

RapidMapper™ leverages power of SharePoint for business process design

New software tool boosts productivity by integrating process with knowledge

St. Charles, IL (November 4, 2013) – St. Charles Consulting Group, exclusive sponsor of the APQC 2013 Process Conference in Houston (October 9-11), used that opportunity to announce and debut RapidMapper™ – a plug-in for SharePoint that provides a process design toolset for organizing business information, simplifying and optimizing work flow, and enhancing the quality of work results.

RapidMapper was enthusiastically received by the international audience of process experts who confirmed that St. Charles has brought a truly innovative tool to the process design and knowledge management fields. RapidMapper allows business managers to operationalize process and make content visible in an intuitive, easy-to-use SharePoint-based framework.

Learn more about RapidMapper at <http://rapidmapper.com> or by contacting Shawn Eckert – seckert@stccg.com or 602-284-3855.

According to Phil Davis, St. Charles Managing Partner, “RapidMapper is a tool that offers great benefits to managers responsible for significant business processes within their organizations. It not only supports collaborative process design and improvement, but it also provides an enterprise solution for rolling out new initiatives.”

An important part of the RapidMapper foundation is that the toolset is content neutral. Davis observed, “***RapidMapper is to business process as Excel is to financial modeling.*** It doesn’t come pre-designed for a specific application, and files in all common formats can be uploaded directly to those points in the process where the resources are needed. Thus, it becomes a powerful training and performance support tool as well.”

Davis also noted, “RapidMapper is very flexible – it can be as effectively used to design a robust program for on-boarding new employees as it can be applied to support the company-wide rollout of a new sales methodology.”

From a technology perspective, RapidMapper:

- is installed out-of-the-box as a plug-in to SharePoint 2010 (taking advantage of SharePoint’s collaboration and knowledge management strengths, while avoiding common SharePoint challenges)

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St. Charles Consulting Group was founded in 2002 in St. Charles, Illinois, and currently operates out of 4 locations – St. Charles, Dallas, Phoenix, and Madison. It serves a client base that is broad and diverse with leading solutions in learning and performance development, human capital services, and process design. Given the pace of change in today’s economic environment and the need for businesses to be in continuous improvement mode, St. Charles helps companies sharpen and maintain their competitive edge.

- requires no customization and very little training (meaning that the IT department is not responsible for another system to support)
- provides immediate organization-wide access (creating an environment that is conducive to collaboration and broad implementation)
- enables users to collaborate and deliver on performance support objectives by providing visibility to key roles and responsibilities at every level of a process

One distinctive feature of RapidMapper in the world of process and knowledge management tools is that it allows the embedding of knowledge resources (such as training videos, process guidance, and compliance requirements) directly at those points in the process where such resources are needed.

According to process guru Bob Hiebeler, St. Charles' co-founder and creator of the industry-leading Process Visibility™ methodology, “the age-old problem in knowledge management has been how to embed resources in the context of the work, and RapidMapper solves that problem in an elegant way.” Hiebeler noted, “The release of RapidMapper has major implications for both the process and knowledge management industries.”

The development of RapidMapper – from concept to delivery – took less than a year and was led by St. Charles Managing Director Shawn Eckert, who operationalized Process Visibility™ under Hiebeler's direction. Eckert observed, “Like other robust applications, RapidMapper has many powerful features. To name a few... it's **easy**, **flexible**, yet **powerful** and, with RapidMapper, knowledge assets can be placed directly into the flow of work, enabling easy sharing & collaboration.”

Important RapidMapper™ features:

Ease of Use – A new user of RapidMapper can begin making productive use of the system within minutes. This means that people who understand the business can be hands-on with the tool to design processes that are efficient, effective, and drive business results.

System Reach – Once processes are mapped, RapidMapper can instantly provide a high-level “executive” view for decision-makers as well as a detailed task-level “worker” view for those in implementation roles. Also, designed as a plug-in to SharePoint, RapidMapper has heavy-duty knowledge management capabilities for housing a large variety of process support resources.

Business Impact – By delivering 1) a tool for optimizing business processes, and 2) a vehicle for making the processes highly visible within the organization, RapidMapper can quickly become a critical-path “need to have” in implementing major programs and transformational initiatives.

For more information on RapidMapper™ –

Visit rapidmapper.com and contact:

Shawn Eckert, Managing Director – seckert@stccg.com / 602-284-3855