Is your organization struggling with:

- Achieving business needs with technology investments
- Improving customer service
- Applying business rules consistently
- Reducing processing costs and eliminating human errors
- Changing business processes on-the-fly

If you said yes to any of these … read on.

Automated Business Process Management

Business Process Management (BPM) software provides the right formula for delivering value with a minimum up-front investment, low maintenance requirements, a swift implementation, and a flexible framework. BPM enables organizations to leverage the solution across multiple business processes. BPM software provides graphical maps outlining the business processes and a system-generated text file describing the business processes by outlining roles, activity performed, and constraints.

A recent study by a leading analyst firm cites that the average return on investment from a BPM solution at 15%, with results as high as 300% proving that BPM delivers. In addition, 80% of respondents indicated they are achieving a competitive advantage from the software.

**BPM Benefits**

<table>
<thead>
<tr>
<th>Efficiency</th>
<th>Control</th>
<th>Agility</th>
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<tbody>
<tr>
<td>Human Capital</td>
<td>IT Capital</td>
<td>Organizational Capital</td>
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<tr>
<td>Deliver more, better, faster, and cheaper that your competitor</td>
<td>Predictability of process outcome and obstacles, and providing audit capabilities leading to improvements</td>
<td>Ability to adapt quickly to changing market conditions and lead market changes to stay ahead</td>
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**Key Measurements**

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<tbody>
<tr>
<td>Utilization / Capacity, Throughput / Speed, Quality / Yield</td>
<td>Financial, Organizational, Personal</td>
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<tr>
<td>Add, change, and execute processes quickly, quality of processes</td>
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**Results**

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<td>Reduced costs, improved productivity, increased profitability, and better customer service</td>
<td>Minimize risk, achieve and ensure legislative and regulatory compliance, and improve financial gains</td>
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<tr>
<td>Greater shareholder value, increased customer acquisition, increased market share, Market leadership</td>
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**Fast TRAC to the high performance workplace**
The TRAC BPM Model

TRAC Records Inc. (TRAC) employs a 7-Phase model to a BPM implementation. TRAC’s model orchestrates real-time ‘roundtrip’ process improvements by leveraging a combination of process modeling, simulation, and execution technologies through a single BPM solution interface. This approach includes the following phases:

- Discovery
- Business Process Modeling
  - Functional Specifications
  - Technical Specifications
  - Functional Needs Analysis
- Design and Execution
  - Training
- Collecting Metrics and Reporting
- Simulation
- Business Process Improvements
- Policy and Procedures

Phase 1 – Discovery

The Discovery phase enables TRAC to obtain a clear consensus among process stakeholders as to how business processes are executed and how to measure success. The objectives of the Discovery phase are to set a foundation of understanding and tone for the project. This phase enables TRAC to identify benchmarks, key success metrics, and capture a top-down overview of the business processes while maintaining the interrelationships and dependencies between people and systems. TRAC takes into consideration the rules that govern business decisions and illustrates how the process delivers value.

Phase 2 – Business Process Modeling

During the Business Process Modeling phase, TRAC analyses the business processes, identified in the Discovery phase. This phase provides for the identification of initial improvement opportunities and how and how we can reuse or leverage common actions and process. At the very least it identifies the challenges ahead. This phase also enables TRAC to provide the end users with a consistent interface while performing various tasks.

Phase 2 a – Functional Specifications

The Functional Specification phase enables TRAC to build consensus among process participants by defining the roles and responsibilities and instilling ownership. The phase identifies requirements for metadata, import or export of data, and business mapping. When constructing the initial business process model, TRAC maintains a distance between future - and current-state requirements. TRAC uses an iterative procedure to make ongoing enhancements.
**Phase 2 b – Technical Specifications**
The Technical Specifications phase consists of preparing the technical specifications for the solution including such things as infrastructure, OS, applications, etc.

**Phase 2 c – Functional Needs Analysis**
For each business process identified, TRAC identifies the metadata requirements, whether data can be exported or imported, the roles and the position involved in the business process, the details level for each business process map such as stages, user actions, timelines and flags, required sub-processes, linkages, quarterly report requirements, and risk management.

**Phase 3 – Design and Execution**
Design phase involves the creation of detailed executable procedures scripts that enable the stages, actions and roles for each process. Integration with applications, document management systems and databases is enabled through Web services components.

Once the training is completed the business processes are enabled and the full benefits of the BPM solution are realized. Execution is where the actual improvement in the business process is first seen by the stakeholders.

**Phase 3 a – Training**
TRAC provides basic training whereas advanced training is available from BPM software provider. Training and facility changes that are needed for the new process to work must be coordinated.

**Phase 4 – Collecting Metrics and Reporting**
TRAC imbeds into the design the ability to monitor and collect information from the execution of business processes in real time. Metrics are collected in real time; therefore it is feasible to immediately take corrective actions, if necessary. Reporting against key performance indicators based on real data can be tied in directly to business objectives.

**Phase 5 – Simulation**
Once sufficient metrics have been gathered stakeholders can perform simulation on their business processes to identify bottlenecks that were not obvious during modeling phase. Alternatively you can identify the impact of modifying business process changes without actually changing the processes. In addition you can simulate the impact to business processes of removing or adding resources or increasing the workload. Simulation enables the organization to make adjustments to the businesses processes stages, action and roles in the process model before moving to the next phase of changes to the real-time business process execution.

**Phase 6 – Business Process Improvements**
Once the simulation has demonstrated improvements the next phase is to optimize the business processes by deploying them to the users; it should be noted that some end user training may be required. This approach to business process improvement greatly reduces risk and delivers immediate benefits by eliminating the speculation and perception involved in manual business
process improvements. Business process improvement is not a one time activity is it a way of life.

**Phase 7 – Policy and Procedures**

TRAC creates a policy and procedure document ensuring all aspects of BPM are carried out with approval and applied consistently.

**Contact**

TRAC takes pride in its ability to provide its customers with quality service. We consistently exceed customer expectations with cost-effective solutions to their business needs.

For additional information contact:

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