BPM Excellence

Information systems developed by our company for the needs of process management enable interested parties to manage and automate internal processes and external relations at a professional level meeting the highest and latest standards of security and strategic management.
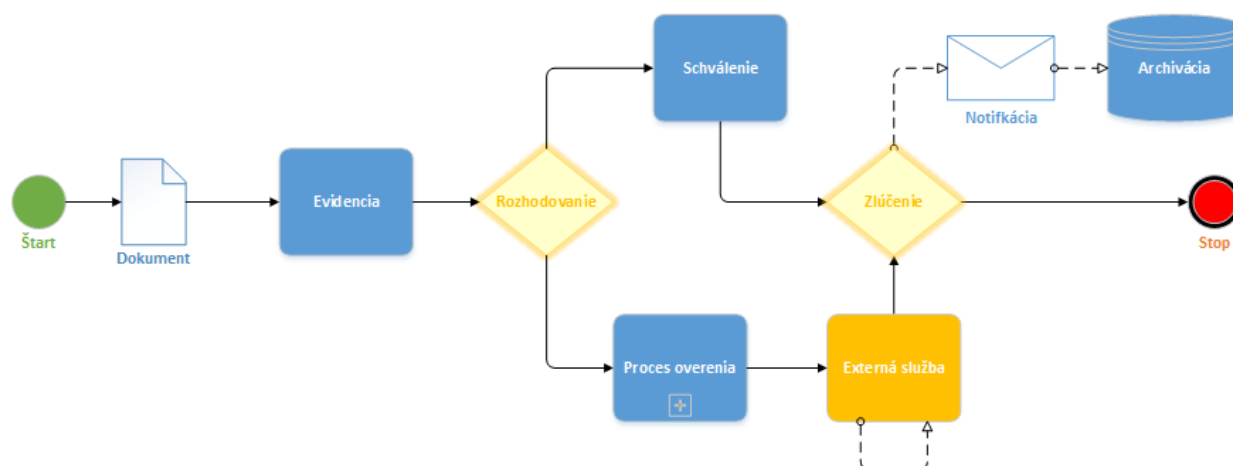
The solutions offer unique possibilities for connecting the so-called stone world with electronic.

Basic characteristic

BPM (Business Process Management) is the systematic identification, visualization, measurement and evaluation as well as the continuous improvement of processes using an integrated system of methods and tools based on a process approach.

The system orchestrates the connection between inputs, individual defined process steps and outputs with the possibility of connecting to any communication channel or system.

Inputs

Each process has its beginning, which precedes any interaction of individual actors. The system is able to respond to any manual or electronic stimulus and thus trigger a series of steps and procedures to achieve a successful end. Typical system inputs include:

• Completed online form

• Submission in the inbox of Slovensko.sk

• Inbox (letter/email)

• External electronic service

• Regular activities

• Manual entry

Processes

A set of parameterizable steps (automatic or requiring user interaction - User tasks) describing a procedure or a set of tasks and elements necessary to achieve the desired result.

Basic process features:

• Configurable and deployable during operation

• Combination of manual and system tasks

• Scheduling

• Signal - event model

• Exception handling

• BPMN 2.0 standard

Integration

The system is able to orchestrate and manage the call of internal as well as external services, interfaces and information systems. It can integrate with them either in the form of inputs, outputs or connectors.

• Slovensko.SK

• Registry systems

• Electronic services

• Information systems

• Manual tasks and assignments

• Payment systems

• Archiving systems

• BPEL / ESB bus

Notices and warnings

The system is designed and capable of defining notification mechanisms at the level from assignment of tasks to serious and inconsistent states, as well as monitoring and evaluating deadlines and delays in the fulfillment of individual tasks or process steps.

• Email/SMS/Online

• Monitoring compliance with deadlines

• Workload management

• Fraud detection

User tasks and workflow

The system uses the possibilities of defining user tasks for effective communication and collaboration in the process of achieving the desired result. When managing and assigning tasks, he also thinks about:

• Belonging to a group

• Substitutability

• Team cooperation

Access control

The system includes a separate identity management module, but it can also be connected to a number of existing verified providers.

• AD/LDAP

• IAM

• eID

Management dashboard and tools

The system is equipped with its own management and viewing console, which is capable of unambiguously and interactively presenting online statuses of processes and tasks as well as their solvers, defining and evaluating measurable performance identifiers (KPI - Key Performance Indicators). In addition to this console, the system provides various definable statistics, reports and graphs. From an administrative point of view, it contains components for system auditing and logging.