



Make Process Excellence an
Item on Everyone's Agenda



QPR

Quality Processes. Results.

QPR ProcessGuide: Move Faster from “As is” to “To be”



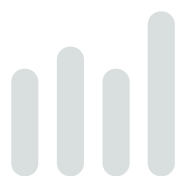
The way your organization executes its value-adding operations strongly influences your competitiveness: How your customers experience you, your ability to bring new products to market before the competition does, the costs of running your business and your ability to react quickly to changes in your business environment. Improving your business processes therefore provides an important driver towards strengthening your competitive advantage. Improvement, however, starts with providing visibility and gaining a firm understanding of your current business processes and how they are performing. A clear picture of the “as is” current status of your processes will allow you to identify the areas for improvement and construct the “to be” that best suits your organizational goals.

QPR ProcessGuide provides you with robust process discovery, analysis and design functionality that allows you to plan, develop, analyze, communicate and monitor your business processes and foster a collaborative environment that will help you lead your organization towards process excellence faster than any other process management tool. Hundreds of companies and government organizations use QPR ProcessGuide for streamlining their operations in order to improve productivity, customer satisfaction, reduce costs or ensure compliance with regulatory requirements. Whether you are looking to reengineer and continuously improve your processes, perform quality and supply chain management or ensure that your processes and controls are well documented for compliance purposes (e.g. Sarbanes-Oxley), QPR ProcessGuide will help. It is invaluable for knowledge management, six sigma, risk management as well as any other development and change management initiatives.



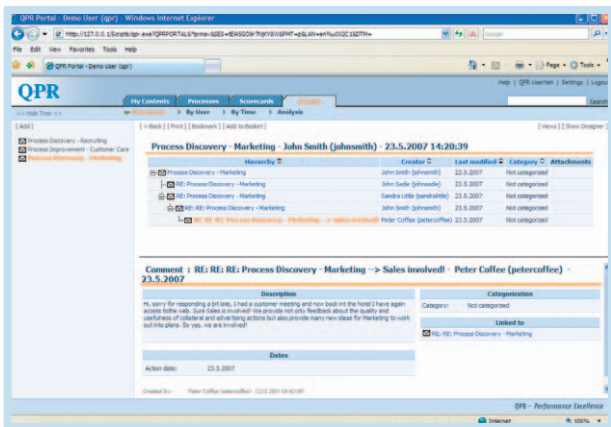
Process Discovery: Involve People and Gather Information Conveniently

Capturing and understanding your organization’s business processes is a critical first step in your business process improvement initiative, but also a most challenging one. Since each business process involves multiple participants who all have a local view of it, often no one has a complete global view of the process from end to end. To complicate matters, processes often feed one another, for example your order management process feeds data to your billing process. A key requirement of your process discovery phase therefore will be to identify all relevant processes and understand their relationships, for example by organizing your processes in a hierarchy. Doing process discovery right requires you to involve all the

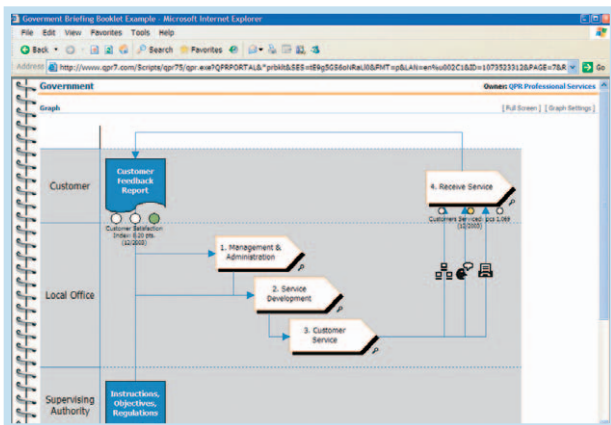


process participants and collect all the relevant information, like process owners, purpose, resources, data etc. Most companies perform hundreds of processes that span different functional departments, often in geographically dispersed locations. With people that are often hard to free from their daily responsibilities, just setting up a single process discovery workshop with all the key-people becomes a huge challenge, if not impossible.

With QPR Portal, QPR ProcessGuide helps you overcome the challenges of the process discovery phase as people can participate conveniently from behind their desk and provide all the information you need, discuss online and agree on the definition of the “as is” process. Online action planning and email notifications further help you ensure a smooth and convenient progress of your ongoing process discovery initiatives.



Collaborate during process discovery phases with the help of online discussion forums and action plans



Simplify report creation and distribution with Briefing Booklets

Process discovery and improvement will be a regular topic in your review meetings. To facilitate effective meetings, the QPR Portal provides you with powerful reporting capabilities via Briefing Booklets and Reports. Briefing Booklets are a perfect medium to schedule and distribute your process information, informative agendas or workflow documents. Users can create booklets online simply by picking up the relevant web views into a “shopping basket”, choose a booklet layout, add comments or content from other systems and documents and distribute them to selected users via email or directly via the portal.

Obtain Process Awareness

Driving process improvement in your organization requires you to make process models easily available to your employees to support their everyday work. In addition to helping new employees become productive faster, it also provides everyone in your organization with a clear picture of the complete processes they participate in and how these affect other processes.

QPR ProcessGuide helps you achieve this by clearly communicating your processes through your organization’s intranet. Users have access to all process information anytime and anywhere they want, while access rights and personalization protect confidential information and makes information more relevant. This approach also allows you to provide your business partners access to those process models they participate in and involve them in improvement initiatives. To clarify process steps or ensure smooth execution, you can link or embed notes, work instructions or documentation. Think for example of a recruitment process where your HR department can attach a “Personnel Recruitment Template” to the initiating step of the process. The advanced web publishing options of QPR ProcessGuide allow your business users to easily customize the behavior of published models, making sure that a mouse click will lead users where you want them to go. The ability to intelligently link external systems and information sources with dynamic parameters enhances this further.

The ability for your employees and other stakeholders to discuss and comment online on processes, suggest improvements or highlight bottlenecks will help you continuously improve your business processes and therefore your competitiveness.

Make Process Modeling Simple

QPR ProcessGuide focuses on helping you optimize human-centric processes like for example claims processing, loan approvals, customer services, accounts payable, marketing and so on, as opposed to IT-centric processes like configuration management. Improving your human-centric processes requires participation of your business users who need an easy-to-use process modeling tool that provides an easy-to-learn and meaningful modeling notation in order to ensure their active involvement. By default, QPR ProcessGuide provides a set of basic modeling elements that support creating visually attractive process models, while the notation can be easily extended and customized to match your requirements. To facilitate ease of use and rapid model construction, QPR ProcessGuide allows you to define base models, which you can use to store modeling options in both files and databases in order to support company-wide initiatives with standardization. Unlike with many other process modeling solutions, QPR ProcessGuide dynamically creates process hierarchies and enables effective process reuse by creating process instances, which further simplifies and speeds up process modeling efforts in your organization.

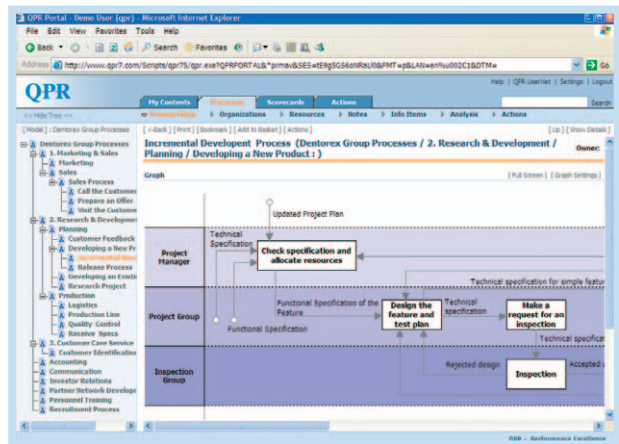
QPR ProcessGuide provides a simple yet complete process modeling notation, while the user interface is fast to learn as it resembles those of Microsoft® Office products that your business users work with daily. For more detailed modeling, QPR ProcessGuide provides full support for the standardized BPMN notation from the Object Management Group (OMG), with the ability to convert BPMN models into BPEL for input in workflow execution engines like QPR WorkFlow.

Bottom line: *With QPR ProcessGuide you guarantee process improvement buy-in from all employees!*

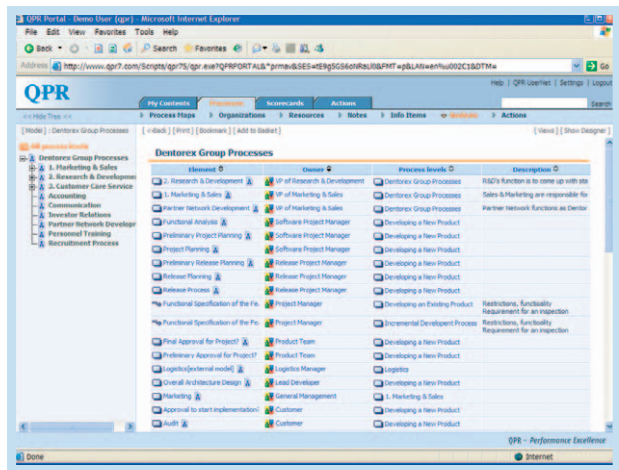
Predict the Impact of Process Changes

The ability to analyze how new or changed business processes will perform under changing conditions is critical for making decisions on their implementation. QPR ProcessGuide provides you with powerful process analysis and simulation capabilities based on default process and process-step attributes (available resources, unit cost, order limit etc.), which are easy to extend with your own. Also simulation properties (simulation processing times, priorities, activation frequencies, entry and exit rules etc.) come as default or can be custom defined, allowing you to get your simulation as close to real-life as needed.

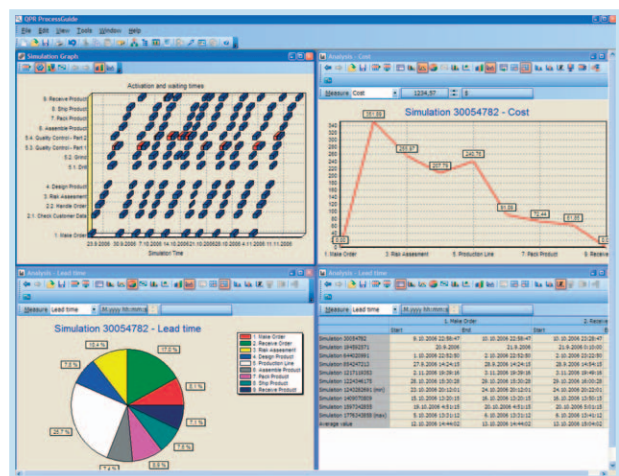
The process analysis capabilities provide you with a variety of calculation functions and data representation on data sheets or graphical representations, making it easy for you to predict the impact of process changes, identify bottlenecks, validate plans and allocate resources without any risk.



Web-based access to all process models and their hierarchy



Access detailed information on all process attributes

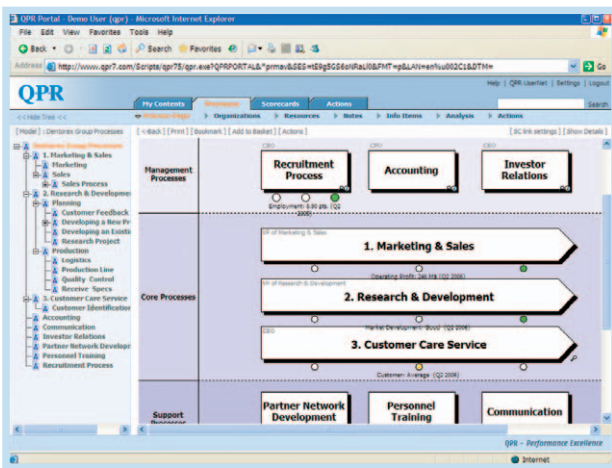


Streamline processes with the help of simulation and analysis

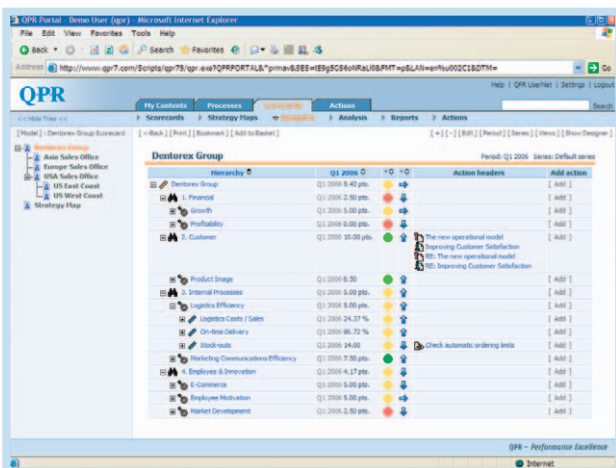
Measure the Actual Performance of Processes

Although simulation and analysis provide you with good insight on the impact of process improvement or reengineering efforts, remaining your competitive advantage in a changing environment requires you to continuously monitor the actual performance of your processes and their alignment with your strategy.

Together with QPR ScoreCard, QPR ProcessGuide allows you to link operational performance data to defined business processes with a simple drag & drop action and enrich your process models or single model elements with actual performance data. This will help you identify underperforming processes immediately, drill down to the root cause of the problem and launch collaborative initiatives online to get the problem fixed. Your business partners, customers and employees will clearly benefit from your pro-active approach to process improvement, just like your bottom-line.



Linking actual performance data to identify underperforming processes



Drill down to the root cause of the problem and launch initiatives for improvement

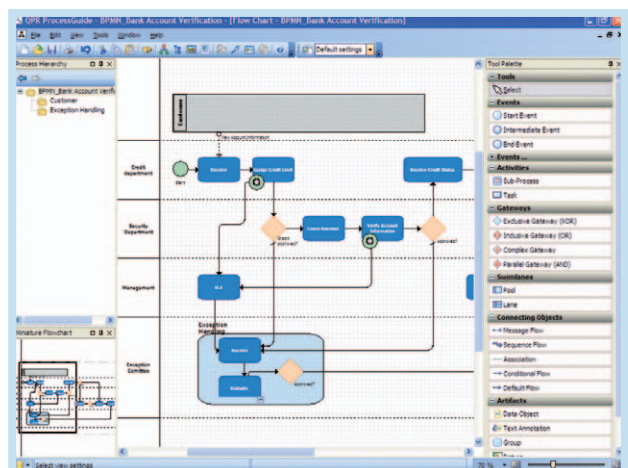
Streamline Your Processes with Automation

Where possible, automation of your processes will help you minimize process time, improve quality and better address customer needs. Every day your employees devote considerable time and effort to finding and entering data, transferring information, identifying bottlenecks, securing various authorizations, arranging information in accessible formats and creating local solutions to support these processes. Together with QPR WorkFlow, QPR ProcessGuide helps you streamline these processes by automating them.

QPR ProcessGuide's built-in support for modeling detailed processes with BPMN (Business Process Modeling Notation, a standardized modeling notation by the Object Management Group (OMG)) and its ability to transform models in this notation to BPEL (Business Process Execution Language), an industry-wide standard XML format that most workflow execution engines take as input, allow you to design your business process graphically and execute it that way immediately!

The benefit of doing this with QPR WorkFlow is because of its focus at the business user, which provides them a fully web-based, simple and efficient way to establish, operate, manage and monitor business workflow applications.

QPR WorkFlow furthermore integrates out of the box with a multitude of Microsoft® Office applications like Outlook and Word and is easy to integrate with any other application, which brings process execution and continuity into the same tools that your business users work with every day. QPR WorkFlow links all necessary process components into a single package. With its inbuilt ability to integrate between different systems it allows for rapid construction of organization-wide automated processes, allowing you to allocate your intellectual capital there where it is needed most.



Detailed process modeling with BPMN

Get Results Fast

Using a specifically designed software solution like QPR ProcessGuide will make implementing Business Process Management significantly easier. Getting your Business Process Management initiative up and running as swiftly as possible not only ensures the success of the initiative, it can be crucial to the success of your organization. QPR ProcessGuide is quick to implement and scales from serving just a small group of participants to organization-wide usage involving thousands of participants and processes with support for simultaneous use. With QPR ProcessGuide your organization can reap the benefits of improved operational processes and their impact on your competitiveness from day one.

User and Model Management

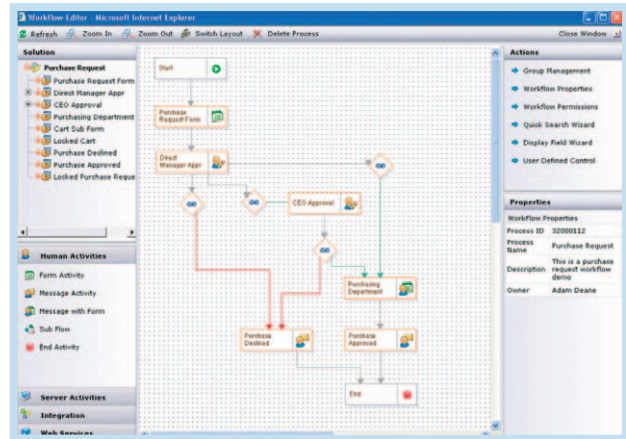
Providing your employees web-based access to your organization's process models requires strict authentication. Furthermore, you may wish to grant different rights (administrator, viewing, updating etc.) to different employees while some process information you may want accessible by only a small group of executives. QPR ProcessGuide provides you with a wide variety of user authentication and access rights for each level of process models. These rights then apply to both application use via the Windows-based process design client as well as the web-based client.

Model properties are available for storing generic model information, including version information like author, status, date and comments. Model versioning is also provided separately for each sub-process, while you can monitor changes to models in automatically maintained log files.

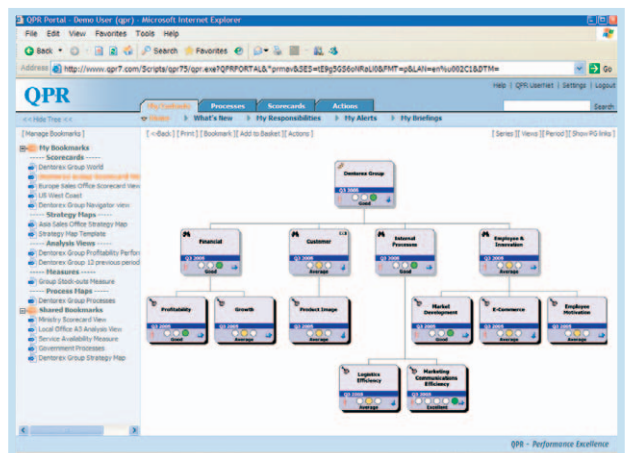
A Complete BPM Suite

The QPR ProcessGuide product is part of a full suite of products aimed at companies and communities that seek to take business process and performance management to a higher level via improved collaboration, more powerful analysis and automation. With QPR ScoreCard you improve your organization's performance by providing your employees with timely, accurate and relevant information about the factors that influence it. It will help your organization plan, implement, communicate and assess strategy, commit your people to objectives, improve performance and foster a collaborative management environment that will help you lead your organization to success. QPR FactView takes business intelligence away from your IT department and places it firmly in the hands of your business users with self-service, ad-hoc and swift business intelligence that no longer limits your BI initiative to the limitations and restrictions associated with traditional OLAP-based approaches. QPR WorkFlow further

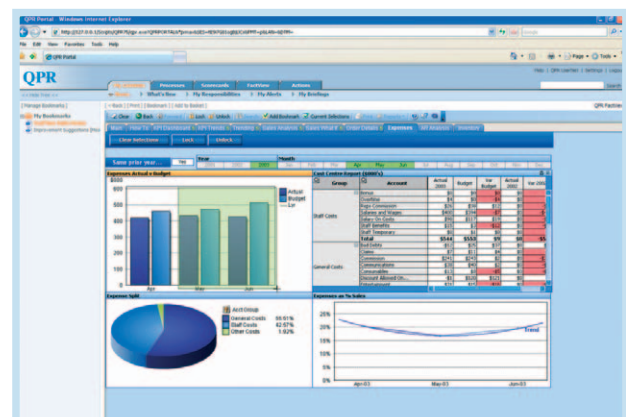
adds to the agility of your enterprise by automating human-centric processes, improving the speed, quality and predictability of your business operations and allowing you to better leverage your human capital.



QPR WorkFlow



QPR ScoreCard

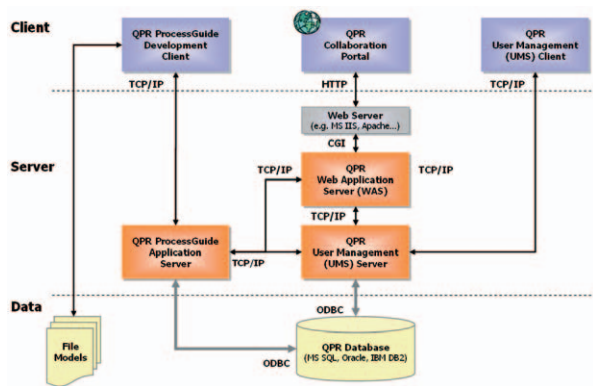


QPR FactView

System Architecture and Requirements

QPR ProcessGuide's architecture leverages the power of the Internet and Intranet, providing a convenient medium for both internal as well as external communication. The distributed, multi-user system allows all authorized users within your organization to view the entire process model framework, discuss about the effectiveness and quality of models and launch collaborative initiatives towards process excellence via their Internet browser (e.g. Microsoft® Internet Explorer or Mozilla Firefox).

QPR ProcessGuide's advanced multi-tier architecture ensures a globally shared, fast and reliable operating environment, which enables various users to view and modify data simultaneously: Changes made to the data are updated to every user's desktop in real-time. The system components – server, clients and database – can all exist in distributed locations.



Supported Operating Systems:

- Windows 2000
- Windows 2003
- Windows XP
- Windows Vista
- Mac OS 10.2.x or later (Web Client Only)

Supported Web Browsers:

- Microsoft IE 6.0 – 7.0
- Netscape 8.0 (Windows)
- Netscape for Mac OS and Linux
- Mozilla Firefox 2.0 (Windows, Linux and Mac OS)

Supported Databases:

- IBM DB2 8.1
- MS Access 2000
- MS SQL Server 2000 / 2005
- Oracle 9i / 10g

Supported Web Servers:

- Apache 1.3.x
- IBM HTTP server 1.3.28.1 / 6.0
- Lotus Domino Server 6.5
- MS IIS 5.0 – 7.0

Please check the latest requirements at www.qpr.com/products/techinfo.html

Customer References

"Now we are getting the capability to analyze more deeply customer needs, and improve the relationship with our customers."

- Roberto Rathunde, Copel Distribution

"During the last months, our quality has improved significantly, which shows in customer surveys. QPR ProcessGuide and QPR ScoreCard made us understand better and more aware of the entity and thus lead us towards the right decisions."

- Nicole Strausak, SwissCom Fixnet

"With QPR ProcessGuide our personnel can clearly see 'the big picture' which helps them to avoid misunderstandings and to focus on relevant issues."

- Kjell Erikson, Pfizer Health AB



Your Next Step

Find out how QPR ProcessGuide can help you make process excellence an item on all your employees' agendas. Contact a QPR Process Management expert for a personal online demo or try out QPR ProcessGuide with some of our online demonstration models. Contact: customercare@qpr.com

QPR Software Plc

QPR Software Plc has specialized in building performance and process management systems since 1991. Our mission is to help people, communities and businesses achieve their goals. With QPR solutions you can execute better performing processes, get results fast and find out how QPR is easy to work with. QPR cooperates with an extensive network of talented partners in over 50 countries worldwide. QPR has its headquarters in Helsinki, Finland, has subsidiaries in South Africa and the USA, and is listed on the Helsinki Stock Exchange.

Web: www.qpr.com

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