



# BIZCAPS BUSINESS PROCESS MANAGER: POWERING PRODUCTIVITY AND INNOVATION

**With the continued pressure to drive down costs while delivering better-than-ever products and improved customer service, Business Process Optimisation is grabbing headlines as the path to improved agility and operational performance.**

Business Process Optimisation can improve the process environment of any organisation – large or small, using software tools to quickly integrate cross-functional activities and processes, coordinate human and automated tasks and make document processing more efficient.

Standardising, automating and monitoring business processes results in faster process cycle times, increased capacity, lower error rates, decreased risks and improved compliance. The result? Improved customer satisfaction and profitability.

## TAKING CONTROL OF YOUR BUSINESS PROCESSES

Bizcaps Business Process Manager (BPM) is an intuitive and straightforward tool to automate any business process within your organisation – particularly the high value processes incorporating a significant level of human interaction and discretion.

For business-critical processes, such as new product development, Bizcaps BPM optimises and monitors the contributions made by the people entrusted with the processes, combining human judgement and creativity with the appropriate level of automation – delivering a competitive advantage by ensuring shorter time to market.

For sensitive processes such as regulatory compliance, Bizcaps BPM guarantees standardisation and the rigorous execution of important or mandatory steps, so that errors are eliminated and compliance is assured.

Each step in the process is identified and made visible, and accountability is enforced. Opportunities for collaboration or potential bottlenecks are exposed, specified triggers can escalate or divert tasks and ongoing progress is monitored closely.

Bizcaps BPM allows you to take control of business processes so they operate more smoothly, run faster, reduce costs and improve productivity across your entire organisation.

# TOOLS TO STREAMLINE ANY BUSINESS

**Bizcaps BPM is meeting the real needs of companies in industries as diverse as food and liquor, pharmaceutical, finance, insurance and government.**

Bizcaps BPM can be configured to optimise, control and monitor almost any type of activity in any type of industry.

The steps comprising each process can be fully and simply customised and made specific to your organisation. Critical decision points within each process, and the actions to be taken, are also customisable. Without expensive programming or systems development, Bizcaps BPM can be easily adapted as your processes change and grow with your business.

Our scalable, browser-based design allows additional components to be added as volume, complexity or systems integration increases. Our securely-hosted solution can also be configured to be installed in-house and can be integrated with the Bizcaps Enterprise product data management solution.

Bizcaps BPM integrates quickly with existing IT and other systems. It can call into action multiple systems and services, allowing existing internal or off-the-shelf systems to be quickly combined and connected in new ways to rapidly implement valuable new business processes.

With almost unlimited application, Bizcaps BPM can, for instance, co-ordinate, integrate, accelerate and improve:

- any product lifecycle activity from new product design and development, through product refresh, complaints management or product recall to product retirement
- insurance processes including customer billing, claim processing, customer inquiries, enrolment and eligibility assessment, policy documentation, member benefits maintenance, claims adjudication and policy re-pricing
- human resource processes such as employee recruitment and performance appraisal
- any form of case management in any industry or profession
- accounting processes such as new account opening and invoice processing
- any form of regulatory compliance management such as Sarbanes-Oxley, OH&S obligations, ASIC, TGA or company secretarial requirements
- any scheduled asset management including equipment and building maintenance
- any form of tender and application management
- financial processes such as mortgage origination, securities trading, credit approvals and loan management
- healthcare industry processes such as membership management, customer billing, customer service automation and patient management
- managing software bug fixes and development requests, and content acquisition for publishing or web sites
- new store openings and office relocations.

## BIZCAPS CASE STUDY



Every new vintage brings wine distributors Casama Group hundreds of new products and product data changes such as price, alcohol content and packaging.

Established in 1963, Casama is the parent company of a collection of highly successful independent trading entities, including two of Australia's most prestigious wine distributors. With over 160 staff in offices across Australia and New Zealand, Casama works closely with its partners to drive business value and build their brands – which include names such as Louis Roederer Champagne, Katnook Estate, Shaw + Smith and Voyager Estate.

Casama's suppliers range from large scale commercial wine producers to boutique wineries – and this enormous variation has made it difficult in the past for Casama to get timely and accurate product information. Timeliness is crucial when some retailers insist on up to ten weeks advance notice of any product or pricing changes.

“We need information about our suppliers' products in order to sell them, but getting the right information on time has been a major challenge,” said Dominic Green, Business Technology Manager for Casama. “Bizcaps BPM has been a perfect fit for our business. Its Bizdocs component allows our suppliers to enter product information into a data capture form which submits the data directly to Bizcaps.

Bizcaps BPM validates the data then sends it to the next stage of the workflow. It's flexible enough so that a single standard process works both inside and outside our organisation.”

### SAVING COSTS, TIME AND EFFORT

From its suppliers to its marketing and stock control departments, Bizcaps BPM delivers Casama a complete product record ready for export to its multiple ERP systems and product datapools such as GS1net. “The software is easy to use, it's configurable and adaptable, and above all, it keeps things moving. It ensures we don't lose time, and don't miss any step in the process,” says Dominic Green.

“Data management was a key issue for us, with hundreds of suppliers, multiple internal systems and the sheer volume of product data. We needed to minimise the risk of data discrepancies, and the time and effort wasted in resolving those errors. Bizcaps BPM ensures we get it right from the start - and save costs, time and effort. Implementing it will be an important productivity initiative.”

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**Dominic Green**

Business Technology Manager  
Casama

## Business Benefits

Bizcaps BPM can automate and optimise any business process within your organisation, delivering:

- streamlined processing optimising business agility and improving operational performance
- integration of human and automated activities and functions across the organisation, promoting collaboration
- faster process cycle times, increased efficiency and productivity and shorter implementation times
- improved accuracy and compliance; elimination of unwanted variations
- transparency and accountability – with alerts and escalations by SMS or email
- automated form completion and outgoing document control

Bizcaps BPM is scalable and integrates with multiple existing systems and services.

Above all, Bizcaps forges close relationships with its clients and builds a thorough knowledge of each individual business. Bizcaps BPM can optimise a broad range of processes so you can create efficiencies, reduce costs and improve productivity.

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**Dominic Green**

Business Technology Manager  
Casama



To see the benefits Bizcaps BPM can deliver your business, call Bizcaps today for a free demonstration:

**+61 2 9252 7533**



Bizcaps Pty Ltd

SYDNEY

P +61 2 9252 7533

F +61 2 9252 7599

[www.bizcaps.com](http://www.bizcaps.com)

MELBOURNE

P +61 3 9685 7519

F +61 3 9012 7896

