

Staffware

Maidenhead, England and New York, NY

Staffware Process Suite

➤ Business Process Management



CUSTOMERS AT WORK

A financial services firm, a health-care provider, and solutions providers to the medical and the financial services industries served as reference customers. Common strategic objectives included:

- Preparing the business to grow without adding overhead as the economy expands
- Enabling efficient, effective and consistent response to customer needs
- Streamlining costly and inefficient back-office areas of the business

WHY STAFFWARE PROCESS SUITE?

Staffware enables companies to perform better by integrating processes across business silos. The Process Designer enables business and IT users to quickly develop complex business processes. By mapping out business rules independently of legacy systems, the business can add capabilities while preserving past investments. With low latency, the Staffware iProcess engine is capable of scaling to transaction high volumes. The Process Orchestrator provides unparalleled flexibility for automating highly complex business processes. The Process Designer allows users to make ad hoc changes without disrupting or adversely affecting current cases. Users also have the flexibility to access real-time detailed audit reports and system alerts providing end-to-end process visibility and control.

COMPANY INFO

Staffware is a public company (London Stock Exchange: STW) with about 350 employees.

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www.staffware.com

BUSINESS IMPACT

Near-term value: Everybody needs to do more with fewer resources, and Staffware Process Suite delivers. One reference customer cut the elapsed time for customer response by a factor of five. Meanwhile, the quality of interaction has increased because staff has more time to focus on intelligent answers to difficult questions. Another firm experienced a 35% reduction in headcount required for an exception-handling activity in the area of financial trade processing, while improving risk management and demonstrating regulatory compliance.

Enterprise innovation: Customers say that the Staffware Process Suite has helped move companies from a mode of “just getting by, too busy fighting fires to follow the book” to a mode of consistently executing an optimized business process. This yields a big difference in financial metrics. One firm achieved nearly a seven-figure annual savings for each process automated.

Technology gains: Reference customers say the state of the art in business process management has come a long way with Staffware Process Suite. They are impressed with its functionality, flexibility and versatility for server-side process sequencing. The platform interfaces well with native Java, Java-wrapped and Microsoft ASP applications, and with a variety of middleware approaches and data sources. With the modern, service-oriented approach to development fostered by Staffware, projects were completed on aggressive schedules with excellent quality and time to market.

SUCCESS FACTORS

Project strategy: Staffware Process Suite's flexibility and extensibility makes it possible to move rapidly toward business goals through a series of small steps. Absent strong leadership, go after low-hanging fruit where financial rewards are high relative to the potential for organizational resistance to change. After an early success or two, business managers will be lining up for more.

Resources: Successful projects have one resource in common: a strong project manager who can function effectively across organizational silos. Consider a data mart for management reporting.

Skills: Process maps can successfully be developed by business analysts who are familiar with installed systems.

Fit: Customers say that no structured workflow is too tangled and quirky to be automated with the Staffware Process Suite. They recommend it for automating lengthy, complex manual processes.

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ABOUT THE CROSSROADS A-LIST AWARDS

The Crossroads A-List identifies the best newly proven IT products and services transforming business today. Winners are determined after an analysis of the vendor's strategy followed by confidential, in-depth interviews with early adopters.