



BPM

SGAIM

Business Process Management



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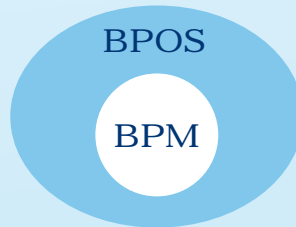
SGAIM's BPM

BPMS is a platform within SGAIM's business and service concept.

It provides support to Business Process Outsourcing Services (BPOS) via Enterprise Content Management (ECM) Technologies and off-shore Professionals.

In our BPOS model, users continue to interact with their regular management applications (ERM, CRM, SCM, TMS, etc.).

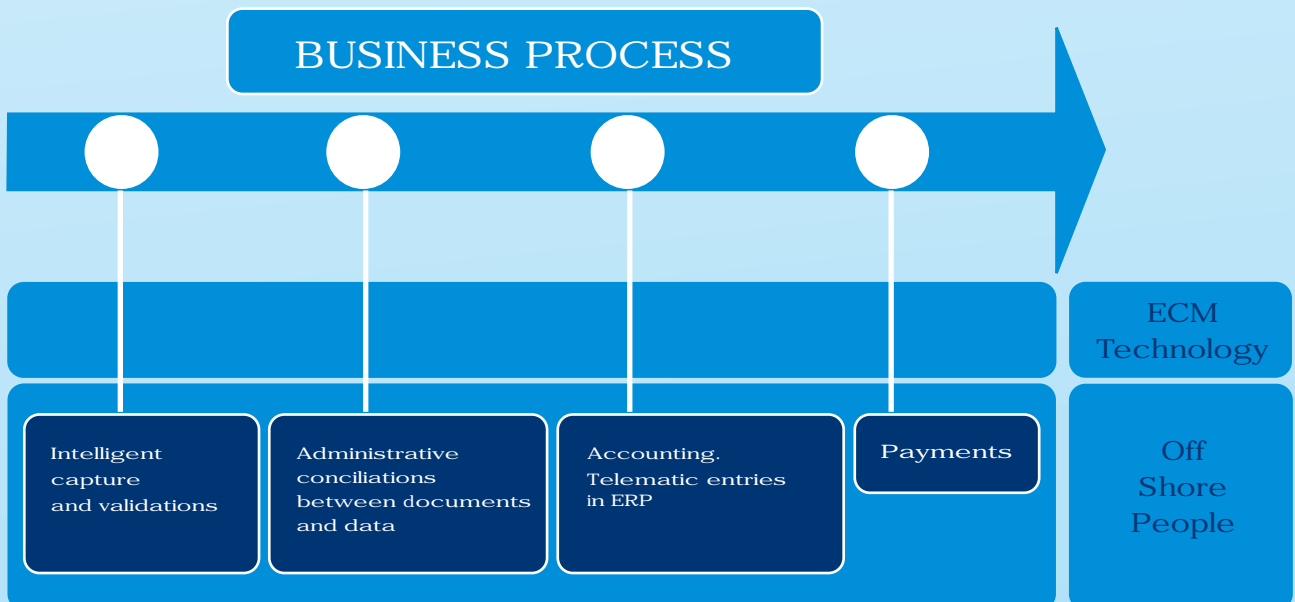
These management applications are reinforced with BMP, which orchestrates service extensions such as Intelligent Information Capture, Intelligent Conciliations, Accounting Sub-processes, Payments etc.



From the defined Company Strategy, BPM maps out the processes, structures the activities, considers the players (Machines or People), and integrates the applications and services, equipping the process with solid, flexible architecture for continuous improvement.

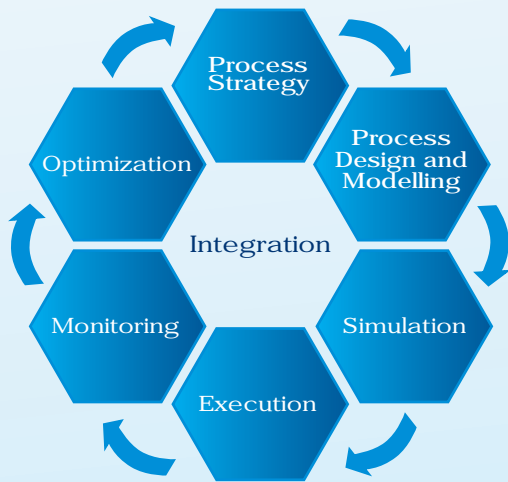
The objective is to guarantee compliance with the Business Strategy via BPM.

Conceptual example:



BPM + Conected Professionals

01 INFORMATION SYSTEM CYCLE



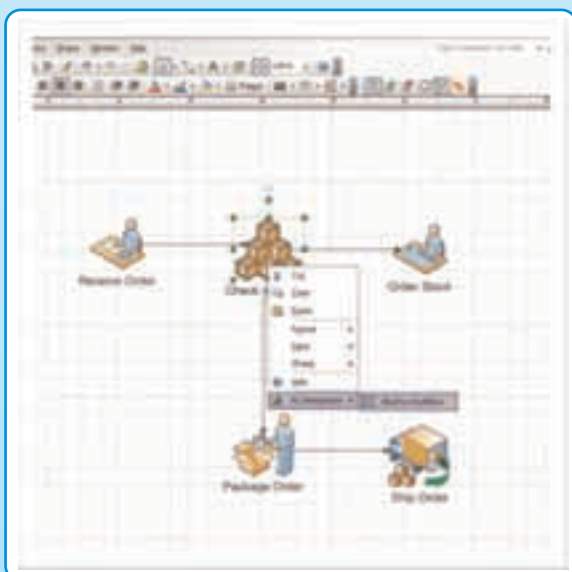
The objective is to guarantee compliance with the Business Strategy via BPM.

01.A PROCESS DESIGN AND MODELLING

Bearing in mind the company's Strategy and based on the existing processes; our consultants design the optimum process in collaboration with the professionals at your business.

BPM draws up the flows, activities, players, events, conditions, data input and output of each activity and interactions with other subsystems, including remote ones.

Via a simple graphic interface, computer code is developed to provide support for the execution of processes.



The BPMN notation standard is used, which is a graphical language that has become a reference for comprehensible process modelling. When designing and modelling, our consultants consider the process from various angles:

Operational, Legal, Best Practices, Usability, Application Integration, and Collaborators.

Where necessary, modelling extends the design, considering all the variables and the possible cases that could extend and provide more flexibility to the initial design.

01 INFORMATION SYSTEM CYCLE

01.B SIMULATION

The simulation is aimed at “forcing the system” to guarantee optimum performance in demanding real-life environments. This means that unnecessary operational risks are removed.

01.C EXECUTION

The process can be directly executed on a definition that has already been modelled, without writing the code.

The Business Rules wrap around the code and simplify the response request from BPM (e.g. Business Rule returns the calculation of a Credit score).

It is very well accepted by users as the design and execution are joined in a simple way



01.D MONITORING (BAM) AND OPTIMIZATION



We can achieve total control, from checking the status of a particular work command, to carrying out an analysis aimed at re-engineering the process.

The control over the operations is guaranteed with the BAM module or business process monitoring.

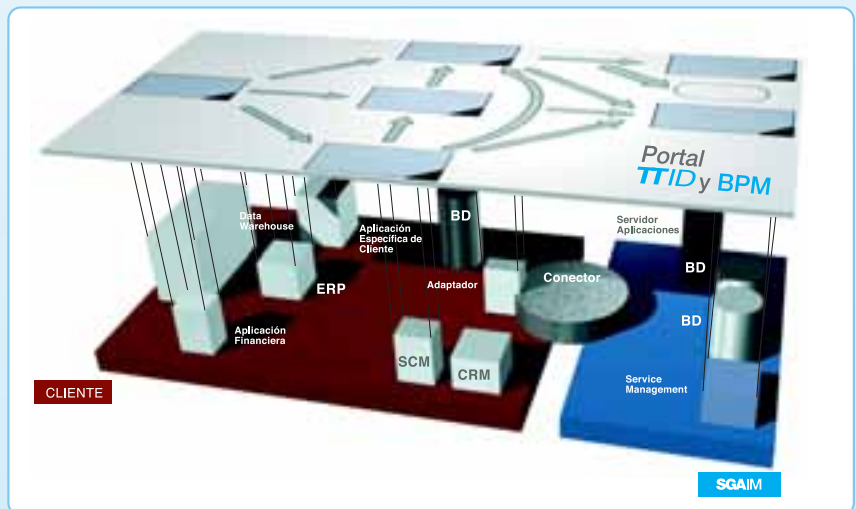
It enables us to optimise using bottleneck or inefficiency detectors.

With the diagnosis, corrective measures can be implemented with modular software or service complements.

01 INFORMATION SYSTEM CYCLE

01.E E BUSINESS PROCESS APPLICATION INTEGRATION

SGAIM's BPMS enables integration with your regular business applications, via the capacity of its Web Service Oriented Architecture (SOA), including Connectors or Adapters that act as Information Brokers between SGAIM Services and the client's Business Applications (ERP, CRM, SCM, etc.).



02 BENEFITS OF SGAIM'S BPM AND BPOS

02.A OPTIMISE COSTS RADICALLY WITH BPM

- 40% Cost optimisation.*
- With SGAIM you benefit from conversion technologies to a single format of any inter-company information with average cost optimisation of 40% in a standard process.**
- This includes Backoffice validations in third countries for processes that are not 100% automatable by technology. Achieve 80% cost optimisation in this chapter.

02.B STRENGTHEN YOUR STRATEGY WITH BPM

- It orchestrates the strategy compliance guarantee.
- It enables Outsourcing Service Extensions at lower cost and greater qualification of the processes.
- It introduces best practices by sector and technologies to strengthen your company's strategy.
- It consolidates business culture in knowledge to achieve value, establishing a platform for progressive externalisation of non-core processes.

02 BENEFITS OF SGAIM'S BPM AND BPOS

02.C INTEGRATE YOUR COLLABORATORS IN A VALUE CHAIN WITH BPM

- Achieve easy integration with your Suppliers, Customers and Distributors' applications, and achieve great synergies.
- SGAIM becomes a Global Partner of the Organisation in order to process secure transactions at high speeds throughout the process.
- Enables the Operational Control of the process for the different levels of the decision-making process in the company.
- Achieves Modularity and continuous Re-engineering of processes by breaking down barriers with your collaborators.
- Describes the information with Collaborators via minimisation and error handling.
- Encourages collaborator loyalty due to the Rapid response time.
- Increases process control with collaborators by monitoring compliance with Service Level Agreements (SLA).
- Strengthens Professionalism in a collaboration relationship via a platform that rationalises the relationships.

02.C ENCOURAGE INTERNAL USER LOYALTY WITH BPM

- Turns your employees into knowledge workers making them part of the re-engineering process. This is achieved via an understanding of the graphical process.
- The user works with regular management applications integrated within BPM, which avoids rejections.
- As the control is automated, it allows us to offer incentives to more valuable employees more objectively.

02.D SPEED UP IMPLEMENTATION TIMES, UPDATES AND CONTINUOUS IMPROVEMENTS

Average implementation times 1/3 less than traditional consultancy firms, based on the following:

- Vast experience in BPOS implementations carried out in different sectors.
- A knowledge of business processes and Applications that offer support, enables SGAIM to quickly customise your integrated solution.
- The monitoring of performance indicators via the Business Intelligence Module, Monitoring the process activities, BAM.

Consulting

Core Solutions

Captura Inteligente
Knowledge Discovery
TTID (Content Management System)
BPM (Business Process Management)
Integración con Aplicaciones de Negocio
Certified & Secure Hosting
BI (Business Intelligence)
Regulatory Compliance Framework

Global Solutions

Gestión de Facturas de Proveedores y Cuentas a Pagar
Gestión de Albaranes
Gestión de Expedientes de Importadores
VMR (Virtual Mail Room)
Gestión de Encuestas CRM
Gestión de Planes de Fidelización
Gestión de Microcréditos

Specific Solutions

Insurance Solutions

Gestión Integral de la Tramitación de Siniestros
Gestión de Mediadores
Gestión de Colaboradores
Gestión de Pólizas

Direct Selling

Gestión de Formularios de Venta Directa

Banking Solutions

Gestión de Bastanteos y Firmas
Gestión de Documentación Diaria de Oficinas Bancarias
Gestión de la Cartera de Efectos
Gestión de Avaluos
Gestión de Cheques y Pagares de Cuenta Corriente
Gestión de Expedientes

Consumer Goods Solutions

Gestión de Facturas de Proveedores y Cuentas a Pagar
Gestión de Albaranes
Facturación Telemática

Regulatory Compliance Management

Transparency & Accountability
Personal Data Protection
Records Management

Physical Content Management

Análisis y Diagnóstico
Proceso Informático
Transferencia
Custodia
Consultas
Inserciones, Reinserciones
Propuesta de Destrucción
Destrucción
Certificado de Destrucción

Technologies

Organización Información, Taxonomías
Autocategorización
Recuperación Avanzada
Reporting
Cold & e-print
XML
Servicios Web
Data Quality Management
Sistema SGAIM de Firma Electrónica
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