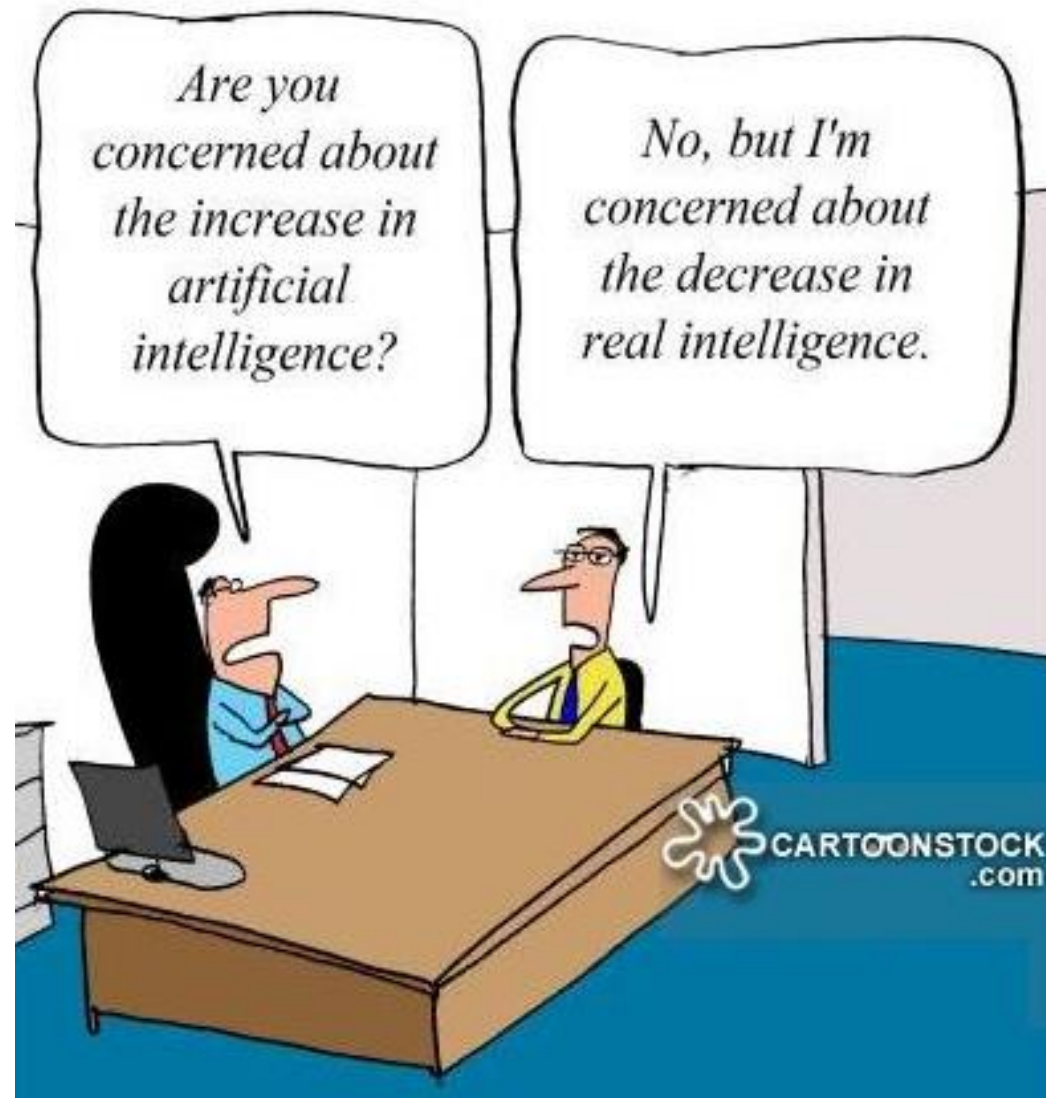


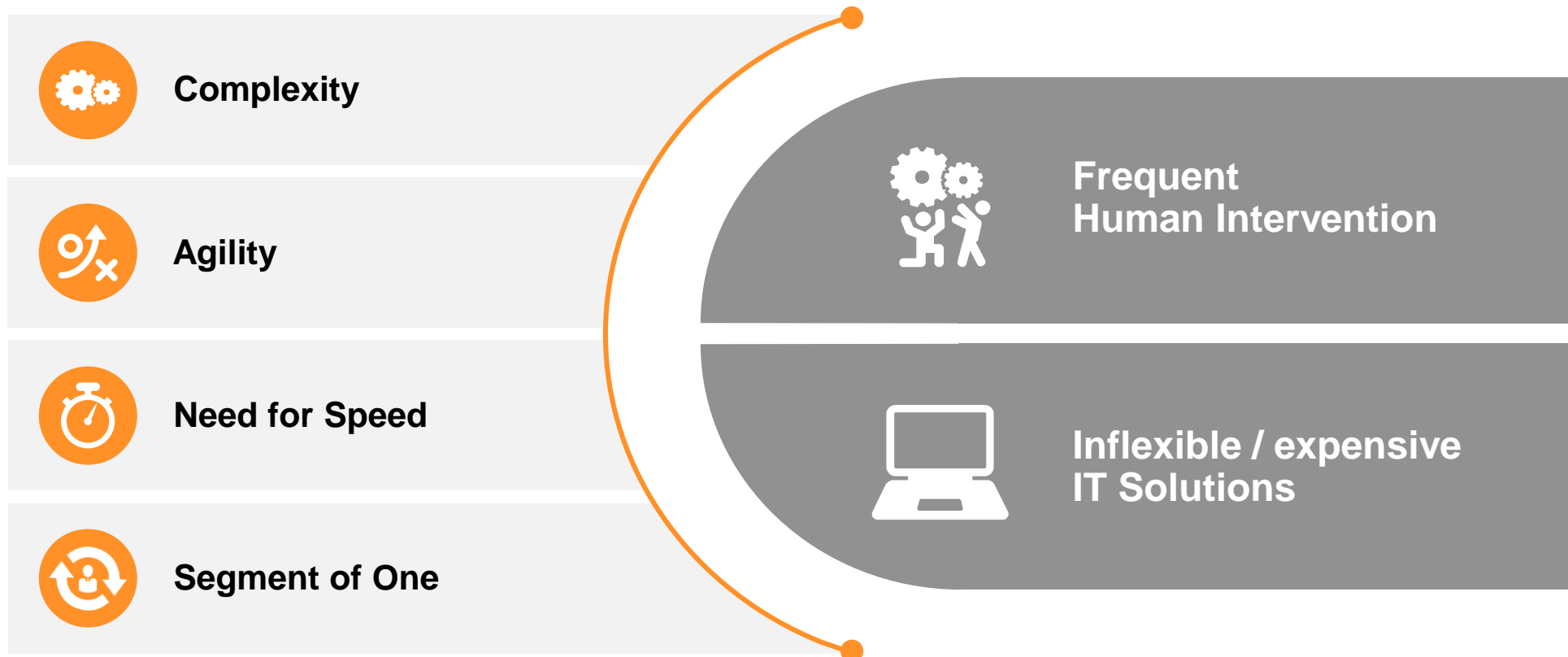
THE FUTURE OF PROCESS MANAGEMENT... ALL DIGITAL?

ROLF HOFMANN

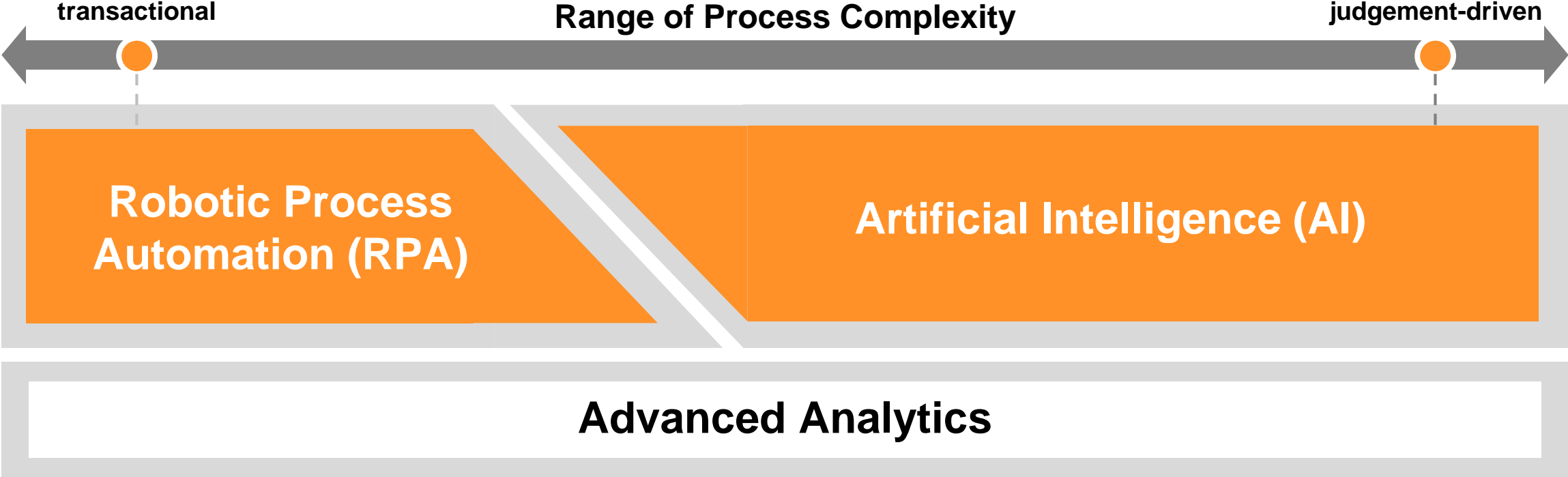
ANY CONCERNS ABOUT THE DIGITAL FUTURE?



BAD NEWS: **TRADITIONAL ANSWERS WILL FAIL** TO MASTER FUTURE PROCESS DEMANDS

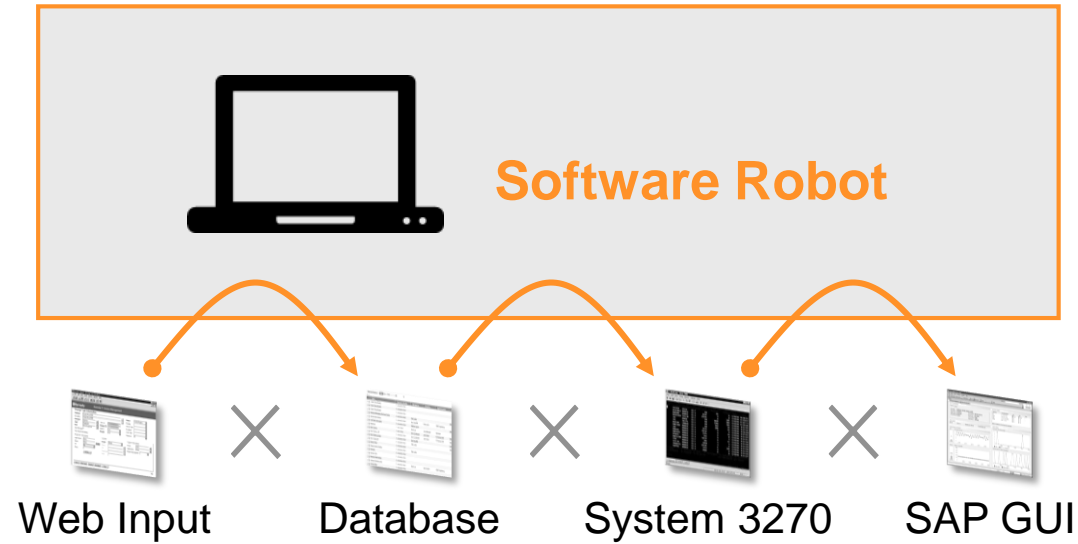


THE GOOD NEWS: DIGITAL TECHNOLOGIES OFFER **NEW ANSWERS**



ROBOTIC PROCESS AUTOMATION (RPA) ON A PAGE

Elimination of human interaction by a **software robot** (e. g. data rekeying at media breaches)



ROBOTIC PROCESS AUTOMATION (RPA)


REAL-LIFE EXAMPLE

Invoicing & Dunning

RPA-based automation of invoice and dunning management procedures.



75%
reduced
process
costs



RoI
after 2
months



100%
monitoring
& control

ARTIFICIAL INTELLIGENCE (AI) ON A PAGE

Technologies enabling **computers to behave like humans.**



Text / Speech
Analysis



Picture / Video
Sensing



Virtual
Agents



Expert Advisory
Systems



Next Best Action
Solutions

ARTIFICIAL INTELLIGENCE (AI)

4 KEY CAPABILITIES



Sense

recognize text,
speech, images, videos



Comprehend

interpret and
understand



Act

draw conclusions,
take actions



Learn

learn from experience,
increase own body
of knowledge

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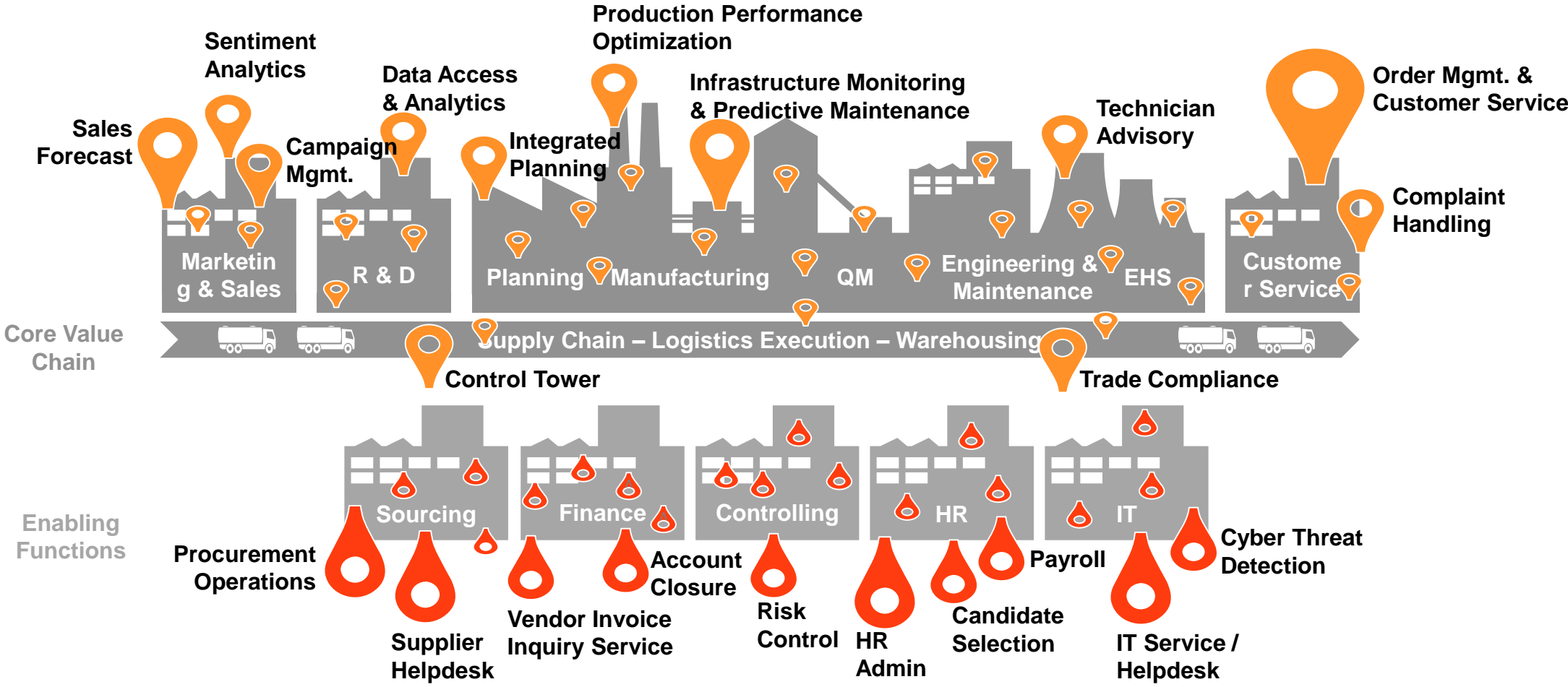
ARTIFICIAL INTELLIGENCE (AI) REAL-LIFE EXAMPLE

Invoicing & Dunning

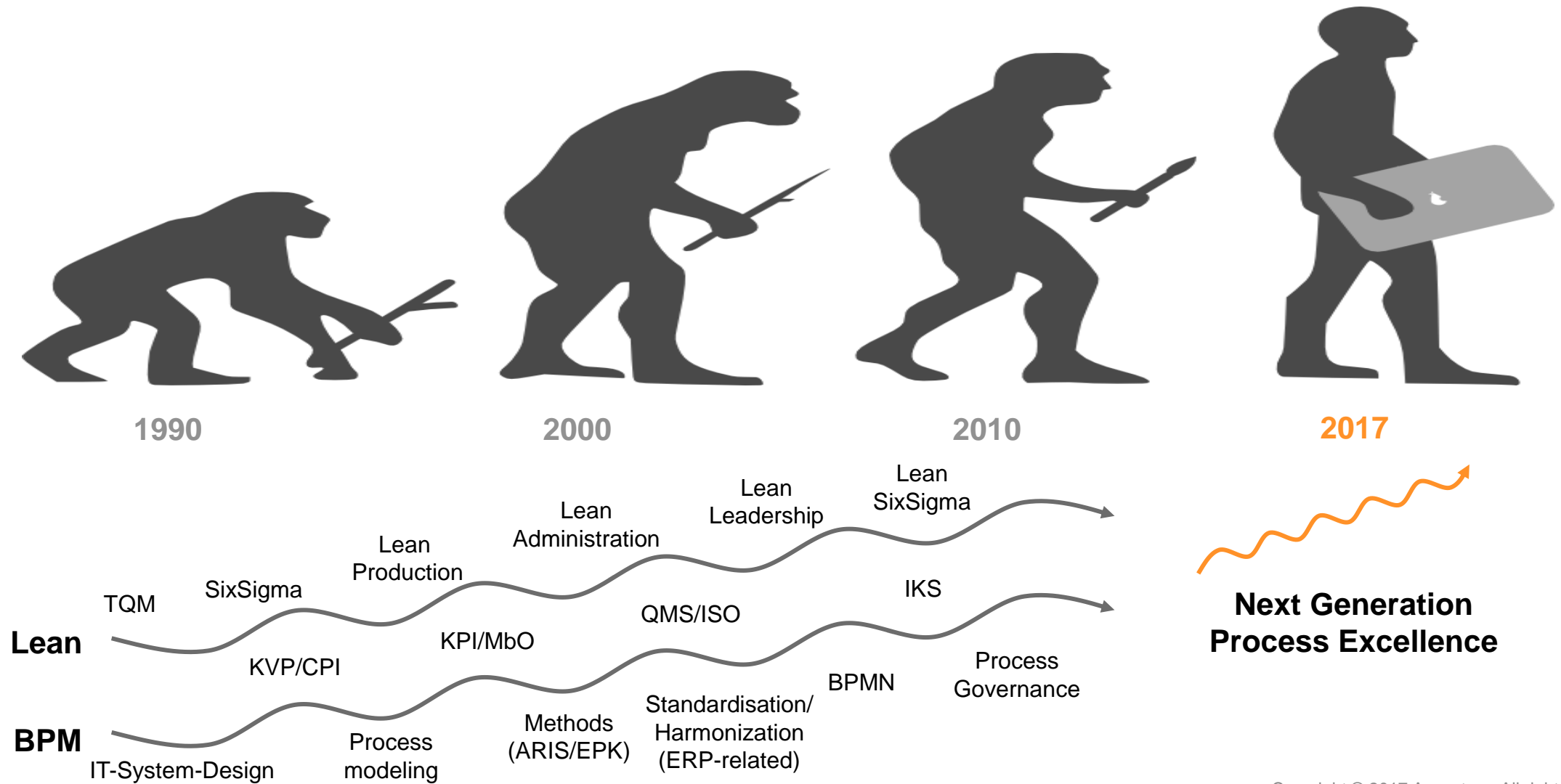
Artificial Intelligence solution to handle real-time telephone and webchat customer interactions



RPA/AI OPPORTUNITIES ARE WIDELY SPREAD THROUGHOUT YOUR PROCESS LANDSCAPE



WHAT IS IN IT FOR THE BUSINESS PROCESS MANAGEMENT DISCIPLINE?



NEXT GENERATION PROCESS EXCELLENCE WILL STEER THE OVERALL PORTFOLIO

Process Excellence Portfolio

Initiatives (1-n)

Process
Harmonization
& Standardization



Continuous
Process
Improvement



Process
Innovation &
Digitization



Process
Compliance



Process Excellence **Support Services**

BPM SUITES ARE NOT FOR PROCESS MODELING **- IT'S ABOUT REAL PROCESS MANAGEMENT**



Selected capabilities:

- Dynamic Case Management / Rules Engines
- Adaptive and predictive analytics
- Pre-configured strategy rules
- Built-in reporting capabilities to measure KPIs
- Built-in social collaboration capabilities
- Omni-channel UI (design once, deploy anywhere)

NEVERTHELESS, PROCESS MODELS CAN BE SEXY AS WELL...

PERSONAS



JOURNEY MAPS



USER STORIES



CONCLUSION: “DIGITAL” IS THE 2ND CHANCE FOR BPM

- Process automation and analytics solutions will have a **tremendous impact on process performance.**
- Treating the digital change seriously and **ramping-up according capabilities at speed** will lead to the **long desired breakthrough of “BPM”.**



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