



Protect & Extend Your Metastorm BPM Investment

You're not new to Business Process Management (BPM). You understand its benefits and want to ensure its continued effectiveness as your organization and processes grow and change.

But is your BPM program designed for maximum efficiency and future success? Some organizations ignore bottlenecks and perceived "quirks" until they nearly become catastrophic. Unfortunately, this type of strategy wastes a substantial amount of unbudgeted time and money on emergency services. Don't let this happen to you.

By performing an audit under normal or growth circumstances, you can help ensure that your organization is healthy and that your processes are efficient. An in-depth inspection by an experienced professional could reveal not only potential failures, but also opportunities for improved efficiency. Many times there are small but fundamental changes that can be made which will reap enormous benefits.

With the Metastorm BPM Health Check, Metastorm's Professional Services team delivers the expert advice and resources needed to perform an inspection so that you can protect and extend your BPM investment.

Metastorm's BPM Health Check takes a comprehensive look at your existing Metastorm BPM implementation. This includes important concerns such as architecture, design, performance, scalability and best practices. It's like an "explorative surgery" through which we establish recommendations for improvement, many of which can be implemented rapidly for immediate results.

After gathering initial background information with worksheets and a thorough interview, a checklist will be prepared— customized to your specific requirements. We'll schedule a full on-site audit, including necessary meetings and supervised access to your Metastorm BPM system.

Among other things, a Metastorm BPM Health Check can help you examine:

- Equipment Changes – Is there a need to add or consolidate servers to improve performance, redundancy, or scalability?
- Security Concerns – Are there any potential security holes in the server configuration? Are there process design practices being used that leave room

Highlights

Benefits

- Receive expert help from the company that understands your business process challenges
- Optimize the technology you already own and use
- Increase efficiency and throughput so you can scale upward
- Find potential hardware and security issues with advanced diagnostics and experienced consultants
- Transfer valuable skills and knowledge to existing staff
- Identify and correct "time bombs" – today's performance problems that will turn into tomorrow's failures
- Spend your time on projects and not on firefighting
- Implement a proven maintenance plan that will keep your processes running smoothly and efficiently well into the future

for abuse by unauthorized users?

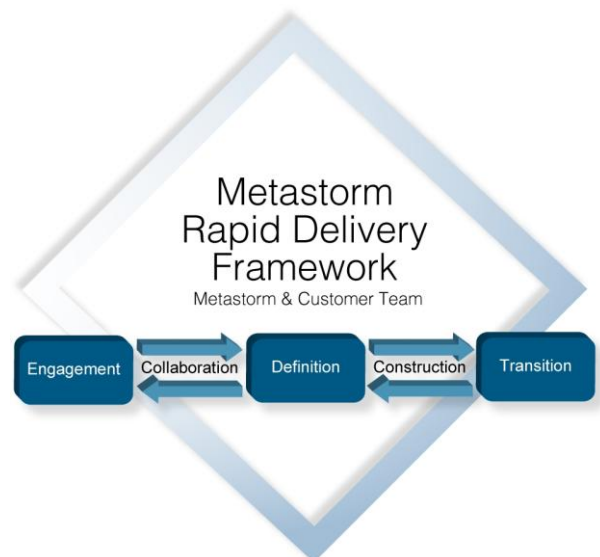
- Opportunities for Integration – Are there systems or existing processes that can be unified to improve process flow and efficiency?
- Future Growth – Is the current infrastructure sufficient to support planned or potential expansion?
- Intensive Optimization – Are Metastorm BPM and the supporting database configured to make the most effective use of resources, based on actual, statistical usage?
- Functional Analysis – Do process design practices provide the richest and most robust supported user experience?
- Peak Study – What does an investigation reveal is the peak usage? Does performance suffer at these times? Does the strategy include load balancing, and is the system configured properly?
- Junk Data – Are processes improperly designed such that hidden data is being created, eating up unnecessary system resources?
- Maintenance Plans – Does a maintenance plan exist and does it account for every factor that affects BPM performance?
- Resource Conflicts and Bottlenecks – Where are servers or clients fighting over network capacity and/or database attention?
- Testing Methodology – Do development practices include all aspects of effective unit and system testing unique to BPM?
- Error Log Analysis – Are unexplained, performance degrading errors being generated? Is the proper validation being implemented to avoid user-induced errors? Are the causes of system errors related to design-related database conflicts or web server configuration issues?

Upon completion of the on-site audit, Metastorm's customized report will make prioritized recommendations to you based on the specific analysis and research germane to your company and industry. These recommendations will be discussed with you and explained at length to ensure clarity.

Proven Implementation Methodology

The Metastorm Rapid Delivery Framework (RDF) is a robust and adaptable approach to rapidly deploying your BPM and Integration initiatives. Developed and continuously enhanced by the industry experts of the Metastorm Professional Services team, the best practice delivery methodologies of the Metastorm RDF help you increase speed to value and establish a solid foundation for on-going process and system improvements by fully leveraging the depth of capabilities and flexibility offered in the Metastorm BPM and Metastorm Integration Manager software solutions.

With a strong customer focus and emphasis on collaboration, the Metastorm RDF helps ensure your



implementation is easily understood and embraced. The five phases of the Metastorm RDF include:

- *Engagement* – project discovery and initiation
- *Collaboration* – communication of requirements, initial prototyping
- *Definition* – detailed solution and architecture design, enhancement of prototype to convert to development model
- *Construction* – enhancement of development model to convert to complete application, project team testing
- *Transition* – customer QA and user acceptance testing, deployment activities

Throughout the entire engagement, you maintain full project visibility and participation, allowing checkpoints and milestones to be easily tracked and measured by everyone involved. The Metastorm RDF approach to implementation perfectly complements the Metastorm Enterprise™ portfolio of solutions, enables the transfer of knowledge and skills to your team, and helps you achieve a rapid and successful solution roll-out that delivers immediate results.

Why Metastorm?

Metastorm and our integrated support network have the experience and resources necessary for successful planning, enterprise integration, customization, project management, technical support and education to help you get the most out of your Metastorm BPM and Metastorm Integration Manager investment. We offer the right combination of the industry's top people and solutions to help you meet your organizational objectives. Metastorm Professional Services deliver:

- Expert consultants who understand BPM and integration strategy, technology and business process challenges in your industry
- Proficient trainers experienced in knowledge transfer
- Superior customer support for immediate response and results
- Diverse partner access to complement the Metastorm team

Metastorm is committed to your success and to building a long-lasting relationship that helps you realize a strong return from your investment – both now and into the future. Let our Professional Services team help you take full advantage of Metastorm technology by analyzing your business and system processes, identifying issues, and transforming them into efficient Metastorm processes.

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