

BPM MADE SIMPLE

epc

- Business Architecture
- Knowledge Management
- Process Lifecycle Management
- Governance & Compliance
- Risk Management
- Process Automation/ Workflow
- Service Orchestration (SOA)
- Strategy & Performance





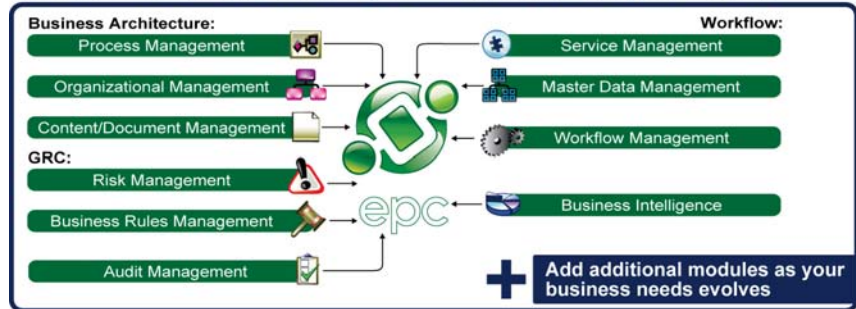
I Need To:

- Drill down through multiple levels of a process hierarchy.
- Generate swimlanes to visualize handoffs of activities between departments.
- Ensure process governance and standardization.
- Control the publishing and approval of process-related knowledge.
- Access processes and process information from any location via the web.
- Implement process management standards (BPMN, BPEL, SIPOC, RACI).
- Access documents, assets, roles and risks directly from process maps.
- Execute and automate human and system-centric processes.
- Manage the impact, likelihood and priority of risks.
- Schedule and automate audits.
- See all process touchpoints of an application or a role within a single view.
- Attain compliance under a worldwide standards initiative (ISO, SOX, Basel II).
- Benchmark off of best practice process frameworks (ITIL®, APCQ®, SCOR®).
- Import existing Visio process models to maximize previous process mapping investments.

EPC Overview | Customize EPC to meet your business needs

The Enterprise Process Center® (EPC) is our multi-user Business Process Management (BPM) software. With the EPC, employees gain the advantage of collaborating within a secure, feature-rich and centralized web based management environment. The EPC is completely modular and fully customizable to meet the specific business needs of anyone, from a small start-up company to a global enterprise.

Customize EPC to Match your Business Requirements



EPC Modeler

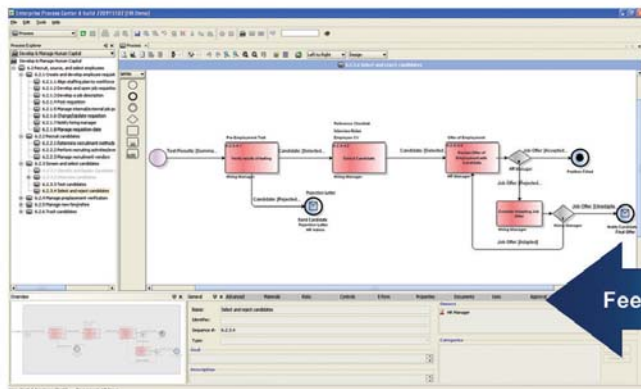
The EPC Modeler is our feature rich process design client. With the EPC Modeler, your business analysts and system architects can model business processes and all their corresponding attributes within a fully audited collaborative environment. When a change is made in the EPC Modeler, an automated approval cycle is launched before the content is published for end-users, ensuring ownership and traceability of all objects.

EPC Server

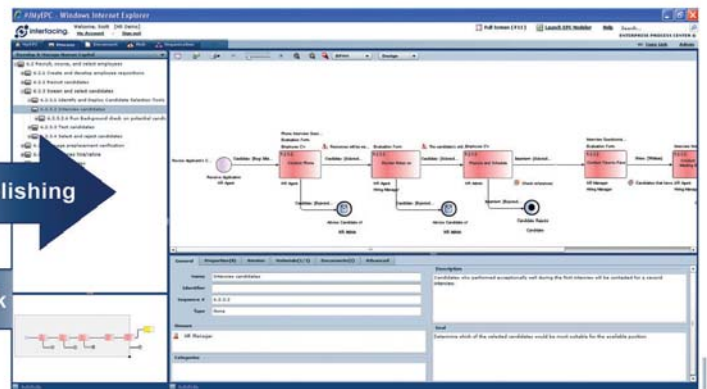
The EPC server allows all of the content created in the EPC modeler to be distributed to your employees through the EPC web portal. EPC server is built on a J2EE platform, and is JDBC compliant: supporting MSSQL and MySQL databases. The EPC server functions on a true client-server relationship, ensuring content security and data integrity. EPC also supports a clustered server environment for highly scalable international BPM deployments.

EPC Web Portal

The EPC Web Portal is the primary means for employees to access processes and related documentation from any location worldwide via the internet. MyEPC enables users to participate in employee discussions, and encourages all resources to provide input for continuous process improvements. With the MyEPC, users have their own personalized landing page of relevant information processes, documents, dashboards), this keeps content relevant to users and minimizes resistance to new technology.



Modeler process view



Web Portal process view

Publishing

Feedback



Process Management

Identify Gaps – Analyze – Enforce Process Consistency

The heart of the EPC is Business Process Management. Process modeling increases the visibility of tasks and helps eliminate redundancies, giving your company a competitive advantage. With our automated flatmap and swimlane views, it's easy to identify departmental gaps and inefficient handovers of work material. By creating and enriching process maps, your company is given the ability to analyze its operations and information flows from a holistic perspective.

The EPC provides the industry-best in process design and editing, and allows you to extend company consistency by providing the ability to implement the same uniform process at multiple points across the organization. This standardizes company practice and establishes efficient process management.

Key Benefits:

- Correct process inefficiencies
- Generate multiple process views
- Model processes with drag-and-drop
- Drill-down through process hierarchies
- Standardize processes

By creating a process-centric organization, your company will overcome the hurdles of chaotic management.

Ad-hoc Processes:

- Duplication of tasks
- Poor knowledge sharing
- Chaotic work tradeoffs

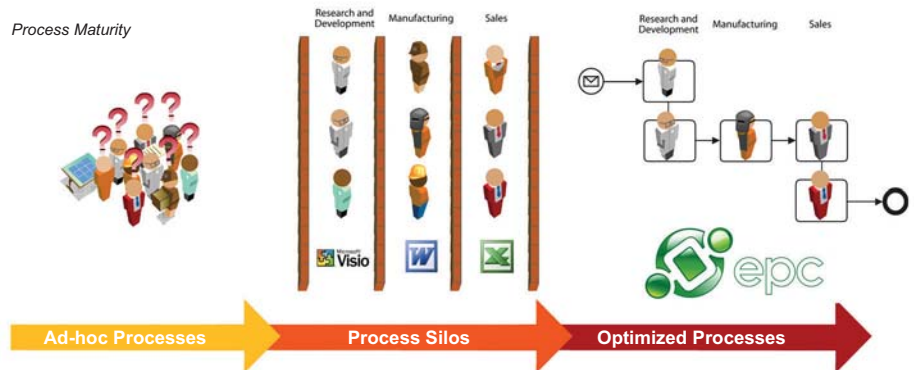
Process Silos:

- Outdated processes
- No standard methodology
- Process gaps



Optimized Processes:

- Standardized processes
- Unified organization
- Shared knowledge

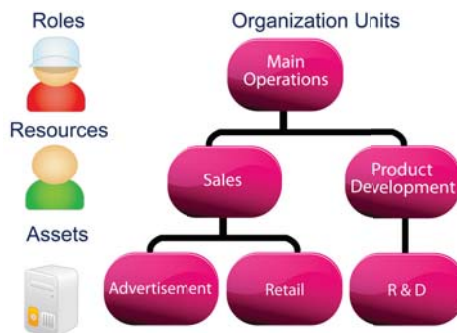


Organizational Management

Assign Ownership – Manage IT Assets – Define Employee Roles

Employees are a company's most important investment. By assigning specific roles to human resources, employees are given ownership of their tasks, resulting in greater efficiency and cooperation. IT assets can also be assigned as performers along your process structure. This enables your company to maintain systems and gain insight into asset touchpoints.

In the EPC, roles and resources are maintained in separate libraries. Specific roles are created independently of the people and assets that fulfill them. This enables for a smooth transition of roles when resources change and for further consistency when multiple employees are assigned the same role.



Key Benefits:

- Ensure ownership and delegation of tasks
- Clarify all resource and asset process touchpoints
- Fully integrate with Active Directory
- Improve resource training
- Manage assets for IT-driven processes
- Quickly model the company heirarchy

Organizational Management



Content Management

Create a Common Knowledge Database, Link Documents to Processes, Control Versions



Virtual Storage Systems

Much more than just a repository, the EPC houses a fully integrated Content Management System which allows users to store valuable documentation in a secure, central location, easily accessible via the web by all employees. Documents are given a clear purpose when they are linked to processes, encouraging employees to exploit the knowledge available to them, and to share the information they create in a common system.

Content management provides executives the ability to track all changes, rollback to previous versions, and trace a clear revision and approval history, ensuring the highest

standard of quality is maintained. EPC allows management to control the full lifecycle of a document from creation to publication, all the way through to archiving and finally deletion.

Key Benefits:

- Perform full-text searches of document contents
- Access documents 24/7 through the web
- Back-up files for disaster recovery
- Zero change management



Risk Management

Identify and Mitigate Risks - Visualize Risks for a Better Understanding

Risk is an inherent part of every business process, making risk management a vital program for every organization. With the continuous rising cost of compliance initiatives such as the Sarbanes-Oxley Act (SOX), BASEL II, and ISO, it has become imperative that companies take the proper action to improve controls and ensure effective risk mitigation. Organizations are constantly changing to remain competitive. Without a tool to help manage external risks, the audit process

becomes a costly and time-consuming obstacle to your business.

By mapping processes with risks and controls, you get an accurate picture of how your company operates and how these operations must be improved. Improperly assigned controls and unanticipated risks arise when a company has a poor understanding of their business processes.

The Risk Suite for EPC augments the standard BPM tool with a comprehensive risk and control mapping engine. Potential risks can be assigned to specific processes, where they are in turn related to controls. This gives employees the ability to understand what risks will be encountered during their activities, and what measures must be taken to ensure that the risk poses no threat to the enterprise.



Risks and Controls on a process

Key Benefits:

- Enhance visibility and transparency of risks
- Prioritize risks to divide and conquer
- Decrease breakdowns and downtime
- Implement COSO and COBIT best practise templates



Business Rules Management

Formalize Company Policies with Business Rules

Standardize and enforce company strategy by modeling operations, definitions, and constraints to be followed by employees with Business Rules. These rules define and constrain company processes in order to control the behaviour of your organization, ensuring that employee activities are aligned with business goals and strategies.

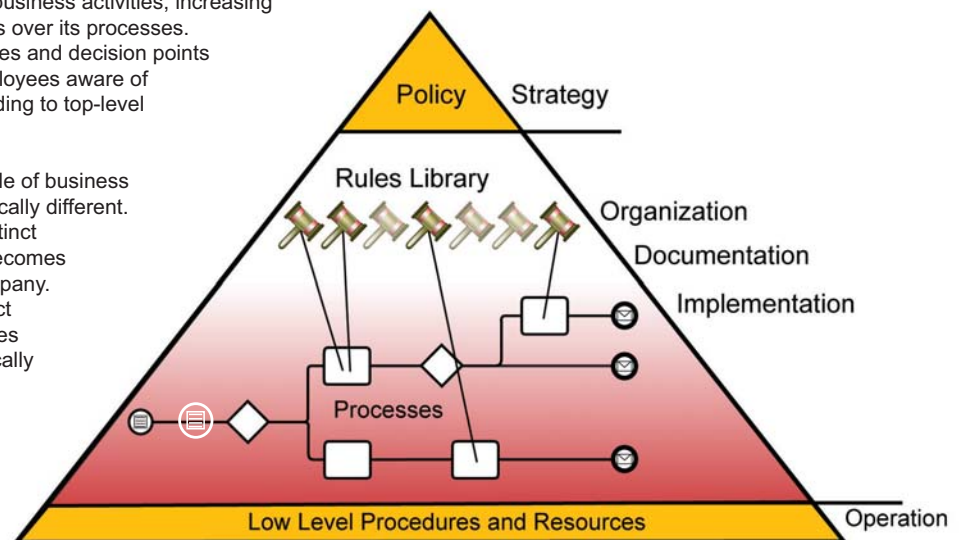
Business Rules and Process Governance

By connecting business rules to business processes, you create a direct correlation between company policy and business activities, increasing the level of governance your company has over its processes. Mapping business rules to process activities and decision points ensures process integrity by keeping employees aware of precisely how to manage decisions according to top-level goals and policies.

Furthermore, the maintenance and lifecycle of business rules and business processes can be radically different. By maintaining a relationship between distinct business rules and process activities, it becomes easier to manage change within your company. Changing a single business rule may affect hundreds of processes – by managing rules separately, all processes will be automatically updated simply by making the change in one central location.

Key Benefits:

- Enforce company policy through standardized rule objects
- Model operations, definitions, and constraints
- Manage change more efficiently
- Maintain rules separately from processes



Business Rules in Enterprise Architecture

BPM and Compliance

The need for compliance and governance plays a major role in modern corporations. Be it a quality assurance initiative such as the ISO standards, a financial audit law such as Sarbanes-Oxley (SOX), or an IT systems best-practice implementation such as ITIL, companies worldwide are seeing the need to manage compliance as part of their everyday business activities.

Regardless of the program, clarifying and reengineering business processes is the basis for improvement. The EPC is ideally suited to help support companies in their quest for process improvement and compliance/governance certification. With the EPC's secure audited environment, full control over process and document change, clarity of inherent risks, and the ease with which process knowledge is communicated across the company, organizations can instill the disciplines necessary to successfully complete these programs.



Audit Management | Avoid the Cost of Compliance

The level of scrutiny that is placed upon your company during a compliance audit requires significant documentation of approvals, resources, changes, and adherence to the policies that are laid forth by the process improvement program. The entire compliance process can lead to costly changes within the company organization in order to fulfill the requirements of documentation, audit trails, and approvals.

The EPC features a workflow-based audit manager that allows your company to easily conduct audits on any object in the EPC repository. Workflow ensure due dates are both respected and enforced, and provides an automated mechanism to implement escalation rules for issue management. If there are issues that require escalation, the issue is sent to the relevant and responsible person in the hierarchy for implementing corrective actions.

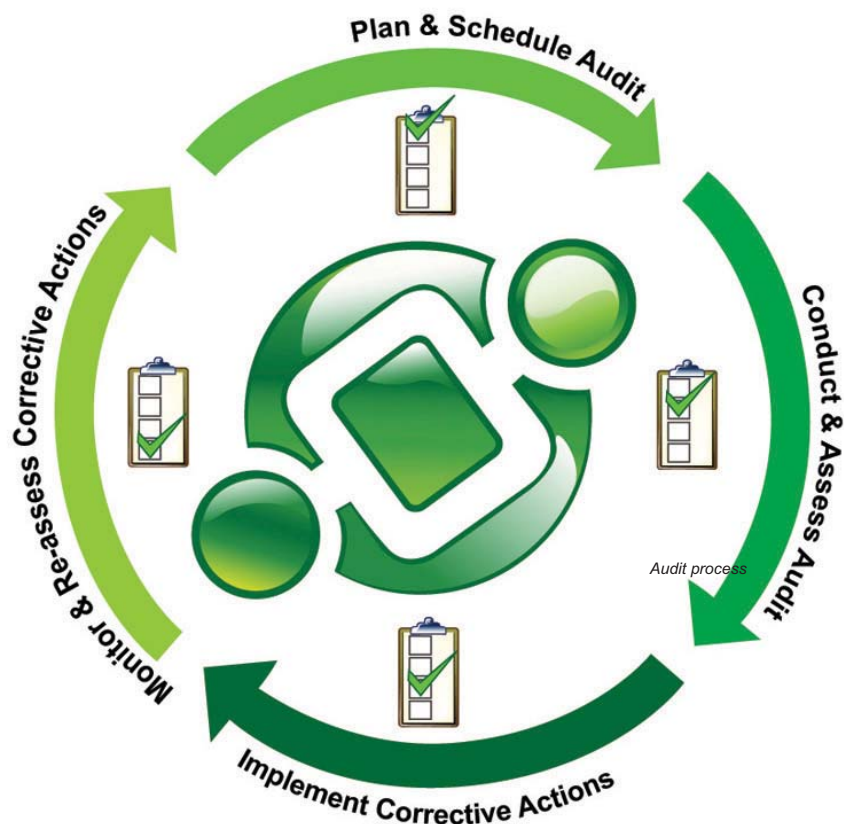
By maintaining your data in the EPC, with full audit trails, version control and approval history, it becomes easy to draw on information and generate audit reports. Furthermore, our audit manager orchestrates the entire audit process from end-to-end, removing costly

manual tasks involved in a comprehensive audit. The EPC manages the complete audit lifecycle, from creation of test plans to monitoring corrective actions.

All audit plans are saved in the EPC for complete reusability. Audit results are maintained in the EPC repository for future reference and verification. The EPC makes the audit cycle a pain-free process, helping your company verify that all the checks and balances are in place in order to ensure full compliance and instill confidence in C-level management. C-level management will receive information on time to make better informed decisions based on effectiveness of controls to mitigate enterprise-wide risks. During an audit, the auditor will know what to test and to attach the evidence to the test.

Key Benefits:

- Audit processes, documents, risk, controls and rules
- Keep track of multiple auditors and test schedules
- Capture the results of audits for future reference and verification
- Automatically generate reports for compliance audits
- Schedule automatic e-mail notifications and view reminders within the MyEPC Web Portal





Workflow

Ensure Integrity for Process Execution - Bridge People and Systems

Agile Process Execution Bridges People and Systems

Business Process Management gives companies the power to implement and control specific business strategies. This value becomes limited when processes are not successfully executed. If employees and IT resources are unable to participate in process execution, company strategy

Key Benefits:

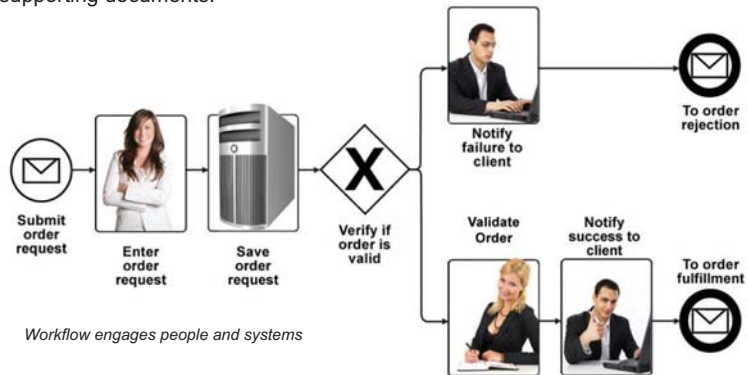
- Streamline the end-to-end execution of business processes
- Route information via an electronic messaging backbone
- Enforce BPM strategies on all levels of company performance
- Effectively utilize IT and human resources.

cannot be realized. Dynamic process execution must engage human resources and simultaneously orchestrate and invoke supporting IT applications and services.

Dynamic PDF e-Forms

PDF e-Forms will aid to expedite the transition from paper based to paperless processes; thus, with your online processes the need for printing, shuffling of physical documents and archiving space, is minimized. With PDF e-Forms, end users can additionally save a local copy of the completed form on their hard drive, and attach supporting documents.

The PDF eforms builder allows users to create new forms, customize pre-defined templates or even load current familiar Word and PDF forms. By simply using the drag and drop functionality, users can define a wide-range of fields (check-box, drop-down, calendar, etc.) within minutes, and enable advanced features such as Field Validations, algorithms, security permissions, and service integration.



Workflow engages people and systems



Service Management

Tear Down Monolithic Applications

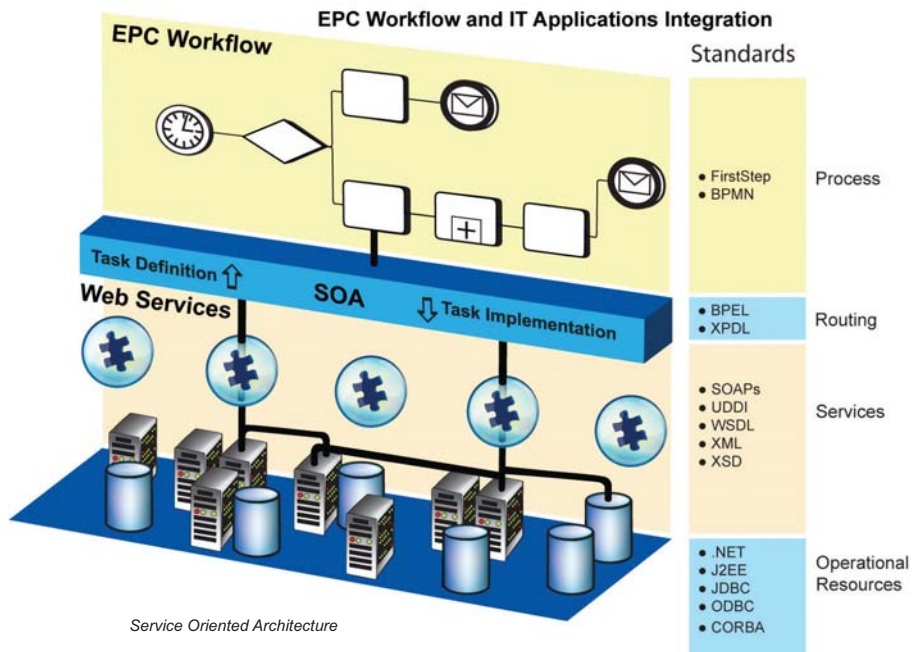
Single-platform solutions make it impossible to change components without modifying the entire system. In order to gain any flexibility with single-platform, monolithic applications, the entire structure must be customized, resulting in wasteful, closed systems that become difficult to maintain.

With service management, your software needs are fulfilled by modular service components that communicate through a routing system. By adopting a Service Oriented Architecture (SOA), business strategies and IT strategies can work in parallel, efficiently mapping business needs to operational resources without the need for wasteful customization.

Interfacing's EPC provides the visibility required to align itself towards a SOA design that clarify your software requirements, allowing you to unify different tasks that are accomplished by the same service, and find processes that make poor use of already-present systems. With the EPC, services are directly related to process activities and business rules.

Key Benefits:

- Align IT strategies with business processes
- Maintain consistent end-user systems
- Improve the delivery of application services
- Respond rapidly to changing technologies
- Increase the flexibility of your IT department



Service Oriented Architecture



Master Data Management

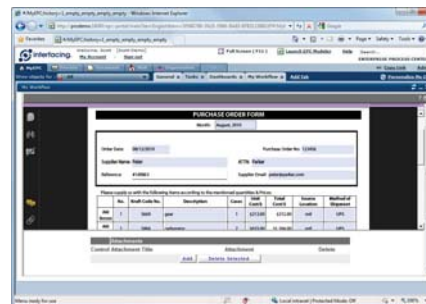
Data-Rich Business Process Integration - Bridge Systems

Data-Rich Business Process Integration:

Master Data Management streamlines process integration. By modeling your information and objects as master data entities and attributes, information becomes more open to being shared along your processes by different IT systems. The boundaries between companies and service providers are removed – the formalized data can be accepted by any system designed to recognize its master data type.

Standardize Your Data Across e-Forms

Expedite the transition from paper-based to paper-less process; export your data to PDF eForms. Users can create new forms, customize pre-defined templates, and load current Word and PDF forms.



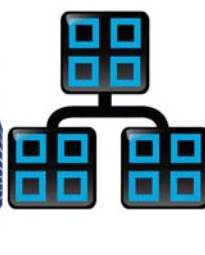
Key Benefits:

- Standardize data and object types
- Enable straight-through processing
- Overcome the barriers between companies and service providers
- Create superior fail-safes in IT design

Data and Object Types

- ERP
- Sales
- Orders
- Inventor
- Marketing
- Logistics
- Products
- Pricing
- Accounting
- CRM

Master Data Manager



Internal/External Services and E-Forms



Sources of Master Data



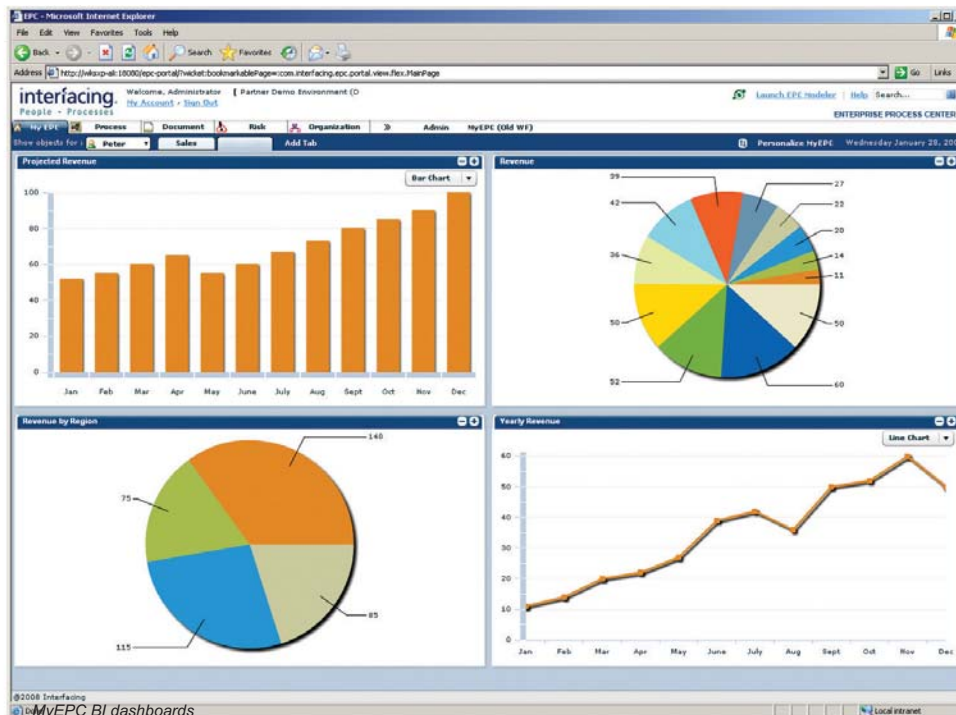
Business Intelligence

A Front Line Solution

In order to make effective decisions regarding company strategies, business managers require insight into company operations in order to conduct an analysis and plan for the organization's future. A bird's-eye view is required in order to gain the perspective necessary to enable effective planning by your management resources – but many managers do not always have access to the information they need when the time is right. A front-line solution is required to put company performance and statistical information at the fingertips of those who need it the most.

Key Benefits:

- Generate custom visual reports through simple drag-and-drop
- Access valuable dashboards through the EPC Web portal
- Gather real world performance metrics from the workflow engine
- Report on any object in the EPC database



Standards and Integration | Leverage Standards in BPM

EPC proliferates your integration-intensive processes on all levels of company organization. With our support for the most widely accepted industry standards, your processes can move beyond company lines.

BPMN

BPMN (Business Process Modeling Notation) serves as a communicative tool that enables the smooth transition between process design and implementation. BPMN is accepted as the leading business process notation worldwide, which means that processes described in BPMN can be shared and easily understood.

WSDL/SOAP

WSDL (Web Service Description Language) is a language which describes web services for importing and documenting services and their functions. WSDL is used in conjunction with SOAP (Simple Object Access Protocol) to proliferate web services in a networked environment through a messaging framework to integrate enterprise applications.

BPEL

BPEL is a process modeling/orchestration language that standardizes process descriptions in the XML markup language,

allowing for the integration of business process management and automated web service applications.

Microsoft Office Integration

Import your existing Visio process maps into the EPC to make use of existing process knowledge. Instantly create manuals, training materials, presentations and reports by exporting to Word, Powerpoint, and Excel.

XSD

The XML Schema Definition is a language for specifying the grammar of the markup allowed in an XML file in terms of what elements and attributes may appear, their relationship to each other, and what types of data may be in them.

XPDL

The XML Process Definition Language is a format to interchange business process definitions

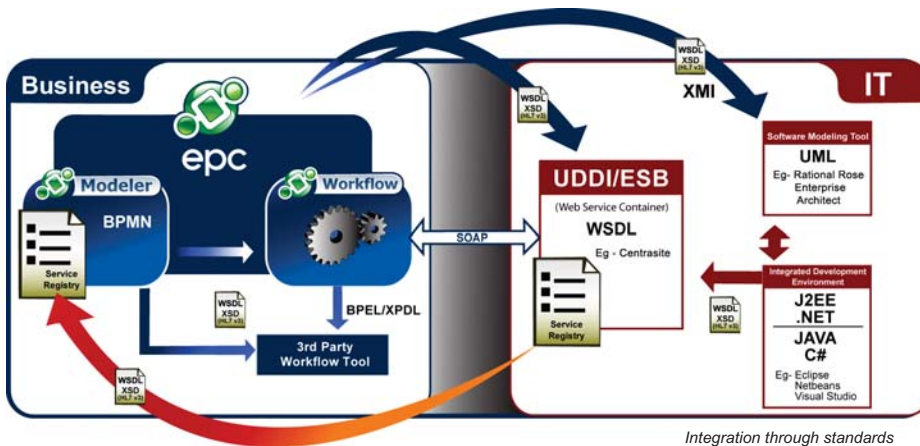
between different workflow products. XPDL has been designed specifically as a format to exchange and store all aspects of a BPMN diagram.

XMI

The XML Metadata Interchange is a standard for exchanging metadata information via XML. The most common use of XMI is as an interchange format for UML models (e.g. Rational Rose, Enterprise Architect).

Leverage your Existing IT Framework:

- EPC Integrates with: MS Office Applications (Word, Excel, Powerpoint®), Open Office Applications, Adobe® PDF, MS Visio®, MS Project, Sharepoint
- Integrate with other 3rd party applications via: XML, XMI, BPEL, APIs, SOAP, CSV, HTTP, BPMN, WSDL, UDDI
- EPC allows you to maintain your database standard (JDBC compliant): MS SQL, Oracle®, MYSQL®, DB2



Integration through standards

Interfacing Technologies

A Leading Provider of Business Process Management

Established in 1983, Interfacing Technologies Corporation is a leading provider of Business Process Management (BPM) software tools that allow business users to model, map and manage business processes and knowledge. Interfacing is considered a pioneer of the BPM marketplace, providing technology, services and comprehensive solutions to document, model, manage, analyze, integrate, improve and execute Business Process Management. To-date, Interfacing has served over 300 world-class enterprises and management consulting firms from such diverse industries as energy, finance, and healthcare. Interfacing is recognized for being one of the first of its industry to offer BPM web-enabled solutions.

Interfacing's award winning software products are designed for business users and can address a company's BPM needs no matter how small or large. From desktop process modeling to an enterprise-wide, integrated and collaborative process and document management system, Interfacing's products help companies support continuous process improvements. Interfacing's solutions are highly adaptable to any business situation with particular emphasis in maintaining the natural flow of each organization. The company helps its customers integrate sustainable business processes at their own pace with full process management control.

Interfacing supports its global clients directly with regionally located service centers as well as with a global partnership channel spanning Europe, North/Latin America and Asia/Pacific .



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