



# Metastorm Enterprise for Central Governments

Around the world, central governments must find new ways to do business. Citizens demand that you provide privacy and security protections, as well as deliver services and programs with the same efficiency, convenience, and service orientation that they receive from the private-sector. Added to this are the internal pressures to enhance cooperation and collaboration across agencies—sharing information, coordinating activities, and presenting a unified view to the public.

Metastorm addresses your challenges with Metastorm Enterprise, an integrated portfolio of fast and flexible enterprise modeling, business process automation and integration software to help you improve homeland security, respond to citizen expectations for enhanced service, and do more with less.

## Metastorm ProVision®: Driving Enterprise-level Transformation

Metastorm's enterprise architecture and business process analysis solution, Metastorm ProVision, improves process performance, ensures alignment with existing systems and technologies, and supports collaborative communication throughout a central government environment. It can be deployed in standalone or collaborative modes.

The web-based, integrated repository of business processes, systems and technology components within Metastorm ProVision provides the framework for you to effectively understand, analyze, and improve all dimensions of your government organization. When these enterprise concepts are understood and modeled, they collectively represent the architecture, or framework, for the organization, operation and decision-making of your enterprise.

Metastorm ProVision produces an integrated and consistent array of process and system models that conform to architectural methodologies, including the Zachman Framework and The Open Group Architecture Framework (TOGAF). Furthermore, Metastorm ProVision features powerful tools for analysis of alternatives, including Monte

## Highlights

### Benefits

- Understand and improve enterprise architectures and plan for future needs
- Comply with mandates
- Track and manage citizen correspondence
- Improve visibility and cross-agency collaboration

- Accelerate response to terrorism threats
- Streamline operations and advance agency missions by automating processes
- Protect privacy and implement security controls for sensitive information

### Customer Success

- Export Development Canada

*Learn about this and other Metastorm customer successes at [www.metastorm.com](http://www.metastorm.com)*

Carlo and discrete event simulation capabilities.

To answer governments' demand for collaborative and business-driven Service-Oriented Architecture (SOA), Metastorm ProVision's comprehensive modeling and analysis capabilities bridge the communication gap between business and IT. This solution enables your business users to participate in SOA initiatives while also robustly supporting the role of system engineers – effectively defining execution-ready activities that marry business processes to the services that make them work.

For enterprise architecture and operational transformation projects that are large, complex, and widely-distributed endeavors, Metastorm ProVision enables enhanced collaboration and enterprise-wide global access via a central, web-server repository.

### *Economic and Effective Data Collection*

As part of the Metastorm ProVision offering, Metastorm Discovery™ is an interactive process discovery tool designed to enable faster and more accurate collection of data, process understanding, and process metrics that can be used to drive business process modeling, improvement, and optimization efforts. This solution allows you to easily and economically collect actual experiential data on processes to determine where opportunities exist for continuous process improvement.

Metastorm Discovery can capture information about all steps in a process. This data can be used as input for modeling an “as is” process and analyzing potential improvements using Metastorm ProVision with the goal of optimizing the process to meet specific strategic objectives such as minimizing costs, accelerating response time, or improving productivity. The optimized process can then be deployed and automated through Metastorm BPM.

## Metastorm BPM®: Round-trip Process Life-cycle Management

The Metastorm BPM Suite, Metastorm's enterprise-level BPM platform, is the foundation that enables design and deployment of central government processes that increase output and manage resources in an unprecedented manner. Metastorm BPM has enabled many agencies to build solutions that better manage people, process, policies, data, and existing systems. It helps you comply with mandates and regulations, execute online initiatives, serve citizens, tie together silo processes and systems, and be more efficient.

Metastorm BPM provides an open, standards-based framework through which your designers and implementers can easily integrate external applications or application components. In fact, Metastorm BPM enables you to quickly deploy effective, efficient processes straight from Metastorm ProVision models. Advanced integration, reporting, and monitoring capabilities within Metastorm BPM enable cross-agency collaboration and visibility. With easy-to-use tools for designing, managing, and changing processes, users own, maintain and optimize their processes. Additionally, the suite provides all the components needed to support a continuous process improvement cycle using BPM.

With its comprehensive approach to BPM, Metastorm offers rapid design and deployment with complete control over continuous improvements based on insight into how the organization is running. With Metastorm BPM, your government agency can better serve citizens and contain costs by more efficiently managing processes. For example:

- From logging and assigning requests through final approval on response, the Metastorm BPM-enabled Correspondence Action and Tracking solution provides end-to-end processing and visibility on all correspondence. Reviews and approvals can be

processed in sequence or parallel depending on your requirements. A unique 'roll-up' action allows insight into previous responses to similar inquiries. Responses are formatted for various mediums – including email, fax, and mail – and using established agency document templates. And because Metastorm BPM solutions are web-based, they are available to staff in different geographic locations, ensuring that all offices conform to procedures and data capture requirements.

- A Case/Incident Management solution provides electronic forms capture and processing of all information pertinent to initiating and managing an ongoing case. Sub-processes are launched depending on the type of case recorded such as legal, police or intelligence. The processes are customizable for agency requirements.
- In many countries, central government agencies are challenged to streamline and automate the paper and time intensive process involved with Freedom of Information Act requests. With Metastorm, the process can become an electronic business process management system for managing information requests and appeals. Metastorm BPM addresses the following business requirements:
  - ✓ Requester Database
  - ✓ Workflow
  - ✓ Image Viewing and Redaction
  - ✓ Fee Tracking
  - ✓ Audit Log
  - ✓ Reports
  - ✓ Requested Records Database
  - ✓ Document Management
  - ✓ Version Control
  - ✓ Activity Logging
  - ✓ Security
  - ✓ Searching

## MIM: Integrating Your Systems and Services

The Metastorm Integration Manager (MIM) helps central government agencies rapidly and cost-effectively integrate and efficiently utilize diverse and often highly distributed business systems and services, databases, file systems, and even the most obscure legacy applications.

Whether deployed as part of the Metastorm Enterprise suite or on its own, MIM provides a robust platform for:

- Designing, executing, and monitoring system-based processes
- Enabling high-volume secure Managed File Transfer (MFT) and providing a management dashboard for overseeing complex B2B file transfers across multiple file transfer systems
- Integrating mainframe and legacy systems into new and existing business processes via web services
- Enabling native integration to and system-based process management on IBM CICS systems
- Integrating data and systems following a merger or acquisition
- Delivering insight, governance, and audit ability for system-based activities

With MIM, you have visibility into and can control even the most minute system tasks within the construct of a business process.

# The Value of Metastorm

Metastorm understands the unique needs of central governments. Metastorm's proven, enterprise-level platform for enterprise architecture, business process analysis, business process management and integration has enabled governmental agencies to better manage people, process, policies, data, and existing systems.

With Metastorm, you can quickly achieve measurable results such as:

- Improved cross-agency and citizen services
- Increased efficiency and productivity of staff
- Elimination of duplicate data entry errors and omissions
- Process compliance/control across global operations
- Centralized, reuse of existing data, systems and technologies through seamless integration

For more information on how Metastorm solutions can help you, contact us at 1 877-321-META or [sales@metastorm.com](mailto:sales@metastorm.com).

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