

## Expert Assistance for Software Development

A successful Business Process Management (BPM) strategy and deployment involve the right combination of resources through a network that includes consulting, training, support, and partners. With that in mind, Metastorm is dedicated to providing a comprehensive portfolio of professional services to help you customize, implement, enhance, and extend your implementation of the Metastorm BPM® software solution.

The Metastorm Professional Services team provides a full range of services designed to help you deploy Metastorm BPM, maximize your return on investment, and achieve enterprise goals. Organizations that engage our consulting team and certified partner network have an opportunity to make a rapid and measurable impact on their bottom line. Working with Metastorm, you can help reduce the risk of project delays or failures, while benefiting from access to Metastorm's technical expertise, best practice experience, extensive training programs, and broad set of resources. In addition, our team can help ensure that previously flawed or incomplete processes are optimized prior to automation.

Metastorm also offers a value-based series of packaged services under the areas of BPM Services that focus on customers who are new to our solutions, as well as more experienced customers looking for advanced service offerings.

## BPM Services

Metastorm BPM is a complete suite for roundtrip process life-cycle management including the design, automation, analysis, and monitoring of an organization's human-centric and integration-centric activities and processes. Metastorm consultants can be leveraged for a variety of needs including business requirements definition and planning, application architecture and design, workflow development and integration, testing, implementation, and pre and post-production support. These services are available as both project-based / turn-key offerings, where Metastorm runs and manages the entire effort, or as staff augmentation.

In addition, we provide several packaged services offerings for Metastorm BPM. These popular, short-term, high-impact offerings include:

## Highlights

### Benefits

- Receive successful planning, enterprise integration, customization, project management, technical support and education
- Depend on expert consultants who understand BPM strategy, technology and business

process challenges in your industry

- Learn from proficient trainers experienced in knowledge transfer
- Receive superior customer support for rapid response and results
- Maximize your investment in Metastorm BPM
- Reduce risk of project

delays/failures

- Optimize processes prior to automation
- Gain from diverse partner access to complement the Metastorm team

- **Rapid BPM** —Provides a packaged set of consulting services to quickly implement a fundamental Metastorm BPM application.
- **Best Practices Lab** —Specialized training for Metastorm BPM developers and administrators with a primary emphasis to "learn by doing" under the guidance of Metastorm senior consulting staff and instructors.
- **BPM Health Check** —A rapid and comprehensive audit of an existing Metastorm BPM implementation, covering architecture, design, performance, scalability, and best practices.
- **Architecture and Upgrade Assessment** —An analysis of the current production Metastorm BPM environment with recommendations for improvements that address upgrading to our latest version and/or issues and anticipated growth.
- **Remote Access Support Services** —Expert support services for existing customers who are implementing and/or running Metastorm BPM in their production and test environment and would like to allocate a part-time expert to assist with ongoing questions, best practices, troubleshooting, etc.
- **Education and Training** —A variety of formal, structured training classes are designed to suit our customers' needs. These can be delivered in public course settings or as private instruction at your facility.

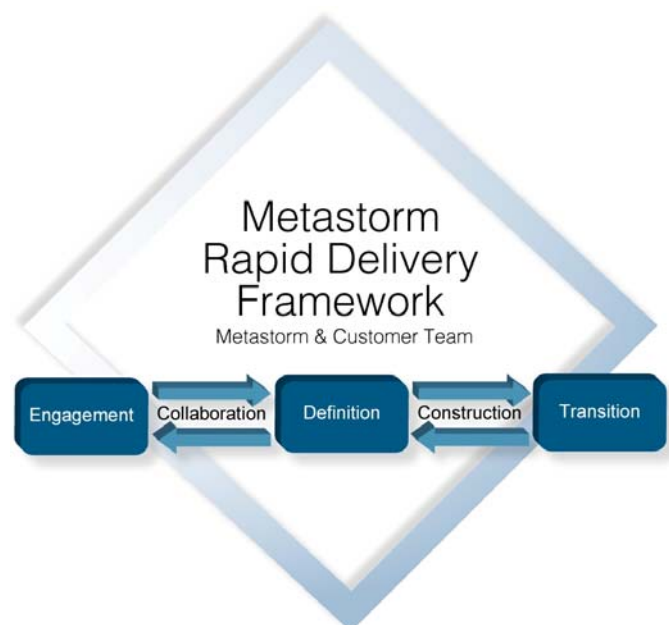
## Metastorm Process Pods® – Service Solutions

Metastorm Process Pods are a rich set of solution frameworks that serve as "implementation accelerators" for Metastorm BPM process improvement initiatives and help shorten the path to ROI. As part of the overall Process Pod program, Metastorm's Professional Services Team offers a portfolio of pods that are implemented with accompanying consulting services. The pods include those focused on a specific business process or segment of a business process (ex. for financial services, new account on-boarding or government problem report verification) and those focused on a specific technology area that supports or integrates with a process (ex. file encryption). Related Metastorm Professional Services cover installation, customization, education/knowledge transfer and ongoing support and maintenance.

## 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.

## Certified Partner Network

To meet the increasing demand for enterprise solutions, Metastorm regularly taps into the experience of our partner organizations—including systems integrators, regional solution providers, software vendors and others—to deliver value-add extensions to the Metastorm software. This network of resources provides a wealth of options across vertical and geographic markets. We are proud of the strong credentials our partners bring to hundreds of our customers around the world.

## 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 investment. We offer the right combination of the industry's top people and solutions to help you meet your business objectives. Metastorm Professional Services deliver:

- Expert consultants who understand BPM 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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