



80%

UNSTRUCTURED | DYNAMIC | EVENT-BASED PROCESSES

XMPro[®]

Get better at getting work done

STRUCTURED | AUTOMATED | WORKFLOW-BASED PROCESSES



20%

www.xmpro.com

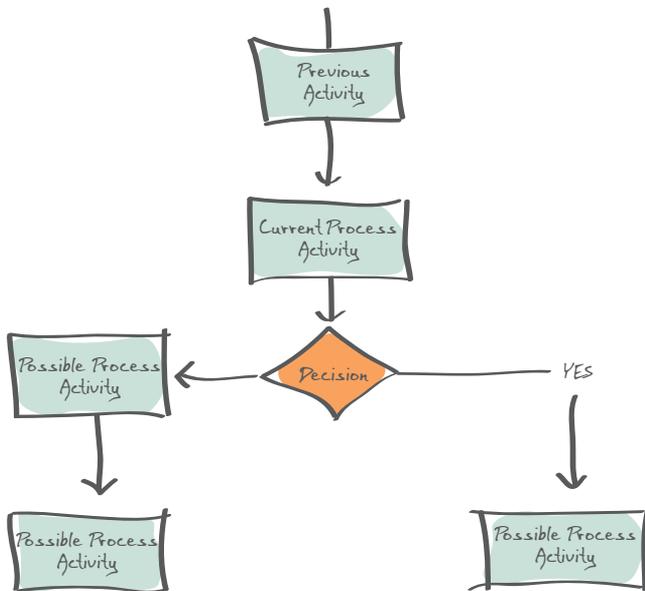
The way we work is changing

The sequential, production-line workflow approach only applies to 20% of the tasks we have to perform every day, according to Gartner. Over time our business processes have changed from simple predictable tasks to more complex knowledge based and collaborative processes. Nowadays we react to business events rather than just being a cog in a simple work queue.

A conventional workflow approach assumes the process sequence is defined upfront and that we work strictly to the workflow rules. It leaves little room for knowledge workers to decide on the "best next task" based on contextual information, to dynamically respond to the situational requirements and handle process exceptions on demand.

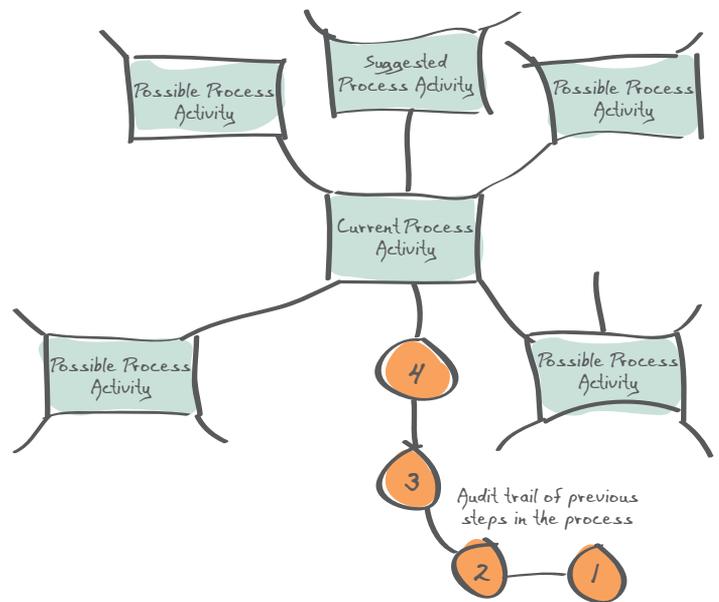
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Sequential Workflow-based Processes



80%

Dynamic Event-based Processes



The Benefits

Efficiency benefits of a conventional BPMS for sequential workflow-based processes:

- ❑ Right person doing the right task at the right point in time with the right controls applied to it;
- ❑ Reduced process time and process cost;
- ❑ Improved efficiencies;
- ❑ Ability to measure cost and time savings;
- ❑ Support continuous improvement strategies;
- ❑ Improved governance and compliance.

XMPro

Benefits of combined approach:

- ❑ Ability to create a process repository that contains both in a single workspace;
- ❑ Full audit trails across all types of work processes;
- ❑ Process measurement and analytics on all types of work processes.

Effectiveness benefits from dynamic event-based processes:

- ❑ Controlled decision making delegated to the user with the best knowledge to action a process;
- ❑ Process decisions made in the context of the circumstances of a specific process instance – not a one size fits all process or single path workflow;
- ❑ Self learning or “emergent” processes that evolve as new knowledge of the process or its requirements develop;
- ❑ Process exceptions handled on demand or as they happen;
- ❑ A repository of controlled process activities that can be sequenced dynamically or “on-demand” to drive a process outcome suited to the specific situation;
- ❑ It provides a better “case” management approach than workflow-based solutions.

XMPro understands that you cannot cast your business processes in stone. You need to be flexible without compromising your control.

Our product, XMPro, is an event-based work management system that incorporates workflow for processes that require it and event management for processes that are dynamic and require more flexibility.

XMPro attributes and capabilities

Developed on the Microsoft .NET 4.0 platform, XMPro enables organisations to visualise, digitise and optimise sequential and dynamic processes in a single solution. It gives better control to IT, better outcomes for business, and a better experience for end users.

XMPro is designed to enable process management throughout the organisation and the complete life cycle of processes in the enterprise. It is arranged around XMPro's 3 Principles of Process:

- 1 Visualise**
Define and Understand Organisational Processes Models.
- 2 Digitise**
Turn Process Models into Digital Assets that deliver consistent and repeatable outcomes.
- 3 Optimise**
Use the insight gained from Process Analytics to improve the performance of your goal-driven organisational processes.



In a nutshell - XMPro is a Business Process Management Suite that provides all the functionality to manage processes throughout their lifecycle. It enables process owners and analysts to define and configure processes in the XMDesigner, end users to use it for day-to-day activities in XMWorkspace and Managers to find innovative ways to improve business performance through processes in XMInsight.

How XMPro is used

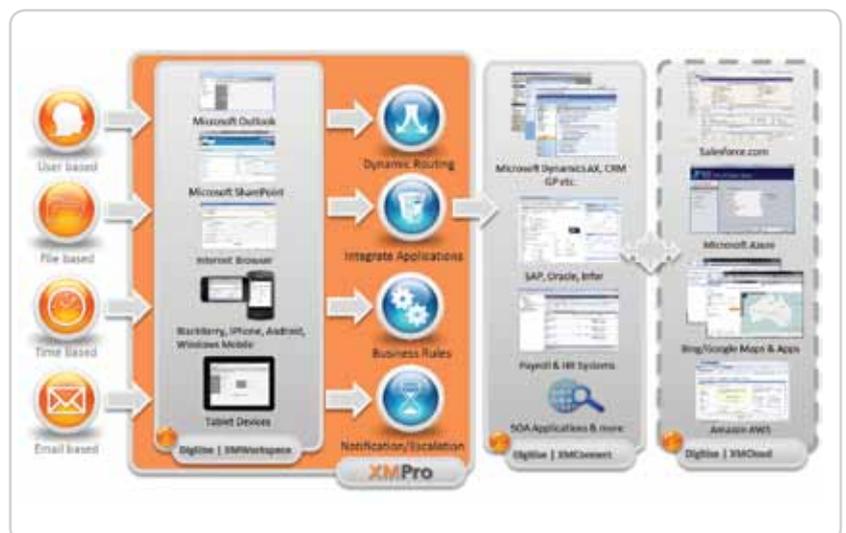
A process can be started from the following activities:

- A User completed XMPro form in any of the following XM-Workspaces - Outlook, SharePoint, Internet Browser, Mobile or Tablet Device;
- XMPro can initiate a process from a file polling service that monitors a shared file directory;
- A process can be defined as a Scheduled Process Activity for recurring tasks; or
- An email sent to a designated email address that is polled by XMPro's Automate service from where it can initiate a designated activity with the information from the email.

With XMPro's Single Model Multi-Mode (SMMM) approach, the process configuration is done once in the XMDesigner and accessed through any of the XMWorkspace continuum of user interfaces. A manager can access a specific process from Outlook while a knowledge worker in another area of the organisation can access the same process from SharePoint, for example.

“ XMPro has allowed us to modify our needs as we've grown into the life of the project. ”

Nathan Morsillo
Finance Manager



1 Visualise and Define

The XMDesigner is the “Visual Studio” for a process consultant. It has a business user focus that enables a process consultant to construct a process model and create an executable process from it with limited IT input or support. It uses a familiar Microsoft Office style layout with a Ribbon bar to give quick access to the most used functions of the XMDesigner. Most of the XMDesigner functions are accessed through the drag and drop features of the process configuration tool.

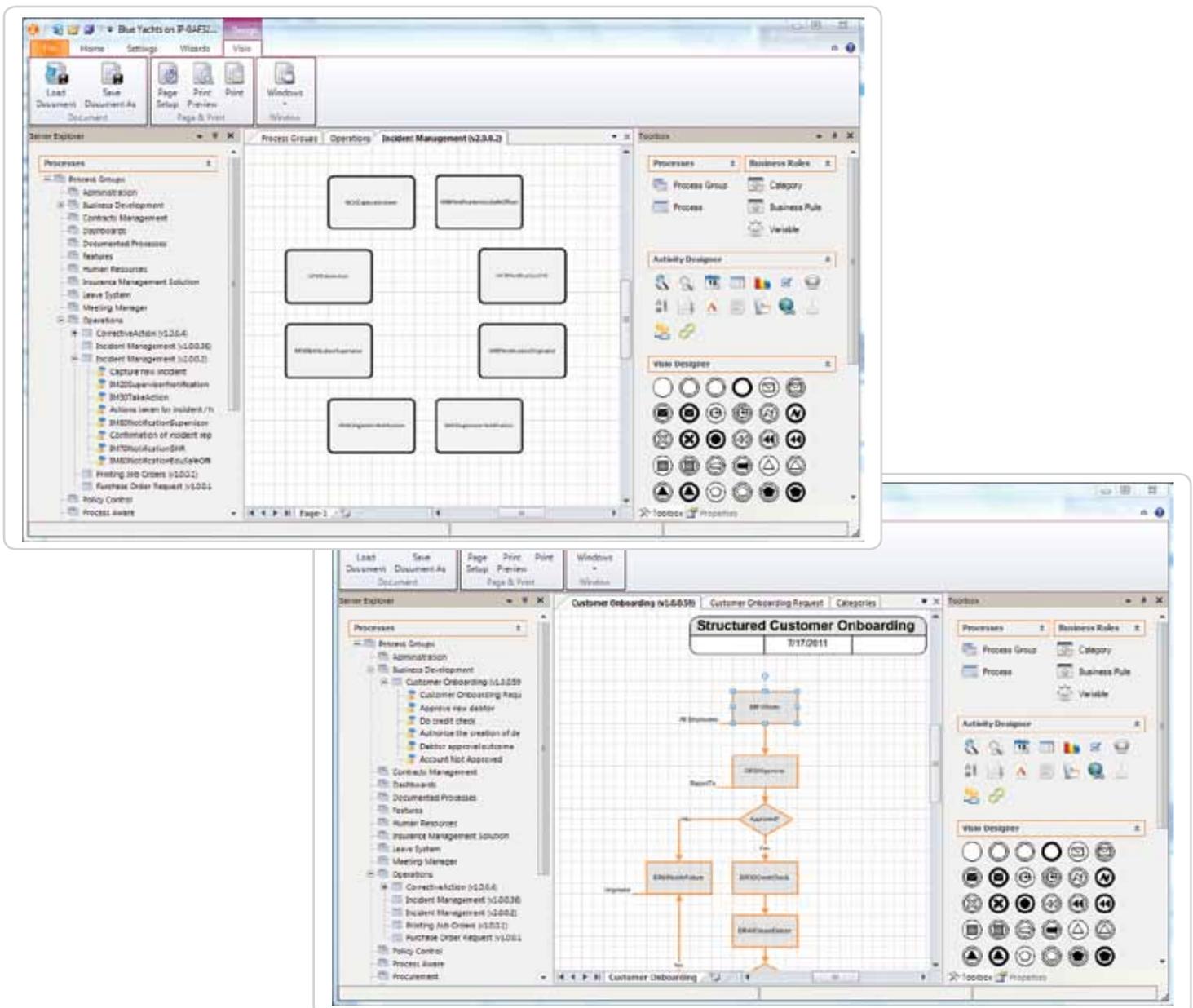
The XMDesigner provides better control for IT because all the processes are together in one place, the integration is in a single environment and any bespoke scripting is in a controlled repository. With Microsoft Visio embedded it enables process analysts and business consultants to re-use existing models or create them with tools that they are familiar with. It reduces the time to define and configure a process and also reduce the change management requirements.

XMPro supports a “Zero Code” for consultants approach to enable process and subject matter experts to create and maintain processes without relying on IT resources for basic setup and configuration. The XMDesigner allows for business and process analysts to create and maintain the process model, forms and routing logic and it also provides an environment for integration specialists or developers to maintain integration and complex rules.

“ Without XMPro we wouldn't be able to make the most of new opportunities that come our way... We feel we are set up for the future, we have flexibility with the approach we are taking.

Recreational Services

”



2 Digitise and Use

XMWorkspace is a continuum for business users to move seamlessly from working in Microsoft SharePoint to mobile devices such as the iPhone through to web interfaces and Microsoft Outlook. The XMWorkspace Continuum also includes support for tablet and slate devices such as the iPad. The user experience stays the same in each XMWorkspace eliminating abrupt changes that impact user adoption and acceptance.

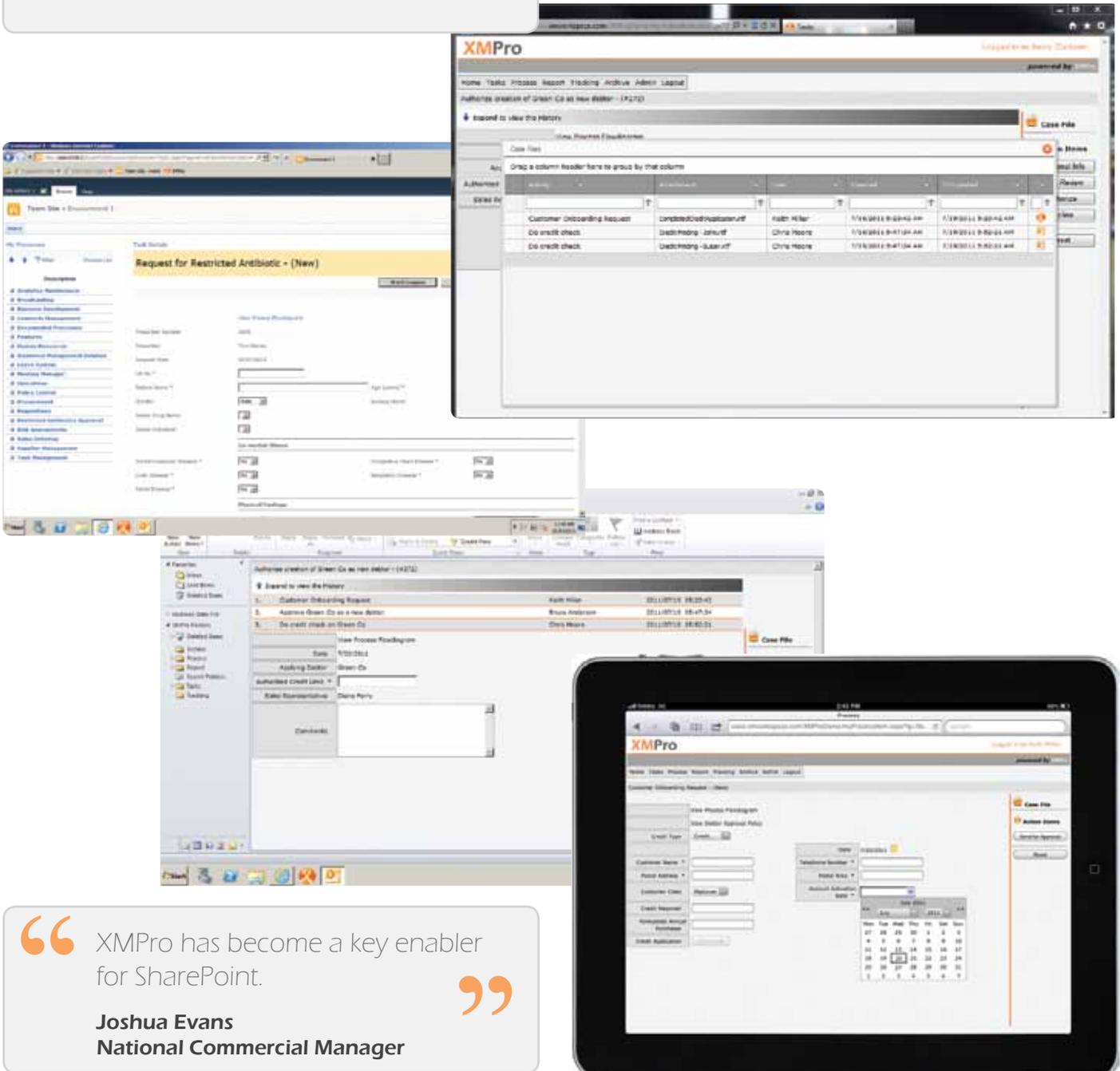
“ XMPro’s Vehicle Bookings is a ‘killer app’...users can’t get enough of it...very intuitive & big productivity benefits for all. ”

Central Land Council

Processes are defined **once** in XMDesigner and are deployed to any of the XMWorkspace user front-ends.

The following XMWorkspace front-ends are available:

- XMWeb for access through your favourite Internet browser;
- XMPoint for Microsoft SharePoint;
- XMOutlook for full access to processes from within Microsoft Outlook;
- XMMobile for people on the move that needs access via mobile devices;
- XMAPI to create your own User Interface in Visual Studio to integrate into your own bespoke application or product.



“ XMPro has become a key enabler for SharePoint. ”

Joshua Evans
National Commercial Manager

3 Optimise and Improve

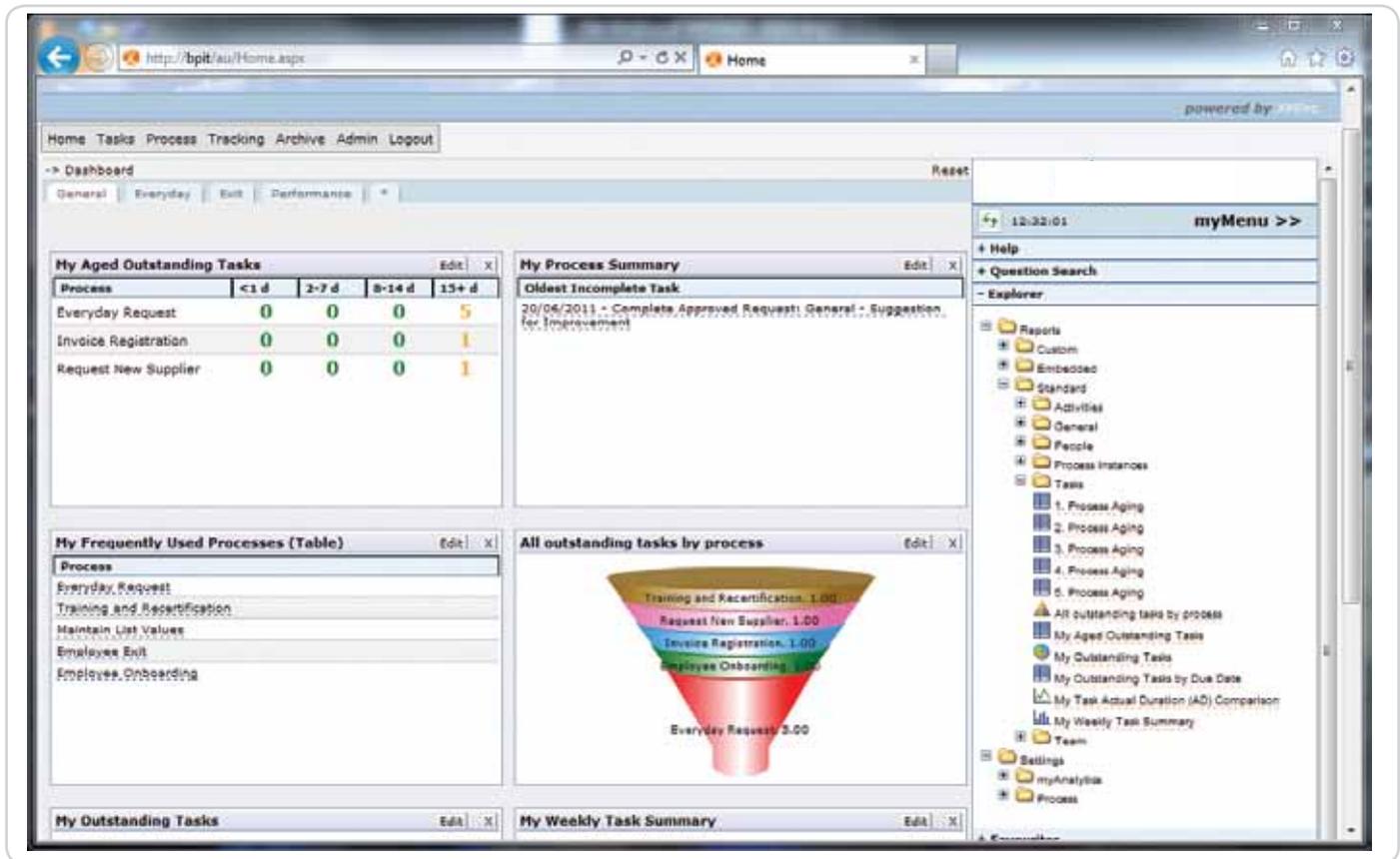
XMInsight is a powerful Web-based reporting, analysis and dashboard framework. The objective of XMInsight is to present relevant information visually to meet key questions that a range of stakeholders (both users and management) might have, and to support them to effectively manage and optimise processes.

“XMPro has raised injury visibility. Everybody sees the KPIs on their home page and management can easily drill down on the detail. It sends a message to the business that our zero harm message is backed by real action.”

Adam Williams
Corporate Assurance Manager

XMInsight has numerous standard dashboards and report components preconfigured to understand and provide visibility on your XMPro processes. Each component is designed to address a key question or perspective. They provide insight that might identify a potential area for improvement, validate assumptions, and demonstrate efficiency, whether it is based on the time an activity took, the cost of the resource involved, the frequency, or pattern of occurrence.

There are reports by process group, by process, by activity, and by users. The user can view information at the organisational level, by team, or by individual.



Industry Cases and Client Successes

XMPro has experience and in-depth knowledge of the unique business process challenges faced by organisations in different industries. Solutions have been provided for the following Industries.

- Education & Research
- Engineering & Construction
- Events
- Finance
- Insurance
- Healthcare
- Manufacturing, Distribution & Retail
- Media & Entertainment
- Natural Resources & Mining
- Oil & Gas
- Professional Services Industry
- Public Sector
- Technology

XMConnect 3rd Party Applications

XMConnect provides a standardised way for IT (developers) to make data available from external applications for process consultants to “drag and drop” into their relevant process activity. The goal of XMConnect is to have an area where integration code is centrally managed and enables a “zero code” approach to process consultants. The process consultant then maps the relevant XMPro form fields to the connector by dragging the field onto a relevant XMPro form to the corresponding field or variable in the XMConnect connector.

The connectors can be application or data oriented. Developers can create their own bespoke connectors, maintain features and updates in this repository, or process consultants can access the library of Connectors that is supplied with XMConnect.

The standard XMConnect Data Connectors enable business users to connect directly with tables and stored procedures for the following database applications:

- MS SQL Server
- Oracle
- MS Access
- MySQL
- SQLite
- MS SQL Server Express
- PostgreSQL
- DB2
- OLEDB
- ODBC

“What XMPro offered was a way of capturing OHS data at source and then leveraging it in the business to provide perspectives and enable analysis.”

Professional Services Industry



“We considered a range of alternatives and conducted a careful vetting process. In the end we selected XMPro based on its ability to meet many business challenges in a consistent way.”

Sercio Sodexo Defence Services

“We see XMPro as a scalable way to address future processes.”

Keitha Turner
Director

To access Customer Case Studies visit www.xmpro.com/solutions/casestudies



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