Accenture Business Process Management Automation

Rapidly Build Next-Generation Efficient and Scalable Process-based solutions to Achieve Right Performance
BPM Automation: A Key Driver of High Performance

As companies around the world grapple with a volatile economic environment, tough new competitors, and rapidly evolving technology, many are turning to business process management (BPM). By introducing BPM into their organizations, business leaders can understand more clearly how well their key business processes are functioning—and where they can be streamlined, strengthened and automated. This results in value-driven BPM, a management discipline that transforms strategy into execution at pace with certainty.

One of the key elements of Accenture’s value-driven BPM approach is BPM automation, which enables a company to automate its business processes and set the foundation for a new and powerful approach to application development. That’s why Accenture has developed a robust set of BPM Automation services that can help companies generate immediate and long-term value from their BPM Automation investments across the full BPM life cycle.

At the core of these services is a powerful convergence of Accenture’s management consulting and technology experience. Our business specialists help companies link business challenges to underlying processes and uncover the key improvement levers relating to people, processes, organizational structures and technology. Accenture’s IT and systems integration knowledge is equally valuable, enabling companies to use BPM Automation technologies to drive agility and innovation via the implementation of optimized business processes in process-centric, model-driven applications.

Furthermore, many organizations generate even greater business value by combining Accenture’s BPM Automation services with related offerings, such as our BPM Lifecycle capabilities. Accenture’s BPM Lifecycle teams help leading organizations develop a process of process management, complete with tools and training, which helps ensure the processes they automate are strong, simple, standardized, and optimized.

Overall, our unique combination of BPM professionals, BPM assets and strong relationships with leading BPM vendors helps Accenture clients achieve sustainable operational improvements that are key to the pursuit of high performance.
The Value of BPM Automation

BPM is fast becoming one of the most important disciplines a company has for simplifying, streamlining and automating key processes and, thus, increasing productivity and the quality of process outcomes. In particular, BPM Automation can add significant value to long, complex business processes that cross interaction channels and span multiple systems.

Consider, for example, the process of generating loan simulations, a critical customer-facing capability for financial institutions. Customers typically begin this process online and then complete it via phone or at a branch location—sometimes several days or weeks later. The end-to-end loan simulation process therefore must capture information about the customer and the potential transaction from multiple channels, securely store it for as long as necessary, and make it readily available to a host of systems, applications, and users across the company.

In such cases, BPM Automation can be used to create an agility layer that links these systems together. It enables seamless information exchange across channels, platforms and business boundaries—thus boosting the responsiveness of the company without requiring major changes to existing systems and applications.

Also, in contrast to more traditional application development methods, BPM Automation uses visual representations of business rules, roles, and processes instead of endless lines of code in which these critical business artifacts are buried. The model-driven and visual configuration approach of BPM automation provides a paradigm shift in application development. Its “drag and drop” functionality speeds the creation, revision and maintenance of process-centric applications, and enables IT to collaborate more easily with the business and deliver solutions at speed.

Through BPM Automation, companies also can simulate existing and desired processes, thus proactively identifying and addressing potential efficiency gains and bottlenecks resulting from process changes.

In sum, BPM Automation has the potential to boost organizations’ productivity, quality levels, and customer responsiveness while leveraging existing IT infrastructure. As such, it can help companies create distinctive capabilities, which Accenture has identified as a critical building block of high performance.

Accenture: A Leader in BPM Automation

When it comes to unleashing the power of BPM Automation, many leading organizations turn to Accenture, and for good reason. Accenture has a formidable array of services, capabilities and assets that enable our teams to help organizations quickly realize the value of their BPM Automation investments.

Accenture’s BPM Automation services support the full process automation lifecycle, from understanding the potential benefits of the approach, to choosing a vendor and platform, to design, build and test of automation solutions; or monitoring and maintaining the key processes that provide competitive differentiation and drive high performance.
These services fall under two main categories: Preliminary Study/Solution Blueprint and Solution Implementation.

**Preliminary Study/Solution Blueprint**

**Thought Leadership, Vision and Trends**

For most organizations, the initial step toward implementing BPM Automation is understanding the value the approach can generate. Accenture can assist, with an extensive set of assets and intellectual capital that clarifies the role BPM Automation could play within your business, help you analyze your existing processes, and guide the development of a detailed roadmap identifying the “sweet spots” where BPM Automation could have the most substantial impact.

**Value Proposition and Business Case Definition**

With this knowledge in hand, companies can take advantage of Accenture’s value proposition/business case capability, which provides them with accurate and detailed estimations of the value to be gained from BPM Automation, as well as the time and effort required to realize that value through pilot projects or proof-of-concept implementations.

**Vendor Selection**

Having established the possible benefits, Accenture can deploy a rigorous vendor-selection to help clients weigh the advantages and disadvantages of leading BPM platforms in relation to their specific challenges, opportunities, goals, and existing IT landscapes.

**Solution Implementation**

**Process Modeling, Automation, and Monitoring Design and Implementation**

With the initial groundwork in place, Accenture clients are ready to proceed to the three major components of BPM Automation: process modeling design and implementation, process automation design and implementation, and process monitoring design and implementation (also sometimes referred to as business activity monitoring, or BAM).

Accenture’s process automation design and implementation capabilities enable companies to install, configure and operate a business process repository to store key business artifacts such as procedures, rules, and roles. Our closely-related process automation design and implementation services focus on designing, building, and testing the applications that will automate these pivotal business artifacts into an agility layer, thus boosting speed, efficiency, and process quality and consistency.

Accenture’s process monitoring design and implementation services are enhanced by our proprietary automation accelerators. These accelerators include proven prescriptive design patterns, automation codes, and estimators—all of which increase the efficiency and predictability with which our BPM Automation teams operate. Our teams also can take advantage of up-to-date reference architectures for all leading BPM platforms, as well as detailed developer’s handbooks and extensive libraries of platform-specific preferred good practices gleaned from previous engagements.

Importantly, our approach is flexible: While many Accenture clients take advantage of our full offering, others use only those services that fit with their specific challenges, goals, and capabilities.
Driving Measurable Benefits with Accenture BPM Automation Services

BPM Automation enables companies to build applications in an entirely new way. In general, this new approach has four main characteristics.

It is process, rule and analytic driven, meaning the programming logic exists in data, not in code; development is visual instead of textual; and programmers can make extensive use of “drag-and-drop” functionality, thus helping in substantially heightening their productivity. The approach also features integrated application development environments—from design through implementation—and benefits from a full suite of prebuilt applications templates or frameworks that can “kick-start” development. Finally, the approach is infrastructure agnostic, which means it can fully support standards-based, open development.

This new way of building applications, in turn, can lead to three distinct higher-level business benefits: more robust applications, improved operational efficiency and increased organization speed and agility.

More robust applications
Accenture’s BPM Automation services enable application developers to use visual elements to build agile and flexible applications that are process- and rule-centric, and thus are more closely aligned with and responsive to changing business goals and conditions. Because these applications are built with reusable components and services, they are easily modified and measured, thus delivering business value more rapidly and with reduced investment, while allowing continuous improvement.

Improved efficiency
Our BPM Automation services also can help improve an organization's overall efficiency and quality levels by automating simplified, standardized and optimized business processes and reducing the chances of errors and inconsistencies.

Increased speed and agility
Accenture BPM Automation can also boost speed and agility in many different ways: by accelerating application development, shrinking time-to-market, and helping organizations adapt their applications and operations more readily to a changing environment.

BPM automation also leads to other benefits like compliance with standards, efficiency, quality and integration. All of this is possible through a high level of transparency.

How do these benefits translate into tangible business value?

Using a BPM Automation approach at a major global bank, Accenture was able to reallocate workload to higher value activities by the equivalent of 100 full-time employees (a 42 percent improvement) by creating a process-centric application that automates back-office business processes and back-end systems—while improving maintenance costs, quality and response times. Back-office employees are now able to focus on new value added activities, spending less time on non-standard, inefficient and manually intensive tasks. Likewise, our BPM Automation teams have helped a Nordic public organization fully automate its pension claims processes and improve customer service. The organizations’ new platform integrates with 19 legacy applications and allows citizens to simulate and claim their pensions in near real-time versus weeks before. We also enabled a European telecommunications company to shrink time to market by 75 percent and helped a Spanish bank reduce its operating costs by 60 percent.
Why Accenture for BPM Automation Services?

The impact of our BPM Automation services is greatly enhanced by Accenture’s deep experience, proven assets, commitment to innovation, market leadership and strong alliances.

Deep Experience

- 3,500 BPM technology practitioners and 1,800 people trained on one or more BPM Automation platforms, including close to 1,000 trained on Pegasystems’s business process software solutions
- Dedicated BPM Automation practice, with highly-trained professionals that specialize in the delivery of process-centric solutions
- More than 1,000 professionals in our BPM Technology Community of Practice, evidence of our passion for keeping our BPM skills sharp
- Many successful client projects across industries, geographies and BPM Automation platforms

Proven Assets

- BPM Automation Center of Excellence (CoE) located in India, and dedicated to the ongoing cultivation of new BPM Automation skills, assets, and offerings. Our BPM Automation CoE is notable for its valuable assets and sub-offerings, which include the following:
- Accenture BPM Foundation Platform provides prescriptive guidance to architects and developers based on good practices, and ensures predictability in application development.
- The Pega Solution Factory focuses on building deep knowledge in Pega (a business process software solution) and developing Pega specific assets, frameworks, and methodologies to improve the productivity of our teams and speed client value.
The Accenture Center for ARIS Technology (ACAT) is dedicated to developing experience in IDS Scheer’s ARIS process modeling tool, as well as building assets to support process model conversions and automation for clients and projects.

- The CoE’s Process Model Converter (PMC) helps our teams translate process models from a wide variety of formats (including Visio) into a form that is compatible with our ARIS-based high performance process library — thereby allowing process models in different formats to be more easily improved and automated.

- Business Process Robot for Analysis and Inspection is a collaborative effort between Accenture Technology Labs and the BPM Automation CoE, which enables teams to generate test cases and test data in an automated way, thereby adding efficiency and quality to their application development efforts.

- Additional tools for automated code review, unit testing, and other common functions that speed development cycles and improve code quality.

**Commitment to Innovation and Market Leadership**

- Proprietary library of more than 47,000 process models across 74 industries, giving our BPM Automation teams a head start on driving our clients’ towards process excellence.

- A deep and broad pool of research and thought leadership regarding new BPM technologies and capabilities, which gives Accenture clients access to both the latest and successfully demonstrated BPM Automation methods and approaches.

**Strong Relationships**

- Strong relationships with prominent BPM vendors such as Pegasystems, IBM, Oracle, Software AG, Tibco, SAP, and others, allowing us to share joint assets, develop platform-specific accelerators, create innovative solutions, and certify our professionals in the use of state-of-the-art BPM Automation tools and business methodologies.

In sum, Accenture has the full range of skills, assets, and alliances required to unlock the potential of BPM Automation across industries and functions, regardless of the challenges an organization may be facing.

In a rapidly changing world, BPM Automation is a powerful approach to boosting an organization’s agility, efficiency and responsiveness. It uses easily manipulated visual representations of rules, roles, and processes to speed the development of efficient and flexible applications, which, in turn, support an organization’s most critical business processes. Whether the process in question has to do with customer service, supply chain management, claim management, production forecast or any other critical function, BPM Automation can help an organization quickly and efficiently link its human and technological resources in ways that boost its competitive differentiation.

As a recognized leader in business process management, Accenture offers a complete range of BPM Automation services that can take organizations from the earliest stages of a BPM project all the way through to the delivery of process-centric BPM applications. This suite of services is supported by our impressive collections of assets, tools, and capabilities, and by Accenture’s deeply experienced team of global BPM Automation professionals, who have deep expertise in all leading BPM platforms. In combination, these strengths uniquely qualify Accenture to help organizations leverage BPM Automation to help create the distinctive capabilities that are a key building block of high performance.
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About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 261,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world’s most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$27.9 billion for the fiscal year ended Aug. 31, 2012. Its home page is www.accenture.com.