XMPro

Get better at getting work done
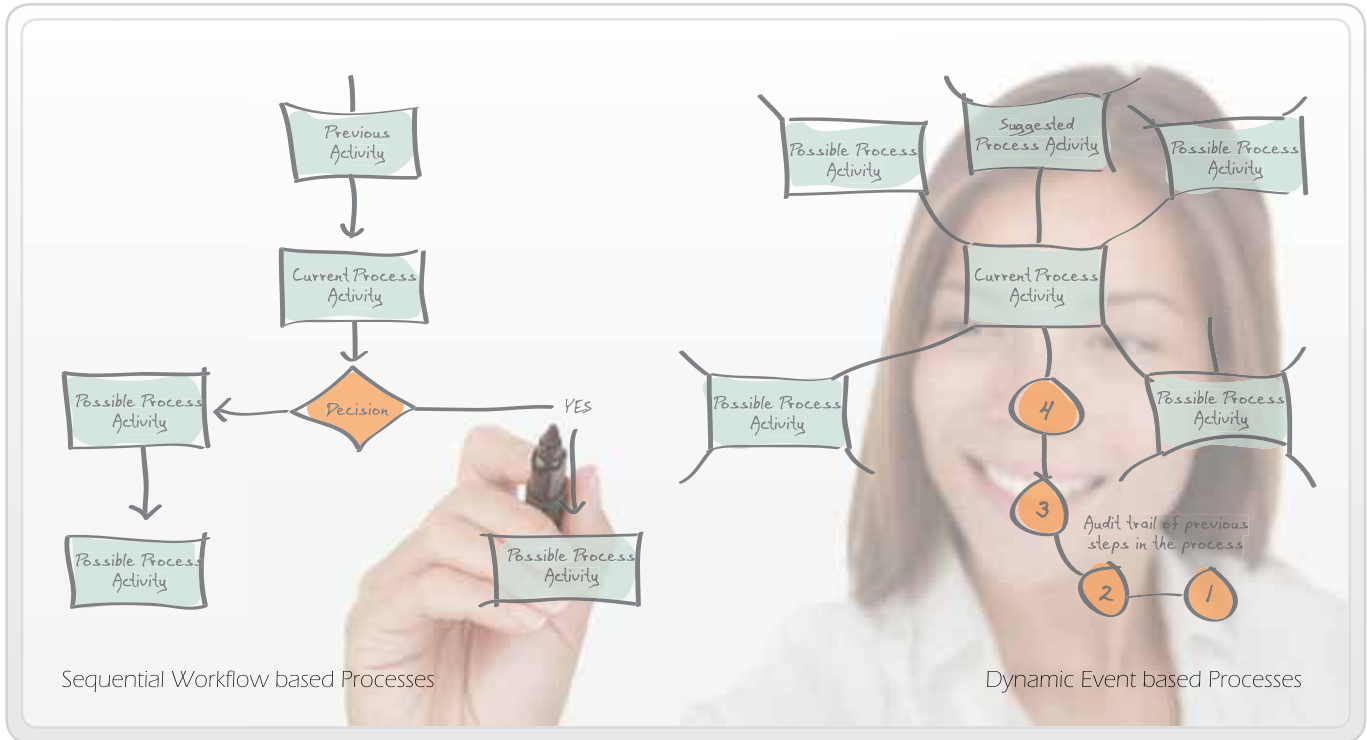
The way we work is changing

The sequential, production-line workflow approach only applies to a few of the tasks we have to perform every day. Over time our business processes have changed from simple predictable tasks to more complex knowledge based and collaborative processes. Nowadays we react to business events rather than just being a cog in a simple work queue.

A conventional workflow approach assumes the process sequence is defined upfront and that we work strictly to the workflow rules. It leaves little room for knowledge workers to decide on the "best next task" based on contextual information, to dynamically respond to the situational requirements and handle process exceptions on demand.

Sequential Workflow based Processes   Dynamic Event based Processes

The Benefits

Efficiency benefits of a conventional BPMS for sequential workflow-based processes

- ☐ Right person doing the right task at the right point in time with the right controls applied to it
- ☐ Reduced process time and process cost
- ☐ Improved efficiencies
- ☐ Ability to measure cost and time savings
- ☐ Support continuous improvement strategies
- ☐ Improved governance and compliance

XMPro
Benefits of combined approach

- ☐ Ability to create a process repository that contains both in a single workspace
- ☐ Full audit trails across all types of work processes
- ☐ Process measurement and analytics on all types of work processes

Effectiveness benefits from dynamic event-based processes

- ☐ Controlled decision making delegated to the user with the best knowledge to action a process
- ☐ Process decisions made in the context of the circumstances of a specific process instance – not a one size fits all process or single path workflow
- ☐ Self learning or "emergent" processes that evolve as new knowledge of the process or its requirements develop
- ☐ Process exceptions handled on demand or as they happen
- ☐ A repository of controlled process activities that can be sequenced dynamically or "on-demand" to drive a process outcome suited to the specific situation
- ☐ It provides a better "case" management approach than workflow based solutions

Professional Advantage understands that you cannot cast your business processes in stone. You need to be flexible without compromising your control.

Our product, XMPro, is an event based work management system that incorporates workflow for processes that require it and event management for processes that are more dynamic and require more flexibility.

XMPro attributes and capabilities

XMPro enables organisations to visualise, digitise and optimise sequential and dynamic processes in a single solution. It gives better control to IT, better outcomes for business and a better experience for end users.

Visualise and Define

XMDesigner	Visually define and configure sequential and dynamic processes that include: ☐ Routing Options ☐ Business Rules ☐ Integration with other business systems through XMConnect or SOA designer ☐ Process Version Control ☐ Centralised process repository ☐ Multi Language configuration for XMWorkspace ☐ Notification and escalation rules ☐ Design once in XMDesigner and use in all the various XMWorkspaces
XMConnect	SOA based integration connectors for leading ERP, CRM and other business applications
XMAPI	API for creating bespoke user interfaces and embedding XMPro in 3rd party applications

Digitise and Use

XMWorkspace	XMPoint	XMPro end user interface for SharePoint brings feature rich processes to Microsoft SharePoint
	XMOutlook	Microsoft Outlook user interface for users that require their processes integrated with the one application that is open on most desktops
	XMWeb	Access XMPro from your favourite web browser and include customers and suppliers with your internal users on your organisational processes
	XMMobile	Extend your processes to users on the road with XMMobile. Don't wait to get back to the office to update a sales order or customer request
	XMGadgets	Microsoft Vista and Windows 7 users can access XMPro from the desktop for quick turnaround times

Optimise and Improve

XMInsight	XMInsight is a powerful Web-based reporting, analysis and dashboard framework that spans all types of processes. It contains preconfigured reports and analysis for XMPro and delivers real time views over data and processes. It has a rich repository of reports aimed to meet key questions for a range of stakeholders, both users and management

XMPro is available in Small Business, Enterprise or SaaS (Software as a Service) configurations.
Get better at getting work done by contacting us or visiting our website

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