

Business Process Management

Using Adobe LiveCycle ES2

BPM

Management approach always focused on aligning all aspects of an organization with the wants and needs of clients.

PROCESS OPTIMIZATION

Discipline of adjusting a process so as to optimize some specified set of parameters without violating some constraint

The only thing companies can be certain today is that things are going to change tomorrow. Companies must be able to respond quickly to changes that may be due to competitive threats, economic fluctuation, strategic re-alignment, acquisitions, changing customer needs and compliance requirements. The changes may also be technological, as when the companies decide to replace their legacy systems with new enterprise platforms. Organizations can increase their agility by making it easier to manage, adapt, and gain visibility into their customer-facing and internal processes, but achieving this goal presents many challenges. These challenges can be very different depending on the role of each person involved in the process: the customer, the customer-facing employee, the process owner, and the IT manager.

Challenges Companies Face

Processes are an integral part of any business, be it corporate or government business. The challenges posed by processes that are primarily customer-facing are two-fold: sustain existing revenue streams, and ensure that new revenue streams are added by providing superior customer service. For internal processes, the challenge is to ensure that the productivity levels are increased and process cycle time is reduced by providing effective collaboration.

Challenges Process Stakeholder Face

Any process where the customer interacts directly with it poses many challenges to the stakeholders of the process.

Customer : Many a times a customer while interacting with a web-based process is required to enter the same information on multiple occasions or provide information that is either irrelevant or not available with the customer immediately. This often leads to customer getting frustrated and may potentially impact and influence his decision to retry.

USER EXPERIENCE

- Research
- Strategy
- Design

USER INTERFACE

- Desktop Applications
- Web Applications
- Mobile Applications
- NUI Applications

ENTERPRISE INTEGRATION

- Portal Application
- Service Oriented Architecture
- Enterprise Content Management
- Business Process Management

Customer-facing Employee : Employees often go through a steep learning curve to learn to use enterprise applications with different user experiences. As most of the applications are unintuitive, the employee is left with no option but to ask the customer the same information repeatedly. There are cases when employee and customer are both looking at different account views due to access restrictions and hence make their respective decision based on incomplete information for want of relevant data. This prevents the representatives from delivering exceptional customer service thereby forcing the customer to look elsewhere.

Process Owner : The process owner is responsible for making the process more efficient by removing redundancies and disparity in information and data. Lack of end-to-end process transparency makes tasks extremely difficult and time-consuming to execute leading to customer frustration. Modifying the process due to changes in the compliances or business conditions can add to the problem as these changes again are time-consuming.

IT Manager : Faced with a myriad of challenges in updating the existing application on solid inflexible systems makes the delivery time frame an impossible deadline to meet for the IT manager.

Why Adobe LiveCycle ES2 ?

Adobe LiveCycle ES2 solutions to BPM helps companies remove inefficiencies and improving customer service by increasing visibility into critical business processes. Using intuitive rich Internet applications (RIAs), electronic forms, and people-centric process management, organizations can now make it easier for customers to do business with them.

How Can Esberi Help ?

With our expertise in delivering solutions using Adobe LiveCycle Enterprise Suite 2 (ES2) for business process management (BPM), we help organizations effectively respond to different challenges. Employees can access relevant information more easily and take advantage of collaborative capabilities to increase their productivity and ability to provide superior customer service. By streamlining end-to-end processes and offering greater visibility into them, we build LiveCycle solutions that help process owners remove inefficiencies that prevent them from achieving their business objectives. Using Rich Internet Applications that are engaging, intuitive and contextual navigation and dynamic electronic forms we deliver LiveCycle applications that are highly personalized and responsive – exactly suited for mission-critical processes that demand faster, reliable and easier execution.

PROCESS

AUTOMATION

- Financial Services
- Government
- Life Sciences
- Manufacturing

CONTACT US

Get in touch with us to find

out how we can help you

automate process using

Adobe LiveCycle ES2.

Email

consulting@esberi.com

Phone

+91 9600 000 211

Unique Solutions For Unique Challenges : We do not believe in the one-size-fits-all notion. We acknowledge that every business, every industry has its own set of unique challenges that demand a unique approach to successfully address it. Using LiveCycle we develop solutions to do precisely that - solve your unique problem.

Multi-Channel Communication : Using LiveCycle, we ensure that you have the right information when you need it. Our solutions help you to aggregate and assimilate information available from across the enterprise on demand and present it in a unified view in both - online and offline modes, so that you don't have to sift through the mountains of information. We help you serve your end-customers faster and better.

Collaborative Experience : Our LiveCycle solutions are intuitively developed to present only the information relevant to the current process by pre-populating the relevant fields already answered by the customer. Faster resolution of customer issues is aided by providing co-viewing and other collaboration features.

End-To-End Process Visibility : Using LiveCycle, we build solutions that offer a thorough insight into the critical processes. Whether it is measuring the Key Performance indicators (KPIs) or controlling and tracking the critical processes, with the help of real-time dashboards we help you manage your bottom-line.

Seamless Integration : Our LiveCycle solutions due to its model-driven development environment can be seamlessly integrated into the organization's existing enterprise systems like ERP, CRM, ECM etc., thereby ensuring that the organizations get maximum ROI out of their existing information systems.

With our solutions developed on top of Adobe LiveCycle ES2, companies can deliver a more intuitive and rich experience for external users, enable customer-facing employees to provide superior and unmatched customer service, increase organizational efficiency to enable process owners meet their business objectives, and help IT managers respond faster to changing business requirements. We achieve these results by delivering a solution that offers superior flexibility and scalability, enables collaboration and multi-channel communication and a standards-based framework for delivery to ensure that you get maximum ROI on your existing system infrastructure.



Level 3, Altius Tower, Olympia Tech Park
Guindy, Chennai, India 600032

Phone +91 44 4299 4357

Fax +91 44 4299 4300

<http://www.esberi.com>