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BPM Drives Cost and Time Savings for Leading Companies

Top Performers Achieve Substantial Reduction in Operating Cost and Cycle Time With Business Process Management (BPM) Technology



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In the newly released report, "[BPM Accelerated: Slashing Cost and Time with Agile Business Processes](#)," Aberdeen Group, a Harte-Hanks Company (NYSE: HHS), found that leading companies were able to achieve an average 18% year-over-year reduction in operating cost and an average 16% reduction in process cycle time through a comprehensive strategy for business process management (BPM). This study collected data from 200 organizations globally and discovered that by building more adaptable business processes, companies can accelerate their path to business performance improvement and become more flexible and sustainable in the long-term.

Regardless of size or industry, every business has a set of key processes that drive the core value for the organization. As companies look to become more robust and adaptable to changes in the business environment, many recognize the need for BPM tools and methodologies. Streamlining the evolution of business processes is not just a "nice to have" these days, but rather, a requisite for surviving the tumultuous nature of the current economy. BPM technology is well positioned to deliver visibility into the status of current business processes, as well illuminate a pathway to improvement. As the market has evolved and the speed of business has increased, the functionality of these tools has followed suit to provide companies with the ability to make rapid and efficient changes to their business processes, ultimately leading to more repeatable business improvements. Aberdeen's research shows that the top performing companies were able to deliver BPM capabilities to more business functions, making the solution more pervasive within the organization, and facilitating a higher return on BPM investment.

"One of the most common reasons to explore BPM strategies and technology is the need for more repeatable, efficient, and automated business processes. Process waste is a demon that can rear its ugly head in any industry at any level, and companies are increasingly looking to BPM to help trim the fat out of their processes," explains Michael Lock, Research Analyst for Business Intelligence at Aberdeen Group.

The purpose of this report is to educate the end-user community as to how leading companies are leveraging their organizational maturity and utilizing the appropriate BPM technologies to bring about substantial improvements in operating cost, process cycle time, and output capacity. The report recommends clear actions for Industry Average and Laggard companies to achieve these types of performance improvements.

A complimentary copy of this report is made available due in part by the following underwriters: Appian and Cisco. To obtain a complimentary copy of the report, visit: <http://www.aberdeen.com/link/sponsor.asp?cid=6231>.

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About Aberdeen Group, a Harte-Hanks Company

Aberdeen provides fact-based research and market intelligence that delivers demonstrable results. Having queried more than 30,000 companies in the past two years, Aberdeen is positioned to educate users to action: driving market awareness, creating demand, enabling sales, and delivering meaningful return-on-investment analysis. As the trusted advisor to the global technology markets, corporations turn to Aberdeen for insights that drive decisions.

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