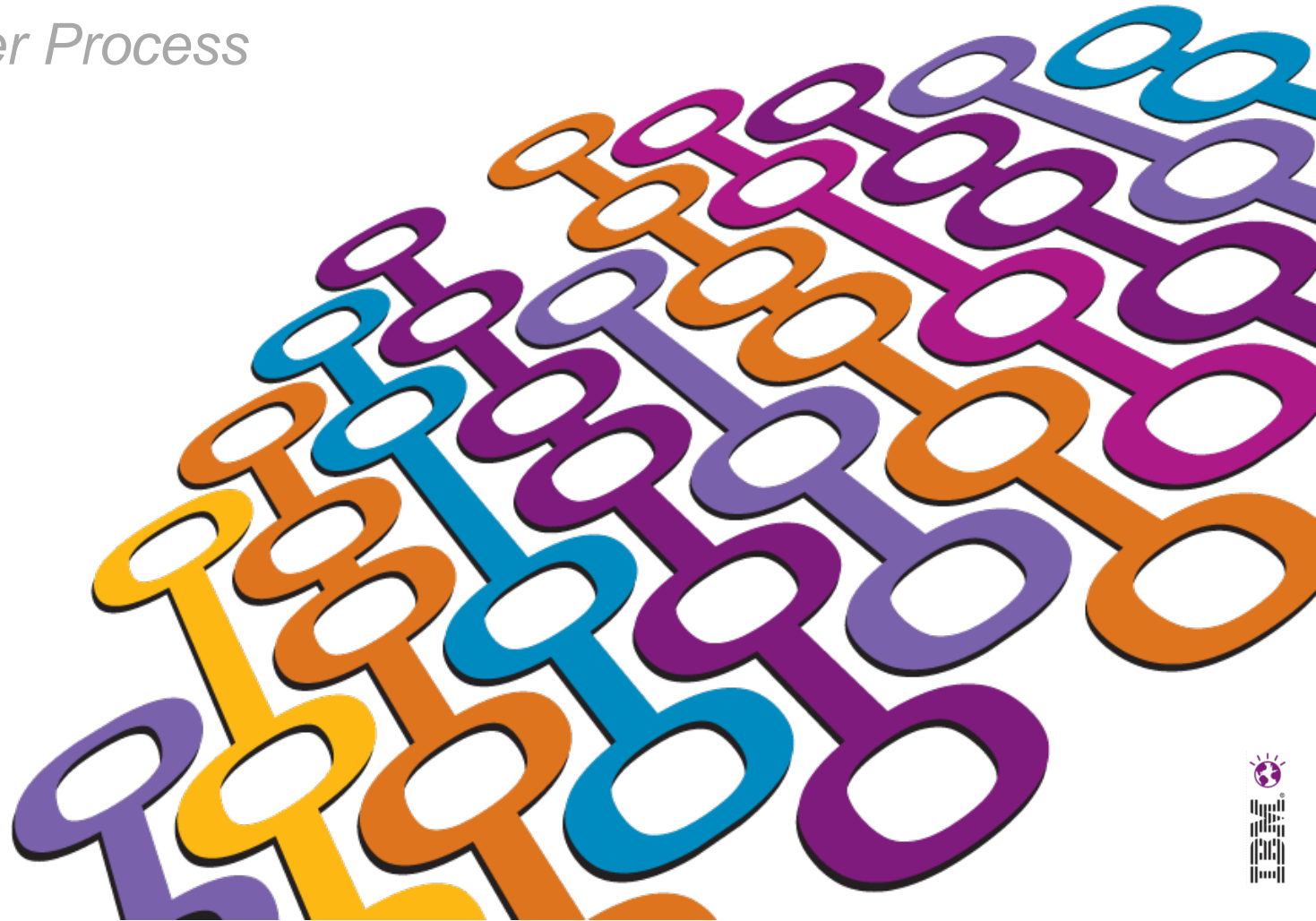


Smarter Process in the age of the customer

Andreas Dax

BUE Smarter Process



2015

A new revolution

which will again transform industries!



What are the new forces which will transform the industries?



What about operational efficiency?



cloud

social media



mobility

big data





...what about customer centricity?



cloud

mobility

social media



big data





Typical process problems



Poor visibility into business processes



Significant amount of rework due to exceptions



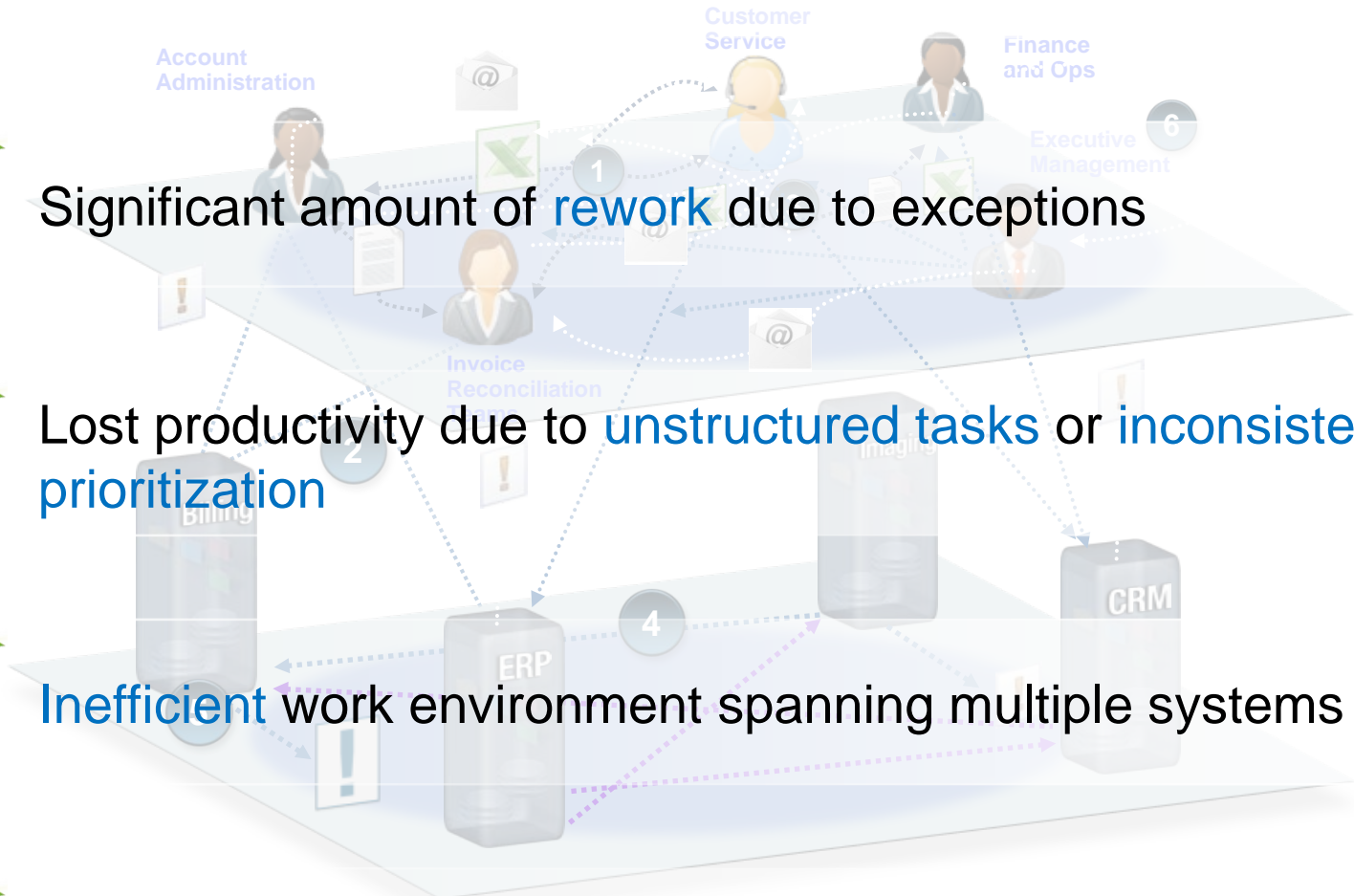
Lost productivity due to unstructured tasks or inconsistent prioritization



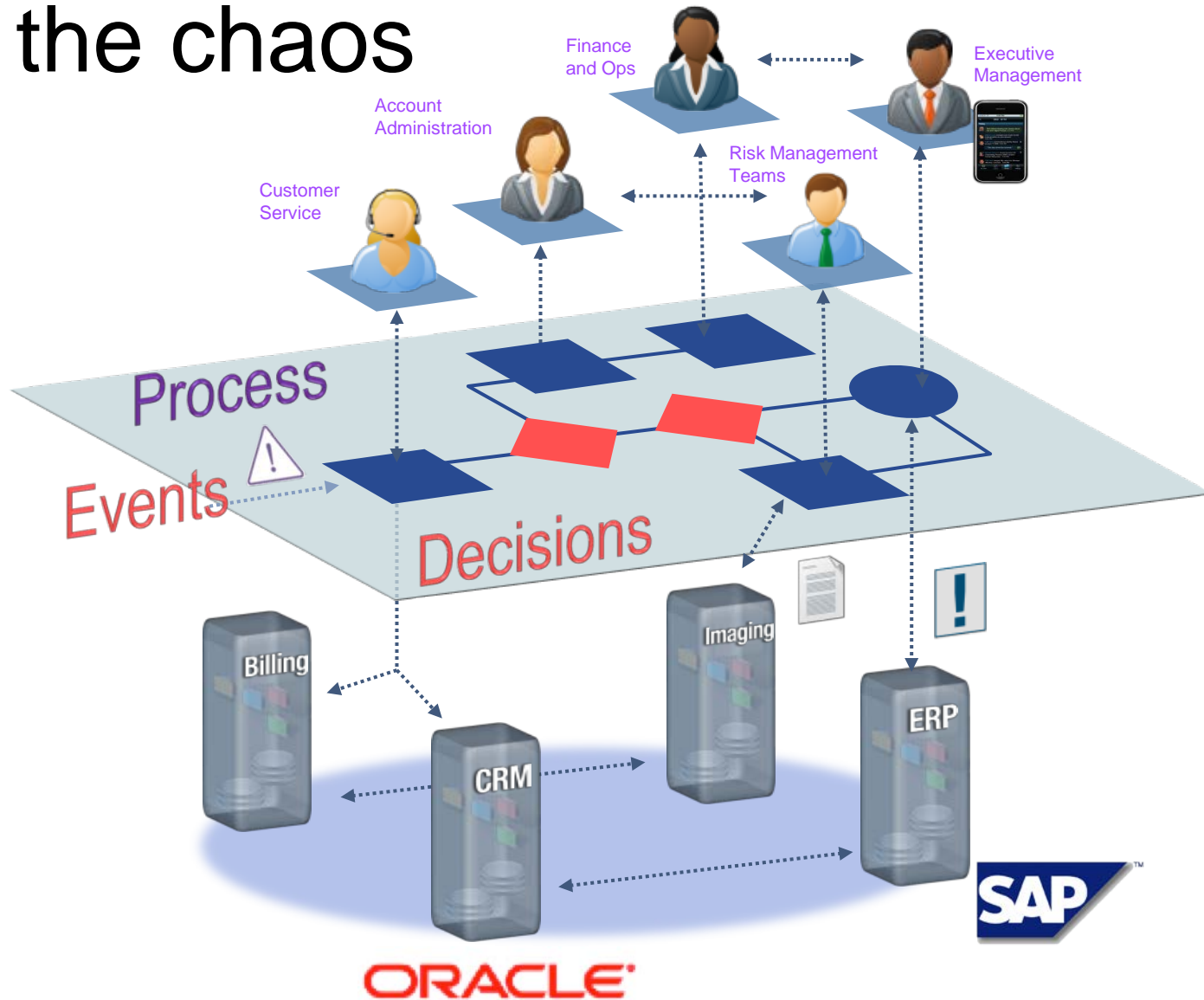
Inefficient work environment spanning multiple systems



Inability to change processes as frequently as business demands



BPM brings order Into the chaos



What about our customers in this new era?



IBM Business Process Management



LEASING THAILAND



Decision Making at 'Best Home Stores'



BPM Discover and Design
for Greater Insights



“

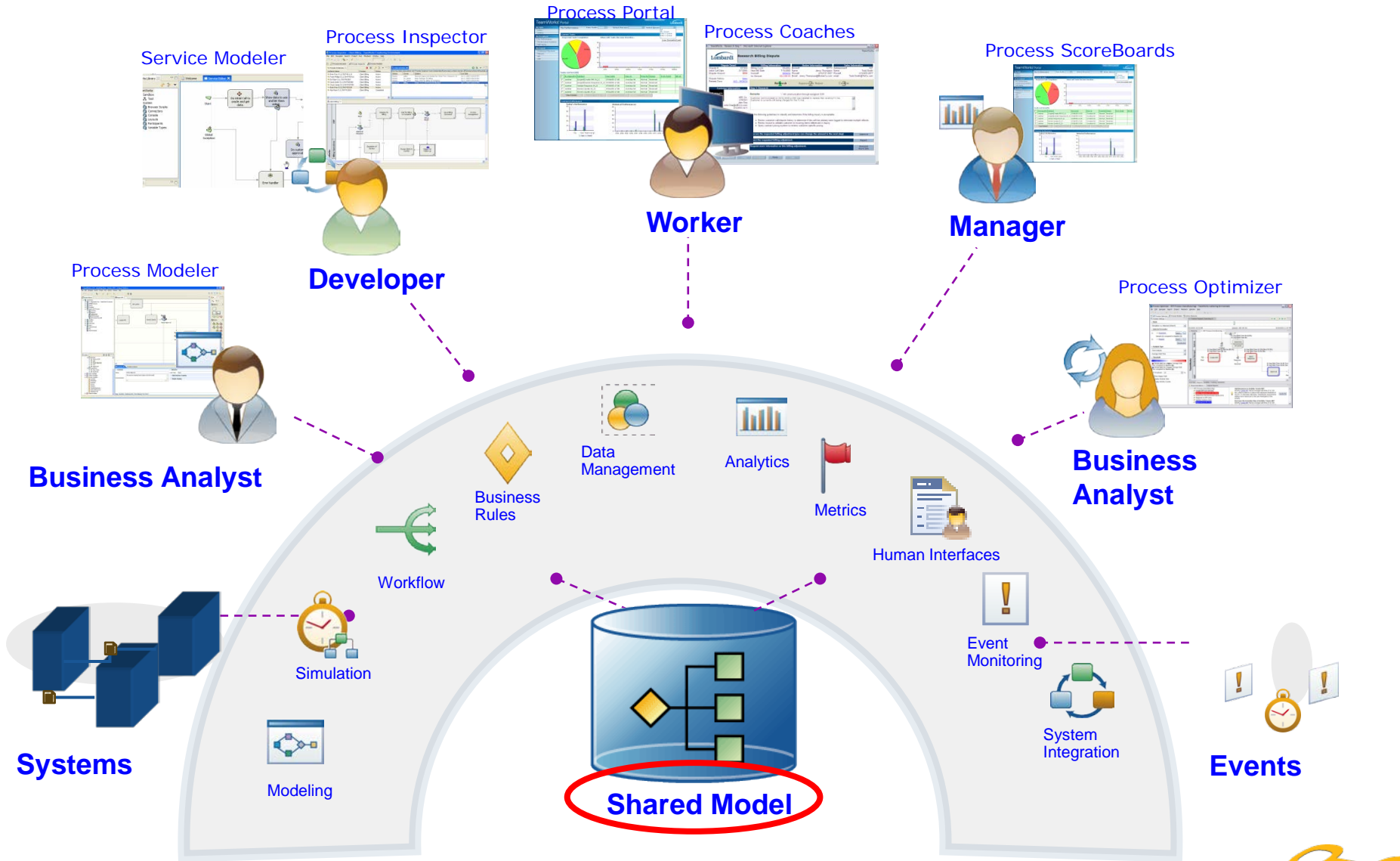
IBM BPM customer references are among the most advanced in BPM maturity. They demonstrate **broad adoption of BPM across an organization** and yielding transformative business results.

”

— Gartner
BPM Suites Magic Quadrant



Actionable Insights with Smarter Process





Gartner: IBM #1 in BPMS market share 2013

IBM was named the **number one vendor in BPMS software** with a 29 % share, **more than the next 4 vendors combined**

Over **5000** BPM customers worldwide and growing

Over **1000** certified business partners

Over **15 years** of industry leadership

IBM market leader for 13 consecutive years

