

Holocentric

ACS Presentation

18 February 2004

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Seminar Agenda

- Business Process Management
- Holocentric Product Overview
- Demonstration
- Customer Case Studies
- Summary



Top IT Priorities

- Integrating Systems and Processes
- Lowering Costs / Meeting Budgets
- Strategic Planning / Aligning IS and Business Goals

Source: The State of the CIO 2003 – CIO Magazine



Business Process Management Definition

Business Process Management systems provide the capability to design, deploy, execute, analyze and optimize the end-to-end business processes.

They coordinate the flow of tasks, access to resources and the exchange of information among employees, customers and partners.

They capture information about the execution of the process to enable continuous process improvement.



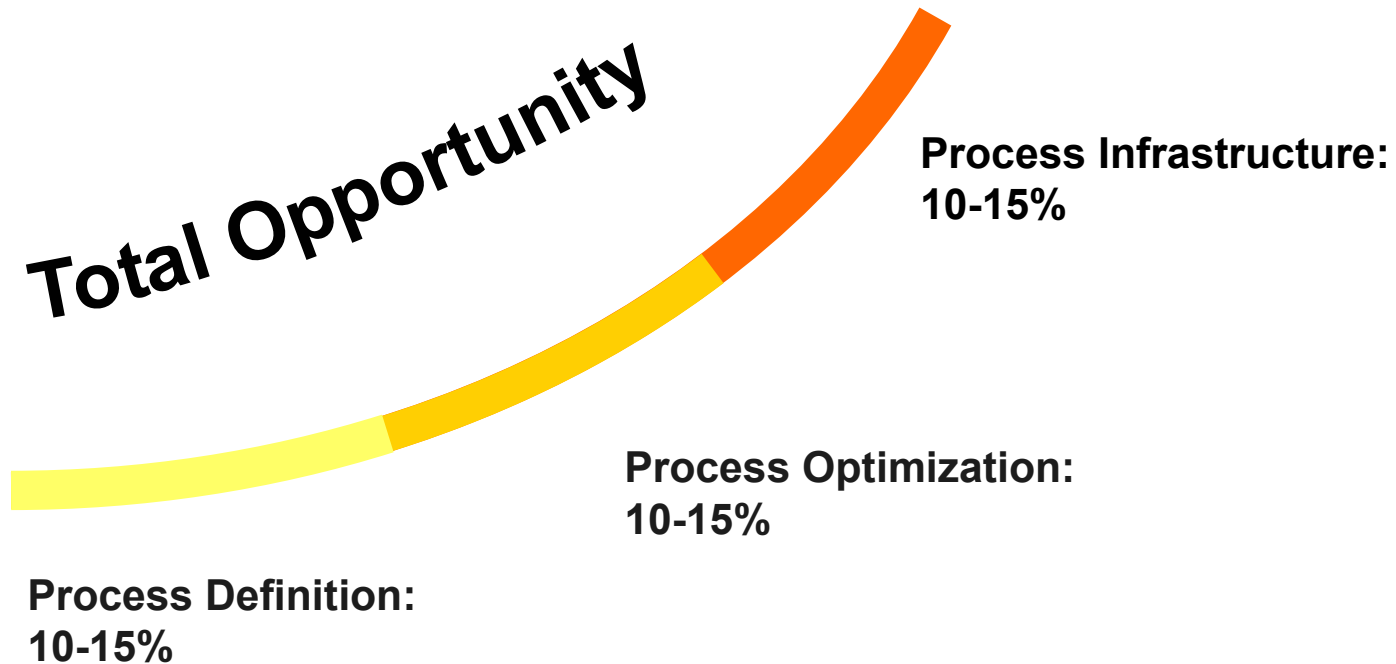
Synergistic Benefits of BPM

Business Process Management benefits include:

- Reduced operational costs, through reduced errors and lower personnel costs
- Faster implementation of new systems
- Continual process improvement
- Better alignment of IT and business



ROI Expectations



source: Gartner Group Research, 2002



Business Process Management

“BPM is not just another form of automation, a new killer-app or a fashionable new management theory. It's all about discovering what your company does by explicitly defining and digitizing its business processes, and then managing the lifecycle of improvement and optimization in a way that translates directly to live operations.”

Howard Smith, European CTO, CSC – the 3rd Wave



Business Process Renaissance

“Strategic Planning Assumption: By 2008 75% of code will be generated through Business Process Modeling techniques and not written (0.8 probability)”

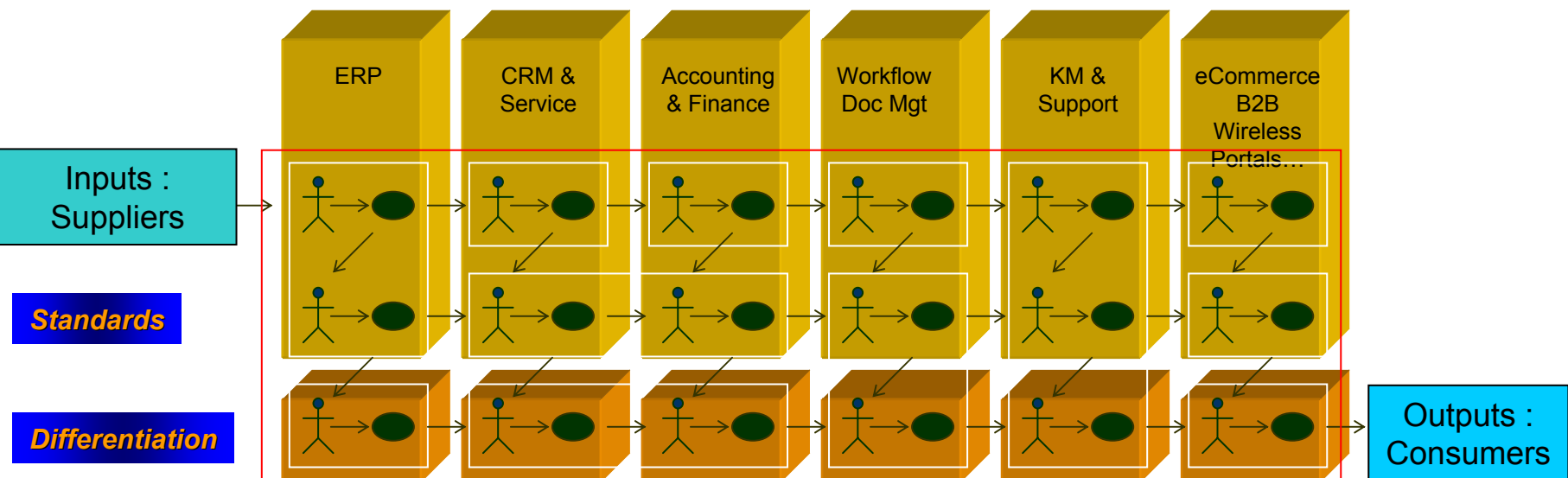
Source: Gartner Research

Demonstration

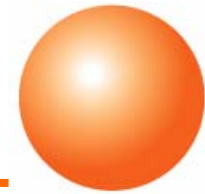
Holocentric Process Models



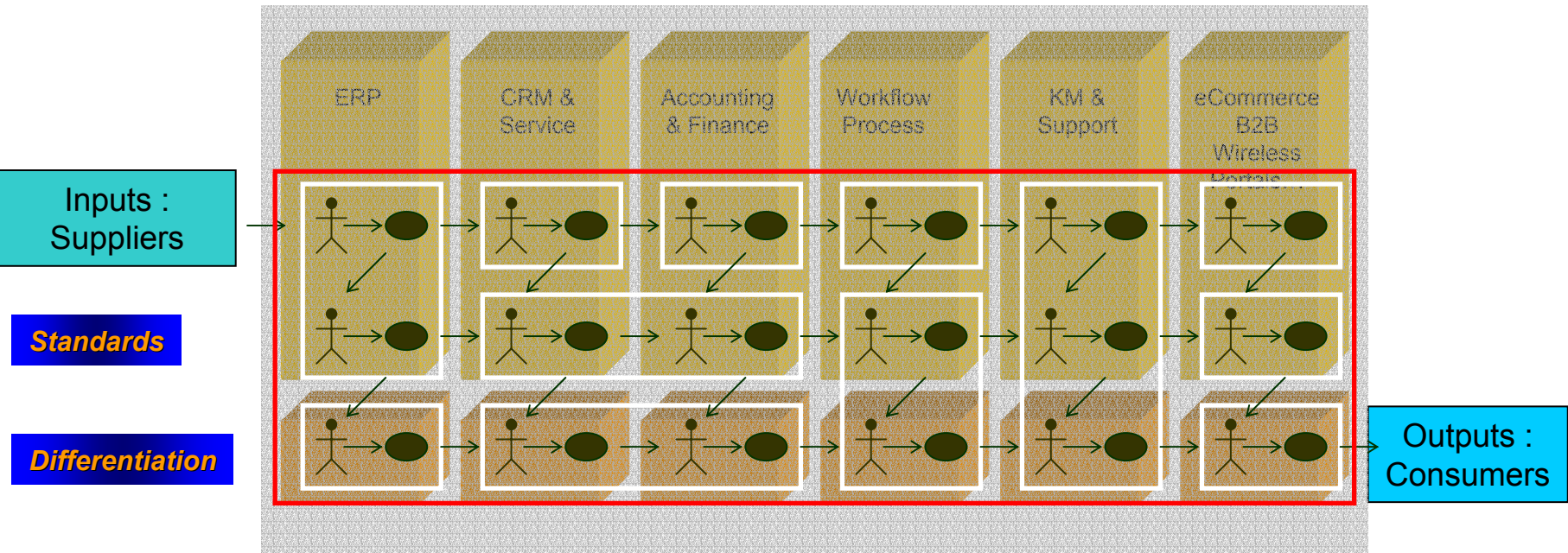
Historical Perspective



- Silos of responsibility**
- Different vocabularies, cultures**
- Incompatible project goals and metrics**
- Loss of overall management perspective**
- Super-human effort to deliver end to end strategy**



Holistic Perspective



Your organisational blueprint for Process Management

Understand the whole, share the vision



Business Process Management Suite

- Holocentric products co-ordinate and optimise the work of **all** stakeholders and technology to improve processes and deliver greater strategic value through four phases:
 - Discover Work Practices and Performers
 - Analyse Performance, Design Improvements
 - Engineer Change
 - Manage Execution for Continuous Improvement

- Assumptions:
 - People are harder to manage and change than technology
 - Must explicitly define detailed responsibility and accountability
 - Traceability of performance from strategic planning to personal skills and systems source code
 - Requires a holistic model of dependencies across many dimensions

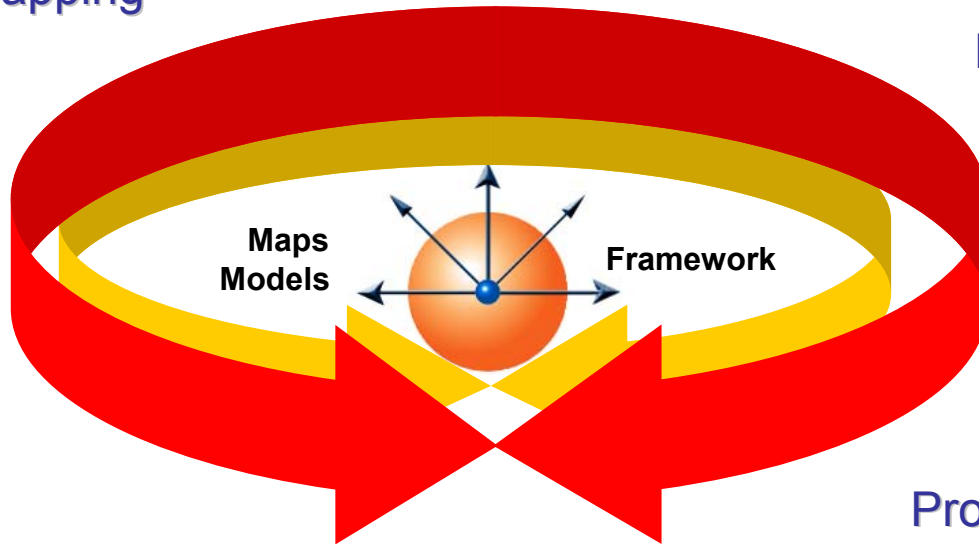


The Holocentric Lifecycle

Enterprise Strategy
Project Goals

Process Mapping

Monitor Process
Improvement



Maps
Models

Framework

Project Planning

Workflow and
Process Management

HolocentricModeler

Maps to Apps



Holistic Information Management

HolocentricModeler

Enterprise Knowledge Repository Maintenance
- Integrated business and technology modelling



Holocentric ManagementSystems

Process centric web service systems offering
integrated business application functionality for
Financials, Inventory, Distribution and Service
processes



Holocentric Modeler Overview



- **Business**
 - Policy, People, Process, Performance
- **Technology**
 - Assets, Architecture, Applications, Infrastructure
- Understand and communicate dependencies between internal and external stakeholders across all domains
- Offer dynamic, domain specific views of a consistent enterprise wide integrated knowledge base
- Extend knowledge base incrementally from one person's perspective to enterprise wide concurrent access



Demonstration

- Discover: Integrated enterprise views
- Analyse: Dependencies, process metrics
- Engineer: Rules compilation, process execution



BPM - Discovery Phase

- *Describe* Resources, Functional and Organisational Structures
- *Map* Processes, Work, Resource and Information Flows
- *Reference* Procedures, Policies, Work Media, Applications
- *Document* Technology Infrastructure, Interfaces, Rules, Data
- *Relate* Strategy, Programs, Objectives, Scorecards



BPM - Analysis Phase

- *Evaluate* Roles, Responsibilities, Capabilities
- *Simulate* Processes and Resource Management
- *Define* Requirements, Service Levels, Job Descriptions
- *Design* Architecture, Systems, Process Automation
- *Review* Audit Findings
- *Benchmark* Performance



BPM - Engineering Phase

- *Restructure* Organisations
- *Reengineer* Processes
- *Train* Process Participants for Role Competencies
- *Source* Resources, Supply and Deployment Channels
- *Build* technical elaborations of Rules, Data, Process Execution
- *Bind* Packaged Application Interfaces, Infrastructure



BPM - Management Phase

- *Deliver* against Requirements, SLA's and Job Descriptions
- *Execute* Workflow, Communication, Collaboration
- *Monitor* Business Activities
- *Improve and optimise* Business Lifecycle
- *Audit* Processes, Competencies



Holocentric Products

- Discover Work Practices and Performers
- Analyse Performance, Design Improvements
- Engineer Change
- Manage Execution for Continuous Improvement
- Holocentric Modeler
- Holocentric Modeler
- Holocentric Modeler
Holocentric Manager
- Holocentric Manager

Holocentric

Case Studies



Aust. Taxation Office – Change Program

Program Resourcing and Delivery

- Change Program Strategy
 - \$Multi-billion, 4 year process re-engineering and IT refresh program
 - Programs to deliver client centric relationship strategy
 - User Experience Pathways, Information Requirements

- Enterprise Architecture, Service Development and Delivery
 - Maximise IT investment for re-use throughout Program delivery
 - Lifecycle Methodology for delivery of IT process support
 - Business and Technology Design, Requirements Analysis through to Deliverables



Aust. Taxation Office - Compliance Processes

Process Optimisation and Consistency

- Process Analysis and Design
 - Map compliance audit processes for different tax types
 - Evolve common process definitions
 - Better utilisation of auditors, more consistent analysis of results

- Process Support System Development
 - Requirements analysis
 - System design
 - Development process management



SciFleet Toyota – ISO 900x, Auditing

Regulatory Visibility: Governance, ISO etc.

- SciFleet used Holocentric Modeler to model the business processes

- Solution used Holocentric to manage process execution and audit elements
 - Processes were modeled by employees
 - AS/NZS ISO 9002 certification achieved
 - Auditable quality is now part of the operational business system
 - All templates and data files are owned and maintained by the customer – expensive consultants not needed to re-certify



Aust Comp Soc - Immigration Skills Assessment

Customer Service: Increased Productivity and Revenue

- Process review and re-design
 - Increase process automation, co-ordination of work-flow
 - Consolidate information across multiple management systems
 - Include applicants and external partners as active process participants

- Process Management
 - Customer self-service capability
 - Active role based workflow
 - Activity monitoring of process performance metrics



Tyco Healthcare - Field Force Inventory Control

Value Added Processes: Competitive Differentiation

- Process Analysis and Re-Design
 - Process discovery and communication of 'as is'
 - Optimise field inventory processes for 'to be'
 - Increase return on existing resources

- Efficiency and Customer Experience
 - Improve customer experience with more comprehensive, more accurate and more timely stock counts
 - Optimise inventory usage through accurate Materials Requirements Planning and forecasting
 - Reduce turn around time between replenishment and invoicing



Summary

- Focus on building a holistic enterprise model;
 - Business process mapping
 - Human resource utilisation
 - IT resource utilisation
- A single toolset from planning to implementation and continuous improvement
- Offer a scalable, integrated approach that includes tools, methods, frameworks, and applications; all having a business focus to deliver against enterprise requirements



Want to know more?

- Evaluation copy of product on CD
- Download an evaluation copy from our website
- Holocentric Consulting Partners
- Pilot project
 - One team up to 10 people
 - Discrete business function
 - Holocentric can provide software, training and mentoring

Holocentric

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