WfMC Awards 2019 for Excellence in Business Transformation

Presented by

• Keith Swenson, WfMC Chair and VP of R & D, Fujitsu America, Inc.
• Nathaniel Palmer, WfMC Executive Director
• Layna Fischer, Awards Director, Future Strategies Inc.
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
Frank Kowalskowksi
Gil Laware
Hajo Norman
John Matthias
Keith Swenson
Ken Mei
Lloyd Dugan
Nathaniel Palmer
Pedro Robledo
Sandy Kemsley
Steinar Carlsen

Lead Judges
Keith Swenson, Nathaniel Palmer

Awards Director
Layna Fischer

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Successful Conclusion!

WfMC founded in August 1993

- Workflow Standards Framework 1995
- Reference Model and Glossary
- XPDL (XML Process Definition Language)
  - v1 2002, v2 2005 XPDL 2.2 2007: the leading process definition language used today in over 100 known solutions to store and exchange process models
- Workflow API (WAPI) specification, covering the Workflow Client Application Interface
- Business Process Simulation (BPSim) framework
- Wf-XML (extension to the OASIS Asynchronous Service Access Protocol (ASAP)
- Conformance demonstrations
WfMC declares successful conclusion with respect to the frameworks, standards and languages in the workflow and business process space. The WfMC acknowledges deep appreciation to the members worldwide who generously devoted their time, knowledge and expertise in developing these critical standards.

Its pioneering work complete, the WfMC is now accordingly disbanded.

WfMC Chairs

- Dave Shorter 1994-1998
- Nick Kingsbury 1998-2000
- Jon Pyke 2000-2010
- Keith Swenson 2010-2019
Business Transformation Awards Finalists 2019

Showtime!

and

the Winners are...
Banco Galicia nominated by IBM India

Banco Galicia SAU, founded 1905, is a major national capital private bank in Argentina. Banco Galicia launched the first Coffee Banking Model with Starbucks. This space offers multiple services such as: Internet access, Extended Hours, Co-Working and Meeting spaces.

Situation

- Physical paperwork made prompt addressing of auditor queries difficult
- Customer correspondence in paper format made for a mountain of work, slowing responses to customers
- Failure to respond fast to new customer demands raised the risk of it losing out to more agile rivals
- Competitive differentiation through innovation was key

Implementation /Innovation

- Banco Galicia began its journey towards becoming paperless
- Automated key processes, while building up a large store of digital documentation
- Launched the first Argentinian Coffee Banking Model along with Starbucks
- The coffee banking space offered services like Wi-fi, Extended Hours, Co-Working, Meeting spaces, and Starbucks Breakfast Offers, etc.

Benefits

- Document digitization unlocked efficiencies for staff and auditors
- Document transfer for processing accelerated from days to minutes
- Responses to credit requests are faster by at least 24 hours
- Customers can through Coffee Banking, initiate a banking transaction with an SMS and finish it in the time they enjoy a coffee

Technology

- Blueworks Live, Datacap, FileNet Content Manager, Business Automation Workflow, Operational Decision Manager

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Banmédica, Chile Nominated by Pectra Technology Inc.

Banmédica is a health insurance company that belongs to one of the main health insurance and social security groups of Chile and Latin America: the Banmédica Company Group, which is made up of more than 100 agencies across the country with over 180 users, and handles around 20,000 medical leaves each month.

**Situation**

- A constant lack of availability of the information due to the manual management of the documents and the validation of the data entry mechanisms.
- Low management of pending tasks, control tasks over approvals, analyses, requests and deadline expirations.
- Impact on process management due to the low integrity of the information on medical leaves, both as to the completeness of the data and the search of lost physical documents.
- There is a certain amount of leaves that have to be approved merely because the leaves and/or enclosed or requested histories cannot be managed within the set deadlines.
- Little time for the approval of medical leaves.

**Implementation / Innovation**

- Integrate the BPMS with a storage and digitalization platform so that each document generated meets the stipulated requirements.
- Have centralized and systematized information to obtain critical management indicators in a fast manner.
- Be 100% compatible with web technology and work through desktop web browsers and mobile devices.
- Have a graphic process designer and work independently from the main engine using the industry standard.
- Have a user security system integrated with an LDAP, which simplified IT security management.
- Use the BPMS service layer to create a customized portal.

**Benefits**

- Provision of traceability and visibility to the global process.
- Online integration of the organization.
- Increase in the efficiency of the process.
- Management of alarms that allow to promptly control.
- Protection, safety, quality and integrity of information.
- Cost saving of approximately USD 180,000 per year.

**Technologies:** Pectra BPM SAVIA, ReadSoft (OCR - Optical Character Recognition)

**Providers:** Pectra Technology Inc. - Kofax / Microsystem
Becton Dickinson, US Nominated by Newgen Software Technologies Ltd, India

Situation
- Inability to track IT requests
- Low visibility across the I2R Process
- Inefficient work assignment
- Lack of reporting and monitoring tools
- Manual hand-offs

Implementation / Innovation
- Optimized multiple processes into a single process
- Complete visibility and oversight across the process, from initiation to realization
- Reduced turnaround time
- Enriched user experience

Benefits
- Streamlined intake of requests from various departments
- Reduced turnaround time for processing a request
- Complete oversight across the process, from initiation to realization
- Optimal resource utilization with auto-allocation of work

Technology
Newgen OmniFlow iBPS platform for modeling and orchestrating the process.
MDM for managing Collaborative process modeling. Business activity monitor (BAM) for reporting.

Becton Dickinson, a member of the Fortune 500, has been transforming healthcare landscape and enhancing care delivery for over a century.

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**Situation**
- Lack of customization
- Lack of support for design work
-Verbose & complex, hard to understand proposals
- Narrow set of support services
- Task oriented, no “Big picture”

**Implementation / Innovation**
- Visual story telling
- Engaging articulation of ideas
- Customized & fine-tuned for Client needs deliverables
- Extending internal support to external Clients
- Improved collaboration

**Benefits**
- Differentiation
- Increased Revenues
- Significant Cost Savings
- Impeccable Quality

**Technology**
- Adobe Creative Cloud (Photoshop, Premier Pro, After Effects, Lightroom etc.), Videography equipment

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Sponsored by [Future Strategies Inc.](https://www.futurestrategies.com) [bpm.com]

**WfMC Awards for Excellence in Business Transformation**
The City of Fort Worth is ranked 13th largest in the USA and is home to 895,000+ residents. With a vision to be the most livable and best-managed city in the country, the City partnered with BP Logix for their BPM initiatives.

### Situation
- Ten-year old inhouse-developed solution for creating Mayor & Council Communications (M&C).
- Incompatible with newer browsers and lacking modern functionality.
- Not mobile friendly and not available on the Internet.
- Difficult to maintain, over 70,000 lines of code.

### Implementation / Innovation
- Maintained existing functionality while adding many new features.
- Designed to change human behavior through controls and feedback.
- Streamlined approval process, eliminating two-thirds of the touch points.
- Mobile friendly and available from anywhere with Internet.

### Benefits
- Reduced time to author and approve an M&C by 4 hours, saving over $103,625/year.
- Reduced approval times by 51.5%.
- Reduced code by 99.5%.
- Development time was 90% less man-hours than the system it replaced.
- Increased flexibility to changes in business processes.

### Technology
BP Logix Process Director with Process Timeline®
Immunization Information Systems Support Branch nominated by IISSB at CDC

Warren Williams, David Lyalin, Stuart Myerburg, Eric Larson, Loren Rodgers, Lauren Shaw and Kristen Seer
Immunization Information Systems Support Branch (IISSB) at the Centers for Disease Control and Prevention (CDC)

Situation
- Inconsistencies among programs, conflicting terminology
- Complex recommendations are expressed as prose, hard to interpret into consistent decisions
- Needed to keep up-to-date a large set of business rules and decision tables for immunizations

Implementation / Innovation
- Holistic approach to decision-making in accordance with public health policies and recommendations
- Clear and rigorous guidelines that help improve uniformity of operations
- Established routine for updating immunization recommendations
- Common ground for IIS stakeholders

Benefits
- Brings people together with materials that public health professionals understand yet rigorous enough for implementers
- Improved usability, consistency, and clarity of public health guidelines
- Faster implementation of recommendations for immunization practices
- Fewer unnecessary or missed vaccinations

Technology
- RuleXpress by RuleArts, implemented using BRS techniques RuleSpeak® and TableSpeak™

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ElPozo Alimentación, S.A. Nominated by AuraPortal

ElPozo is the number ONE brand for Spanish households. ElPozo has annual sales exceeding 1,100 million euros and a workforce of over 5,000 people. It is dedicated to the production of healthy and nutritional meat-based products.

**Situation**
- The need to digitally transform the company
- Generate the documentation automatically
- Orchestrate complex processes involving many people

**Implementation / Innovation**
- Collaboration: Same digital process automation software
- Suppliers: Secure communication and collaboration using the BPM suite and SAP connector.
- Analysis: Monitoring and reports with BAM, key performance indicators and alerts to identify and predict bottlenecks.

**Benefits**
- Time to market for new products reduced by 65%
- 100% Elimination of task repetition
- 85% Productivity increase
- 80% Error reduction
- 90% Improvement of internal communication
- 85% Work optimization

**Technology**
- AuraPortal Digital Business Platform

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ERSP, Argentina Nominated by Pectra Technology Inc.

The Sole Regulatory Agency of the Autonomous City of Buenos Aires (ERSP) has the function of controlling, regulating and inspecting the public services of the City of Buenos Aires. The ERSP controls the following non-domestic public services: Street lighting, traffic lights, urban cleanliness, buses, urban highways, licensed parking, measured parking, photo tickets, pathogenic and hazardous waste, subways, others.

**Situation**

- Intensive use of paper in the control of public services, follow-up of files and official communications to the companies providing services.
- It would take one or more days for a service inspection document to be reviewed and in a position to be integrated into a file.
- Each operational area defined what and how to control services by managing their information in office tools.
- There was no system for monitoring the operation on public roads and the metrics were calculated manually.

**Implementation / Innovation**

- In 60 days the reality of the Agency's workers was improved, taking them from the ‘Universe Paper’ towards the implementation of the ‘Electronic File’ generating a direct impact on the Citizen. This was possible by the implementation of a Business Process Management System (BPMS), the development of customized processes and integrations with other platforms. The comprehensive solution was prepared for the use of an Internet of Things layer.
- Transparency in management and access to information. Centralized Service Control Planning. Monitoring of our service in real time. We may know which public services are deficient, on which days, which location and how frequently, as well as their recurrence.

**Benefits**

- Reduction of inspection times by 400%.
- Increase in the amount of inspections (field audits) by 250%.
- Expansion of the control radius by 25% in the areas of the city.
- Time reduction of 250% in communications to service. companies
- Reduction of operating costs by 300%.
- 98% improvement achieved in the quality of information.
- 98% reduction in the use of paper.
- 96.5% of the personnel states that the implemented technological tools speed up the daily tasks.

**Technologies:** Pectra BPM SAVIA, Microsoft Dynamics 365, Microsoft AZURE

**Providers:** Pectra Technology Inc. - VU Security - Skydiving365

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EVRAZ nominated by bpm’online

EVRAZ is a global steel and mining company and the world’s leading manufacturer of high-quality infrastructure steel products with $10.8 billion of annual revenue and 80,000+ employees in North America, Europe and Asia.

Situation
- HR-employee interactions were complex and not transparent
- 64% of HR manager’s time spent on administrative, transactional tasks
- Slow HR service
- No alternative communication channels - HR manager could be reached in the office only

Implementation /Innovation
- Seamless HR requests management enabled by Joint Service Centre, 24/7 self-service portal, and mobile application
- Unified employee database to manage all processes in one system
- Comprehensive reporting & analytics
- Complex IT infrastructure. System integration with telephony solutions, EDM system, MS FIM, MS Exchange, MS Active Directory, and HCM solution.

Benefits
- Request processing time decreased by two times, document search time decreased by 20%
- Processes for HR employees were automated
- Drastic decrease in case processing time
- Customer satisfaction level and employee loyalty increased

Technology
- Bpm’online is a global business software company leading in the space of low-code, BPM and CRM.

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Maury, Donnelly and Parr Inc. (MDP) is an American specialty insurance company based in Baltimore, Maryland. The company provides proposal generation and broker onboarding with a completely customized, automated system. The project was led by Paul Lavardera, Senior Vice President and Partner at MDP.

**Situation**
- Slow proposal generation
- Deliver faster customized insurance solutions
- Manual paper-based workflows
- Implement digital overlay
- Increase cross-collaboration between stakeholders

**Implementation / Innovation**
- Record generation
- Automated proposal generation
- E-signatures integration
- Automated calculations
- Workflow design & implementation

**Benefits**
- 75% reduction in human error
- 60% reduction in time to produce proposal
- Better insurance solution experience
- Newfound speed, agility, flexibility, and customer experience

**Technology:**

ProcessMaker
NEM Solutions drives digital transformation through excellence in predictive analytics for leading organizations in the energy and mobility sectors. The power capacity monitored by NEM Solutions covers the electricity needed for 30 million people and looks after the safety and efficiency of thousands of trains, which affects over 4.4 million train passengers worldwide.

### Situation
- Standardize, automate all processes, reports and KPIs.
- Improve quality, excellence and effectiveness in Project Management.
- Information in different formats, not centralized: difficulty in exploiting info/data.
- Desynchronization: different tools used by different departments.
- Organizational culture by department not by processes.

### Implementation / Innovation
- Ad-hoc Project Management control *agile panel* - huge milestone!
- Internal tools integrated: costs in Navision, tasks in Jira Agile, hours registered in own ERP, sales processes managed through CRM: info synchronized, centralized through AuraPortal
- 37 processes and 26 reports / KPIs automated
- Accounts: clients, suppliers, agents, alliances, employees, products: docs, data, tasks, process regarding each one, stored and centralized in its corresponding account.

### Benefits
- 85% of the operations automated and 100% of traceability, which makes auditing easier.
- BI: data updated in real time enables efficient Management team meetings, an easier decision-making process and a reduction of potential errors.
- Ad-hoc designed process flexibly, compliance guarantee: rules, regulations and our Management Systems requirements (Quality, Environment & Cybersecurity)
- Automated KPIs and process mining: 95% reduction of time to calculate KPIs and to analyze information.

### Technology
AuraPortal Digital Business Platform and SQL Server Reporting Services

Sponsored by futurestrategiesinc.com

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IBM Quote-to-Cash (Q2C) Operations provide end-to-end Sales Support to IBM sellers, IBM Business Units and IBM Business Partners. The support includes activities ranging from quote and proposal preparation, contract registration, billing & collection.

**Situation**
- Complex processes
- Client experience below desirable
- Extensive churn & manual effort
- Data quality issues
- Lack of e2e process visibility

**Implementation / Innovation**
- Organizational transformation, breaking the silos, combining the support and better networking
- Process integration, simplification, standardization & automation
- Education & strong collaboration
- Centralized repositories, common tools to access data

**Benefits**
- Employee engagement
- Faster resolution & drastically shortened cycle times
- Improved DSO
- Accessibility of data & improved auditability

**Technology**
- Agile and accelerate methodology, supported by productivity and collaboration suites (GitHub, Webex, Slack)
Remaza Group comprises five companies in a consortium of office supply, dealership, corporation and technology businesses. It has 20 stores in the dealership segment in the Greater São Paulo, distributed among companies, Moto Remaza, Primarca and Daitan.

**Situation**

- Vehicle billing process was made through copies of physical documents and e-mails.
- The finance department lack of visibility of sold cars generated many financial errors and losses.
- It took an average of 10 days for a vehicle sale.

**Implementation/Innovation**

- BPMS for managing the real time operation of the vehicle billing process.
- Building the continuous process improvement committee using Vianuvem’s BPM modeling function.
- Head office autonomy to enable centralized management of sales from 20 stores.

**Benefits**

- Agile process in vehicle billing, reducing it from 10 to 2 days.
- R$30,000 monthly saving with document copies and shipping.
- Less pressure on the monthly closing and 90% reduction of fines and interest.

**Technology**

- Vianuvem BPM Platform.
Sicoob Credicitrus, Brazil nominated by Lecom Tecnologia

Sicoob Credicitrus is a cooperative based in the interior of the state of São Paulo with more than 105,000 members from various segments of the economy and offers its members a broad portfolio of financial products and services.

**Situation**
- Everything was very centralized in IT and to scale needed to hire many extra hours of work
- The cooperative needed an alternative that would offer more speed to their processes.
- Of the 27 processes prioritized by the company, 17 are in production, and 05 are consolidated.

**Implementation / Innovation**
- The speed and flexibility generated by BPMS in the development of automated processes, combined with other methodological approaches, such as some foundations of Design Thinking
- Since its first installation on 11/2018, Credicitrus has run approximately 2,800 process instances, with 3,688 average cycles last year.

**Benefits**
- Significant time reduction to get their credit demands
- Proven strategic importance to the mission of the organization
- Transparency and agility in the operational flow
- Elimination of approximately 4,700 emails, considering the period from January to July 2019.

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

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Signature Care Management
Nominated by Clinical Director, Signature Care Management

Situation
- Few viable technology solutions to help transition to value-based care initiatives
- Care coordination occurred in silos
- Lack of communication regarding patient discharge planning
- Physicians unaware of their impact on cost and quality outcomes

Implementation / Innovation
- CMS claims matching report
- Graphic analytic reports
- Preferred post-acute care (PAC) network selection and reporting
- Phone application

Benefits
- Increased interoperability between electronic health records and hospitals
- Increased communication and coordination of services, leading to a 24% reduction in readmissions and a 43% reduction in post-acute care costs
- Adjustable based on organization’s current workflow
- Continuous updates to streamline processes, data analytics, and reporting capabilities

Technology
- CareMOSAIC

Signature Care Management works with CMS as a convener in the BPCI bundled payment programs, as well as offering consulting support for other value-based programs. We are one of the largest and most experienced physician-owned convener groups in the nation.

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Business Transformation 2019 Winners

- Banco Galicia nominated by IBM India
- Bánmedica nominated by PECTRA Technologies Inc.
- Becton Dickinson, US nominated by Newgen Software Technologies
- Centers for Disease Control and Prevention (CDC) IISSB nominated by CDC Immunization Information Systems Support Branch (IISSB)
- City of Fort Worth, USA nominated by BP Logix, Inc.
- ElPozo Alimentación nominated by AuraPortal
- ERSP nominated by PECTRA Technologies Inc.
- EVRAZ nominated by bpm'online
- IBM BeeHive nominated by IBM Singapore Pte Ltd,
- IBM Quote to Cash nominated by IBM Q2C Operations
- MDP Maury Donnelly & Parr, Inc. nominated by ProcessMaker
- NEM Solutions nominated by AuraPortal
- Remaza Group nominated by Vianu vem
- Sicoob Credicitrus - Cooperativa de Crédito nominated by Lecom
- Signature Care Management nominated by Signature Care Management

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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

* Criteria are not based on the largest company, highest turnover, etc., but rather on the individual’s own contribution, innovation or enterprise within their given environment.
Michael Pang
Managing Director, Protiviti Greater China

Protiviti’s focused solutions include Robotic Process Automation (RPA), Cloud Strategy and Governance, Artificial Intelligence/Machine Learning (AI/ML) and Data Analytics

- Mr Pang focuses on how to obtain the best value for their clients out of IT investment via technology strategy and high-level design, while controlling the associated business process change and risk control/governance
- Protiviti works with technology partners (such as Microsoft and Blue Prism) and its implementation partners to realize the promised benefits to clients
- Offerings cover technology design, implementation, process change as well as risk control
- Mr Pang has grown the Protiviti Digital Transformation proposition to be unique in the industry
Jude Chagas Pereira
CEO, IYCON and Director, Wizly Corporation, USA

Jude Chagas-Pereira is an accomplished entrepreneur, with over 20 years’ experience in business and financial consulting.

As CEO of IYCON, a company founded by him in 2002, and now Wizly, Jude has provided cutting-edge technologies to his clients, to give them a competitive advantage in the market. Wizly is an Information Technology Solutions Company providing effective Strategic, Operational and Decision Support Solutions to businesses and governments.

The Suite of Solutions offered empowers Organizational management teams in effectively managing their day to day decision support processes, with powerful insights into their business.

At Wizly, Jude is instrumental in conceptualizing the best practice framework for Process and Risk Integrated Strategy Execution (Wizly PRISE©).

Under the Wizly banner, Jude has provided innovative and progressive solutions to his clients, providing insights into organizations' performance.
Manheim Award for Significant Contributions in the Field of Workflow / BPM

Layna Fischer
Publisher and CEO, Future Strategies Inc.

Ms Fischer is CEO and Publisher at Future Strategies Inc. She previously also served concurrently as Executive Director of the Workflow Management Coalition (WfMC) and also director of the Business Process Business Process Modeling Initiative (BPMI).

“The Workflow Paradigm” (1994) and “Electronic Commerce” (1995) were the earliest books ever published on these topics.


Future Strategies, Inc., has published over 60 titles on Workflow and BPM in print and digital editions including the annual Workflow Handbook series, a number of special editions and the annual Excellence in Practice series, profiling industry authors and case studies which encouraged further outstanding workflow and BPM implementations.

Sponsored by Future Strategies Inc. and bpm.com

WfMC Awards for Excellence in Business Transformation
Shaun Campbell
IT Project Consultant and Business Transformation Team Leader, City of Fort Worth, TX

Shaun has managed both third party application implementations and internal applications development with a team of up to 15 full time, contract and intern employees.

In 2017 Shaun took the lead on selecting and implementing a BPM solution and transitioned into a full-time technical role to oversee the success of the project. The implementation of Process Director was a WfMC Business Transformation Award winner in 2018.

Shaun’s team achieved its goal of making all City processes easier to initiate, leverage existing data in other repositories, systems and locations, while extending it to where and how the customer needs to participate.
Sandy Kemsley

Independent Analyst, Consultant and Systems Architect, Kemsley Design Ltd

Ms Kemsley specializes in digital process automation (DPA), business process management (BPM), the social enterprise, enterprise architecture and business intelligence. In addition to her technical background, Ms Kemsley works on the business operations end of projects, often involved from business requirements and analysis through technology design and deployment.

A "technology catalyst", Ms Kemsley has a 30-year history of software design and application architecture in several technology areas, combined with a deep understanding of business environments and how technology can impact them.

In 2016, Ms Kemsley received the 2016 Marvin L. Manheim award for significant contributions in the field of workflow.
Winners 2019 Personality Awards

Congratulations!

Business Transformation Personality of the Year

• BPM.com Award for BT CEO - Technology User
  Michael Pang, Protiviti Greater China
• BPM.com Award for BT CEO - Technology Provider
  Jude Chagas Pereira, Wizly
• Manheim Award for Significant Contributions in
  the Field of Workflow / BPM
  Layna Fischer, Future Strategies Inc., USA
• WfMC Award for Outstanding BT Team Leader
  Shaun Campbell, City of Fort Worth, TX, USA
• WfMC Award for Outstanding BT Consultant
  Sandy Kemsley, Kemsley Design Ltd., USA

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WfMC Awards for Excellence in Business Transformation
Congratulations to all the Winners! Goodbye from WfMC ...

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

Keith Swenson, WfMC Chair and Senior VP, Fujitsu America

Nathaniel Palmer, WfMC Executive Director

Slides and recordings will be posted to BusinessTransformationAwards.org
PS: New Books

NEW!

Intelligent Automation

Features 2018 Winners
Now available at BPM-BOOKS.com

Recent publications...

2019 BT Winners will be published in the final edition of the Excellence in Practice series.

Details to come via email....

WfMC Awards for Excellence in Business Transformation