

BPM Solutions – Government

Metastorm is the leading provider of Business Process Management software and the only company helping organizations achieve Enterprise Process Advantage® – a heightened level of performance resulting from efficiency, agility, and control across mission critical business processes – turning unique, human-intense processes into competitive weapons that drive profitability.

Proven Process Improvement Experience

Metastorm's proven, enterprise-level BPM platform, e-Work®, supports the full roundtrip process lifecycle and enables our Pharmaceutical customers to design, automate and manage critical processes to achieve greater productivity, customer service, profitability and overall business performance improvements.

The Challenges

Continuing pressures on government agencies at the federal, state and local levels to streamline operations and improve services to citizens and other constituents requires a new approach to running every day operations. Organizations are faced with the complex nature of government processes, the multi-tiered forms, the sensitivity of information, the large volume of legacy systems and data, and the time-based legislative and mandated policies.

To be successful, departments and agencies must formalize and automate procedures, restructure, reengineer, or consolidate activities, adopt better management practices, and terminate obsolete services or programs. Process-centric demands include:

- Streamlining operations by automating manual, repetitive processes
- Increasing efficiency and productivity of operations
- Leveraging existing systems and data to provide Web-enabled solutions
- Improving citizen and employee services via online access
- Complying with legislative mandates to improve citizen access and reduce complexity
- Tracking and managing correspondence to ensure action within mandated time frames

The Processes

Regional and local governments can better serve citizens and contain costs by more efficiently managing processes, including:

Correspondence Action and Tracking

From logging and assigning requests through final approval on response, the Metastorm BPM-enabled Correspondence Action and Tracking solution provides end-to-end processing and visibility on all correspondence. Reviews and approvals can be processed in sequence or parallel depending on your requirements. A unique 'roll-up' action allows insight into previous responses to similar inquiries. Responses are formatted for various mediums – email, fax, mail – and using established agency document templates. And because Metastorm BPM solutions are web-based, they are available to staff around the world, ensuring that all offices conform to procedures and data capture requirements.

Case/Incident Management

A Case/Incident Management solution provides electronic forms capture and processing of all information pertinent to initiating and managing an ongoing case. Sub-processes are launched depending on the type of case recorded such as legal, police or intelligence. The processes are customizable for civilian and DOD requirements.

Grants Management

The e-Grants Presidential Priority Initiative is a Federal-wide effort to develop a uniform, streamlined and more automated grants application and management

Enterprise Applicability Across Many Processes

A broad survey of Metastorm customers revealed:

- 94% have achieved greater process and business visibility
- 88% have achieved faster response times and overall agility
- 71% have gained better analysis and performance measurement capabilities
- 65% have reduced process cycle time

process. Implementing a Grants Management solution will automate the process for evaluating, administering, awarding and closing out grants. It integrates into existing secure public web portals, providing online citizen registration and account management – including Federal Assistance SF434, A & B. Program coordinators have complete visibility for improved service. Applicants can securely view their grants at any stage in the process, such as stage of approval, monetary outlay, and payment dates.

eFOIA

With FOIA requests increasing by 119% per year while staffing remains constant, agencies are challenged to streamline and automate this paper and time intensive process. With Metastorm, the process can become an electronic business process management system for managing FOIA and Privacy Act requests and appeals. The solution can address the following business requirements:

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| ✓ Requester Database | ✓ Requested Records Database |
| ✓ Workflow | ✓ Document Management |
| ✓ Image Viewing and Redaction | ✓ Version Control |
| ✓ Fee Tracking | ✓ Activity Logging |
| ✓ Audit Log | ✓ Security |
| ✓ Reports | ✓ Searching |

Gaining an Advantage

The Metastorm BPM platform has enabled many Civilian and DOD agencies, including the US Army, US Air Force, US Navy, USDA, US Treasury, HHS, FERC, NTSB and the DOJ, to build solutions that better manage people, process, policies, data, and existing systems. Applying BPM to government processes, agencies can quickly achieve the following measurable results:

- Improved cross-agency and citizen services
- Increased efficiency and productivity of staff
- Elimination of duplicate data entry errors and omissions
- Process compliance/control across global operations
- Centralized, reuse of existing data, systems and technologies through seamless integration

Metastorm understands the unique needs of federal, regional and local governments and the value of efficient process execution within successful organizations. Metastorm's proven, enterprise-level BPM platform—e-Work®—is the foundation that enables design and deployment of processes that increase output and manage resources in an unprecedented manner.

The Metastorm advantage is the ability to quickly and easily automate many critical processes – the way *you* do business today.

