

# Industry Forum of the 17th International Conference on Business Process Management (BPM 2019)

## Preface

The International Conference on Business Process Management is the premier event globally to showcase the state-of-the-art in terms of a process-based view of organizations and the value chains that connect our economies. Grounded in a careful selection procedure, the conference guarantees highest quality and facilitates a condensed focus on the latest and most important insights. Though this focus had initially a strong academic focus, the conference covers now a comprehensive scope of views and communities, one of them is the co-called Industry Forum which provides visibility to the progression of BPM within organizations around the world.

As the Track Chairs for the 2019 Industry Forum, it gives us great pleasure to present in these proceedings those BPM case studies that have been selected from a comprehensive pool of submissions we received in response to our global call. Each of these submissions has been carefully reviewed by BPM professionals as well as academic experts to ensure we only share those findings that combine relevance and rigor, i.e. have potential for impact as well as the evidence required to lead to trusted results.

Very much in alignment with the academic program of the conference, which features tracks dedicated to engineering, methodology and management, we also arrived at a set of case studies that span the entire spectrum of the fascinating world of business processes. Studying these proceedings, you will gain insights into how established and emerging technologies such as ERP, workflow management, adaptive case management, predictive analytics or the Internet of Things have helped organizations to not just streamline existing processes, but even more facilitated the emergence of entire new processes. A stronger business focus shines through those cases which elaborate on strategic BPM alignment, advanced forms of business process governance, multi-national process management or end-to-end customer journey analysis. The diversity of the selected papers is also visible in plethora of industry sectors covered ranging from financial services, insurance, manufacturing, logistics, construction, health care to the creative industries.

We are very grateful to all the reviewers who helped us over the last months assessing and curating this set of case studies. In light of the quality and scope of the papers we are confident that you will find your very personal inspiration and education in these proceedings.

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