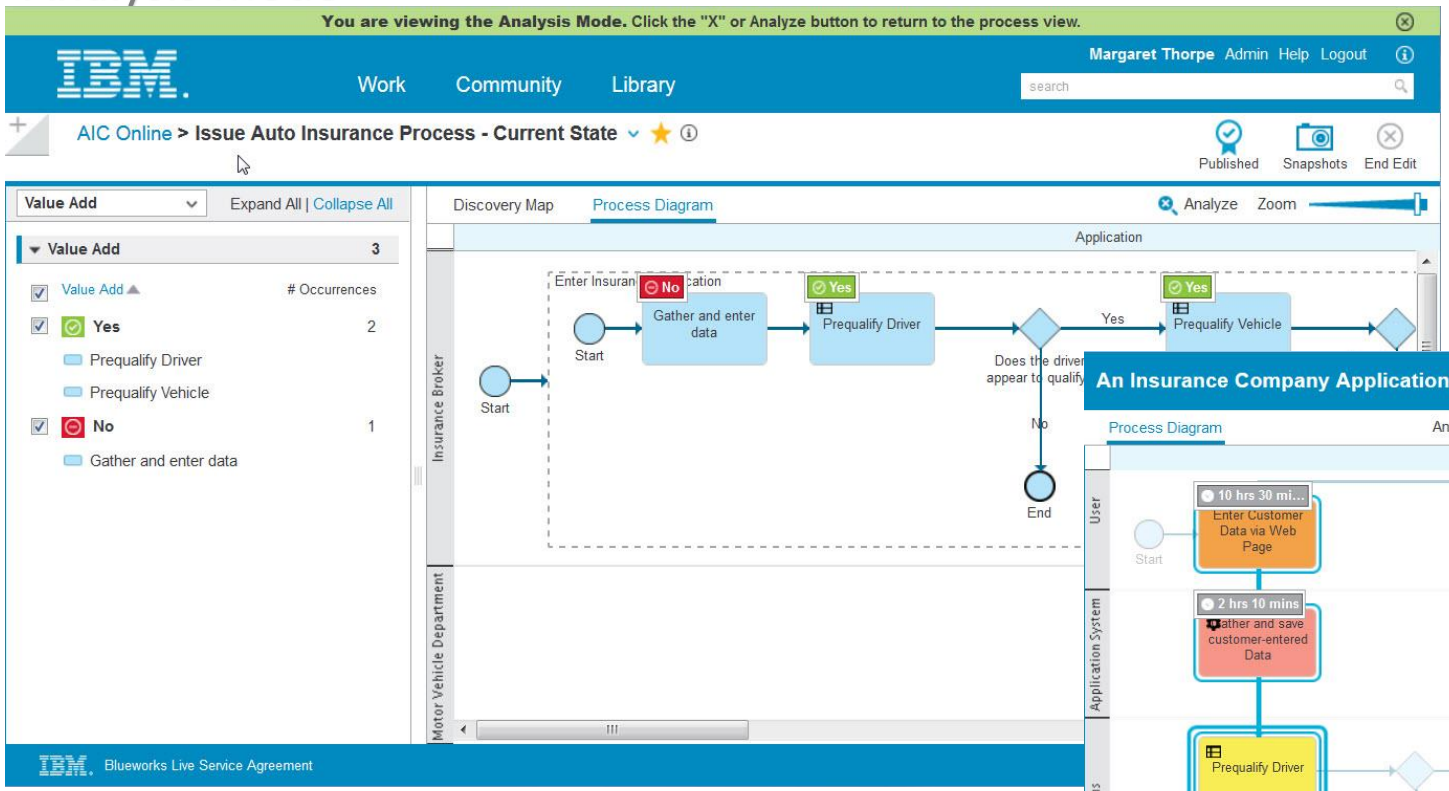
Playback

obtain validation & feedback with process playback

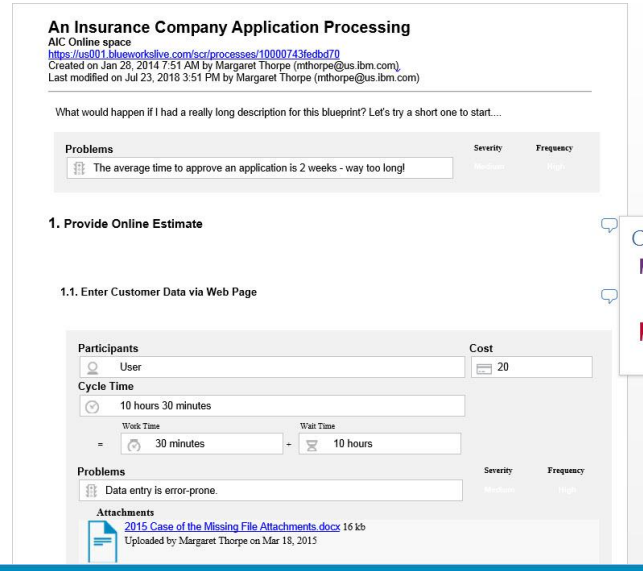
- Step through the different paths through a process
- Compare Cost, Cycle time, Wait time, Work time (and custom KPIs)

ANALYZE

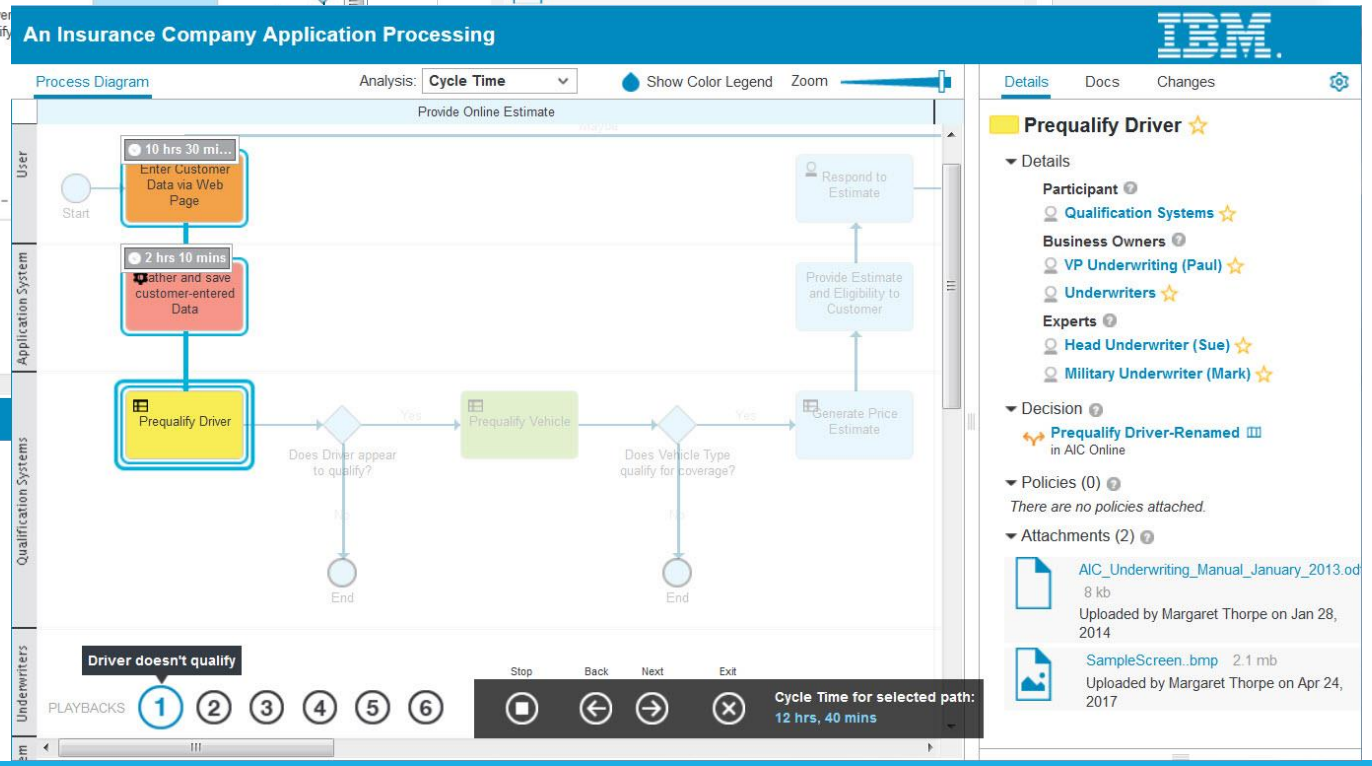
Analysis Mode



Reports



Playback



Enterprise Strength

Integrate

Integrate with external systems

- BPMN & Glossary import/export
- IBM BPM integration
- Interoperability via hyperlinks
- Rich set of APIs for extracting process metadata

Secure

Ensure your data is secure & your privacy protected

- GDPR Compliant
- ISO Certified: 27001, 27017, & 27018
- Security & Privacy by Design (SPbD)
- Secure Engineering Framework

Scale

Scale effortlessly as your usage grows

- From a small team to thousands of licensed users
- From a dozen to hundreds of thousands of processes
- Hosted in regional datacenters around the world

Administer

Manage your organizations Blueworks Live account

- Provision & De-provision users
- Monitor space, storage & user activity
- Customize account & security settings

Blueworks Live users

Editors

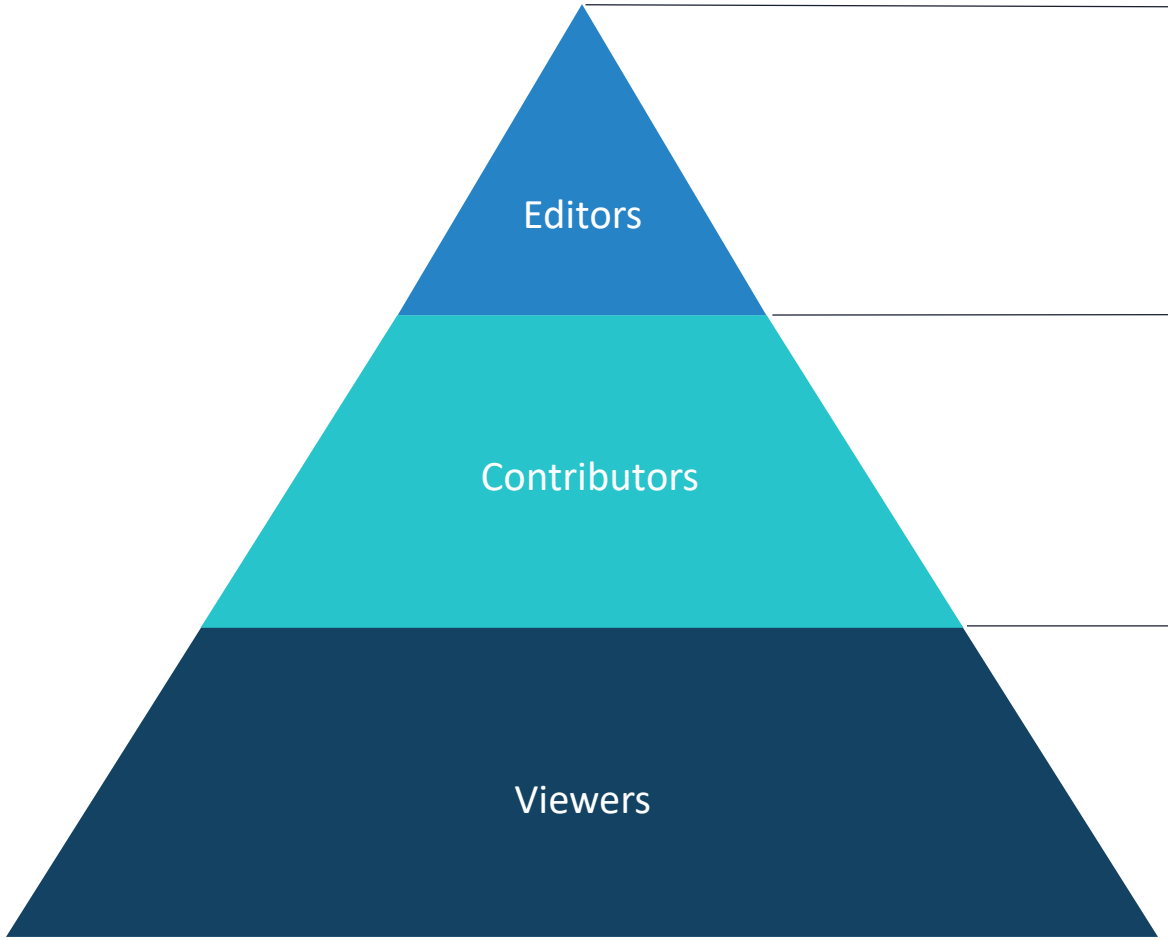
The Business Analysts & SMEs that document the business.

Contributors

The SMEs that help review & validate the business documentation.

Viewers

Operational LOB users that need to know how to follow the company's business processes



Editor license
- Create, copy, modify, and publish artifacts, such as process blueprints, decisions, policies & process apps
- Add comments on artifacts, and configure, launch, and participate in work
- Can be assigned Administrator privileges

Contributor license
- View and comment on process blueprints, decisions, and policies.
- Create, configure, launch and view process apps as well as participate in work
- Can be assigned Administrator privileges

Viewer licence
- View spaces, processes, decisions, and policies.

Next Steps

GO TO BlueworksLive.com and click on the “Watch the Demo” button:

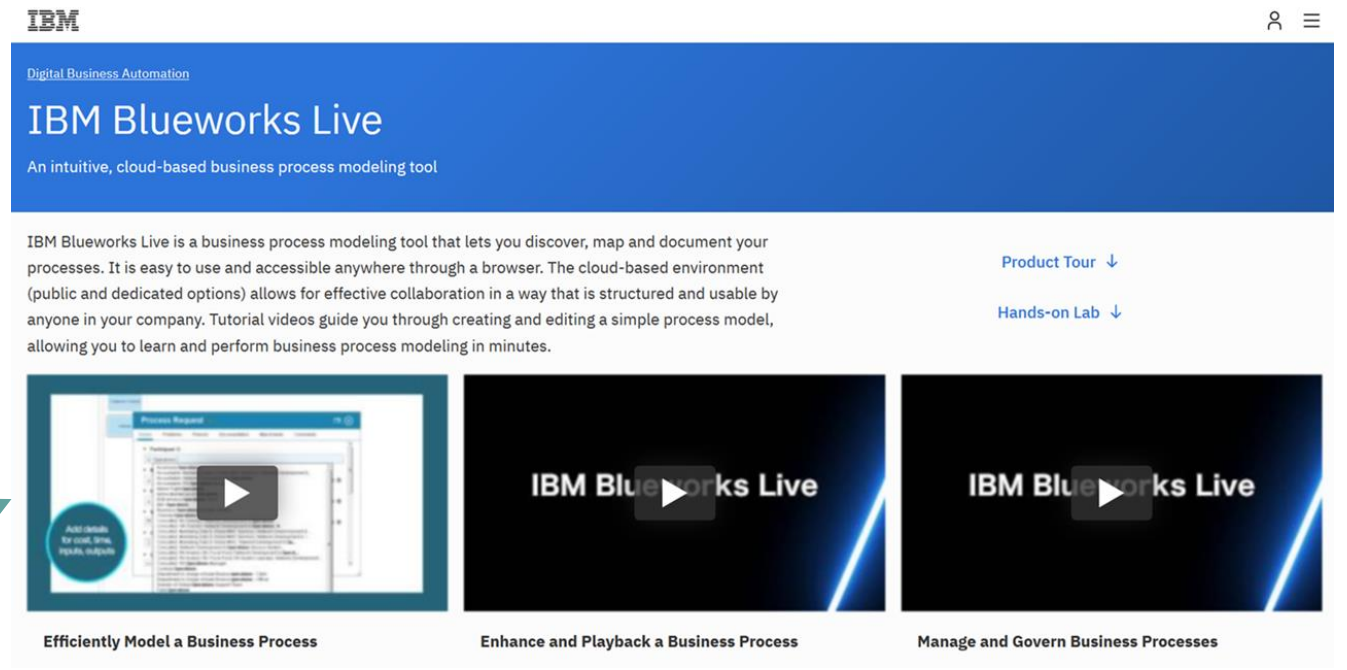
Or navigate directly to:https://ibm-dte.mybluemix.net/ibm-blueworks-live?

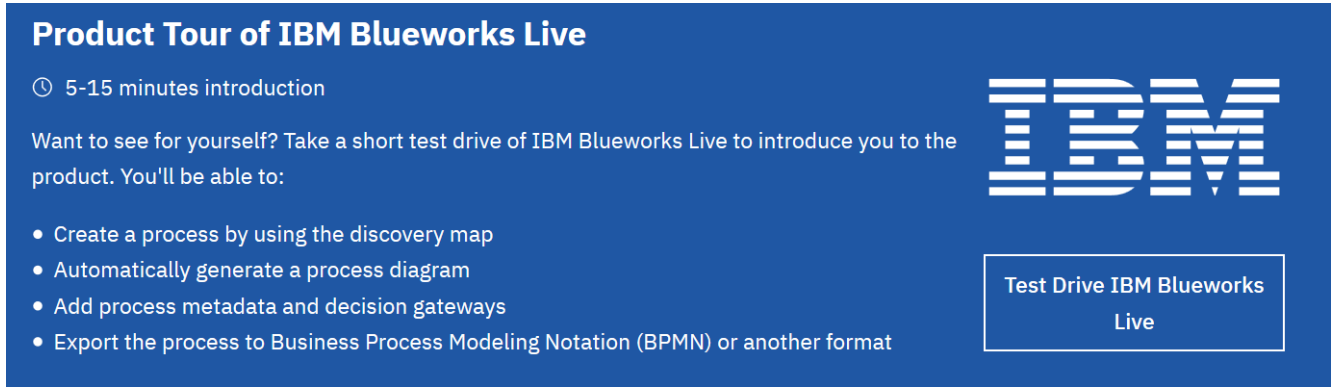
1- Watch some short demos

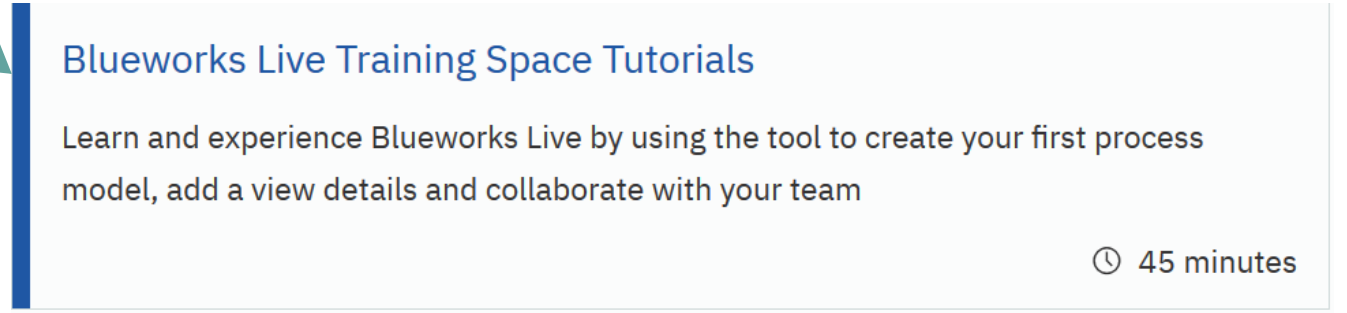
2- Take the product tour

3- Sign up for a free trial

4- Do the hands-on lab







Barclays

Barclays is a British multinational banking and financial services company headquartered in London.

Barclays achieves superior service and a Net Promoter Score of 70

Need: To improve and streamline the customer experience for more than 60 million customers, Mike Gamble, director of operations at Barclays, needed to transform the bank's processes around customer journeys.

Why IBM?: Working with IBM, Gamble and his team developed a business process management (BPM) solution that includes IBM Business Process Manager and IBM® Blueworks Live™ software to improve the visibility and control of customer processes.

Solution: Barclays adopted an IBM Business Process Management (BPM) solution and IBM® Blueworks Live™ to create an environment for multiple iterations and accelerate process rollout.

Benefits: The bank rolls out new automated multichannel customer processes 88 percent faster, and it increased its customer satisfaction around automated, multichannel services from a negative Net Promoter Score (NPS) to an NPS of 70.

Elevations Credit Union

Elevations Credit Union is one of the largest credit unions serving Boulder and Broomfield Counties in Colorado

Elevations Credit Union achieves process excellence

Need: To better serve its members, Elevations Credit Union sought a tool to support its mission of becoming a process-driven organization by identifying, documenting and reusing its processes.

Why IBM?: “We needed to find a tool that would enable people to go in and actually see each other’s processes and work collaboratively. And so we just started doing a little bit of homework on the different types of systems that are out there. As soon as we saw IBM® Blueworks Live™, we immediately recognized that the simplicity of it was going to allow a lot of people to participate quickly,” says Carla Wolfe, Vice President of Enterprise Performance Excellence at Elevations Credit Union.

Solution: Elevations used the IBM® Blueworks Live™ cloud-based offering to document and link processes, thus gaining a more comprehensive understanding of its interdependent procedures.

.

Benefits: Using the IBM® Blueworks Live™ offering, the organization reduced the average time to fund a home equity loan by 52 percent and increased the number of loans handled per underwriter by 300 percent.

Westpac New Zealand Ltd.

An Australian bank and financial-services provider headquartered in Westpac Place, Sydney.

IBM® Blueworks Live™ improves collaboration and efficiency as it gets virally adopted

Need: Westpac had a complex IT environment that had grown in size over decades and the bank began a strategic initiative to simplify it. They looked to find new ways to better serve their customers and to simplify and to maximize utilization of employee efforts.

Why IBM?: IBM® Blueworks Live™ being cloud-based, it facilitates collaboration among team members in different locations with near-real-time propensities.

Solution: The solution was implemented at the beginning as a pilot project granting only a few people access to it and then expanding to the rest of the core team that designed processes. Now about 130 employees including business analysts, subject matter experts (SMEs), and operational risk and compliance managers use IBM® Blueworks Live™ to document processes and store process documents.

Benefits: “Over two years, we got about 900 - 1,000 artifacts in our old library, whereas in three months we have over 2,000 in IBM® Blueworks Live™,”- Sandra Moorhead, Senior manager, process transformation. Creation and storage of process documents became easier, increased efficiency and promoted reuse.

Banco Galicia

One of Argentina's top three private banks, serving more than 7.5 million customers.

Going paperless to support top-notch customer service and unlock massive efficiency gains.

Need: To sharpen its competitive edge, Banco Galicia wanted to delight its customers, but sluggish, paper-based processes hindered its ability to provide top-notch services.

Why IBM?: In its quest for a solution to underpin its entire business, the bank found IBM’s proposal most appropriate owing to how sophisticated, robust and scalable it was, while being extremely easy to implement and use.

Solution: On the journey towards becoming entirely paperless, the bank deployed a suite of Enterprise Content Management solutions along with Process Transformation solutions like IBM® Blueworks Live™ to remodel and design new business processes, IBM® Business Process Management and IBM® Operational Decision Manager on-premise to develop and execute processes, and to support its decision making respectively.

Benefits: With the solution, Banco Galicia transformed itself into a paperless business, accelerating many critical processes. Credit approval is 24 hours quicker than before, reducing waiting time for customers, rendering services better than before, increasing customer satisfaction.

Financiera Independencia

Microfinancing company providing microcredit loans to individuals in low-income segments of urban Mexico.

IBM® Blueworks Live™ enhancing collaboration and speeding innovation

Need: The microfinance company Financiera Independencia needed to use its disparate IT systems to innovate by better identifying emerging customer demands and bringing new offerings to market more quickly.

Why IBM?: IBM strove to not just sell the company its solution but also instilled in them the confidence that it would do everything necessary to ensure a successful implementation that generated the best possible results.

Solution: The company implemented IBM® Blueworks Live™ software to dynamically gather requirements, helping the IT department create a near-real time knowledge base accessible across the organization.

Benefits: The solution helped streamline business processes, reducing the amount of time to process loans from a day to just hours. It also improved alignment between business strategy and IT execution, accelerating project implementations, time to value and extended near-real time access to customers while making business process data available to the entire organization.

Business challenge

As a global supplier of automotive audio and information communications equipment, Alpine Electronics needed to ensure that its quality management system (QMS) met customer expectations transnationally.

Transformation

Alpine deployed cloud-based IBM® Blueworks Live™ software as a service (SaaS) to model, visualize, control and unify its business processes.

Business benefits

Ensures

common quality rules and business processes globally

Streamlines

cross-organization communication

Increases

business efficiency

Alpine Electronics, Inc.

Alpine consolidates global QMS processes with IBM business process software

Alpine Electronics, Inc. is the consumer electronics subsidiary of Japanese electronic component manufacturer Alps Electric, specializing in car audio and navigation systems.

"IBM Blueworks Live is a major driving force behind our company-wide reorganization."

—Shinichi Kaminaga, head of quality assurance department, Alpine Electronics

Questions?

THANKS FOR TUNING IN!