

BPM MADE SIMPLE

epc5.1

- Process Improvement
- Process Governance
- Risk Management
- SOA
- Business Intelligence
- Collaboration
- Compliance



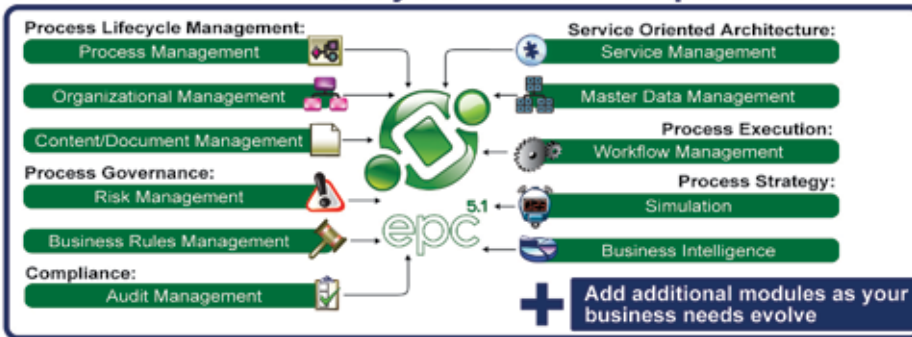
interfacing.
ENTERPRISE
PROCESS CENTER®



I Need To:

- Drill down through multiple levels of a process hierarchy.
- Generate swimlanes to visualize handoffs of activities between departments.
- Ensure process governance and standardization.
- Control the publishing and approval of process-related knowledge.
- Access processes and process information from any location via the web.
- Implement process management standards (BPMN, BPEL, SIPOC, RACI).
- Access documents, assets, roles and risks directly from process maps.
- Execute and automate human and system-centric processes.
- Manage the impact, likelihood and priority of risks.
- Schedule and automate audits.
- See all process touchpoints of an application or a role within a single view.
- Attain compliance under a worldwide standards initiative (ISO, SOX, Basel II).
- Benchmark off of best practice process frameworks (ITIL®, APCQ®, SCOR®).
- Import existing Visio process models to maximize previous process mapping investments.

Customize EPC to Match your Business Requirements



EPC Overview

The Enterprise Process Center® (EPC) is our multi-user Business Process Management (BPM) software. With the EPC, employees gain the advantage of collaborating within a secure, feature-rich and centralized web based management environment. The EPC is completely modular and fully customizable to meet the specific business needs of anyone, from a small start-up company to a global enterprise.

EPC Modeler

The EPC Modeler is our feature rich process design client. With the EPC Modeler, your business analysts and system architects can model business processes and all their corresponding attributes within a fully audited collaborative environment. When a change is made in the EPC Modeler, an automated approval cycle is launched before the content is published for end-users, ensuring ownership and traceability of all objects.

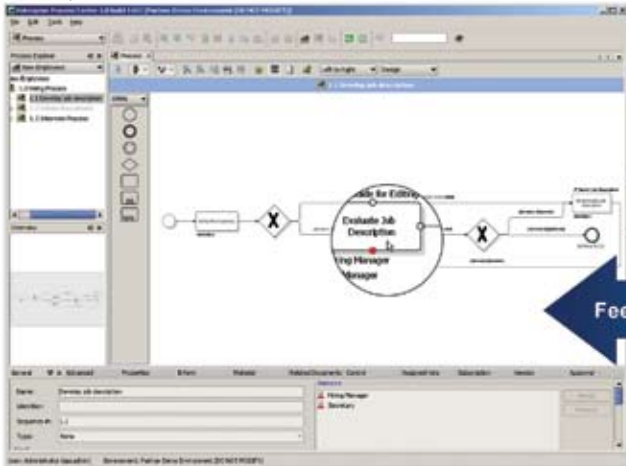
EPC Server

The EPC server allows all of the content created in the EPC modeler to be distributed to your employees through the EPC web portal. EPC server is built on a J2EE platform, and is JDBC compliant: supporting MSSQL, Oracle, DB2 and MySQL databases. The EPC server functions on a true client-server relationship, ensuring content security and data integrity. EPC also supports a clustered server environment for highly scalable international BPM deployments.

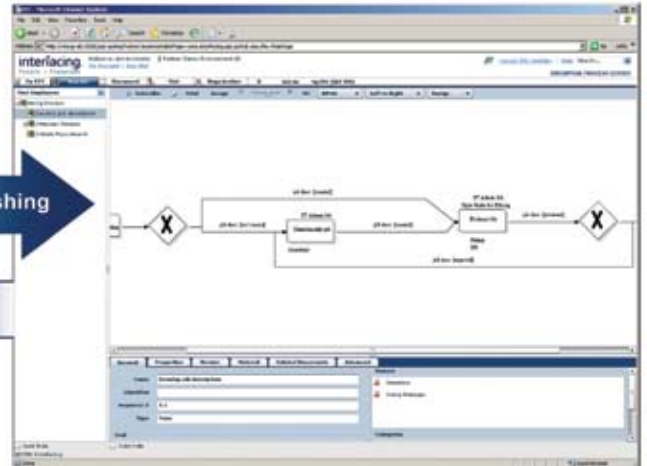
EPC Web Portal

The EPC Web Portal is the primary means for employees to access processes and related documentation from any location worldwide via the internet. The web portal enables users to participate in employee discussions, and encourages all resources to provide input for continuous process improvements. With the MyEPC, users have their own personalized landing page of relevant information (processes, documents, dashboards), this keeps content relevant to users and minimizes resistance to new technology.

Modeler process view



Web Portal process view



Process Management

Identify Gaps – Analyze – Enforce Process Consistency

The heart of the EPC is Business Process Management. Process modeling increases the visibility of tasks and helps eliminate redundancies, giving your company a competitive advantage. With our automated flatmap and swimlane views, it's easy to identify departmental gaps and inefficient handovers of work material. By creating and enriching process maps, your company is given the ability to analyze its operations and information flows from a holistic perspective.

The EPC provides the industry-best in process design and editing, and allows you to extend company consistency by providing the ability to implement the same uniform process at multiple points across the organization. This standardizes company practice and establishes efficient process management.

Key Benefits:

- Correct process inefficiencies
- Generate multiple process views
- Model processes with drag-and-drop
- Drill-down through process hierarchies
- Standardize processes

By creating a process-centric organization, your company will overcome the hurdles of chaotic management.

Ad-hoc Processes:

- Duplication of tasks
- Poor knowledge sharing
- Chaotic work tradeoffs

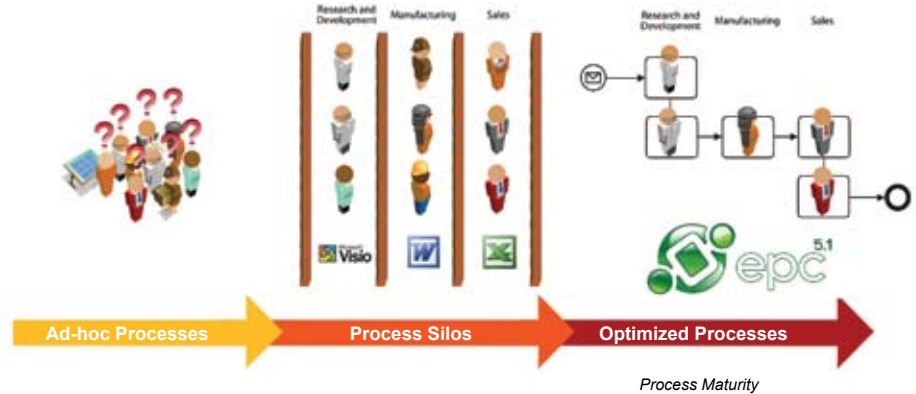
Process Silos:

- Outdated processes
- No standard methodology
- Process gaps



Optimized Processes:

- Standardized processes
- Unified organization
- Shared knowledge



Organizational Management

Assign Ownership – Manage IT Assets – Define Employee Roles

Employees are a company's most important investment. By assigning specific roles to human resources, employees are given ownership of their tasks, resulting in greater efficiency and cooperation. IT assets can also be assigned as performers along your process structure. This enables your company to maintain systems and gain insight into asset touchpoints.

In the EPC, roles and resources are maintained in separate libraries. Specific roles are created independently of the people and assets that fulfill them. This enables for a smooth transition of roles when resources change and for further consistency when multiple employees are assigned the same role.

Key Benefits:

- Ensure ownership and delegation of tasks
- Clarify all resource and asset process touchpoints
- Fully integrate with Active Directory
- Improve resource training
- Manage assets for IT-driven processes
- Quickly model the company heirarchy



Content Management

Create a Common Knowledge Database - Link Documents to Processes - Control Versions

Much more than just a repository, the EPC houses a fully integrated Content Management System which allows users to store valuable documentation in a secure, central location, easily accessible via the web by all employees. Documents are given a clear purpose when they are linked to processes, encouraging employees to exploit the knowledge available to them, and to share the information they create in a common system.

Content management provides executives the facility to track all changes, rollback to previous versions, and trace a clear revision and approval history; ensuring the highest

standard of quality is maintained. EPC allows management to control the full lifecycle of a document from creation to publication, all the way through to archiving and finally deletion.

Key Benefits:

- Perform full-text searches of document contents
- Access documents 24/7 through the web
- Back-up files for disaster recovery
- Zero change management



Virtual Storage Systems

Risk Management

Identify and Mitigate Risks



Risk is an inherent part of every business process, making risk management a vital program for every organization. With the continuous rising cost of compliance initiatives such as the Sarbanes-Oxley Act (SOX), BASEL II, and ISO, it has become imperative that companies take the proper action to improve controls and ensure effective risk mitigation. Organizations are constantly changing to

remain competitive. Without a tool to help manage external risks, the audit process becomes a costly and time-consuming obstacle to your business.

Visualize Risks for a Better Understanding

By mapping processes with risks and controls, you get an accurate picture of how your company operates and how these

operations must be improved. Improperly assigned controls and unanticipated risks arise when a company has a poor understanding of their business processes.

The Risk Suite for EPC augments the standard BPM tool with a comprehensive risk and control mapping engine. Potential risks can be assigned to specific processes, where they are in turn related to controls. This gives employees the ability to understand what risks will be encountered during their activities, and what measures must be taken to ensure that the risk poses no threat to the enterprise.



Risks and Controls on a process

Key Benefits:

- Enhance visibility and transparency of risks
- Prioritize risks to divide and conquer
- Decrease breakdowns and downtime
- Implement COSO and COBIT best practise templates

Business Rules Management

Formalize Company Policies with Business Rules



Standardize and enforce company strategy by modeling operations, definitions, and constraints to be followed by employees with Business Rules. These rules define and constrain company processes in order to control the behaviour of your organization, ensuring that employee activities are aligned with business goals and strategies.

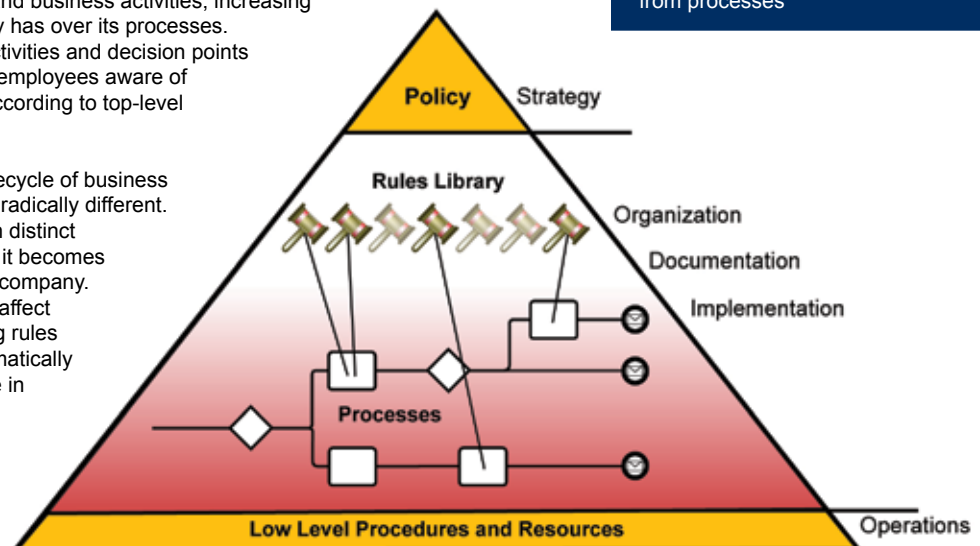
Business Rules and Process Governance

By connecting business rules to business processes, you create a direct correlation between company policy and business activities, increasing the level of governance your company has over its processes. Mapping business rules to process activities and decision points ensures process integrity by keeping employees aware of precisely how to manage decisions according to top-level goals and policies.

Furthermore, the maintenance and lifecycle of business rules and business processes can be radically different. By maintaining a relationship between distinct business rules and process activities, it becomes easier to manage change within your company. Changing a single business rule may affect hundreds of processes – by managing rules separately, all processes will be automatically updated simply by making the change in one central location.

Key Benefits:

- Enforce company policy through standardized rule objects
- Model operations, definitions, and constraints
- Manage change more efficiently
- Maintain rules separately from processes



Business Rules in Enterprise Architecture

Service Management

Tear Down Monolithic Applications

Single-platform solutions create dependencies among software components. These false dependencies hinder the flexibility of your IT architecture, and make it impossible to change components without modifying the entire system. In order to gain any flexibility with monolithic applications, the entire structure must be customized, resulting in wasteful, closed systems that become difficult to maintain.

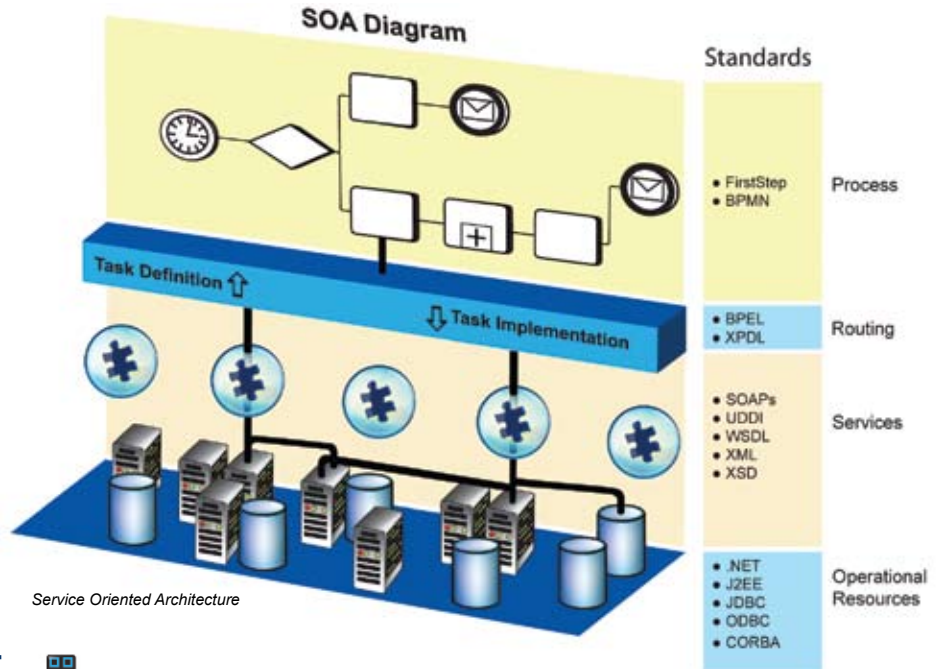
Loosely-coupled services allow for the agile integration of business requirements and IT solutions. With service management, your software needs are fulfilled by modular service components that communicate through a routing system. By adopting a Service Oriented Architecture (SOA), business strategies and IT strategies can work in parallel, efficiently mapping business needs to operational resources without the need for wasteful customization.

Key Benefits:

- Align IT strategies with business processes
- Maintain consistent end-user systems
- Improve the delivery of application services
- Respond rapidly to changing technologies
- Increase the flexibility of your IT department

Create a Process-Driven IT Department Through SOA

With the process-modeling environment of Interfacing's EPC, your company can align itself towards a SOA design that mirrors the efficiency of your business processes. Mapping your company in the EPC clarifies your software requirements, allowing you to unify different tasks that are accomplished by the same service, and find processes that make poor use of already-present systems. With the EPC, services are directly related to process activities and business rules, bringing your company the advantage of visualizing its use of computer resources, granting you the clarity to make reflective and effective decisions on how to evolve your IT framework to serve your business processes.



Service Oriented Architecture

Master Data Management

Data-Rich Business Process Integration:

Master Data Management streamlines process integration. Utilizing IT resources for the execution of data-rich business processes requires a data type standardization effort so that multiple IT systems can communicate according to a set of reference definitions. The diverse functions of your IT systems can furthermore span across great spaces and bridge multiple service providers. For instance, a sales process requires the integration of sales systems, customers, and suppliers. In order to accomplish straight-through processing, data types must be standardized, allowing different systems to recognize and process information in an appropriate manner.

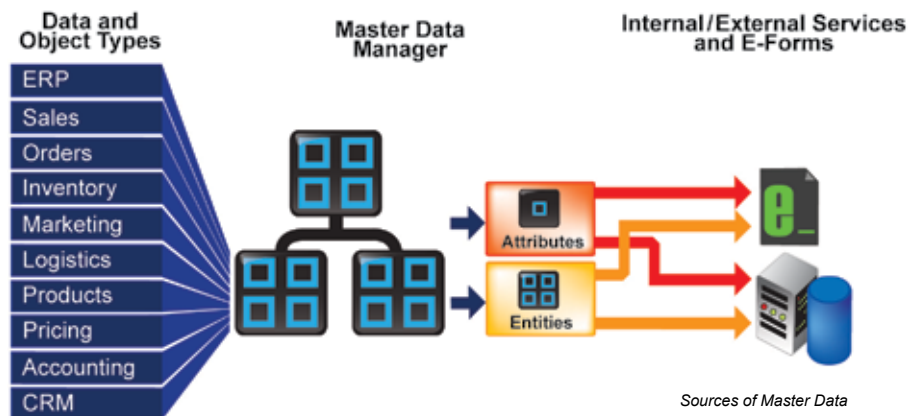
objects as master data entities and attributes, information becomes more open to being shared along your processes by different IT systems. The boundaries between companies and service providers are knocked down – the formalized data can be accepted by any system designed to recognize its master data type. Processes can transcend their limits of company, software platform, or service provider, enabling a more efficient, fail-safe IT design.

Key Benefits:

- Standardize data and object types
- Enable straight-through processing
- Overcome the barriers between companies and service providers
- Create superior fail-safes in IT design

Master Data Management Bridges Systems

Standardize your company's data definitions through master data management. Managing Master Data formalizes the types of data used by your company, allowing for the enforcement of consistency among the representation and usage of data within IT systems. By modeling your information and

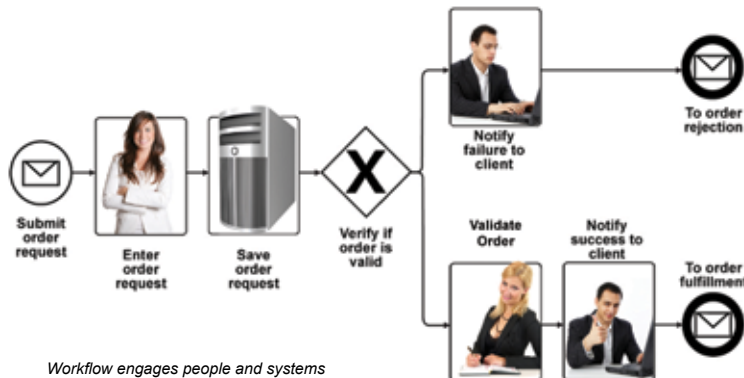


Sources of Master Data

Workflow Ensure Integrity for Process Execution



Business Process Management gives companies the power to implement and control specific business strategies. This value becomes limited when processes are not successfully executed. If employees and IT resources are unable to participate in process execution, company strategy cannot be realized. Dynamic process execution must engage human resources and simultaneously orchestrate and invoke supporting IT applications and services.



Workflow engages people and systems

Agile Process Execution Bridges People and Systems

Using the EPC, your company can take advantage of a detail-rich modeling environment with an integrated workflow system to manage and orchestrate your processes. Model processes and assign roles, resources, and services to activities; then publish your model for execution within your operational work environment. EPC allows your organization to develop and maintain a Service Oriented Architecture (SOA) strategy which allows your workflows

to remain flexible, and to adapt quickly to change. Every task is updated and prioritized automatically, allowing employees to effectively manage their time, and execute their responsibilities, according to high-level business strategies. EPC is BPEL-compliant, ensuring that workflow execution can be managed by a wide range of applications. Model your company processes in the industry standard BPMN (Business Process Modeling Notation), and then export to BPEL (Business Process Execution Language) for execution. With the EPC, your processes are never limited - our solution provides you with multi-platform integration that will enable your company to execute an effective business strategy at all levels of your organization.

Key Benefits:

- Streamline the end-to-end execution of business processes
- Route information via an electronic messaging backbone
- Enforce BPM strategies on all levels of company performance
- Effectively utilize IT and human resources.

Standards and Integration Leverage Standards in BPM

EPC proliferates your integration-intensive processes on all levels of company organization. With our support for the most widely accepted industry standards, your processes can move beyond company lines.

BPMN

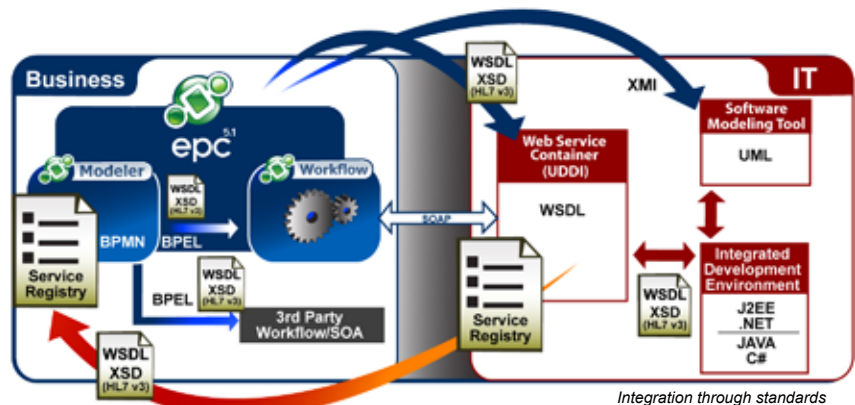
BPMN (Business Process Modeling Notation) serves as a communicative tool that enables the smooth transition between process design and implementation. BPMN is accepted as the leading business process notation worldwide, which means that processes described in BPMN can be shared and easily understood.

BPEL

BPEL is a process modeling/orchestration language that standardizes process descriptions in the XML markup language, allowing for the integration of business process management and automated web service applications.

WSDL/SOAP

WSDL (Web Service Description Language) is a language which describes web services for importing and documenting services and their functions. WSDL is used in conjunction with SOAP (Simple Object Access Protocol) to proliferate web services in a networked environment through a messaging framework.



Integration through standards

ERP/CRM

Standardized master data entities and attributes manage the integration of information, which can be shared among systems via common services. The EPC allows you to automate your business processes end-to-end, communicating with processes in your existing ERP or CRM system via Master Data Management and Service Oriented Architecture.

Microsoft Office Integration

Import your existing Visio process maps into the EPC to make use of existing process knowledge. Instantly create manuals, training materials, presentations and reports by exporting to Word, Powerpoint, and Excel.

Leverage your Existing IT Framework:

- EPC Intergrates with:
MS Office Applications (Word, Excel, Powerpoint®)
Open Office Applications –
Adobe® PDF – MS Visio®
– MS Project – Sharepoint
- Integrate with other 3rd party applications via:
XML – XMI– BPEL – APIs –
SOAP – CSV – HTTP – BPMN
– WSDL– UDDI
- EPC allows you to maintain your database standard (JDBC compliant): MS SQL – Oracle® – MYSQL® – DB2

Simulation



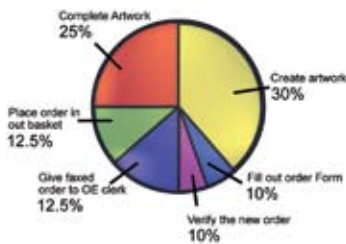
Avoid Costly Mistakes by Testing Change

Process reengineering can often be extremely costly to an organization when forecasted improvements prove to be insignificant. It is often prudent to run simulations to determine the actual impact that recommended changes will have on company operations. A powerful tool is needed to give your consultants the quantitative data required to run a proper analysis and for your board of directors to make an informed business decision. Although data collection requires additional resources and time, it is often best to be "safe now, rather than sorry later."

Run Dynamic What-If Scenarios with EPC Designer

The EPC Designer module allows you to run detailed simulations based on the process data that you captured in the EPC repository. Using our simulation tool you can build a realistic representation of your company and run dynamic what-if scenarios to test the integrity of your process design on multiple axes. Avoid process bottlenecks by analyzing activity durations and delays as well as by examining resources' idle time. Perform a cost analysis of each activity or on a process as a whole to determine how costs can be reduced and optimized. Our simulation engine is built upon a framework that has been tested and refined over 15 years, ensuring that your simulations will meet a high standard of realism and accuracy. Furthermore,

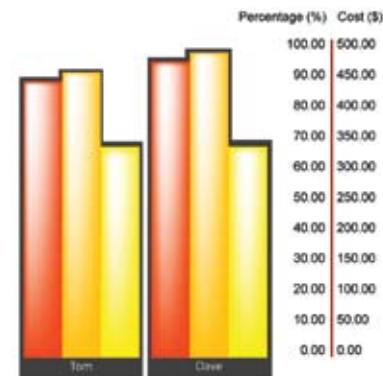
the EPC Designer is a fully functional stand-alone product, allowing consultants to work on multiple sites locally without needing to stay connected to the EPC database – providing additional flexibility and simplicity without sacrificing integration.



Activity-based costing

Key Benefits:

- Perform activity-based cost analysis
- Analyze resource utilization
- Identify bottlenecks
- Run as a stand-alone simulation or an EPC integration
- Run discrete event simulations



Execution vs. idle time

Business Intelligence

A Front Line Solution



In order to make effective decisions regarding company strategies, business managers require insight into company operations in order to conduct an analysis and plan for the organization's future. A bird's-eye view is required in order to gain the perspective necessary to enable effective planning by your management resources – but many managers do not always have access to the information they need when the time is right. A front-line solution is required to put company performance and statistical information at the fingertips of those who need it the most.

The BI engine is integrated directly into the MyEPC Web Portal, which provides management with a personalized, real-time dashboard view of their business units' operations and performance. Furthermore, the reporting tool is integrated with our workflow engine, gathering real-world statistical data on actual employee and IT systems performance, further enhancing the value of the dashboard data and putting much-needed data into the hands of your executives.

Key Benefits:

- Generate custom visual reports through simple drag-and-drop
- Access valuable dashboards through the EPC Web portal
- Gather real world performance metrics from the workflow engine
- Report on any object in the EPC database

Get a Bird's-Eye View with BI

By using a Business Intelligence (BI) reporting tool, your business analysts will be able easily communicate valuable analytics and company information to a broad range of management, which will enable your executives to effectively plan the future of your company. The EPC robust reporting engine (powered by Cognos®) allows users to build, customize and launch reports on the fly as well as regularly schedule and automate the delivery of reports to their inbox. All data captured and managed within the EPC can be easily extracted into user specific reports, allowing managers the security to control the distribution of information across different levels of the organization.



MyEPC BI dashboards

BPM and Compliance

The need for compliance and governance plays a major role in modern corporations. Be it a quality assurance initiative such as the ISO standards, a financial audit law such as Sarbanes-Oxley (SOX), or an IT systems best-practice implementation such as ITIL, companies worldwide are seeing the need to manage compliance as part of their everyday business activities.

Regardless of the program, clarifying and reengineering business processes is the basis for improvement. The EPC is ideally suited to help support companies in their quest for process improvement and compliance/governance certification. With the EPC's secure audited environment, full control over process and document change, clarity of inherent risks, and the ease with which process knowledge is communicated across the company, organizations can instill the disciplines necessary to successfully complete these programs.

Audit Management

Avoid the Cost of Compliance

The level of scrutiny that is placed upon your company during a compliance audit requires significant documentation of approvals, resources, changes, and adherence to the policies that are laid forth by the process improvement program. The entire compliance process can lead to costly changes within the company organization in order to fulfill the requirements of documentation, audit trails, and approvals.

The EPC features a workflow-based audit manager that allows your company to easily conduct audits on any object in the EPC repository. By maintaining your data in the EPC, with full audit trails, version control and approval history, it becomes easy to draw on information and generate audit reports. Furthermore, our audit manager orchestrates

the entire audit process from end-to-end, removing costly manual tasks involved in a comprehensive audit. The EPC manages the complete audit lifecycle, from creation of test plans to monitoring corrective actions.



All audit plans are saved in the EPC for complete reusability. Audit results are maintained in the EPC repository for future reference and verification. The EPC makes the audit cycle a pain-free process, helping your company verify that all the checks and balances are in place in order to ensure full compliance and instill confidence in C-level management.

Key Benefits:

- Audit processes, documents, risk, controls and rules
- Keep track of multiple auditors and test schedules
- Capture the results of audits for future reference and verification
- Automatically generate reports for compliance audits
- Schedule automatic e-mail notifications and view reminders within the MyEPC Web Portal

Compliance Standards

SOX – Sarbanes Oxley

The Sarbanes-Oxley Act (SOX) introduced an intense new focus on the documentation, auditing and monitoring of key financial business processes and controls. In light of corporate scandals like Enron, Tyco and WorldCom, this type of compliance legislation served to protect investors by improving the reliability and accuracy of corporate disclosures.

ISO

ISO 9000 - Quality Management

ISO 9000 provides a quality management system for improving and controlling the quality of your products and services.

ISO 14000 - Environmental Management

ISO 14000 enables companies to reduce the penalties and fines conferred when environmental laws are breached.

ISO 20000 -Technology Management

By attaining compliance under ISO 20000, your company can increase efficiency in its delivery of IT services by providing a solid technology framework.

ITIL

ITIL (the IT Infrastructure Library) is the most widely accepted approach to IT service management in the world. It consists of a series of best practices on the provision of quality IT services and on the accommodation and environmental facilities needed to support IT.

BASEL II

Basel II, or The New Accord (based on the original Basel Accord), was created to improve the way financial organizations and regulators approach risk management worldwide. Basel II asks organizations to implement a corporate risk management system that accounts for operational risks.

Six-Sigma

Six-Sigma is a system of process improvement practices that seek to eliminate product defects, ensure quality processes, increase efficiency (eliminate redundant tasks) and decrease costs while maximizing customer value. Six Sigma methodologies work on both the process design level and the process improvement level, setting out guidelines for the integration of sustainable, predictable and defect-free processes.



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