

How Your Company Stays on the Fast Track

Trends in Business Process Management

October 5th, 2005

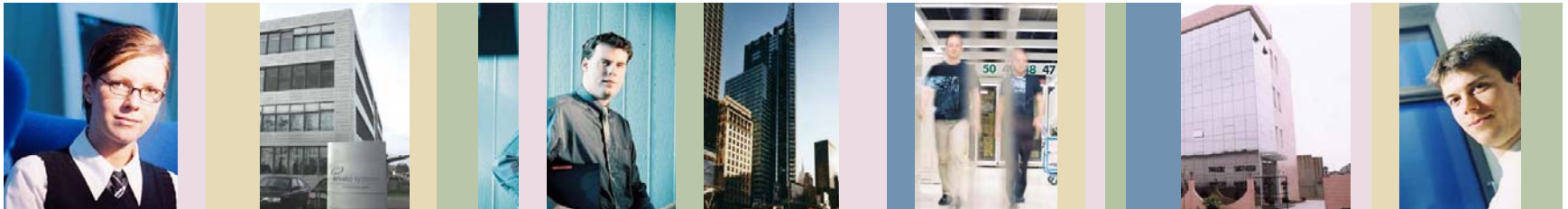


BERTELSMANN

- ▶ **Welcome:** Manfred Dransfeld, President & CEO German American Chamber NY
- ▶ **Introduction:** Frank Zimmermann, Vice President, Bertelsmann arvato systems N.A.
- ▶ **From Business Process Management to Business Process Innovation:**
Michael zur Muehlen, Ph.D., Stevens Institute of Technology
- ▶ **Living Process Management: Process Management Maturity Assessments:**
Sandra Carolan-Brozy, Ph.D., Director Process and Data Management, Siemens Corporation
- ▶ **Buffet Reception**

arvato systems FACTS

- ▶ Global locations in North America, Asia, and Europe
- ▶ More than 1000 employees
- ▶ More than \$150 Mio. revenue
- ▶ More than 600 renown clients in different industries and countries
- ▶ More than 25 years experience in IT Services



Our Profile

- _ Optimal service, individual support and solutions
- _ Best of both worlds: Young, dynamic, flexible, entrepreneurial team and part of a stable global player
- _ Worldwide Hosting, Application Services, Web Services, Infrastructure, Support, and Business Communication

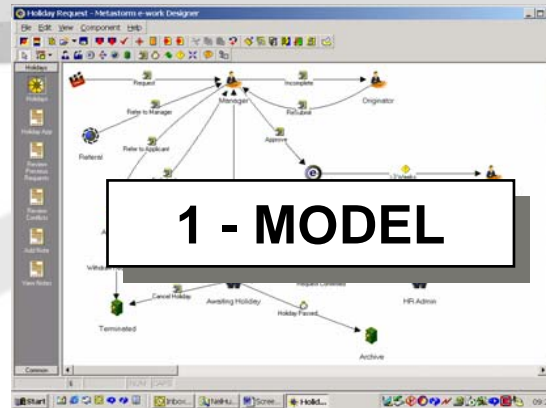


- ▶ A business process is
 - A set of activities & tasks performed by resources
(humans & systems)
 - Using a variety of information
(structured & unstructured)
 - Interacting in various ways
(predictable & unpredictable)
 - Guided by business policies and principles
(business rules & decision criteria)

Business Process Management Lifecycle

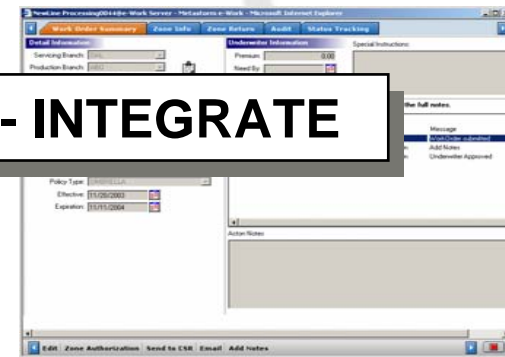


6 - IMPROVE



BPM Lifecycle

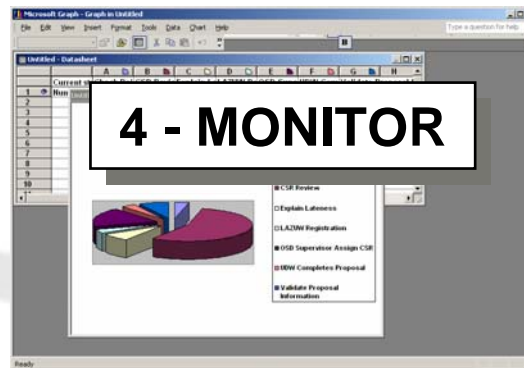
2 - INTEGRATE



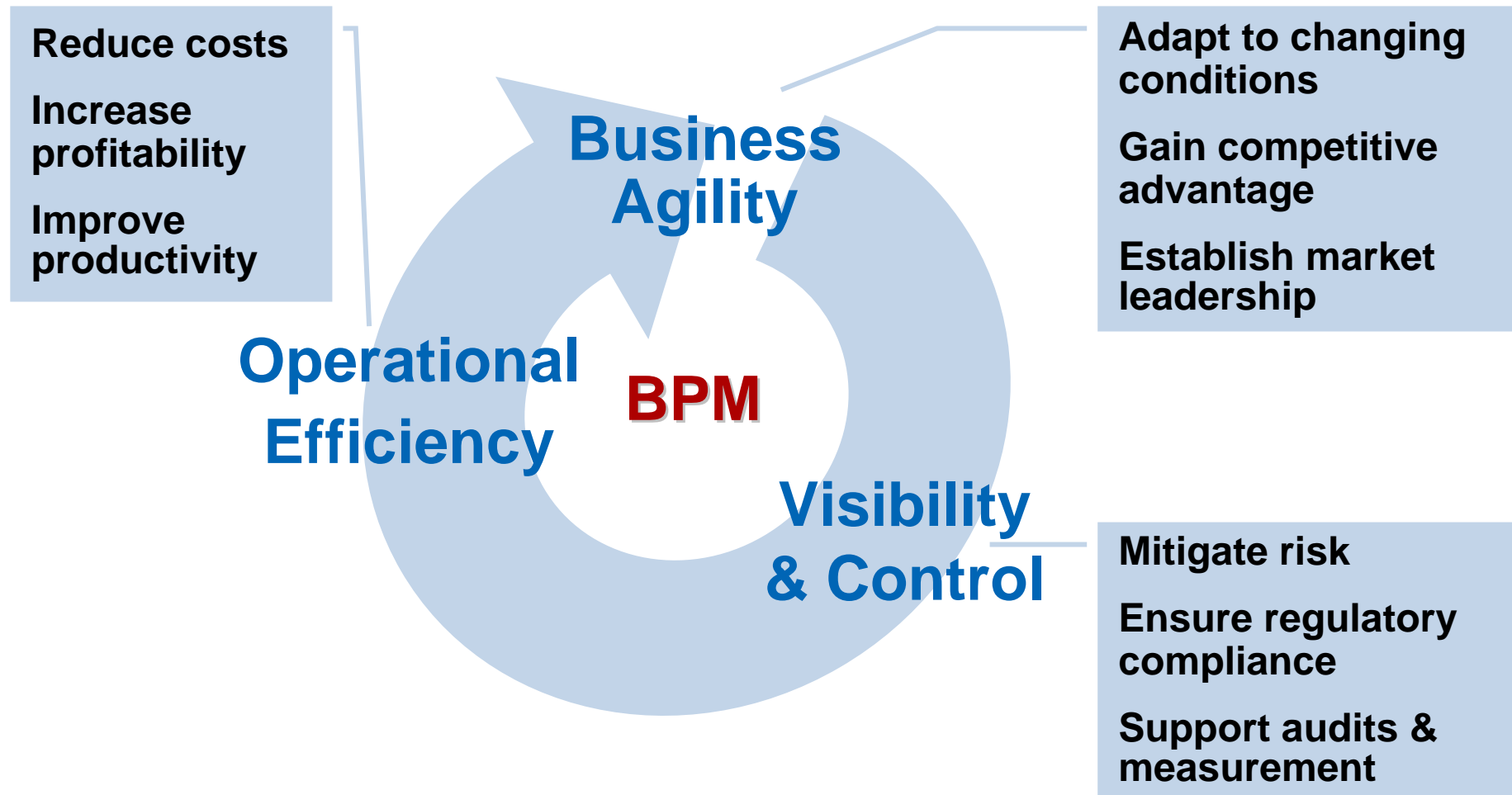
3 - DEPLOY

Stage Name	Minutes	Days	Hours	Minutes
Blank Form	0	0	0	0
Validate Personal Information	0	0	0	0
Forward with Successful (Close Win)	0	0	0	0
Validate CSR	0	0	0	0
Expain Lateness	0	0	0	0
CSR Review	0	0	0	0
OSD Supervisor Assign CSR	0	0	0	0
OSD Complete Proposal	0	0	0	0
WIP Check	0	0	0	0
Check Resubmission	0	0	0	0
Create WIP Queue Entry	0	0	0	0
WIP Preparation	0	0	0	0
LADSW Registration	0	0	0	0
WIP Review Form	0	0	0	0
Completed Request	0	0	0	0

5 - ANALYZE



Benefits of BPM



Our Customers Manage Diverse Functions

Accounts Payable/Receivable

- Credit Card Dispute Resolution
- Invoice Approval Processing
- Wire Transfer Management
- Procure to Pay
- Deductions Management
- Billing Exception Resolution

Procurement/Supplier Management

- Procure to Pay
- RFQ Management
- Deductions Management
- Inventory Management

Sales/Marketing

- Incentive Compensation Management
- Price Management
- Territory Management
- Collateral Development

Finance/Compliance

- Quarterly Financials Reporting
- Operating Plan Development
- Asset Transfers
- Documentation and Risk Management

Human Resources

- Employee Self-Service
- Manager Self-Service
- Employee Evaluations

IT

- Service Delivery (IT)
- Trouble Ticket Management (IT)
- Computer Access Requests (SOX)

Customer Service

- Complaint Management
- Proposal Tracking

Our Customers Deploy in Diverse Markets

Communications

- Order Management
- Billing Reconciliation
- Policy Administration
- First Notice of Loss
- Plan Configuration

Manufacturing

- Distressed Shipments
- Automated Returns
- Vendor Management

Retail

- Vendor Management
- Logistics
- Customs Clearance
- Deductions Management
- Manager Self-Service for HR

Media

- Release Management
- Proposal Tracking
- Video Management

Energy

- Billing Reconciliation
- Joint Venture Accounting
- Procurement
- Field Reserve Management

Financial Services

- Mortgage Processing
- Underwriting Exception Handling
- Capital Project Management
- Policy Administration
- First Notice of Loss
- Plan Configuration

Life Sciences

- Case Management
- Chargeback Reconciliation (Life Sciences)
- Grant Management
- Sample Management
- Order Management
- Incentive Compensation Management

Contact

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