WfMC Awards 2018 for Excellence in Business Transformation

Presented by

- Keith Swenson, WfMC Chair and VP of R & D, Fujitsu America, Inc.
- Layna Fischer, Awards Director, Future Strategies Inc.
Early 2018, the WfMC Steering Committee merged existing separate awards of Business Process Management (BPM) and Adaptive Case Management (ACM) were amalgamated under one umbrella of Business Transformation together with a new category of BT Personality of the Year.

These prestigious WfMC Global Awards for Excellence in Business Transformation recognize user organizations that have demonstrably excelled in implementing innovative business solutions to meet strategic business objectives.

Business Transformation (BT) aligns people, organizational processes and technology initiatives of a company with its business strategy and vision with the aim of achieving significant competitive advantages.
Meet the Awards Review Panel

Judges
Alberto Manuel
Chuck Webster
Cor Visser
Francesco Battista
Marco Brambilla

Frank Kowalskowksi
Gil Laware
Justin Brunt
Keith Swenson
Paul Buhler

Ken Mei
Nathaniel Palmer
Pedro Robledo
Peter Schooff
Sandy Kemsley

Lead Judges
Keith Swenson, Nathaniel Palmer

Awards Director
Layna Fischer

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WfMC Awards for Excellence in Business Transformation

Future Strategies Inc.
bpm.com
Trends Seen in Industry

• Robotic Process Automation
  • continues to grow in use to handle the tricky problems of integration

• Decisions (Business Rules)
  • are separating from process, modeled separately, and invoked immediately from user interface

• Analytics
  • is actually readily used today, following techniques from big data and on-line analytics
  • Machine Learning emerging as a way to process these records

• Adaptive Case Management
  • All BPM products offer some form of capability
  • Simple processes combined by knowledge workers are outpacing complex full-featured applications that anticipate all interactions.
Trends Seen from the Awards

- Spread of use case types
  - 4 BPM - fairly traditional workflow applications
  - 3 ACM - fairly traditional flexible job tracking
  - 3 Digital Transformation - attempts to rethink how customers interact
  - 1 RPA
  - 1 Rules

- BPM is getting more routine - instead of focusing on large complex interactions, BPM processes tend to be simpler but composable by knowledge worker.

- Surprisingly low usage of standards like BPMN - only one case -- no examples with CMMN or DMN. Flow charts, Gantt charts, and Kanban seem winners.

- Case management examples often had a strong process component, and the BPM examples have ad-hoc capability.
Business Transformation Awards Finalists 2018

AuraPortal; FiberCorp Cablevision S.A.; Process Maker; BP Logix; Hyland Software; i-Sight; IBM; Bonitasoft; SINAX Integração e Gestão de Processos; PowerHealth; Lecom Tecnologia; Eccentex; Newgen Software Technologies Ltd; Alliare; FiberCorp Cablevision S.A.; Idea Grove; MMG EA Department; i-Sight; Lecom Tecnologia; Bonitasoft; enChoice; iGrafx; CANDA Solutions, LLC; Alqueria; Cablevision; California Resource Company; City of Fort Worth, Texas; Discovery Benefits; Home Health Care Management; IBM Global Sales Incentives; IIC Technologies; Palmas City Hall; PowerHealth; Sicoob Coopercredi, Brazil; Vinnitsa EMD Center (VEMC); Bank Sohar; Bulitek Solution, Brazil; Cablevision; Crowley Maritime; MMG; New York City Health and Hospitals, USA; Ype, Brazil
Showtime!

And the Winners are...
California Resources Corporation - Nominated by ProcessMaker

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Situation
- Ordering parts
- Finding parts in inventory
- Parts not associated with wells
- Inconsistent meta data
- No standardized search process to locate parts
- Manual, fragmented processes

Implementation
- Diagram procurement process
- Cross departmental - 8 groups
- Amazing executive support
- Search tool - all systems of record
- Capture meta data of new parts
- Search before you buy!
- Automation of procurement

Benefits
- Clarity on project scope
- Identify participants
- Support to get it done
- Consolidated view of inventory
- Improved ability to find parts
- 20%+ savings on inventory
- Speed, control, visibility, standardization, savings

Technology

Alfred Hernandez – Manager, IT PMO & Solution Architecture
Michael Philpott – Resource and Scheduling Lead

ProcessMaker®
Workflow Simplified

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WfMC Awards for Excellence in Business Transformation
City of Fort Worth Nominated by BP Logix, Inc.

The City of Fort Worth is ranked 15th largest in the U.S. and is home to 800,000+ residents. With a vision to be the most livable and best-managed city in the country, the City partnered with BP Logix to launch its BPM initiative.

**Situation**
- Fort Worth undergoes a major renovation of City systems and processes
- Labor intensive, error-prone City forms, processes
- No accountability; Lacking visibility into processes
- Influx of residents and businesses driving demand for City services

**Implementation / Innovation**
- Digital Transformation initiative includes Employee Forms Portal & Citizen Forms Portal
- City reengineers processes and leverages technology in creative ways to extend product functionality and workflow
- Adoption encouraged by extending form and workflow development opportunities to non-technical staff

**Benefits**
- Forms portal goes live with over 400 city forms on day one & results in increased form usage rates by 30% and first-year savings of $130,000
- Citizen portal expected results: increased user participation by 25%, reduced costs by 30%, increase customer engagement and satisfaction.

**Technology**
BP Logix Process Director with Process Timeline®

Sponsored by BPM
FiberCorp Brazil: Convergence Challenge in Technical Processes

**Situation**
- CRM Flows didn’t cover the Corporate Business needs, competition for IT resources priority
- Limited information tracking and lack of process traceability
- Inability to organize work, unnecessary delays, difficulty to prioritize projects (bureaucratic and manual processes)
- Desynchronization of Technical, administrative and billing management; subvalued skills (engineers operating manually)
- Lack of methodology and process culture (thinking in “tasks and systems” and not think in processes)
- Lack of “information and measurement culture” and Team organization

**Implementation /Innovation**
- Transformation strategy through our work paradigm and our process standardization. Process management, architecture in 3 dimensions, integration of the customer to the processes, community concept (intercompany, multichannel process)
- *Project* management methodology oriented to process, mixing PMI concepts and agile concepts
- Process management methodology and process management methodology oriented to process vision 360° and the simple integration our business with others business
- Process intelligence, process mining, process automation, “implementation of integral process solutions”

**Benefits**
- Productivity, Measurement, Tracking, Work Assignment, Scalability
- 7-9 week in end2end product process and cloud activation in 5-15 minutes
- 180 automated process, 20 integrated technology platforms, 25 companies in community
- 8 activation technical process type, automated work priority rules, mobile process
- 15 technical responsibilities, cost reduction, process mining and monitoring (KPIs, alarms, assurance)
- Reduction of installation times cloud from 15 days to 5-10 minutes; virtual server and virtual datacenter from 20 days to 8 minutes; connectivity from 150-180 days to 30-60 day.

**Technology**
Bizagi, Oracle Weblogic, Tableau, Minit, Blue Prism, IBM CGI, SmartSheet, Some Company CRM, Jira, Custom self-management portal, custom online purchase

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SICOOB Coopercredi, Brazil nominated by Lecom Tecnologia

Sicoob Coopercredi is a Cooperative of over 8000 members in area of Economy and Mutual Credit of Municipal Servers, public servants, entrepreneurs and professionals of Western Metropolitan Region of the Capital of São Paulo State.

**Situation**

- Huge leap in growth, acquiring two other coops, 3.7 million members, 2,600 service points
- Optimize the cooperative financial scenario;
- Of 40 prioritized processes, 16 were automated through a BPMS in the first months.

**Implementation / Innovation**

- The Agile concept, allied to the implementation of digital processes, allows the cooperative to start projects in a simpler way, showing the results faster;
- Management - overview and control of the progress of each process.

**Benefits**

- Time reduction and traceability generated through the BPMS tool;
- Focus on nobler and less operational tasks;
- Development of metrics to measure productivity;
- Economy - reduction of 100% impressions in shutdown interview processes.

**Technology - Lecom BPM** - Digital Process as a foundation for Digital Transformation

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WfMC Awards for Excellence in Business Transformation
Discovery Benefits Inc. nominated by Hyland

Since 1987, Discovery Benefits has simplified employee benefits administration so our employers, participants and consultants can focus on the things that matter most to them.

**Situation**

- Lack of insight into customer and employee information
- Difficult to locate, gather data
- Unclear who had access to information
- Slowed processes, bottlenecks
- Strained customer relationships

**Implementation / Innovation**

- Creation of purpose-built CRM solution using data management capabilities of content services platform
- Creation of several case-driven applications leveraging CRM info
- Applications include invoicing, client implementation and renewals, client health dashboards, Salesforce and Ultipro integrations and many more.

**Benefits**

- Speed of service and issue resolution
- Lower TCO
- ROI within 8 months of launch
- Closer customer and client relationships
- “Information our employees have either always wanted access to or struggle to find, now it’s just there and they have it. I’m not sure how we quantify that, beyond saying it’s huge.” - Dean Johnson, Discovery Benefits

**Technology** - Hyland’s case management platform - OnBase - is a low-code development platform focused on the creation of content-enabled, case-based solutions. The platform enables the creation of case structures via point-and-click configuration, while also providing rich case process handling and content management via a range of integrated content services capabilities.

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WfMC Awards for Excellence in Business Transformation
Home Health Care Management (HHCM) serves eight counties with advanced nursing and physical, occupational and speech therapies as well as medical social work, dietitian service and hospice and palliative care.

**Situation**
- HHCM’s caregivers spend most of their time on the road
- Incident reporting was inefficient and tethered to the office
- Reports were delayed and incomplete
- No data analysis to identify trends and opportunities

**Implementation / Innovation**
- Configurable system allows staff to enter data from the field
- Guided workflow, drop-down menus standardize info entry
- Multiple forms incorporated to ensure reporting compliance
- Business intelligence to identify trends and opportunities

**Benefits**
- Incident resolution decreased from 2 weeks to 72 hours
- Ongoing reporting reduced from 2 hours to 5 minutes
- Quarterly trend reporting reduced from 8 hours to 1 hour
- HHCM saves about $50K per year in wages

**Technology**  
i-Sight Case Management Software
Vinnitsa EMD Center (VEMC) nominated by Eccentex

**Situation**
- Outdated and nonconfigurable solution
- Dispatch systems could not distinguish between emergency and non-emergency incidents.
- “Lost” ambulances
- Frustration resulted in slow inaccurate information being passed back and force
- Field personal were wasting large amounts of time organizing documents by hand.

**Implementation / Innovation**
- Established one operations center that supervises all processes
- New system was designed to automate end-to-end incident process, including delivering patient to the nearest hospital and creation of electronic medical record.
- Deployed in on-premise, private cloud and designed around web, with availability of service up to 99%.
- The ambulance fleet was equipped with GPS positioning devices and tablet computers.

**Benefits**
- Calls answered in 5 seconds (95%)
- Dispatched within 45 seconds (85%)
- The time of arrival in the city - up to 10 minutes - 89.7%, in the countryside to 20 minutes - 88.6%.
- Survival rates for out-of-hospital critical care treatments now more than 23% (0.8% before).
- Cost-effective of solution that satisfy available budget
- Supports a customer to be able to make individual configuration changes.

**Technology:** Eccentex AppBase DCM platform, Wialon GPS tracking system, AVAYA Aura platform, HPE infrastructure solutions

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**WfMC Awards for Excellence in Business Transformation**
**Alquería nominated by AuraPortal**

Alquería specializes in the processing and commercialization of long-life dairy products and is a leading company in the Colombian dairy industry.

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<tr>
<th>Technology</th>
<th>Implementation / Innovation</th>
<th>Benefits</th>
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- Efficient capture screens in collection centers.  
- Mission-critical Platform controls purchasing, collection, transport, supply to production, quality control, traceability. | - 100% reduction of time and money to calculate transport and farmer payments, now automatic.  
- Real-time accurate information on inventories, shrinkage...  
- Quality control points throughout the supply and transport processes.  
- Freight value and milk quality is meticulously controlled. |

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<tr>
<th>Situation</th>
<th>Innovation</th>
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<td>Excel sheets and manual documents to record wasted/rejected milk.</td>
<td>- Digital Business Platform for real-time control of processing 1.2 million liters of fresh milk daily.</td>
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<tr>
<td>Information processed with a 15-day delay.</td>
<td>- Efficient capture screens in collection centers.</td>
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<tr>
<td>Difficult to control payment variables for farmers and transporters.</td>
<td>- Mission-critical Platform controls purchasing, collection, transport, supply to production, quality control, traceability.</td>
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IIC Technologies nominated by Bonitasoft

Global Geospatial Solutions Provider to national Mapping & Hydrographic Agencies, Government, Defense, Maritime, Aeronautics, Utilities and Transportation industry. CMMI Level 3 rated, ISO 27001, ISO 20000-1 & ISO 9001 accredited

Situation

- Leading National Hydro Office responsible for safe navigation
- Issues Critical Navigational Information - NTM (Notice to Mariners)
- Lengthy Turnaround Times

Implementation / Innovation

- IIC integrates Bonita BPM Solution with Geospatial Publications - First within the Geospatial Domain
- Phased Transformation from Manual to Digital
- Database and BPMN Driven
- Seamless Integration of Geospatial Data into NTM Production
- Simplified Workflow

Benefits:

- Safer sailing in national waters with up-to-date information in Notices to Mariners
- Improved Production Efficiency and Traceability
- Key Performance Targets met consistently
- Ease of doing Business - More Output with Less Manpower
- Greater Consistency & Reliability across Final Products
- Continue to Protect Life at Sea

Technology

Bonita BPM-based applications platform, Geospatial Publications Module

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Digital Transformation in Palmas City Hall

• +300 automated process
• Citizens started to be efficiently serviced
• Management control of the progress of each process

Benefits

• Deadline reductions in 80%
• Implementation savings around 253,294 BRL
• More efficiency on customer service
• Relationship improvement between City hall and society

Technology

AO3 BPMS is a BPMS platform focused on security, efficiency, agility and accessibility build to provide the best, more agile, safer and simpler outcome for each client.

Situation

• Excess of bureaucracy
• High paper consumption
• Waste of time in each stage
• Losses in recovering/accessing information

Implemention / Innovation

Palmas is the newest state capital in Brazil with over 290,000 inhabitants and the highest Human Development Index in the Northern Region of Brazil. Palmas City Hall improved its process management and citizen service and became a case of Digital Transformation in the public sector in Brazil.
The Global Sales Incentives (GSI) organization within IBM has embraced Robotics Processing Automation (RPA) as a means to move work off of sales managers and sales incentives support personnel, freeing them up to perform higher value type activities.

**Situation**

- Repeatable mundane administrative tasks warrant automation
- IBM’s Global Sales Incentives team aims to free up sales managers from administrative tasks
- Use of Robotics Processing Automation was used to create Incentive Plan Letters

**Implementation / Innovation**

- Use of a software 'robot' follows rules and replicates the actions of a human being interacting with a computer system
- Robotics has been made fun in the organization by “humanizing” the robot by giving it a name and face – Nano Second -- because it is so fast

**Benefits**

- Incentive Plan Letter creation improved from an average of 10 minutes to 18 seconds per letter
- Average time savings of 70 minutes per sales manager
- Reducing keystrokes from trusted source data with automated input increases document accuracy and timeliness

**Technology**

Blue Prism – Robotics Processing Automation
### Situation
- Wide range of often complicated rules that are regularly modified in healthcare billing and costing/revenue management.
- Regulations and institutional practice differ across organizations and regions.
- Changing the rules is often an error-prone exercise for most institutions.

### Implementation / Innovation
- Separate the business algorithm from the application using the Idiom rules engine.
- Build a robust core application with plug-in capability for the algorithm.
- Implement standard topology and best-practice algorithms.
- Provide customers with tools to build and manage the algorithm by exception.

### Benefits
- Single COTS system worldwide.
- Easy-to-manage regulatory requirements and institutional differences.
- Increased customer independence, agility and IP transparency.
- Low cost ‘mass customisation’.
- Easy to use - customer only needs to address differences to standard templates.

**Technology**
IDIOM Decision Manager supplied by IDIOM Ltd.

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PowerHealth provides its PowerPerformance Manager (PPM) and PowerBilling and Revenue Collection (PBRC) applications to healthcare organisations worldwide as ‘commercial off-the-shelf’ (COTS) applications.
Business Transformation 2018 Winners

- **Alqueria nominated by AuraPortal**
- **FiberCorp Cablevision Brazil nominated by FiberCorp Cablevision S.A.**
- **California Resource Company nominated by Process Maker**
- **City of Fort Worth, Texas nominated by BP Logix**
- **Discovery Benefits nominated by Hyland Software**
- **Home Health Care Management nominated by i-Sight**
- **IBM Global Sales Incentives nominated by IBM**
- **IIC Technologies nominated by Bonitasoft**
- **Palmas City Hall nominated by SINAX Integração e Gestão de Processos**
- **PowerHealth nominated by PowerHealth**
- **Sicoob Coopercredi, Brazil nominated by Lecom Tecnologia**
- **Vinnitsa EMD Center (VEMC) nominated by Eccentex**
Business Transformation Personality of the Year

Categories

- BPM.com Award for BT CEO - Technology User
- BPM.com Award for BT CEO - Technology Provider
- Manheim Award for Significant Contributions in the Field of Workflow /BPM
- WfMC Award for BT Team Leader
- WfMC Award for Outstanding BT Consultant
Brian C Mulligan

Chief Executive Officer, Mulligan Investment Bankers, LLC

Mr Mulligan has held C level position of every media vertical for majors over a 30+ yrs career from Co-Chair of Universal Pictures, CEO of Universal Television, Chair of FOX Broadcasting and Cable, EVP/CFO of a Fortune 50 Company, SVP of MCA INC, EVP of Strat Planning/Corporate Development Universal, Senior Executive Advisor Boston Consulting.

He was also Vice Chairman of Media/Telecom of 6th largest bank (took bank from 8th to 1st in the Media/Telecom in 3 years)and worked extensively in/with private equity. Instrumental in over $175 billion of media and entertainment transactions.
Miguel Valdes Faura

Chief Executive Officer, BonitaSoft

Miguel Valdes Faura is the CEO and co-founder of Bonitasoft, a global provider of BPM, low-code and digital transformation solutions. Miguel leads the charge for Bonitasoft’s mission: to unleash the full potential of development teams to create applications with seamless, engaging and personalized user experiences. Miguel is a recognized thought leader in the BPM and digital transformation fields and is passionate about open source community building.

He is a regular speaker at international conferences sponsored by OReilly, Global Expansion Summit and Web Summit and has been featured in media such as Forbes, CNN and Mashable. Miguel received a prestigious CEO World Award in 2014.
Nathaniel Palmer

Director, Solution Architecture, Serco and Contributing Editor, BPM.com

A best-selling author, speaker, practitioner, and rated as the #1 Most Influential Thought Leader in Business Process Management (BPM) by independent research, Nathaniel has been the Chief Architect for large-scale and complex projects involving investments of $200 Million or more.

He was the first individual named as Laureate in Workflow. He has been featured in media ranging from Fortune to The New York Times and has authored several articles in publications such as Intelligent Enterprise, KMWorld, CIO and InformationWeek, as well as a featured expert on National Public Radio, World Business Review, and The Emerald Planet in conjunction with Internet pioneer Vint Cerf.
WfMC Award for Outstanding BT Team Leader

Christine Robinson
Principle Architect and Team Leader, Enterprise Architect and Business Transformation

- Provides leadership and advises industry and government organizations on EA and business architecture.
- Provides end-to-end system development life cycle (SDLC) leadership and program support.
- Teaches TOGAF, Federal Enterprise Architecture (FEA), and security certification training.
- Leads efforts to improve access, interoperability, efficiency, productivity, and performance.
- Developed EA policy, framework, guidelines, and road maps for U.S. Marshals (USMS).
- Defined strategy for USMS EA and configuration management process re-engineering.

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WfMC Award for Outstanding BT Consultant

Todd Palmer
Fujitsu Distinguished Engineer, Editor of Angular in Depth, and Senior Software Engineer

Todd Palmer is a Senior Product Engineer for the Fujitsu DXP product development team. He studied Computer Science at the University of Tampere in Finland. His 20 years of experience in Business Process Management have included roles of pre-sales engineer, trainer, and development engineer.

He has worked on BPM projects at customers like Bank of America, UBS, Sherwin Williams, Western Union, and Revenue Quebec. Todd co-authored the book “Digital Transformation - Center of Excellence.”

He was recently selected as a Fujitsu Distinguished Engineer.
Congratulations to the Winners!

Layna Fischer, WfMC Awards Director and Publisher, Future Strategies Inc.

Keith Swenson, WfMC Chair and Senior VP, Fujitsu America

Slides and recordings will be posted to BusinessTransformationAwards.org