

Changing In-Flight Business Processes Using PNMsoft's *HotChange*® Technology

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Abstract. PNMsoft Sequence is an iBPMS (Intelligent Business Process Management Suite). This demonstration will show how PNMsoft Sequence's *HotChange*® technology enables BPM customers to change processes which are already being run in the production environment. *HotChange*® enables modifications to all aspects of a process including: flow, business rules, form fields, new activities, permissions, devices, and integration with external systems. Customers using *HotChange*® are better able to compete, as they can more quickly adapt their business critical processes to real world conditions and a changing marketplace. This demo will be of major interest to attendees interested in Process Improvement, Change Management and Intelligent Business Operations.

1 Maturity

PNMsoft is the leading provider of BPM and Workflow software solutions for companies using Microsoft infrastructure. Established in 1996, PNMsoft is a multinational company with headquarters in the UK, and offices in the US, Portugal and Israel. PNMsoft's client base includes mid-sized to enterprise companies worldwide, in a wide range of industries. PNMsoft has attained Microsoft Gold Application Development competency and is on Gartner's iBPMS Magic Quadrant (2012, 2014)¹. PNMsoft has consistently placed its focus on BPM and Workflow technology and solutions.² Global companies use PNMsoft solutions and services to support mission critical applications demonstrating high usage and large volume of data transactions. Amongst our client base are organisations such as ATOS, AON, Atkins, HRG, Amdocs, as well as European Governments, Ministries, Departments and Agencies. Processes include Customer Onboarding, Customer Service, HR Processes, Financial Processes, Quality Assurance and Tax Compliance.

PNMsoft's Sequence Kinetics is an Intelligent Business Process Management Suite (iBPMS), which enables organisations to automate and optimise their business workflows. Sequence Kinetics includes an App Studio which enables business users and developers to model (using proprietary notation) and design workflows on an intuitive visual canvas, and rapidly create workflow

¹ <https://www.gartner.com/doc/2179715/magic-quadrant-intelligent-business-process>
<https://www.gartner.com/doc/2684315?ref=SiteSearch&sthkw=magic%20quadrant%20intelligent%20business%20process%20management&fnl=search>

² <http://www.pnmsoft.com/about>

elements such as webforms, messages and integration activities. A UX Studio enables rapid creation of web forms which are used in Sequence Kinetics workflows. End users operate processes in Flowtime, Sequence Kinetics's SharePoint Runtime interface. Employees and managers can also operate and monitor processes in Process^{TO GO}, Sequence's mobile BPM environment.

2 Significance to the BPM Field

Sequence Kinetics[®] is built on PNMsoft's unique *HotChange*[®] technology. Like the concept of HotSwap for controlled change of hardware components of high-end servers without any downtime, so too is *HotChange*[®] for BPM Software. Super users can reconfigure instances of business processes and introduce changes. New instances will be initiated without causing major disruption to the business. Sequence Kinetics *HotChange*[®] technology permeates all levels of our platform providing the ability to modify, integrate and distribute their business process applications without having to halt these processes as they continue to run in production, yet maintain full governance and control of the change deployment. Once a change to a process has been made, the super user has the option to either apply to inflight processes, or leave running processes with their previous version (multiple active versions in runtime).³ We will demonstrate the following features and aspects of *HotChange*[®] in our demo.

2.1 The *HotChange*[®] Sweet Spot

Organizations with a high frequency of business process change, and a high level of Human collaboration on processes will benefit most from *HotChange*[®].

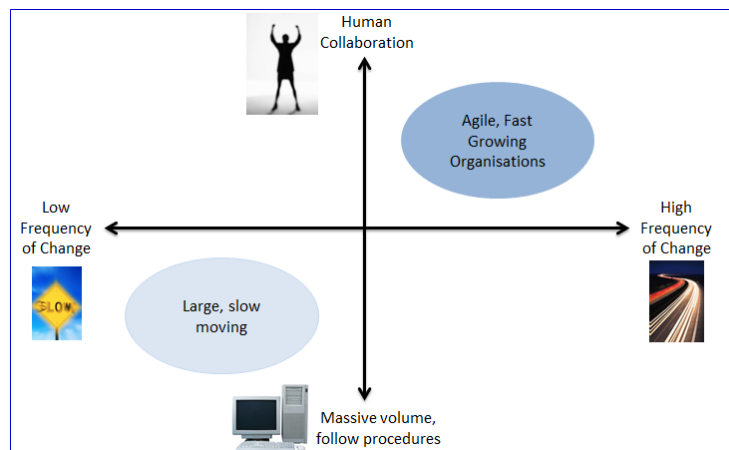


Fig. 1. - *HotChange* Sweet Spot

³ <http://www.pnmsoft.com/technology/hotchange/>

2.2 Trend of Business Change

We observe a higher frequency of process change among our clients (10% - 15% increase in number of process changes per year). There is also an increasing need for control over business processes, to comply with regulation and other control mechanisms. In 2013 and 2014, 15% - 20% of our clients' processes were related to compliance as compared to 10% in past years.

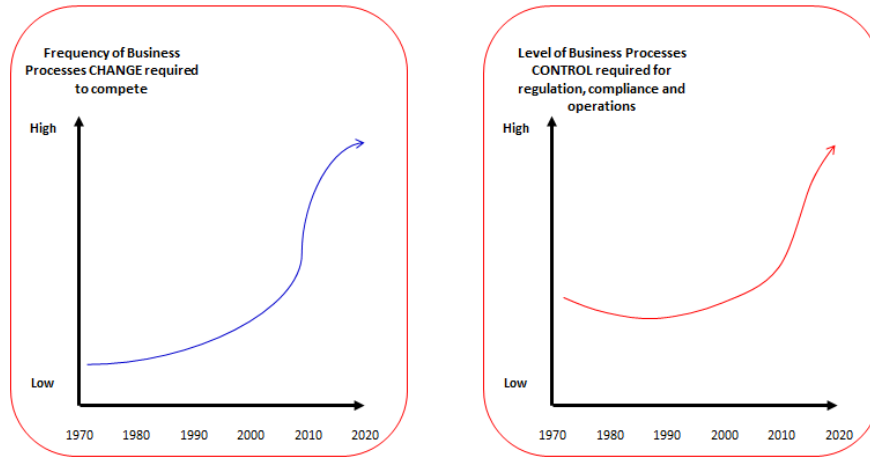


Fig. 2. - Frequency of Change Trends

To answer the need for both change and control, *HotChange*[®] includes Change and Control layers:

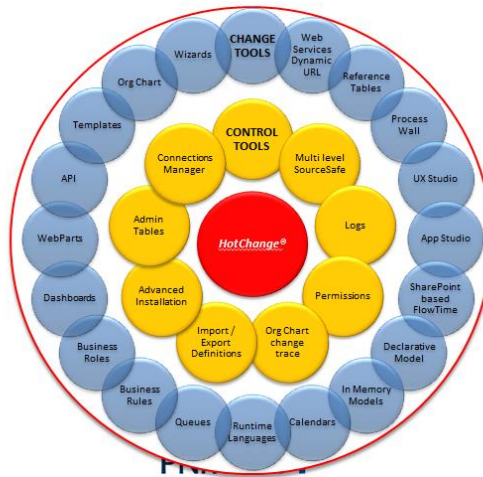


Fig. 3. – *HotChange* Layers (Change and Control)

2.3 Ability to “Rewind” Workflows

A workflow can be rewound to a predetermined time without rewinding content and history. Each user activity can be defined as having rollback enabled, or disabled, with customisable roll-back notifications and recipients. This feature can help users correct procedural mistakes.

2.4 Versioning

HotChange® technology and in memory execution promotes ease of change. Admins can manage as many versions of a process as they require and maintain control of these versions. Admins can control which version is live at any point in time without halting or interfering with existing instances of the process. Sequence Kinetics provides a wizard-based tool to transfer version between environments. Using *HotChange*®, organizations can significantly cut down on the overhead due to process changes, especially as the number of processes and changes increase.

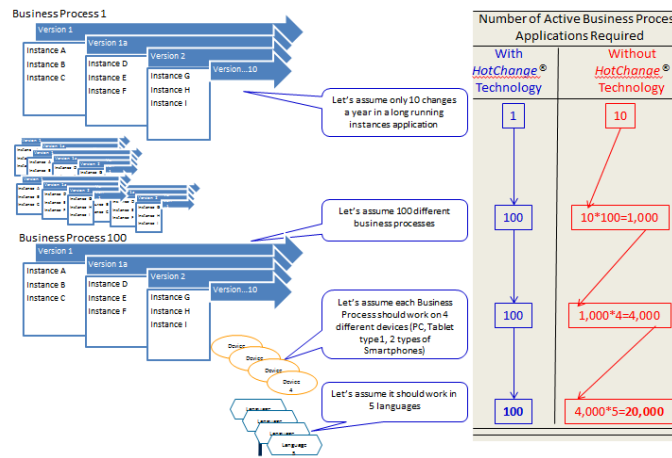


Fig. 4. – Benefit of *HotChange*® as Number of Process Changes Increases

2.5 Use Case: Utilities Provisioning Process

A client in the Utilities industry has an existing service delivery process which enables a service agent to reach a client location, assess his utility requirements, and complete an online form which starts a provisioning sub-process to provide the service. Some of the problems with this process include difficulty in finding the location, completion of the provisioning form on mobile device, and also changing government regulation regarding safety issues. We will demonstrate how *HotChange*® enables the company to adapt to these conditions without removing the process from production, creating a mobile enabled process that uses Google Maps, and can be modified to fit government regulations.

Specifically, the demo will show how mobile forms can be created using the same data source in one click, and how integration with rich media such as Maps can be quickly added to forms with very little client side coding. We will show examples of how changes to the process rules due to new regulation can be made without “derailing” the process. The demo will also show how a standard BPM suite without *HotChange*® technology would take several times as much time to cope with the number of changes to the process, integration and devices, which a comparison of resolution times between both solutions.

2.6 Business Benefits

HotChange[®] provides the following benefits for organizations with high frequency of change:

- Rapid, cost-effective automation of mission critical processes.
- Accurate and rapid migration of existing processes.
- High flexibility to meet changing business needs.
- Better visibility for management with visual dashboards and reports.
- Ability to integrate key processes with other business systems.
- Ability to optimise and improve processes over time.

3 Screencasts

The following videos demonstrate Sequence Kinetics and several of its capabilities:

Creating Business Applications (Power Users): <http://youtu.be/4r8R1-Rbr2k>

Rapid Build and Change of Advanced Business Process Applications:

<http://youtu.be/jHxGOIPvQes>

Superior Control Over Process Change:

<https://www.youtube.com/watch?v=IRt2PS1jnUU>

IT as an Enabler for Business Change: <http://youtu.be/mC42RjmRFIs?t=13m>