Ultimus　Adaptive BPM 解决方案

Ultimus China　安码中国

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Empowering People, Driving Process

2009-07-02

Agenda

Ultimus 公司简介

什么是 BPM ？

BPM与ERP、OA等业务系统的关系

Ultimus BPM 案例

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Ultimus 全球简介

经验的积累和沉淀 Experience Drives Results

- ↪ 15 年 BPM/工作流创新历史
- ↪ 成熟&强大 的第七代 BPM Suite
- ↪ 全球超过 1900 家客户，2200,000 用户
  - 125+ 大型企业级客户 (10亿美金+)
  - GE、DHL、SONY、MICROSOFT、MOTO、电讯盈科、博士伦、富士康全球、深圳水务、东莞移动……etc.
- ↪ 全球客户应用经验
  - 分布 80 个国家
  - 支持 16 语言
  - 中国布局在华东(上海), 华南(广州),华北(北京), 香港地区, 台湾地区

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Ultmius 创新史

Ultimus创新的历史 – Ultimus多项第一的创新历史，已获得业界及分析机构的认同，

同时也创造了多个第一的历史：

- 第一个无需编程、脚本的工作流产品；
- 第一个提供图形化流程组织结构图来处理业务关系的产品；
- 第一个提供基于**Web**的工作流产品；
- 第一个提供内置的流程建模工具的整体解决方案
- 第一个为**BPM**团队提供协同的开发环境；
- 第一个基于动态管理（**Adaptive Discovery**）技术提供流程规则处理器。

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部分全球客户列表

财务金融
JANUS · ZURICH
FM Global · VirtualBank™
CITIZENS BANK
HSBC

信息科技业
Microsoft
SAS.
DELL
COMPAQ.
accenture

汽车制造
PACCAR Inc
HONDA
VOLVO
NISSAN

消费/零售业
SONY
ZALES · Weider
Alex.Lee.Inc.
Frito Lay
Newell Rubbermaid

公用事业
Niagara Mohawk
BR PETROBRAS
HORIZON
CALINET
Sprint.

KMWorld 100 Companies That Matter
BPMI.org MEMBER · WARIA
Microsoft CERTIFIED Partner

政府/教育机构
U.S. ARMY
matc Milwaukee Area Technical College
member of COMMUNITY COLLEGES OF COLORADO

制造业
SOLECTRON.
Honeywell
SIEMENS
GE

医疗健康
Johnson & Johnson
McKessonHBOC
Lancaster General Hospital
Empire Health Services
FANCL

其它
UNITED STATIONERS.
Carnival. 30 Years of Fun
oxford

Ultimus 目前全球超过 1,900 家客户，遍布 80 多个国家/地区

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Human-centric BPM 领导者

V 全球Human-centric BPM 领导厂商

Ø**BPM 评选2007报告--唯一获得黄金级奖项的BPM厂商**

Ø**Gartner – Human-centric Leader**
　Ø**"One of the most potent H2H(Human to human) capabilities in the market place that is extremely easy for the business professional to grasp and leverage."**

Ø**Forrester – Adaptive Technology Leader**
　Ø**"Adaptive Discovery sets Ultimus apart – making it easy to design processes not fully mapped, then change them afterwards."**
　Ø**"Excellent, feature-rich forms and strong integration with Microsoft Office documents and applications are highlights."**

Ø**Microsoft Gold Certified**
　Ø**最高级别微软合作伙伴（全球300 Managed ISV）**

Industry Recognition

Deloitte.

Inc.com

CONTENT, DOCUMENT and KNOWLEDGE Management
KMWorld

KMWorld MAGAZINE
2006 Finalist
KM Reality

KMWorld MAGAZINE
2005 Finalists
KM Promise

start-it
HOTTEST COMPANIES

KPMG

2006
InfoWorld
100
The Best IT Projects of 2006

CRN TEST CENTER
editor's choice
Talk Back

Metro
Triangle Hi-Tech 100

Platinum
RULE AWARDS
Best Places to Work in the Triangle
Incentives - Mid-Sized

KMWorld
100 COMPANIES.
That Matter in Knowledge Management

NCTA
North Carolina Technology Association

Midsize Enterprise Summit Europe
Best Solution
Innovation Award Winner

CODIE
HONORING EXCELLENCE AWARDS
FINALIST

KMWorld
100 COMPANIES
That Matter in Knowledge Management

hp
HP Service Award 2006

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eWEEK

连续 3 年获取 AMT BPM 领域第一名

名称	Logo	产品领域	网址
Ultimus	ULTIMUS	BPM	www.ultimus.com.cn
IDS Scheer中国	IDS SCHEER	BPM	www.ids-scheer.com.cn
源天软件	Visionsoft 源天软件	CRM、BPM、KM&CC、HRM、PM	www.visionsoft.com.cn
SAP	SAP	ERP、CRM、SCM、BPM、BI、HRM、EAM	www.sap.com.cn
IBM	IBM	BPM、BI、EAM	www.ibm.com.cn
西安协同	协同软件 SYNCHROSOFT	KM&CC、BPM	www.synsoft.com.cn
东兰		BPM	www.dltech.com.cn
K2		BPM	www.k2.com
炎黄盈动	ActionSoft 炎黄盈动	BPM	www.actionsoft.com.cn
乔篷信息	BPMFlow	BPM	www.bpmflow.com.cn

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什么是 BPM ？

BPM与ERP、OA的关系

Ultimus Adaptive BPM 案例

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流程无处不在

供应链 / 制造运营
- 工程变更管理Engineering Change Orders
- 新产品设计&配置
- 订单管理及跟进Order Management & Tracking
- Shipping & Receiving
- Strategic Sourcing

内部运营
- 企业监管Corporate Governance
- 风险管理Risk Management
- 合同/赞助管理Contract/Grant Management
- IP & Asset Tracking
- 采购订单处理Purchase Order Processing
- Facilities Management

人力资源
- 招聘、新员工入职、员工离职Recruiting, New Hire On-Boarding, Employee Exiting
- 绩效考核Performance Appraisals
- 请假申请Leave Requests
- Benefits Administration
- 员工信息变更Employee Information Changes

财务
- **Sarbanes-Oxley**, Basel II, UK Online 2005
- 预算、计划&预测Budgeting, Planning & Forecasting
- Accounts Receivable Mgmt/ DSO
- Expense Management, Accounts Payable
- Invoice Matching

信息科技
- Help Desk
- 项目计划 & 管理
- Resource Allocation
- "Time & Billing"
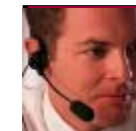- Application Management
- 新进员工安置
- 员工离职处理

市场
- Lead Tracking & Fulfillment
- Campaign Management
- 活动管理&注册Event Management & Registration
- Trade Spend/Expense Mgmt
- 网站内容发布
- 印刷审核
- PR & Announcement Routing

销售
- 销售计划
- 销售预测Sales Forecasting
- 合同管理
- 销售订单处理

客户服务
- 新增客户处理
- Help Desk
- 客户请求/ 服务管理
- 客户沟通跟进
- 事件跟进&解决Issue Tracking & Resolution

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什么是 BPM?

业务流程管理Business Process Management (BPM)

➤ A **management practice** that provides for governance of a business's process environment toward the goal of **improving agility and operational performance**.

➤ 是一种 管理实践，提供一个业务流程监管平台，以达到 提升组织敏捷以及运营效益。

BPM is Job #1

ZIFF DAVIS
CIO INSIGHT 2007
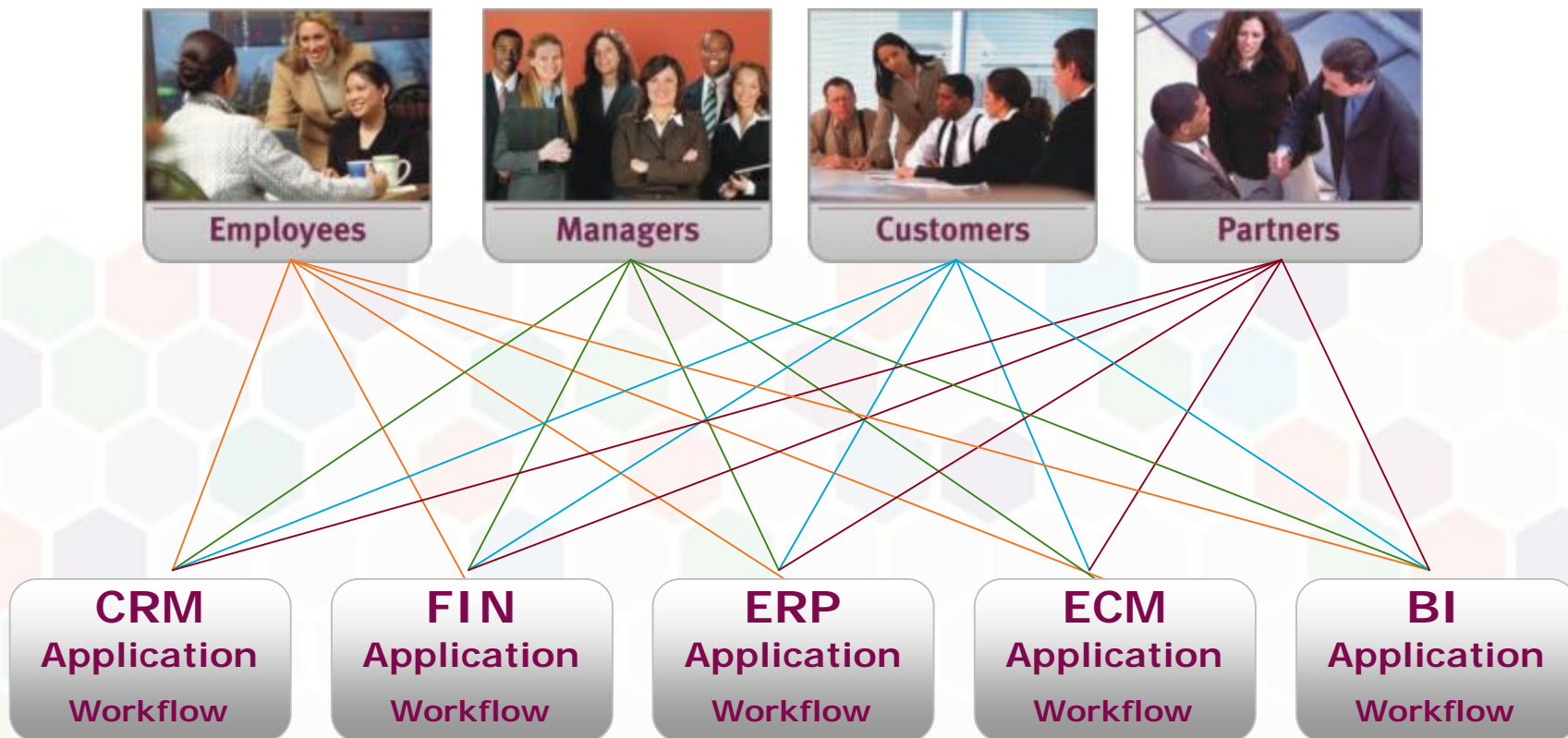
Process Improvement Will Be Job No. 1

TREND 1

Opportunities abound for working more efficiently and effectively. Radical re-engineering may be as out of fashion as bell-bottoms and beehives, but business process improvement will remain decidedly in vogue. Most IT executives say improving business processes is their top priority, and CIOs consider it their most important responsibility. Process improvement will be driven by several factors: the desire to react quickly and flexibly to changes in the market (a necessity for revenue growth); the lure of productivity improvement and lower costs; and the need to improve customer service (see Trend 4). Executives see many opportunities for automating processes, so expect more projects to be launched in the near term.

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BPM Drives Business Optimization

Processes are cross-functional and complex
People interaction increases complexity

| Employees | Managers | Customers | Partners |

CRM	**FIN**	**ERP**	**ECM**	**BI**
Application	Application	Application	Application	Application
Workflow	**Workflow**	**Workflow**	**Workflow**	**Workflow**

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BPM Drives Business Optimization

BPM connects *people* and *systems* providing a framework for successful management of complex processes
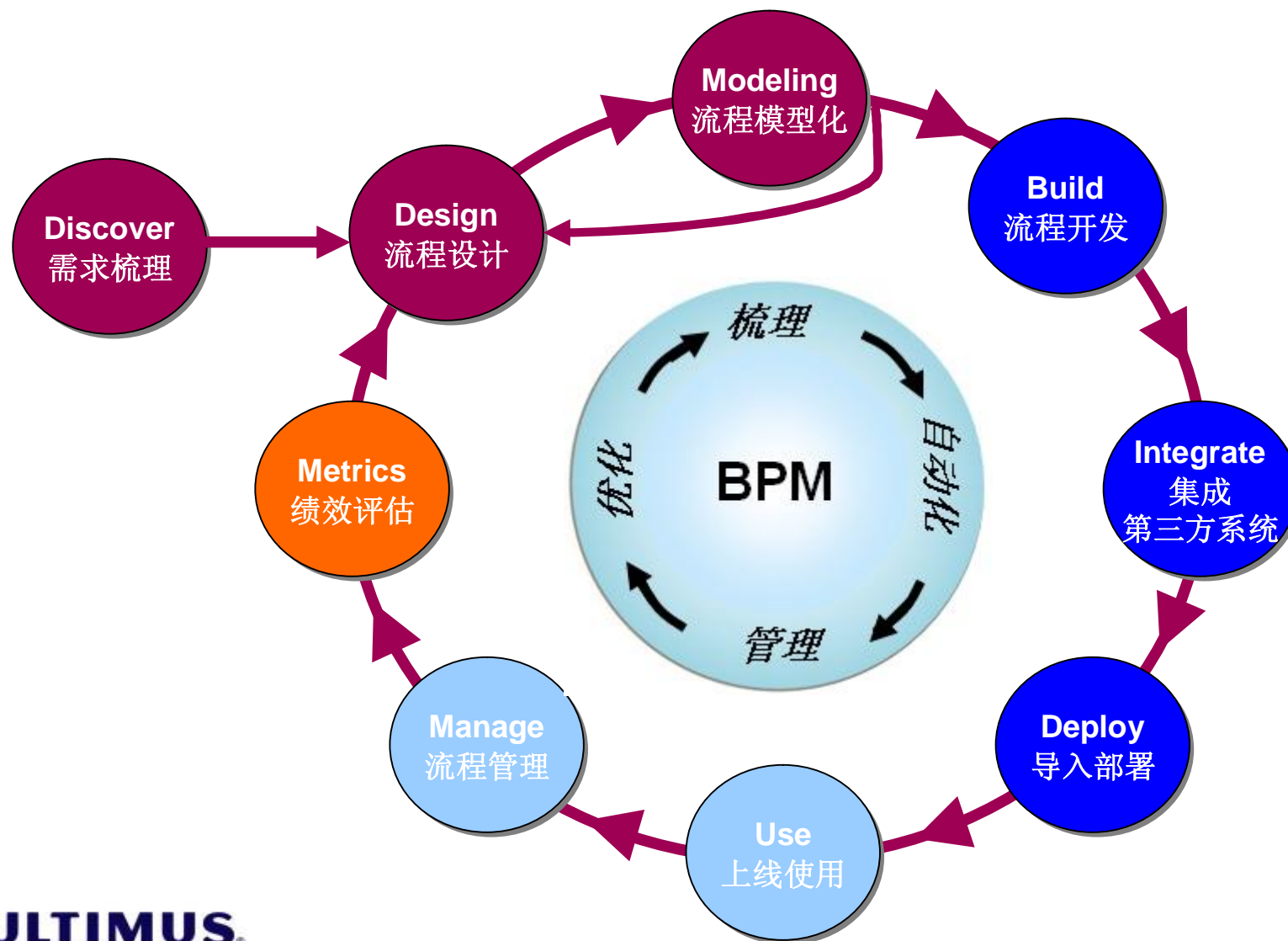

Employees | Managers | Customers | Partners

BPM Applications Leveraging Service Oriented Architecture Components

CRM	FIN	ERP	ECM	BI
Application	Application	Application	Application	Application
Workflow	Workflow	Workflow	Workflow	Workflow

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Agenda

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BPM 的概念

➡️ Ultimus BPM 与ERP等业务系统的关系

Ultimus BPM 案例

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Ultimus 全生命周期流程管理平台

Modeling
流程模型化

Build
流程开发

Discover
需求梳理

Design
流程设计

Integrate
集成
第三方系统

Metrics
绩效评估

梳理

BPM

自动化

优化

管理

Deploy
导入部署

Manage
流程管理

Use
上线使用

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Ultimus Adaptive BPM 解决方案
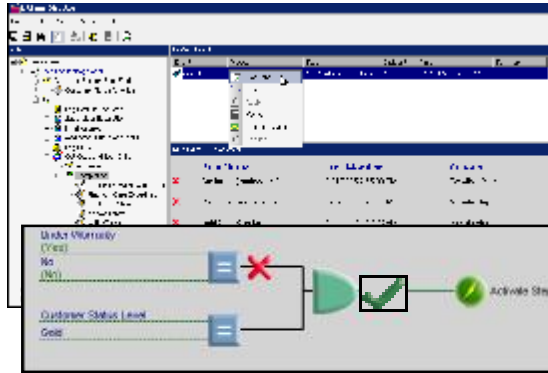
协同合作设计

应变规则技术

快速开发

流程透明化
与报表

快速整合与测试

自定义流程
入口门户

动态以角色
为基础的走向

BPM

梳理

自动化

管理

优化
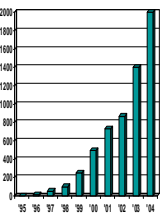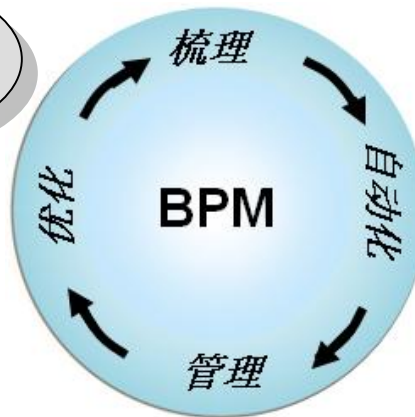
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Ultimus Adaptive BPM Suite V7.1

Adaptive Discovery

Reports 和 Admin.

基于浏览器 的客户端

协同合作 设计环境

应变规则技术

流程透明化 与报表

自定义流程 入口门户

模型化

最优化

Ultimus 内建 规则 引擎

自动化

管理

快速开发环境

快速整合与测试

动态 以角色为基础 的流程走向

Process Designer

BPM Studio

Flobots

Org Chart
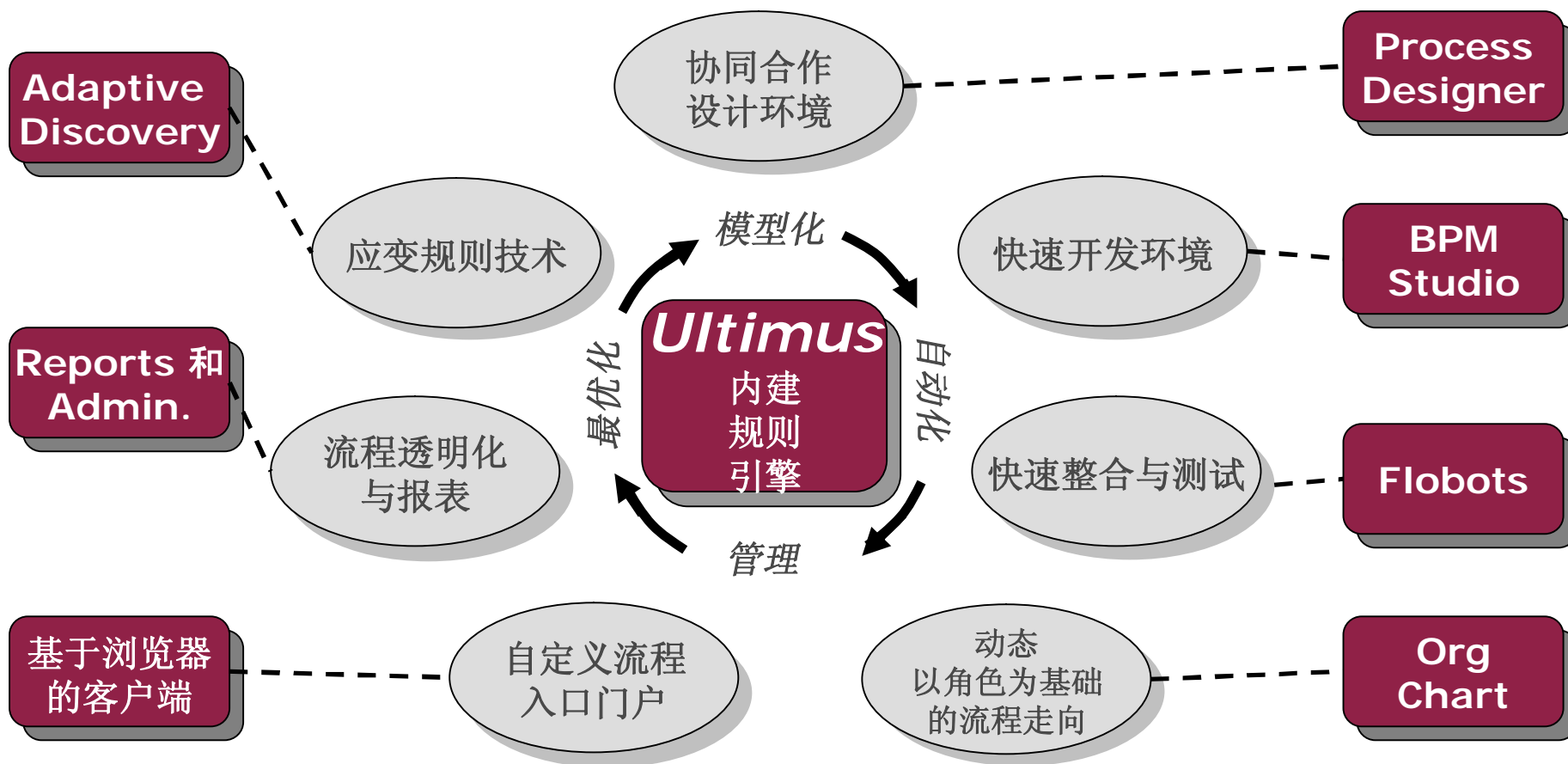
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ULTIMUS CHINA 中国

Thank You!

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