



BPM Ad-hoc Framework

Control and manage your simplest but most time-consuming processes

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Unstructured “ad-hoc” processes are the numerous small processes throughout an organization that often go unnoticed. Combined, they represent up to 75% of the total number of processes within your organization and usually consume up to 60% of employee working time. By combining Appian’s award-winning enterprise low code automation platform and KPMG’s experience in managing ad-hoc processes, we have developed the KPMG Ad-Hoc Framework Solution to help companies like yours control and manage these processes. This solution dramatically accelerates the implementation of BPM projects, empowers business users to take control of these processes, gives you visibility into a real organizational blindspot and helps you save time and money by addressing ad-hoc processes’ inefficiency head-on.

Business Challenge and Motivation

Although many companies have already adopted state-of-the-art BPM systems to automate complex and fully integrated business processes, they have a common blind spot: unstructured processes. Business users spend up to 60% of their time reacting to unplanned and unstructured requests, deciding by themselves what to do, when to do it and who to route work and information (documents or spreadsheets).

These kind of processes become a blind spot for the organization as all of this happens by phone or email in an invisible and untraceable manner, increasing risk and derailing costs.

Business often relies on IT to automate and deploy process applications, but the IT department is typically more focused on implementing complex and fully-integrated applications, and not addressing these simpler and unstructured processes.

Solution Highlights

The BPM Ad-hoc Framework solution enables business users to configure, deploy, automate and monitor unstructured processes in a matter of minutes using a friendly and intuitive user interface. All of this with total independence from IT.

Additionally the tool comes with several out-of-the-box performance and monitoring dashboards which not only allow access to real-time information on how the processes are performing but also improve visibility and control.

Main Components, Tools and Benefits

Authoring and Configuration: a utility designed to be easily used by a business user to configure and deploy an Ad-hoc process in a matter of minutes. It includes drag & drop dynamic forms, SLA Management and integration with document management systems.

Process Search and Monitoring: a search engine for the existing process instances to view the details of each instance to execute or re-assign tasks.

Performance Dashboards for Real-Time Monitoring: a set of dashboards that enables business people to monitor, measure and control key activities and processes with real-time information.

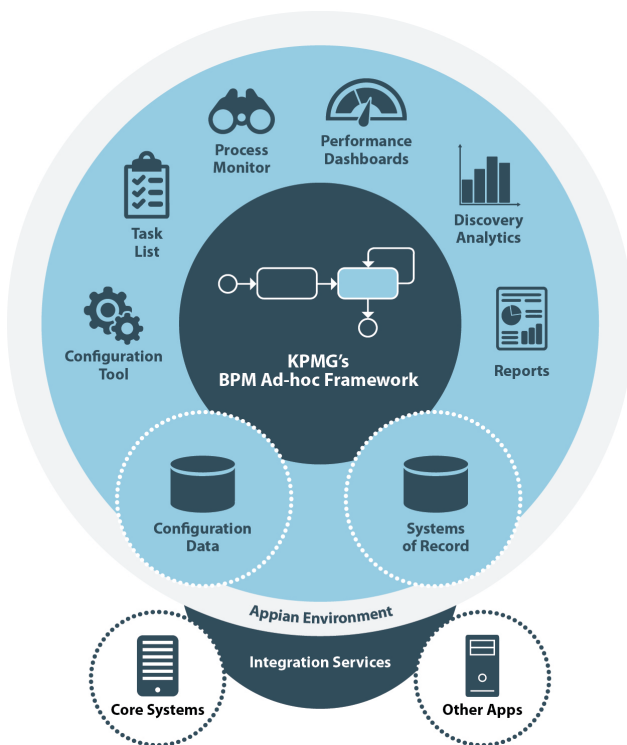
Discovery & Process Improvement Analytics: a tool to perform process discovery using real process information for continuous process improvement. This feature allows business owners to understand how

their organization behaves, finding the “happy path” of the process, its deviations and possible outliers.

Administrative Console: technical support console that enables support and deployment teams to easily perform some of the more frequently required operational tasks.

Software Architecture

The Ad-hoc Process Framework sits on top of the Appian run-time environment and is fully integrated with the Appian Tempo Process portal. After the Ad-hoc Framework is installed and running in a production environment, it only takes minutes for a business user to create a new process and have it ready to be used by other members of the organization.



Why automate simple processes? Because...

- These high volume processes, if held unattended, will derive high cost, high operational risk and huge inefficiencies
- It brings visibility and traceability over these processes
- It brings measurement, service level control and monitoring capabilities
- It gives the organization a chance to improve performance over a great part of its global operation
- Despite being simple, these processes are critical to the organization

With KPMG's BPM Ad-hoc Framework you can configure, deploy and optimize simple processes in a matter of minutes.

The success goes to our clients

Agility has been one of the most valued and remarkable characteristics of the Ad-hoc Framework at Credito Valtellinese, both in terms of timing - less than 2 weeks from ordering to start working, less than 4 weeks to implement the project, minutes to configure and deploy new processes - and integration with existing systems.

“We appreciate KPMG’s ability to deploy the solution in production in such a very short time. Moreover, it accelerated the execution of a great number of business demands; in less than two months we completed more than 60 simple processes based on KPMG’s BPM Ad-hoc Framework, most of them implemented directly by business end-users. It is really a time-to-market accelerator.”

Matteo Pizzicoli, Process Manager Bankadati, Grupo Bancario Credito Valtellinese

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