

PNMSOFT

Business Processes in Motion™

Sequence Kinetics™ iBPMS

Achieving Intelligent Business Operations


Microsoft Partner
Gold Independent Software Vendor (ISV)

Introducing Sequence Kinetics, an Intelligent BPM Suite

Businesses today are realizing that their processes must be more agile. No longer can fully automated, linear processes answer the needs of optimisation, response to change and organisational connectivity. The business world requires a more flexible, intelligent solution.

Gartner, a leading Analyst firm, finds that, “Business leaders ...need tools to help manage their processes in a manner that enables them to assess and respond to changing conditions intelligently and swiftly. The iBPMS — a new generation of BPMS enhanced with machine and human intelligence — is an emerging BPM technology that will help meet this need.”¹

PNMsoft’s Sequence Kinetics is an *Intelligent Business Process Management Suite* which goes beyond the classic feature set of BPM suites and incorporates:

- [Process Optimising Analytics](#)
- [Dynamic Process Change](#)
- [User Experience](#)
- [App Studio](#)
- [Case Management](#)
- [Process Operation and Tracking](#)
- [Communication with External Systems](#)
- [Social Collaboration](#)
- [Mobile Process Operation](#)
- [iBPMS Cloud Services](#)

...using unique [HotChange™](#) technology.



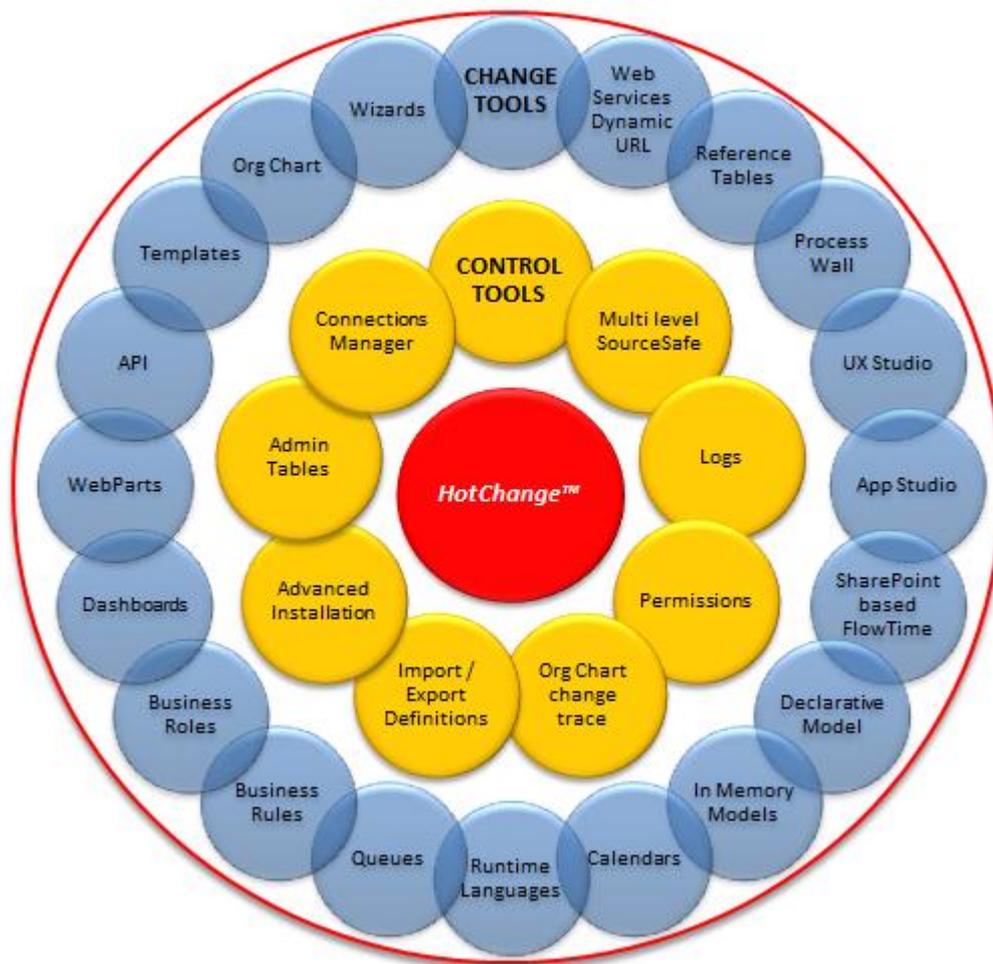
These new capabilities enable businesses to manage their processes more intelligently, continually improve their operations, and integrate multiple stakeholders and technologies. This paper introduces you to these new areas of capability and demonstrates how you can achieve intelligent business operations using Sequence Kinetics iBPMS.

¹ Gartner. (2011) *Selection Criteria Details for Intelligent Business Process Management Suites*.

1. HotChange Technology

HotChange™ is a technology which permeates all levels of Sequence Kinetics as a product. HotChange means that organisations who have high frequency of change are given the ability to modify, integrate and distribute their business processes in the fastest possible manner, without having to halt these processes as they continue to run in production, while maintaining control and application lifecycle management. HotChange architecture is an inherent aspect of all of Sequence Kinetics™ features, modules and platforms.

HotChange enables Sequence Kinetics to achieve its intelligent BPM capabilities.



Benefits of HotChange

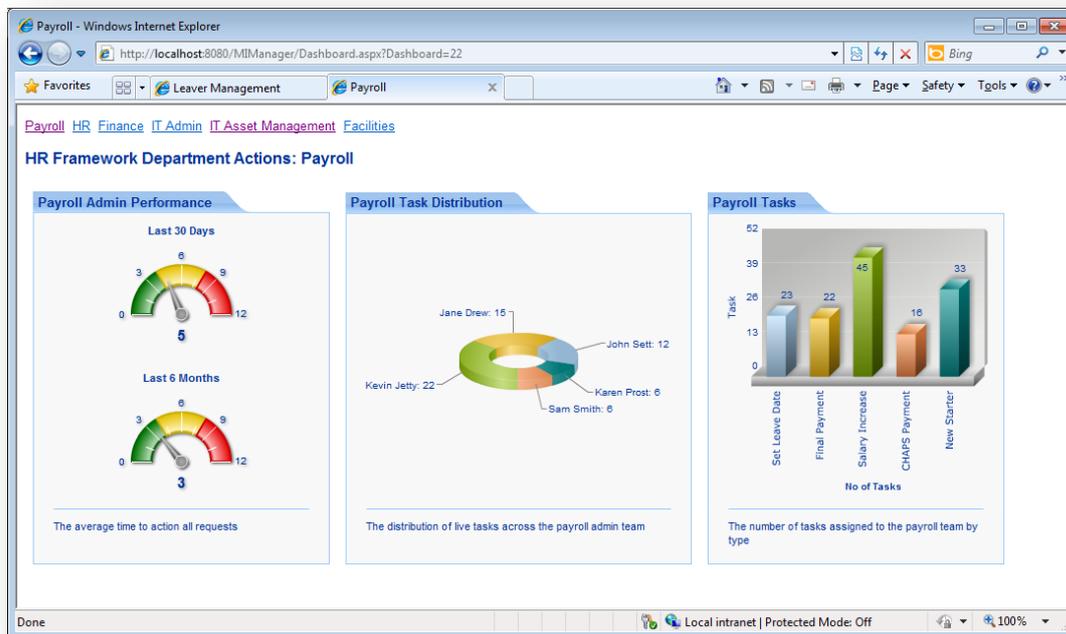
- Reduce time to implement changes to processes.
- Ability to keep processes running while making changes (no downtime).
- Ability to integrate rapidly with existing and new systems.
- Ability to provide processes interfaces on multiple platforms.
- Ability to implement new requirements rapidly.
- Maintain IT governance and control.

2. Process-Optimising Analytics

Sequence Kinetics iBPMS provides two types of process analytics, which lead to more intelligent business operations and process optimisation:

Extra-Process Performance Analytics

These are analytics *about* the process, which enable stakeholders to track process performance via runtime dashboards and display KPI such as average execution time, ratio of open/close processes, process participant performance comparisons, and process status levels. These analytics help processes designers and business analysts assess how successful the process is and highlight areas that require improvement.



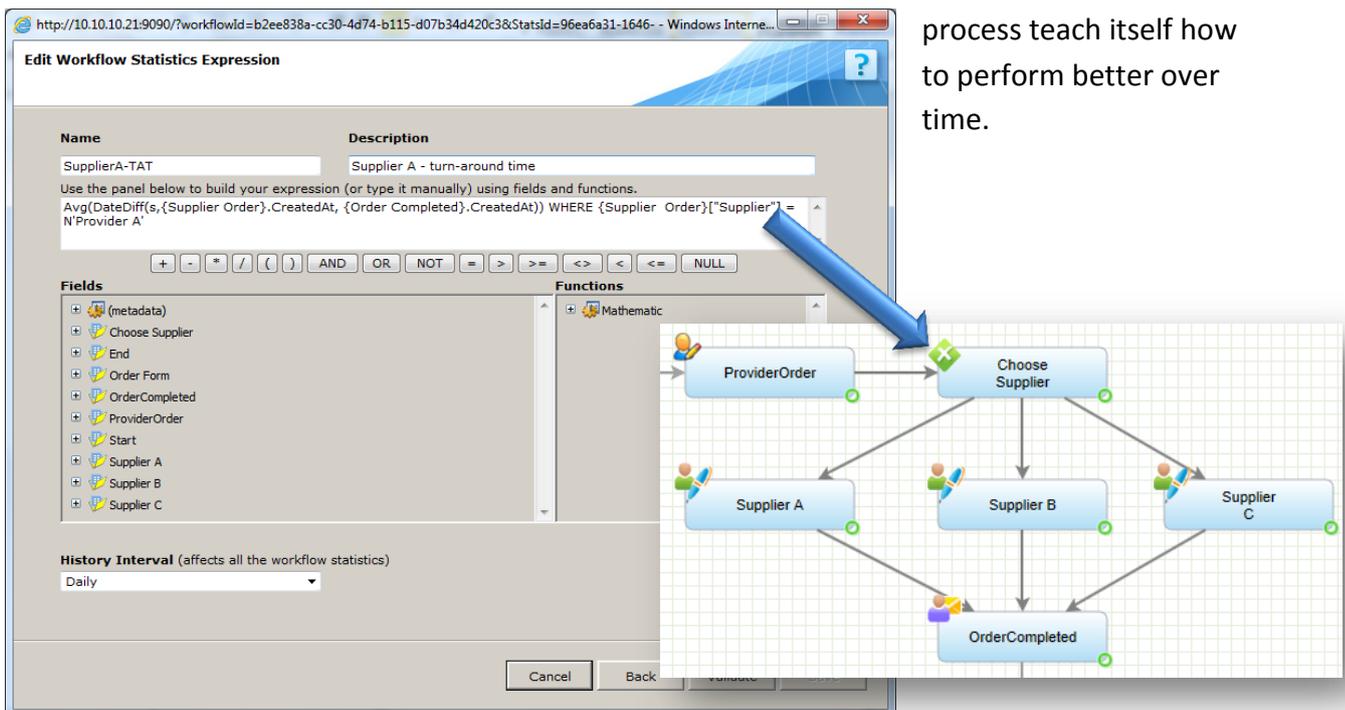
Intra-Process Analytics

Sequence Kinetics enables developers to create real-time analytics which aggregate and calculate *intra-process data*, and can be easily incorporated into the process to enable the process to optimise itself over the course of time. Intra-Process Analytics are built into the Business Rule editor enabling routing according to their results via a simple GUI.



For example, a Procurement process which orders services from multiple vendors could employ analytics on which vendor is supplying the service at the lowest cost, fastest turn-around time, highest quality, or a weighted evaluation of all three factors. Based on the evaluation, the process can send future requests to the highest performing vendor as it continues to run. This type of intra-process learning is a form of artificial process intelligence

which sees the business process teach itself how to perform better over time.



3. Dynamic Process Change

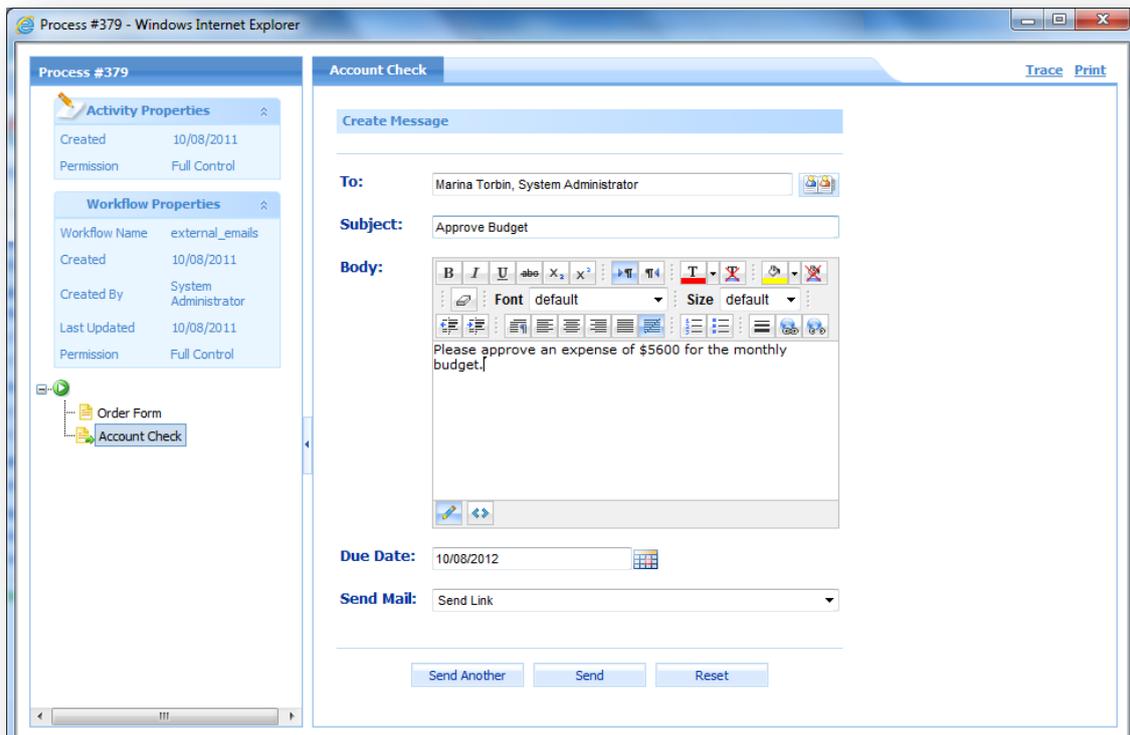
Sequence Kinetics processes are highly agile in that they can be modified dynamically in the Production environment and even during runtime to meet ever-changing requirements, enable quick optimisations, and respond to external factors immediately.

Workflow Definition Changes During Production

In the past, it was almost unheard of for a software solution to be modified on-the-fly in the Production environment. PNMSOFT realizes that making such changes is often critical for businesses without the delays of re-deployment. Sequence Kinetics's 100% web collaborative development environment enables changes to the workflow definition to be made in real-time while the process is being operated by end-users, and these changes take effect instantaneously. This means that process stakeholders can respond to changing conditions and analytics on the spot, modifying any element of a process dynamically during runtime.

Dynamic Task Routing, Advanced Queuing

Sequence Kinetics tasks can be routed dynamically during runtime. This means that end-users can decide where to send each task according to real-time conditions and incoming data. Developers can also make use of Sequence Kinetics's advanced queuing capabilities to automatically route tasks to the optimal user using broadcast or load-balancing options.



Business Rule Management

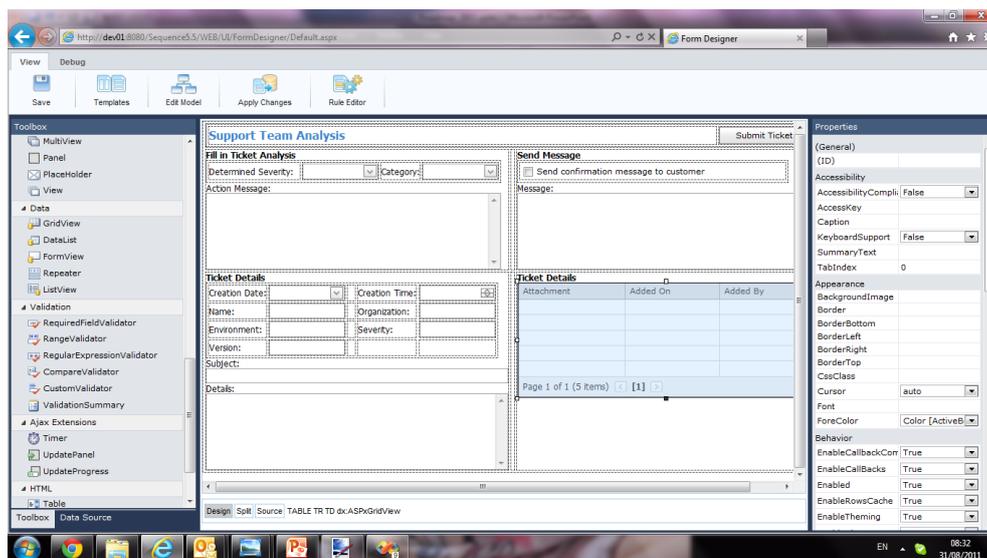
Sequence Kinetics enables you to easily set up a Business Rule matrix which provides a superior level of control over business rules during runtime. This enables managers and stakeholders to optimise process behaviour according to changing business conditions in real time.

Advanced Process Flow Calculation

Using Sequence Kinetics's Gateway Flow Activities and its Advanced Expression Wizard, developers can build processes which are routed in multiple paths according to end-user input, changing business rules, and analytic calculations during runtime. Decisions on flow direction can be made by the process itself or by the end-user according to external conditions and real-time information.

4. User Experience

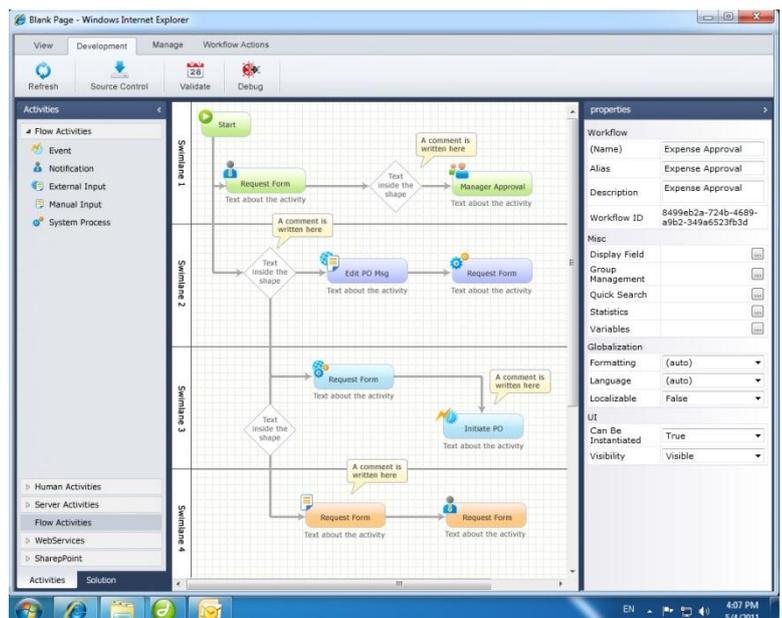
Intelligent BPM means providing the end user with an interactive experience that goes beyond just filling out forms. The ability to create feature-rich, user-sensitive forms within UX Studio, a 100% web .NET and Ajax enabled development environment, sets Sequence Kinetics apart from classic BPM suites. UX Studio also provides the capability for developers to deploy their data model to multiple platforms (PC, mobile, etc.) at the click of a button. It's a write once, run everywhere environment.



5. App Studio

Sequence Kinetics provides a myriad of tools for assembling advanced processes in minutes, from drag and drop of simple forms and tasks, all the way to wizard-based definition of SAP, Web Service, WCF, and CRM connectors.

Sequence's App studio is a 100% web environment with source control capabilities which enable teams to collaborate on process design together from anywhere in the world. It includes features such as Swim Lanes, Comments, and Advanced Debugging, which turn process design into an intelligent venture.



6. Case Management

Sequence Kinetics can be rapidly implemented as a Case Management system, providing intelligent knowledge workers with the ability to handle cases optimally. Sequence Kinetics's provides such workers with dashboards which include the following Case Management tools:

- Case Data and Metadata
- A set of Processes can be initiated on-the-fly for each case type
- Process-related Messages (Email, Social collaboration)
- Dashboards with Intra/Extra Process Analytics
- Process-related Documents

Case #234

Case Data

Date: 30/08/2011
 Name: Eli Stutz
 Organization: Epson
 Environment: vB8 identified
 Version: 1.4
 Customer Ref: 4576a

Processes

Inbox: My Open Processes

ID	Workflow Name	Creation Date
2744	Support Case Management	30/08/2011
2463	Generate Newsletter Email List	03/08/2011
2435	Support Case Management	01/08/2011
2145	Generate Newsletter Email List	30/06/2011
1941	Generate Newsletter Email List	01/06/2011
1938	Remove from Newsletter List	01/06/2011

Dashboards

Tasks

Team	No of Tasks
Support Case	25
Finance Dept	15
Support Finance	10
HRMS Payroll	10
Flow Builder	35

The number of tasks assigned to the payroll team by time

Messages

Inbox: My Open Messages

From	Workflow Name	Subject
James Ellison	Support Case	Newsletter List
Roy Benson	Contact request	Email List
System Administrator	Contact request	Management
Atara Rosenfeld	Atara	Generate Newsletter
Atara Rosenfeld	Atara	Email List
Darren Ableman	Contact request	Management

Documents

Type	Name
Document	Getting Started with Process Development
Document	Form activities SEQUENCE 6.X
Document	SEQUENCE expense approval walkthrough
Document	Sub Workflows
Document	Gateway Flow Activities

Sequence Kinetics's SharePoint Flowtime interface includes customizable web parts and content management building blocks which enable quick creation of Case Management dashboards.

Joint Human-Machine Decision Making

Sequence Kinetics exposes intra and extra-process analytics to process participants, enabling them to take part in decision-making. Processes can be designed so the decision is made by the process itself or by an intelligent knowledge worker, who can best decide how to handle complex scenarios. A third option is a machine-assisted decision where the process recommends one path based on a decision algorithm or decision matrix.

7. Process Operation and Tracking

Sequence Kinetics extends Microsoft SharePoint with a built-in process operation environment, Flowtime, which enables users to collaborate on processes in a familiar interface. Flowtime includes advanced task management, delegation and monitoring capabilities, and provides process participants with unique tracking views, which reveal exactly where each process stands, helping isolate bottlenecks and optimise performance.

The image displays two screenshots from the PNMSOFT iBPMS interface. The top screenshot shows the 'Manager Dashboard' with various KPIs and a table of service requests. The bottom screenshot shows a detailed process flow diagram for a service request process.

Manager Dashboard Data:

Departmental KPIs	Value
No of Service Requests	141
Service Request Revenue	13,564
Average Time Taken	5.6
No of SLA Breaches	12

Service Documents Table:

Type	Name	Modified	Modified By
Customer Folders	Customer Folders	02/07/2012 12:00	PRESALEjames
Procedures	Procedures	02/07/2012 12:00	PRESALEjames
Processes	Processes	02/07/2012 12:00	PRESALEjames
Reports	Reports	02/07/2012 12:00	PRESALEjames
Templates	Templates	02/07/2012 12:00	PRESALEjames
Training Materials	Training Materials	02/07/2012 12:01	PRESALEjames

Service Request Table:

Workflow Name	Subject	Received	Due Date	MatterId	ClientId
New Nonconformity	Nonconformities #777 has been initiated.	06/08/2012			
New Nonconformity	Process Name #774, is pending for your handling.	06/08/2012	07/08/2012		
New Nonconformity	Nonconformities #774 has been initiated.	06/08/2012			

Process Flow Diagram:

The diagram illustrates a service request process flow. It starts with an 'Initiator' (Demo User) who can 'Set Global Parameters' or 'Submit Request'. The process then moves to 'SLA Management' and 'Get Charge' (CRM). Key decision points include 'Process Request SLA Approaching?', 'Approve Request SLA Approaching?', and 'Action Request SLA Approaching?'. The flow involves 'Contributor' (Process Request), 'Reviewer' (Process Request Escalation, Review Request Reminder, Review Request), and 'Approver' (Action Request Escalation, Approve Request). The process concludes with 'Chargeable?' and 'Action Request' leading to 'Service Centre (Queue)', 'Calculate KPIs', and 'Notify'.

8. Communication with External Systems

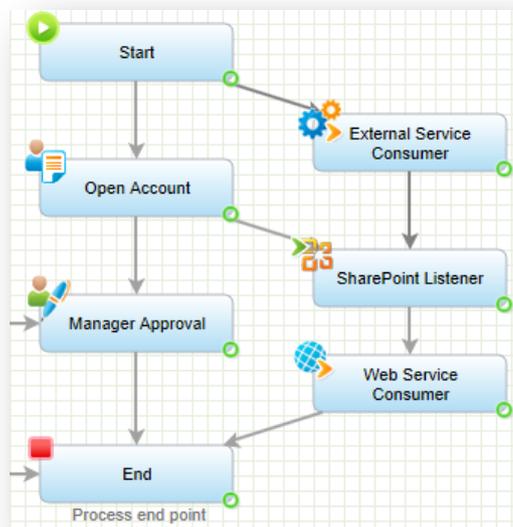
Sequence Kinetics can rapidly and easily integrate with your existing ERP, CRM, Email/File Systems, Mainframes, and Oracle DB. With its wizard-based connectors and flexible architecture, Sequence Kinetics can integrate with virtually any system. This enables your BPM solution to react to/trigger external events and it means that you can fully incorporate your BPM solution into your enterprise's operations.

Sequence Kinetics Integration Activities

Sequence Kinetics's wizard-based GUI enables you to define the following integration activities:

- SAP RFC Consumer
- Web Service Consumer/Listener
- SharePoint Listener
- External Service Consumer/Listener
- WCF Consumer

Once communication is established, you can use request/response objects as part of your workflow in expressions and business rules.



External Systems Track Record

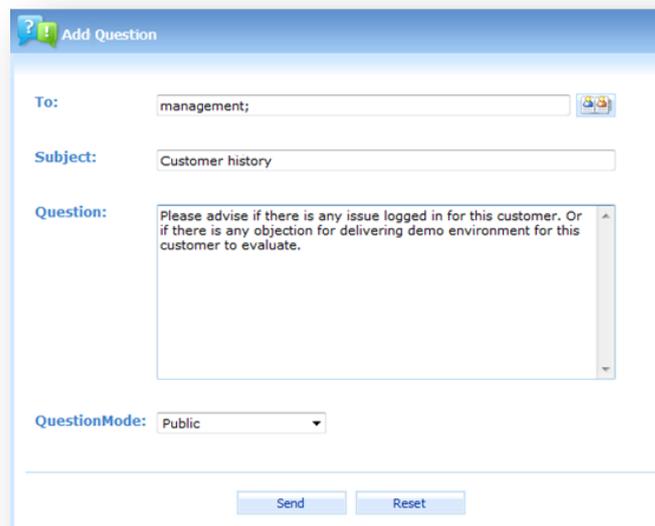
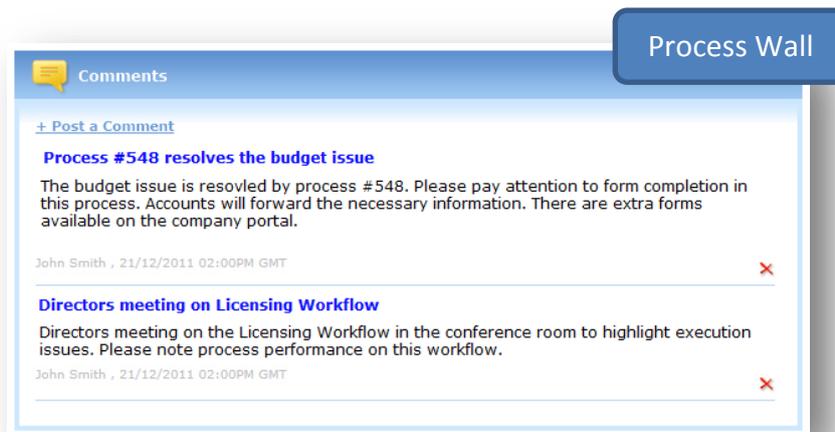
Sequence Kinetics integrates between the end-user interface and existing systems. It has an impressive track record integrating with the following systems:

- SAP ERP
- JD Edwards ERP
- Microsoft Dynamics CRM
- SharePoint
- Oracle
- BizTalk

9. Social Collaboration

Social BPM is a major element in next generation BPM software. Sequence Kinetics includes the following practical Social BPM features which enhance process ROI and empower the end-user to drive processes to successful completion:

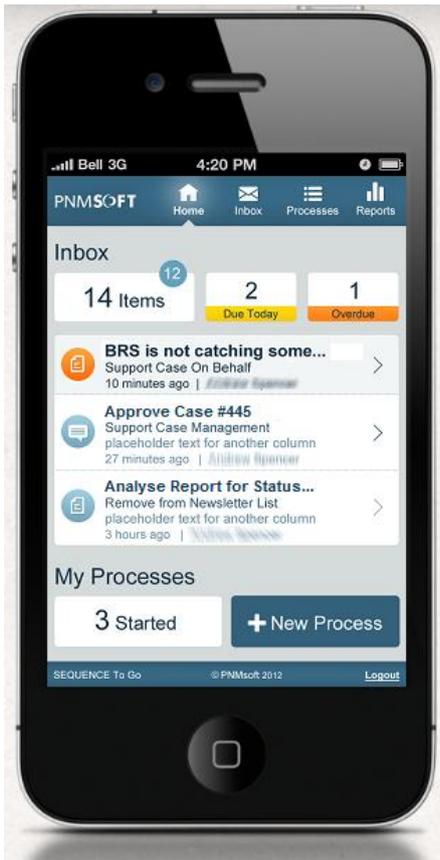
- Add comments to the Process Wall
- Post process questions
- Post answers to questions



These runtime options grant users quick communication within the process scope and knowledge-sharing between the process participants. The Sequence Kinetics developer can configure which social BPM features are available for each process from Sequence Kinetics's Design interface.

10. Mobile Process Operation

PNMsoft understands that a majority of business users now also work on-the-go via mobile devices. As such, Sequence Kinetics provides the ability to operate processes via mobile, improving the user experience, reducing bottlenecks and leveraging emerging work practises for process improvement. PNMsoft is proud to present the Process^{TO GO} Mobile feature set:



Mobile Portal

This service provides a mobile device-friendly portal that provides the user with all of the end-user capabilities provided by the Sequence Kinetics Flowtime. The portal utilises the latest HTML5 standards to provide a cross-platform solution. The portal can be configured by the customer to meet specific requirements and is available as an app or an online service.

1 – Click

This service, provided with Sequence Kinetics 6.4 and higher, enables users to complete process tasks at the click of a link from their mobile phone or PC.

Mobile MI

This service exposes the Sequence Kinetics MI, including rich visual dashboards and reports, to all mobile devices.

Mobile reports enable managers on-the-go to monitor process performance and make quick decisions on how to manage their team and its projects.



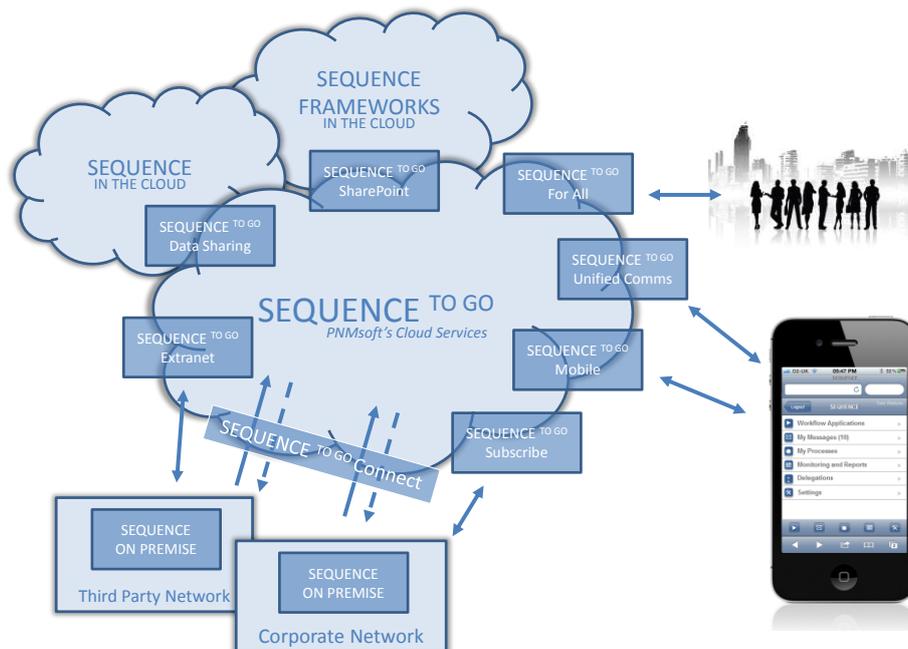
11. iBPMS Cloud Services

Sequence Kinetics Cloudworks is a full iBPMS delivering enterprise capabilities. This provides modelling, execution, monitoring and simulation capabilities delivered in a cloud environment.

To begin process development with Cloudworks, customers create an account at PNMsoft's Cloud web portal, login and begin designing their BPM workflows. Once workflows are published, end-users can operate them via the Flowtime interface. Managers can access KPI dashboards via this interface.

PNMsoft customers can choose to subscribe to sets of services to meet specific requirements. The services are grouped into six sets.

- Mobile
- Extranet
- For All
- Data Sharing
- SharePoint
- Unified Communications



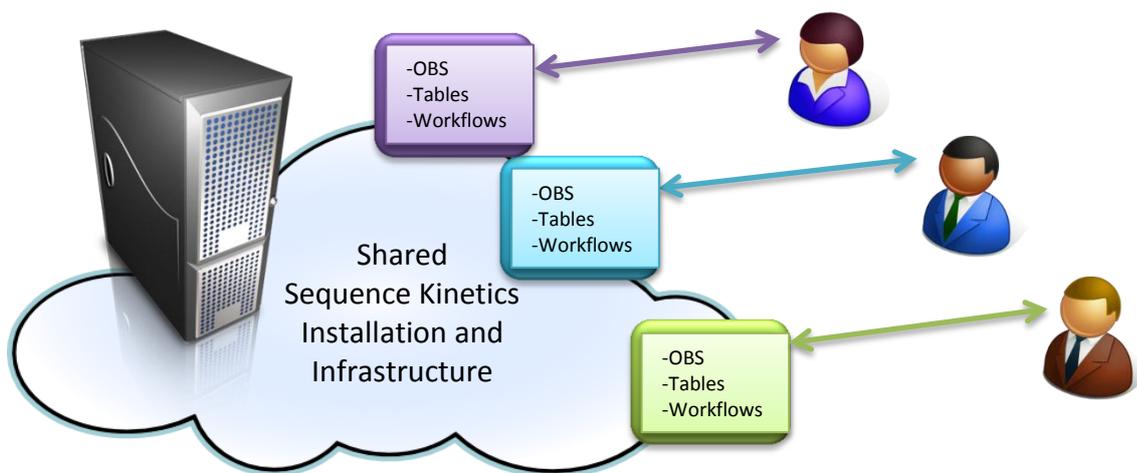
Azure Cloud Platform



PNMsoft has selected Microsoft's Cloud Platform, Windows Azure, as the platform of choice for all cloud and mobile offerings. Windows Azure provides a secure and robust hosting environment for Sequence Kinetics, and enables clients to build and operate their Sequence Kinetics cloud-based solutions. As part of the Azure platform, Sequence Kinetics Cloud solutions are integrated with Microsoft Office 365 and SharePoint Online.

Tenant Management System

Cloudworks includes a tenant management system which enables a single cloud-based installation of Sequence Kinetics to host multiple tenants as independent organisational units. Each tenant's system administrator can log into Cloudworks and view his organisation's OBS (Organisation Breakdown Structure), Tables and Workflows, without seeing those of other organisations.



The Tenant Management System enables enterprises to set up organisational clusters which include several organisations, and have them hosted on a single infrastructure, minimising costs and maintenance and enabling enhanced control and oversight. This highly scalable solution provides all options varying from private installations to 'shared everything'.

About PNMsoft

At PNMsoft we believe IT people could and should be the driving force in any organisation's success, if they could constantly adapt its business processes to changing market conditions. Sequence Kinetics™, our Intelligent Business Process Management Suite, uses unique HotChange™ technology to enable rapid build and change of high availability, mobile enabled workflow applications, while maintaining lifecycle governance. PNMsoft has been positioned on Gartner's iBPMS Magic Quadrant for 2012.

Let's put your business processes in motion.

Request a Demo: <http://www.pnmsoft.com/get-sequence-kinetics-demo>

Contact us today: + 44 (0)192 381 3420 | info@pnmsoft.com