

## BETTER FASTER STRONGER

### OPTIMIZING YOUR BUSINESS PROCESSES

Business Processes describe how organisations do business. They describe the sequence of human and system activities required to complete a business goal. The procurement process is one example - raising POs, authorizing, ordering, receiving, paying.

More efficient and better executed business processes means lower costs and better ROI.

Business Process Management (BPM) is about using technology to orchestrate complex process flows, interleaving system tasks and human workflow into one seamless business process.

This is where the Singularity Process Platform come in. This BPM Suite enables you to model your processes, redesign them, run simulations, then execute the new processes without having to create new applications or engage in expensive system integration.

Singularity's solution provides an easy to use graphical modelling tool suitable for business users, along with superb Business Activity Monitoring (BAM) and dashboard capabilities. Singularity also leads the industry with our unique 'Self-Optimization' technology, which monitors processes in real-time, identifies bottlenecks and suggests improvements.

Solution highlights include:

- Easy-to-use graphical modelling tools
- 'Zero-code' process integration
- Sophisticated BAM capabilities, enabling customers to monitor and graphically portray all key process events
- Intuitive screen design and web-forms support
- Self optimisation of processes for constant process improvement
- Easy to install, use and manage
- Event Driven / Service Oriented Architecture
- Leverages existing skills and legacy systems
- Backed by industry leading services and support

### BPM is about Performance Improvement

In a competitive world, the leanest and most efficient businesses will win. Singularity helps customers across the world achieve the following benefits:

- Lower operating costs
- Increased efficiency
- Automated processes
- Improved accuracy
- Improved productivity
- Regulatory compliance
- Management visibility

## BUSINESS PROCESS MANAGEMENT

### BUILDER

Business Modelling, Design and Simulation

Easy-to-use process modelling and design combined with sophisticated simulation

Process Modelling  
Rules  
Forms Design  
Simulation  
Resource Management  
Performance Management

- Graphical drag-and-drop process modelling
- Multi-user environment
- Forms and work-queue designer
- Catalogue of reusable activities and processes
- Nested, looped and invoked sub-processes
- Internal or external rules support
- Advanced workflow rules
- XML based process maps
- Self-documentation of processes
- Simulation with live and historic data
- Import / Export capabilities

### DRIVER

Business Process Automation

High performance execution and orchestration of business processes

Business Process Automation  
Workflow (Human-to-Human)  
System to System Integration  
Data Integration  
Exception Management  
Escalation Management  
Event Manager

- Ease of integration with .NET, COM and web services
- Sophisticated Escalation Management
- Predictive Load Management
- Multi-channel capable

### MONITOR

**Business Activity Monitoring**

Powerful Business Activity Monitoring (BAM) married to an easy-to-use interface.

Business Activity Monitoring  
Real-time Dash-boarding  
Historical Reporting  
Alerting  
Process Instance Search  
Analytics

- Event-driven activity monitoring
- User Configurable, multi-pane dashboards
- Resource Utilization, Process performance
- Activity level monitoring, Capacity availability
- Performance against SLA
- Delivery Cycle Time, Cost of execution

### OPTIMIZER

Optimizing

Process self-optimisation in real-time based on current state.

Self-Optimization  
Load balancing  
Dynamic Process Invocation

- State-aware process execution enhancement
- Dynamic resource allocation revision
- Automatic reassign/delegation
- Dynamic process invocation
- Process improvement

### TECHNICAL REQUIREMENTS

Operating System	Windows 2000, Windows 2003 Server, NT 4.0
Browsers	MS Internet Explorer, Netscape
Web Server	Microsoft IIS
Database	Microsoft SQL, Oracle
Directories	Windows Active Directory, LDAP V3

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