BUSINESS PROCESS MODELING & AUTOMATION

The Enterprise Process Center® allows organizations to manage the entire process lifecycle by supporting them in designing, mapping and building flexible processes. It entails the organization of departments, roles, documents, assets, and all other process-related information. Our solution promotes communication as well by establishing two-way communication channels that encourage feedback from the bottom-up.

ENTERPRISE PROCESS GOVERNANCE

Embedding governance programs within an organization's day-to-day operations is extremely problematic when risks and process management are treated as independent initiatives. The Enterprise Process Center® helps organizations overcome their challenges in ensuring that stated procedures are actually followed. The Enterprise Process Center® integrates process management with risks and compliance programs and enforces them across the organization through automation. The Enterprise Process Center® offers as well a comprehensive Key Risks & Controls performance monitoring & Analysis.

PERFORMANCE INTELLIGENCE

At Interfacing we believe that implementing a BPM solution without any performance intelligence on the top of the processes is a major restriction to the business growth & success. By including performance monitoring to the Enterprise Process Center®, organization can now sense and respond to threats and opportunities quickly and takes well-informed tactical, operational and strategic decisions. Our Operational Intelligence Platform is a friendly sense-and–respond solution that help Measure and monitor the entire organizational Key Performance Indicators, anticipate problems, identify opportunities and reduce time and cost.

BUSINESS PROCESS AUTOMATION

At Interfacing, we master Processes automation & workflow inside-out. Our experienced analysts can quickly and efficiently automate business processes using best-practice BPM methodologies that increase organizational efficiency and implement a culture of continuous process improvement. With Workflow, you can better utilize your human resources by reducing manual effort, and you can improve morale by eliminating mechanical, repetitive tasks from employee workloads. Further, Workflow improves Governance, Risk, and Compliance (GRC) management across organizations with automated approval cycles, benchmark-triggered actions, and visible audit trails.

OUR ADDED VALUE

- **Total Operations Visibility:** 360 View of Busines Operations & Processes performance anytime & anywhere.

- **More with less**: Get more out of your people, time, and money by automating processes that reduces waste and eliminate mistakes in how work gets done.

- **Better performance**: Control Operations & Improve Business Processes based on the preditions provided by the Operational Intelligence platform.

- **Well-informed Decisions**: An efficient early-warning system that support you in taking fast decisions.

- **Process Governance & Control**: Identify and mitigate Risk, facilitate compliance and achieve better control of your processes.

- **Greater speed to market**: Save time, reduce cost and enhance your delivery by automating your processes and monitoring your operational performance.

- **Higher workforce satisfaction**: Work can be done easily and smoothly as Employees can access and monitor their processe through a single, user friend and mobile application.

WHY US

- International Regional Offices – North America, Europe & Asia

- Important clients-base and long-standing Commitment to the BPM market

- BPM & BI Solution Pioneer for over 20 years

- Experienced partners in over 30 countries and covering the whole globe

- Honorable Mention in the Gartner BPM report

- Included in the Leading Operational Intelligence platform by Gartner

- 24/7 Customer support and assistance

interfacing.

BUSINESS PROCESS MANAGEMENT & OPERATIONAL INTELLIGENCE

Different players within the company have different business needs and objectives that shape the organizational processes and operations. In order to succeed in today's competitve market place, it's important for organizations to orient their perspective on processes according to four different levels:

STRATEGIC
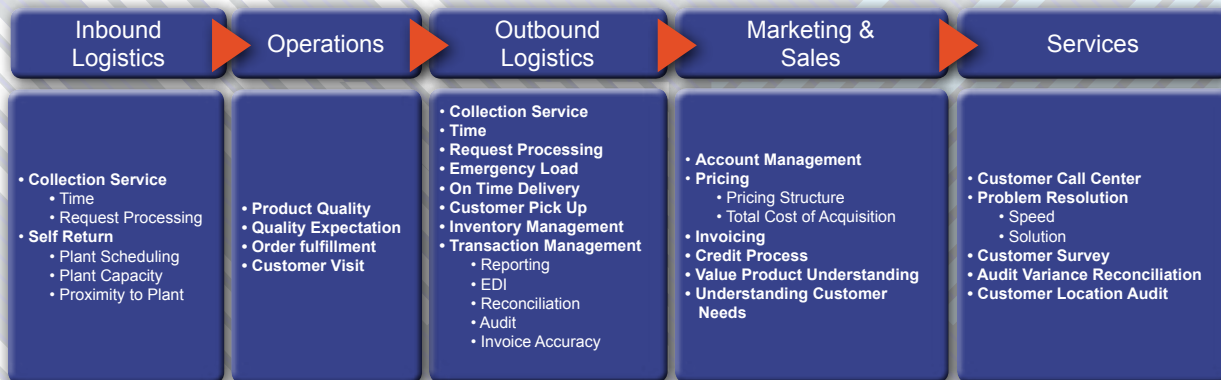**TACTICAL**
OPERATIONAL
TASK LEVEL

Challenges

Different players within the company have different business needs and objectives that shape the organizational processes and operations. In order to succees in today's competitve market place, it's imprtant for organizations to orient their perspective on processes according to four different levels: strategic, tactical, operational and task level.

STRATEGIC LEVEL
- How to Maximize ROI?
- Where are we now, relative to plan?
- Will we achieve our goals?

TACTICAL LEVEL
- How to improve project performance?
- Where do we need to intervene?
- Are our interventions, changes, and improvements

OPERATIONAL LEVEL
- How well is everything working right now?
- What's coming next?
- What do I need to be ready for?

TASK LEVEL
- What's going wrong?
- What action should I take to fix it?
- How to perform a task or correct it?

Our Expertise

Interfacing technologies is a worldwide Business Process Management & Operational Intelligence Solution provider with experienced professionals, a strong partners' network and a deep industry & business knowledge beyond the technical aspect. We also support and we assist our clients in any stage of their project, in any organizational level and in any phase of their value chain. We help companies better understand the complex relationships between their people, systems and processes in order to increase business efficiency, maximize performance and reduce cost.

We provide organizations with a Leading Operational Intelligence Platform that monitor & analyze processes performance, enforce enterprise process governance and fully automate human tasks & activities. Our leading platform reduces human errors, optimize operations and assist top management in taking well-informed decisions and achieving their goals.

Our Solution

Interfacing's end-to-end BPM software, the **Enterprise Process Center®** is designed to simplify complex process management initiatives and achieve Operational Intelligence. We provide our clients with reliable applications that meet their unique business processes needs, enhance their performance monitoring capabilities and encourage continuous process improvement. The Enterprise Process Center® is a complete BPM & Operational Intelligence Solution that covers Business Processes Modeling & SOP Documentation, Operational Performance Monitoring and Measurement, Enterprise Process Governance & Control and Business Operations' Automation.

A Value Chain Analysis

Inbound Logistics	Operations	Outbound Logistics	Marketing & Sales	Services

• Collection Service
  • Time
  • Request Processing
• Self Return
  • Plant Scheduling
  • Plant Capacity
  • Proximity to Plant
	• Product Quality
	• Quality Expectation
	• Order fulfillment
	• Customer Visit
		• Collection Service
		• Time
		• Request Processing
		• Emergency Load
		• On Time Delivery
		• Customer Pick Up
		• Inventory Management
		• Transaction Management
		  • Reporting
		  • EDI
		  • Reconciliation
		  • Audit
		  • Invoice Accuracy
			• Account Management
			• Pricing
			  • Pricing Structure
			  • Total Cost of Acquisition
			• Invoicing
			• Credit Process
			• Value Product Understanding
			• Understanding Customer Needs
				• Customer Call Center
				• Problem Resolution
				  • Speed
				  • Solution
				• Customer Survey
				• Audit Variance Reconciliation
				• Customer Location Audit

The primary activities of an organization is the sequence of binging materials into the business (inbound logistics), converting them into final products (operations), Shipping them out final products (outbound logistics), marketing them (Marketing & Sales), and servicing them (Service).

The firm's success depends not only on how each department performs its work, but also on how well the various department activities are coordinated to conduct core business processes. Core processes such as the fulfillment management process that involves receiving and approving orders, shipping the goods on time and collecting payments. Strong companies develop superior capabilities in linking their core business processes and reengineering the workflow.

MODELING & SOP DOCUMENTATION
- Business Architecture, Modeling & Repository
- Standard Operating Procedure Management
- Roles and Responsibility Transparency

PERFORMANCE INTELLIGENCE
- 360 View of BusinessPerformance
- KPIs Monitoring & Measurement
- Early-warnings & well-informed decisions

RISK & CONTROL
- Total Risk Management
- Rules, Controls and Audit Reporting
- Key Risk & Control Indicators' Monitoring

AUTOMATION
- Automate Human Tasks & Remove Errors
- Business Process Execution & Integration
- Monitor Process Performance