

Design – Process Management

To model processes in a target-oriented way, the process design is based on the industry standard BPMN 2.0. The advantages are obvious:

- Clear definition of processes for consistent workflows
- Risk analysis
- Simulation of processes
- Best possible quality management support
- Certification preparation

Automate – Workflow Management

TIM is a web-based „zero footprint“ software solution that appears in the respective „look and feel“ of the company. When automating processes, we distinguish between the roles of the process manager and the process participant.

Process manager:

- Overview of all processes and documentation; control and transparency
- Acting rather than reacting
- Ensuring process reliability
- Maintaining control of status and escalation at all times
- Hours of controlling Excel lists belongs to the past

Process participant :

- Reducing the workload and providing support for employees
- Intuitive handling of the client without long training
- Deadlines and times always in focus

Improve – Reporting & Monitoring

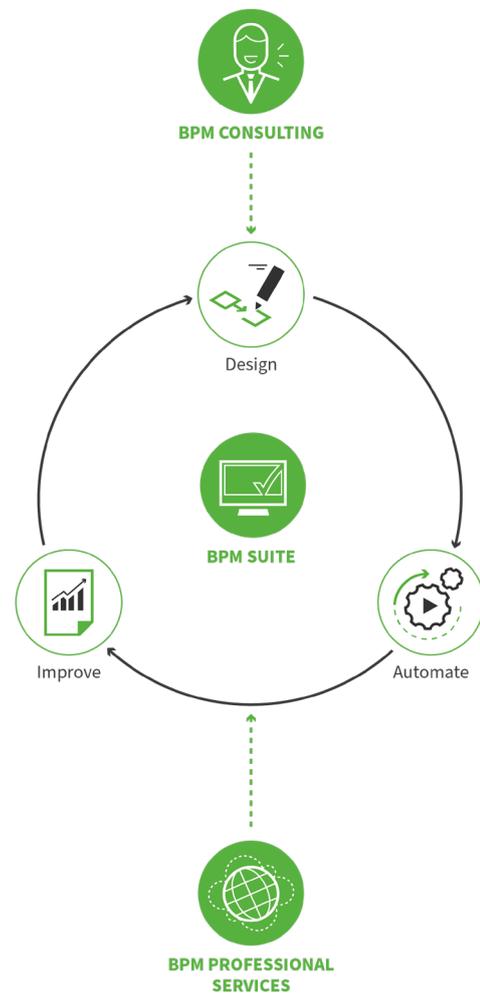
In the last step of the workflow lifecycle, your company key figures will be visualised with the TIM Business Activity Reporting. With the TIM Business Activity Monitoring running processes can be controlled and monitored live.

Business Activity Reporting:

- Individual key figures and live data are loaded to a dashboard and made available to management
- Reports are automatically sent by e-mail on request
- Within the process management it is possible to add third-parties to the process to have a complete overview

Business Activity Monitoring:

- Consistent real time control and monitoring of ongoing processes
- Filter options to display escalations and bottlenecks
- Early identification of discrepancies from the defined target state



Design

General

- Scope of services from Adonis, iGrafx or other BPMN 2.0-capable modeling tools

Process enrichment

- Interpretation of BPMN 2.0 process models
- Extension of the process activities to include tasks
- Actionhandler for extension of the process model
- Definition of the layover time for each process step
- Multilingual tasks and e-mails (independent of the modeling components)

Process accompanying forms

- TIM Smartform Suite for simple form creation
- Configurator (WYSIWYG) for creation of process accompanying forms via drag & drop
- Dynamic restriction of access rights and visibility of forms
- Preview mode for testing process accompanying forms in process context
- Rules builder for easy creation of dynamic form content and structure
- Various design options for implementing corporate design in the forms
- Creation of individual data types for reuse of company standards within forms
- Multilingual forms for international rollouts
- Alternative to the Smartform Suite: creation of HTML forms (including JavaScript & jQuery)

Administration

- Rules matrix for simple integration of technical decisions
- Global maintenance of cost centers
- Connection to Active Directory via LDAP
- Creation of users, groups, roles and rights
- Email queue for the management of outgoing e-mails
- Connection to an email server
- Timed services for executing specific actions in system and process contexts

Third-party systems

- Connection via standard connectors such as LDAP, SAP, MS Sharepoint, ECM Systems
- Connection via web services, database queries and file exchange

Automate

General

- Interpretation of BPMN 2.0 process models and automatic task routing
- Process accompanying forms for the organization of information and process routing
- Initiation of process instances over external web form
- Highlighting of the current process step and the completed parts of the process path
- Web client in multiple languages (currently 9 different languages, simple to expand)

Workflow management

- Display of global time status through traffic light indicators
- Overview of process bottlenecks
- Dynamic adaption of layover times for each process instance
- Global evaluation of current process instances including effort report (exportable)

Workflow management

- Global and specific searches for process accompanying forms
- Overview of currently assigned participants in each swimlane
- Process instances may be used as templates
- Gantt chart for a chronological overview of the process

Task management

- Automated task assignment based on the process model
- Automated system email delivery, e.g. when receiving a new task
- Possibility to create ad hoc tasks and inquiries (independent of process model)
- Overview of initiated process instances and completed tasks
- Display of especially important information in a separate column (index field)
- Attachment of documents at process instance level for a central information repository
- Attachment of notes at process instance level to support the collaboration of all process participants
- Global and specific searches via a process accompanying form
- Attachment of efforts per task for use in process cost calculation and time inquiries
- Diverse filter settings of the task inbox
- Block processing of tasks
- Integration of process instance overview and task list in Microsoft Teams

Time management

- Calculation of the critical path and predefined process paths
- Definition of the scheduled start and end for process instances
- Milestone calculation (backward scheduling)
- Priority mode for process instances
- Time calculation based on an individual business calendar
- Substitution management per process in case of absence

Improve

Business Activity Monitoring

- Gantt chart provides an temporal overview of the process
- Comparison between running process instances
- Ability to interact with the task executor
- Adaption of the analysis periods
- Filter option to narrow down the area in consideration

Business Activity Reporting

- Configuration of dashboards for analyzing key figures of the process
- Integration of the analyses in Word templates including periodic dispatching
- Exporting of analyses as xlsx, pdf, jpg, png, svg
- Tabular or graphical display of analyses
- Adaption of the layout for evaluation results (chart type, color scheme, etc.)
- Integration and analysis of third-party resources
- Creation of totals columns and average columns for tabular evaluation
- Creation of variables to easily reuse analysis components