

BPM for Manufacturing, Retail and Distribution

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 Manufacturing, Retail and Distribution customers to design, automate and manage critical processes to achieve greater productivity, customer service, profitability and overall business performance improvements.

The Challenge

Responsiveness, collaboration, innovation—these are the hallmarks of world-class organizations across the supply chain. Companies simply must be highly responsive to customers, foster collaboration with partners and suppliers, and innovate to gain competitive advantage.

To meet these goals, many organizations have deployed enterprise applications, such as ERP and SCM, but have only realized mixed results. Why? Leveraging these applications for business improvement and competitive advantage must involve looking at how these systems are used—how they interact with, and streamline, the unique business processes that only your company owns.

Your business processes are what link enterprise systems together for true connectivity. Processes must be designed to enhance productivity and competitiveness in a way that works within your environment. For example, improving the way you recognize and handle exceptions by streamlining and automating the process can distinguish you from competitors. Other process-centric demands include:

- Achieving and maintaining ISO 9000 certification
- Fine-tuning processes via Six Sigma to eliminate product defects
- Improving asset utilization to get more productivity from existing equipment and personnel
- Extending service offerings to widen your revenue channel
- Leveraging point-of-sale data to learn more about your customers
- Automating manual operations to reduce errors and guarantee process consistency.

The Solution

Metastorm understands the unique needs of manufacturing, retail, and distribution organizations and how they can better succeed with efficient process execution. Metastorm's proven, enterprise-level BPM platform—e-Work®—is the foundation that enables companies to design and deploy processes that increase output and manage resources in an unprecedented manner. Metastorm's BPM technology and proven expertise is helping organizations around the world achieve regulatory compliance, reduce risks, enhance customer service, retain and acquire customers, as well as tie together silo processes and systems, and do more with less.

The Metastorm e-Work BPM platform provides an open, standards-based framework by which designers and implementers can easily integrate external applications or application components. With easy-to-use tools for modeling, designing, managing, and changing processes, business users own, maintain and optimize their processes. And, the platform provides all the components needed to support a continuous process improvement cycle using BPM. Finally, the Metastorm approach offers rapid design and deployment with complete control over continuous improvements based on insight into how the business is running.

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

Manufacturing, retail, and distribution organizations are gaining real competitive advantage using e-Work to more efficiently manage business processes, including:

- Job costing
- Product configuration
- Product/change management
- Standard operating procedures
- Contract management
- Service level agreement management
- Inventory control management
- Franchise management
- Customer inquiries
- Customer service
- Help desk (Internet or phone)
- Lead tracking
- Order management
- Problem resolution/management
- Finance
- Operations
- Human Resources

Why Metastorm?

Increased Revenue - New and improved business processes contribute to company growth. A strong, reliable BPM platform changes how your company manages existing accounts, acquires new customers, interacts with partners, creates and delivers new products, and complies with regulations. Employees spend less time on manual tasks and focus on innovative, value-producing activities. Communication with all audiences is automated and timely, and processes are streamlined and integrated with core systems. More to the point, you run your business more efficiently and produce faster results.

Decreased Expenses - Manufacturing, retail and distribution companies have always found new ways to do more with less, and BPM is today's way of reaching that goal. BPM improves productivity with fewer people—and that's the bottom line! With new and improved processes, your people work smarter and better.

Metastorm e-Work delivers a host of benefits that drive down expenses, such as:

- Automating paper-intensive, error-prone tasks
- Enabling more intelligent and faster exception resolution
- Promoting better staff collaboration with process consistency
- Providing real-time insight into inefficient stages of daily business operations

e-Work helps companies quickly adjust how they run their business and allows them to efficiently respond to changing conditions, new regulations and higher demands for service. *It is not just about doing more with less, but rather doing more by working smarter.* for service.

Gaining Advantage - Many organizations have already recognized the value that BPM software can provide and are realizing significant results – don't be left behind. Metastorm can help you leverage the latest in roundtrip BPM technology across your core, mission-critical processes to obtain competitive advantage. Contact us today to find out how we can help you realize Enterprise Process Advantage® – visit www.metastorm.com.

