



# Does BPM Deliver?

## BPM Leader TIBCO Proves That it Does

Companies like yours have invested millions of dollars in applications over the years, all in attempts to improve functions such as enterprise resource planning (ERP), customer relationship management (CRM) and supply chain management (SCM.) If you're among them, you know all about the promises of transformed operations and incredible benefits. Unfortunately, you probably also know how quickly that vision can fade when implementations take more time and money than expected, and as you realize that the new systems can't adapt to requirements that change during implementation, let alone after deployment.

So what about another more recent player on the scene: business process management (BPM)? BPM promises to help you orchestrate all of your people and systems across departments and platforms so you can more quickly, consistently and efficiently conduct processes and transactions. Whether you're talking about processing and fulfilling an order, responding to a customer inquiry or provisioning a service, the promise of BPM is that it will improve the way you get things done.

That's a tall order—can BPM deliver?

TIBCO believes the answer is a resounding yes.

### Proving the Case

TIBCO has been providing BPM solutions for over 15 years, and has delivered the value of BPM to over 800 companies. All told, 500,000 people around the world participate in processes that are running on TIBCO's BPM software, the TIBCO Staffware Process Suite. In these hundreds of implementations, TIBCO has seen substantial evidence that companies not only see rapid return on BPM investments, but also unlock value in their existing systems.

To quantify and prove this belief, TIBCO hired independent agency Intercai Mondiale to conduct a random survey of 22 companies that have implemented TIBCO Staffware Process Suite. The survey sought information about how they were using the technology and what benefits they had seen. Most of the customers surveyed had been using TIBCO Staffware Process Suite for at least two years, and the companies represented several industries including financial services, telecommunications and government.

### Yes, TIBCO's BPM Software Delivers

The survey revealed that these companies did indeed benefit from deploying TIBCO Staffware Process Suite. Of the companies surveyed:

- 100% increased productivity
- 95% improved quality of service
- 82% reduced operating costs
- 82% saw faster process cycle times

### In Fact, TIBCO's BPM Software Over-delivers

Every purchase is made with an expectation of value, but almost all of the respondents said that their deployment of TIBCO's BPM software exceeded their expectations. Specifically:

- 80% reduced operating costs more than they expected to
- 89% increased productivity more than they expected to
- 82% reduced IT costs more than they expected to
- 88% improved their quality of service more than they expected to

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*In addition to addressing the challenges in automating routine tasks and exception handling scenarios, TIBCO's BPM products allow companies to develop a process-centric approach to managing their business: orchestrating activities and transactions, tracking performance, and improving those processes. TIBCO's award-winning products, the TIBCO® Staffware Process Suite, have been implemented at over 800 customer sites with more than 500,000 users.*

*To learn why TIBCO is a BPM leader, visit [bpmlleader.tibco.com](http://bpmlleader.tibco.com).*

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Many times the deployment of new software, especially software that impacts how employees do their jobs, causes personal dissatisfaction despite demonstrable value to the business as a whole. This can erode the effectiveness and value of the solution over time. The survey, however, shows that 77% of companies that had implemented TIBCO Staffware Process Suite saw an increase in morale and job satisfaction.

## Common Goals Drive the Business Need and Value

The survey also showed that these benefits were achieved in context of some common objectives and initiatives. At a high level the survey response indicated that companies agree that BPM fills three roles in the following order of importance:

- 1) Enables operational process improvement
- 2) Enables strategic competitive advantage
- 3) Supports IT systems development

Most respondents said they relied on BPM to support the following initiatives:

- 1) Improving coordination across functions or locations
- 2) Increasing control over the execution of processes
- 3) Achieving better visibility into activities across the enterprise
- 4) Improving their ability to adapt processes to customer or market changes

The survey proves that companies are realizing significant benefits from BPM software. Two companies that have seen such benefits are Allianz Ireland, and the Driver and Vehicle Licensing Agency (DVLA), UK.

## Allianz Ireland Gains 80% Increase in Efficiency

Allianz Ireland is one of Ireland's largest indigenous multi-line general insurance companies. In its effort to provide truly interactive, multistep e-commerce processes while streamlining internal and external processes, Allianz Ireland used TIBCO Staffware Process Suite to integrate internal and external processes into a single, streamlined claims processing method, and integrate its business process management and electronic document management systems.

The deployment resulted in an 80 percent increase in efficiency, with claims processing reduced from weeks to days; and information reloads from 30 minutes to 30 seconds. Allianz Ireland achieved a return on its investment in just six months.

## DVLA Drives 50% Increase in Productivity

The Driver and Vehicle Licensing Agency (DVLA) is an executive agency of the UK Department for Transport that maintains registrations of drivers and vehicles. In trying to support millions of registrations and transactions every year, DVLA needed to update its old system because it was unreliable, wouldn't scale to meet demands, and couldn't share information between departments.

To fix these problems they deployed TIBCO Staffware Process Suite to streamline the handling of registrations and flag registrations that have exceptions relating to medical conditions.

DVLA found the new TIBCO system more sustainable and reliable, and that it enabled a single view of the agency so information could be easily shared among departments. The deployment increased case management productivity by 50 percent, cut training of new staff from two weeks to two days, and the number of calls in to the support center has decreased significantly as customer service has improved.

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*"With TIBCO, we have experienced an 80 percent increase in efficiency. The time frame has quite literally contracted from weeks to days. We are very pleased. After six months, well before the traditional 18-month review, we knew that we had already secured a return on our investment."*

— Karen Forte, head of IT at  
Allianz Ireland.

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*"Before, we could handle between 1,800 and 2,000 cases per day, but with the new BPM-driven system in place, we are handling more than 3,000 cases each day – a vast improvement in productivity."*

— Anita Evans, project and  
program support assurance  
manager at DVLA.

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