

YOUR CHECKLIST FOR CHOOSING THE RIGHT BPM SOFTWARE



PRIME
Process Performance

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FIRST EDITION

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DEDICATION

To all my staff, students, customers and colleagues, past and present, thank you for your endless questions and contributions. Here's to you and your continued success!

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What is Business Process Management

BPM is a management philosophy and an organisational culture that aims to add value to the customers by continuously helping an organisation perform better. An effective BPM software incorporates the analysis of business processes, automation, standardisation, workflow design and business strategy. BPM when done right connects people, processes, technology, roles and responsibilities which provides excellent benefits and results to your organisation.

Companies of all sizes and types use BPM in achieving an end-to-end process improvement. From designing your process maps, streamlining workflow processes, to analysing process for improvement, business process management software can help you do it in the most effective and efficient way.

Different kinds of software bears different kinds of functions and features. There may be a lot of BPM software that may seem fit for you but choose the software that matches your organisational needs! What basic quality metrics can you base your decision on when choosing the software? Always remember, the **right BPM is an effective and efficient BPM.**

EFFECTIVE BPM prioritises the following:



Reduces risks of critical errors: In this advanced technology, BPM Software are leaning towards letting their users automate processes. The more advanced BPM software already features them in their products therefore lowering the risk of human error on processes. Automation allows a smaller room for mistakes while saving labor time and cost.



Increases company productivity: With an automation feature, human labor can now focus on more important tasks or tasks which needs human knowledge making more with less input.



Customer centricity: An effective BPM does not only aim to change how you run processes internally but also drives customers to keep coming back to your company because they love how streamlined your processes are and how easy their lives have become.



Makes you more profitable: Because BPM tools drive easier and effective customer engagement will help you increase our revenue without having to increase expenses, helping organisation , gain higher profits. This change might not be immediately seen but as time goes by and as your company improves, you become more and more profitable.



Provides end-to-end process improvement: An effective business process management does not only focus on a part or two of a business improvement methodology but instead, it covers end-to-end process improvement and create effective

Just these basic standards can help you choose the right BPM! You may add more in this list to make it more comprehensive based on your organisational needs.

How to choose the right BPM software for you

If you are new to the world of business process management then this part of the blog is where we focus on how you get the best-fit BPM. If you are using a BPM software in your company already then use this as your checklist and see if you're equipped with the right BPM. Here are the best keys to getting the right BPM for you!

Qualify your goals for getting a BPM

Leaders and managers utilize BPM Softwares because they want to improve the process or solve a problem. Before you implement a software in your system, ask yourself "Why are we doing this?" and your answer should consider these things:

- What processes are we focusing on?
- What should come from that process?
- Does the process meet its goals?
- What aspects of the process needs improvement?
- What changes would improve those aspects of the process?

Once you get a clear answer to those questions, you can weigh on whether BPM is actually needed for your company. This is where you decide which features of BPM software do you really need for improvement.

Seek approval from all the future users

Share your thoughts of having a BPM system to the stakeholders and engage the people who will be involved in using the system. Everyone involved in this change should be aware of the goals of getting a BPM software and should be able to give feedback in the planning and implementation process. Everyone should be well-educated on the change as to avoid errors and problems in the future.

This is where you can build a connection between the people, their roles and responsibilities and the system wherein they create collaborative decisions.

Check on the timeline

Make sure you keep track of the timeliness from planning to the implementation. Setting a time frame for planning, deployment and implementation of the system puts you in an advantage. Make sure your BPM provider deploys fast with less hassle and make sure that they support you all the way.

Prepare BPM software options

Based on the features that you need to improve or solve your problem, ensure that you get the most out of one software. Seek for the vendors that offer the best-fit for your organisational needs.

What makes it the right BPM tool for you?

Different organisations have different BPM needs but the right BPM tool has the following important basic functionality:



Intuitive business process mapping tool

The BPM software should be able to build central process libraries, process maps and procedures with business rules applicable for your company. These should be easily stored and shared among all levels of the organisation through a collaborative feature.



Intelligent process analysis

Get your organisation a BPM tool which automatically takes into consideration the time, cost, and value analysis for efficiency and effectiveness to understand the bottlenecks and issues in your business processes.



An advanced process improvement test

A good product feature to test your process improvement is a simulation which tests scenarios. You can then pick the appropriate changes to implement that will deliver the most value for the business.



Easy-to-use interface

Anyone who uses the tool should understand how the tool works and know what benefits they can get from it. A user-friendly interface makes the job easier for everyone with its intuitive and collaborative features.

These are only some of the most important features you need in looking for the right BPM. Ensure that your tool is not complicated but user-friendly, hassle-free and useful for the organisation.

Where to get the right BPM software?

The right BPM software is not hard to find. If you want to get the best BPM software for your organisation, get this [30-Day Free Trial](#) of PRIME BPM and see it for yourself.



Thank You!

I hope you have enjoyed reading this eBook as much as I have enjoyed sharing my passion.

If you do have an extra moment, do join our blog via our website to receive the latest tips and techniques on how to improve your business processes. I also look forward to connecting with you on LinkedIn.

As you can imagine, it is not a small task to write an eBook. So, if you wish to share this eBook with someone, you are most welcome to do so. However, rather than forwarding it, please request them to visit our website to download it.

Thanks again and I wish you a productive future!

MARK KHABE

ABOUT THE AUTHOR



Mark Khabe is a passionate Business Process Management and IT professional and Cofounder of BPM Consultancy PRIME PMG and the BPM Tool, PRIME BPM. Over the last 15 years, Machieveark has helped numerous organisations around

the globe achieve continuous business improvement.

Masters educated at the Queensland University of Technology, Mark's career started out as a Business Analyst and thereafter progressed in establishing a co-owned Business Process Management consultancy firm.

During the consultancy firm years, for around a decade, Mark assisted organisations in building their improvements strategies. These organisations included GE, Rolls Royce, Sanofi, Suncorp, Vodafone, AMP and many state and local government agencies. Mark built these strategies to achieve various objectives such as cost reduction, productivity improvement, process standardisation, system implementations and integrations etc.



Recently, Mark co-founded PRIME BPM - a tool that enables organisations to drive continuous business improvement using the best of breed methodologies such as Lean/Six Sigma/BPM. PRIME BPM is used by large corporate and government agencies to drive consistency in their business improvement objectives.

Mark is passionate about technology and focused on solving problems through technology within the Business Improvement industry.

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