SYSCOM, Inc.
Butterfly™ Business Process Framework

Partner Solution

- ***Target Industries***
  Cross Industry

- ***Business Applications***
  Accounts Payable
  Claims Processing
  Customer Service
  Financial Records
  Human Resources

- ***Products***
  IBM Content Manager
  IBM FileNet Business Process Manager
  IBM WebSphere Information Integrator

Business Challenge

Today, businesses are confronted with a number of challenges when developing workflow, content and line-of-business applications, not the least of which are stringent regulatory requirements forcing organizations to be vigilant in compliance management.

To this end, organizations seek business process frameworks that empower them to develop applications that offer control of content and processes for compliance while reducing the costs associated with application development. Desired features include the ability to capture and use comprehensive audit trail and closed feedback loop data, rapid customization of applications for increased user efficiency, and the flexibility to outsource business tasks.

Integration with an organization's existing technology infrastructure, including enterprise content management (ECM) and customer relationship management (CRM) applications, is key – avoiding the need for customized integration and services, and/or the costly "rip and replace" approach.

Solution

SYSCOM's Butterfly Business Process Framework for the IBM Enterprise Content Management (ECM) suite of products provides business organizations with an XML-driven, configurable application development environment that easily integrates with existing technology infrastructure such as ECM and CRM, and enables business users to effectively develop content, workflow and line-of-business applications that comply with established business standards and best practices.

Butterfly leverages out-of-the-box presentation and integration components to deliver improved applications more quickly. An open-source application development framework, Butterfly offers a user-friendly interface enabling organizations to configure and modify applications as business requirements change. With Butterfly, users can also update data in internal and external systems without requiring modifications to those systems.

During the implementation process, Butterfly supports ease of use through a mentoring program, and the comprehensive transfer of knowledge regarding the Butterfly Business Process Framework to the organization's users and support personnel.

Additionally, Butterfly leverages J2EE-based technologies for

scalability across multiple enterprise platforms and back-end archives, reducing development costs and speeding time-to-market.

Butterfly's industry templates support common tasks such as banking and brokerage application and case processing, securities transfer, investment and tax management processing, life and annuity insurance application and case processing, and property and casualty insurance application and case processing.

Value Proposition

Butterfly, when combined with IBM ECM, can improve the productivity of end users who benefit from a high-level of integration with multiple systems and platforms; managers who can monitor work in-progress, manage workloads and report on completed tasks and service level agreements (SLAs); support staff who experience a reduction in help desk requests and benefit from reduced workstation administration; and developers who can experience a reduction in application development cycles, benefit from best practices rules that are embedded to ensure quality code, and take advantage of emerging technologies.

Butterfly offers the following benefits:

- Reduced time to market for new business applications.

- Online access to documents, which minimizes postage fees.

- Internal electronic processing, which lowers printing costs.

- Casework processed from a single, consolidated dashboard, which supports improved throughput, and eliminates the need to toggle between applications or conduct time-consuming searches for the correct documents.

- User-friendly interface, which enables caseworkers to remain task-oriented, resulting in a reduction in processing times and an increase in the first call resolution rate.

- Minimized end-user training time and expense through an intuitive, browser-based application, which delivers and supports solutions on the platform of choice.

- Enforced business standards and best practices from the top down and across the development team.

Butterfly only uses enterprise licensing (including source code) without ongoing charges – thus, when adding workflow applications, there is no need for additional licenses and software maintenance. Pre-built connectors for multiple vendor repositories eliminate conversion costs.

Company Description

For more than 20 years, SYSCOM, Inc. has been a leading provider of end-to-end information technology services. The company offers innovative workflow and content systems integration, business consulting services and eBusiness solutions for organizations worldwide.

For more information, please contact:

Michael Voytilla
+1 410 539 3737   x1370
mvoytilla@syscom.com

For more information, visit
ibm.com/software/ecm

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