Product Overview

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ENTERPRISE
PROCESS CENTER®

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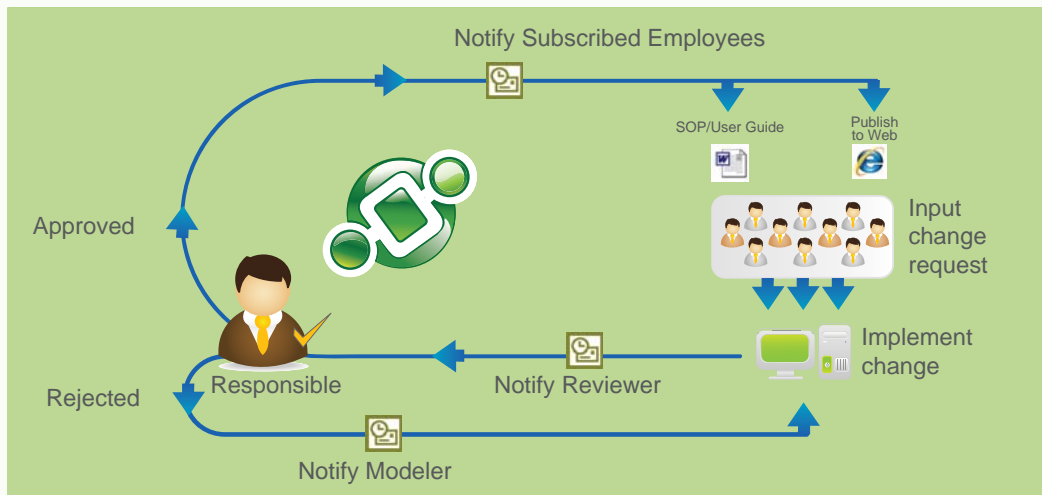www.interfacing.com

The EPC Advantage

Interfacing's award-winning Business Process Management (BPM) suite, the Enterprise Process Center® (EPC), helps companies streamline operations, increase productivity, enforce governance, and ensure compliance. Much more than just process modeling, the EPC allows firms to manage, automate, and monitor business activities and controls.

Complete Process Lifecycle Management

The EPC allows you to manage the entire process lifecycle. You design and build your processes in the Modeler, publish to the dynamic, user-specific Web Portal, and manage and improve them with the EPC's business intelligence and performance tracking capabilities. Via the collaborative Web Portal, users can post feedback and change requests in web-based discussion forums that promote ongoing process lifecycle management. Reviewers and process owners are notified of change requests automatically via e-mail, and, when improvements are approved, subscribed employees receive automatic e-mail notifications, as well. As such, the EPC promotes a culture of continuous process improvement across the organization.

The EPC is a comprehensive solution that meets the full spectrum of BPM requirements, from process lifecycle management (PLM) and business architecture (BA) to process automation with EPC Workflow. The EPC's fully-integrated Workflow engine goes beyond basic lifecycle management, allowing you to reduce manual effort by automating human-centric processes, and mechanizing the end-to-end execution of system or integration-centric ones. Process automation dramatically reduces the risk of human error, saves time, and increases productivity. Unlike pure-play workflow tools, EPC's core BA capabilities allow for an organizational blueprint that facilitates automation, and its PLM facilitates the ongoing updating and management of running workflows. The Workflow engine can be added as your project becomes more sophisticated, or at the outset as part of a comprehensive BPM initiative.

Comprehensive BPM Solution

Design, Deploy,
Automate, Monitor

Business Architecture

The object-oriented repository allows you to easily maintain a flexible organizational model.

Business architecture involves more than just the structure of business processes. It also entails the organization of departments, roles, documents, assets, and all other process-related information. The EPC's object-oriented repository facilitates the management of your company's business architecture. In the EPC, processes and all related information (such as organizational units, roles, resources, assets, documents, risks, and controls) are stored in separate libraries as "objects." Because our centralized repository is "object-oriented," processes and objects are managed independently of each other and have their own lifecycles. Your organization is constantly evolving; the object-oriented repository allows you to easily maintain a flexible organizational model.
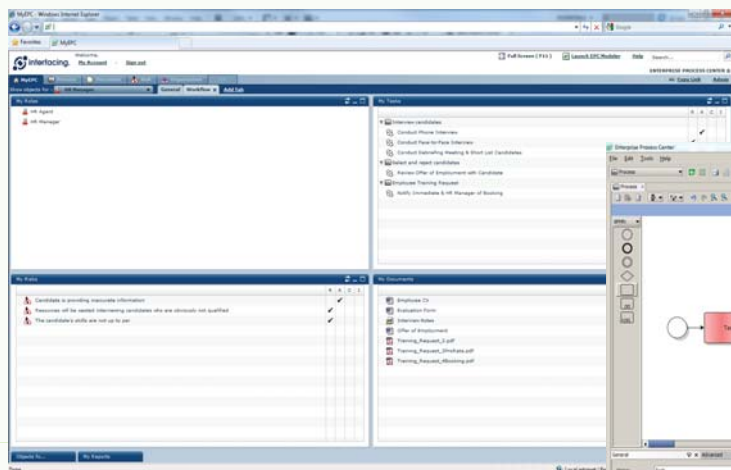
The EPC bridges the gap between business operations and Governance, Risk, and Compliance (GRC) management to create a sustainable process improvement and governance culture across the organization. Its process-centric approach to enterprise management aligns process improvement and GRC initiatives as ongoing programs rather than as one-time projects, integrating governance, risk, and compliance activities with day-to-day operations. With specific modules dedicated to rules, risks, controls, and audit management that integrate with all aspects of the process lifecycle, the EPC allows organizations to improve operational performance while ensuring compliance with corporate governance policies and external regulatory requirements.

Integrated GRC Capabilities

The EPC has specific modules dedicated to rules, risks, controls, and audit management.
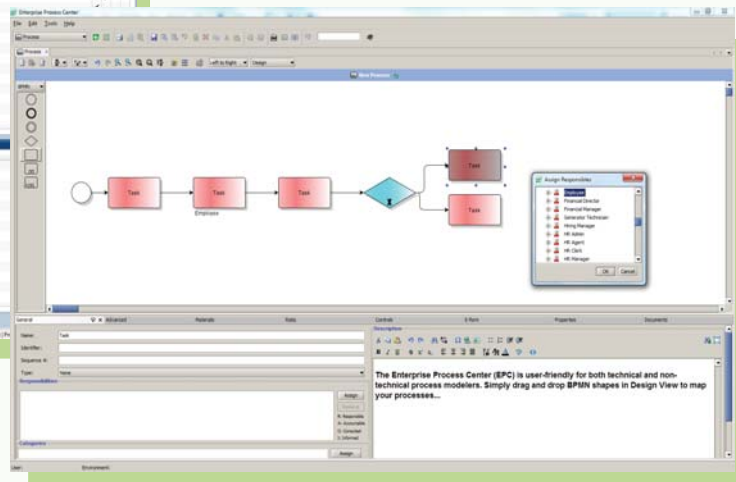
Ease-of-Use

The EPC is designed for the business user. Non-technical process modelers and end-users can easily and intuitively interact with both its Modeler and the Web Portal. It requires very little end-user product training and is easily accepted by employees at all organizational levels, thereby reducing implementation costs.

Drag and drop shapes onto process maps to easily model your processes.

Access your user-specific information on the customizable myEPC page in the Web Portal.

Automated SOP Outputs

You can automatically output EPC content into convenient, printable process documentation.

With the EPC, standardized, accurate, and up-to-date SOPs are just a few clicks away. You can automatically generate EPC Process Books to output EPC content into convenient, printable process documentation. You can predefine different company templates for different purposes; Process Books are ideal for detailed SOPs, training manuals, user guides, audit reports, and strategy meetings. While all information contained in the EPC is easily accessible via the user-specific, dynamic Web Portal, you can continue creating your existing process documentation, but without the manual effort. With the EPC, all information changes are controlled and versioned so that you can ensure that employees are using the latest policies, processes, and procedures.

Generate SOPs with one click.

Access your processes in the Web Portal.

Maintain your corporate formatting with flexible MS Word SOP templates.

Cost-Benefit

The EPC is one-third the cost of comparable BPM products on the market.

A comprehensive BPM program doesn't have to break your budget. The EPC is one-third of the cost of comparable BPM products on the market, and is fully customizable to meet any organization's unique needs. The EPC is modular, and advanced modules can be selected à la carte; you don't pay for a lot of features you won't use. You can start small and add modules as your organization and BPM initiative grow. Additionally, the EPC comes pre-loaded with process libraries and frameworks that accelerate program rollout by reducing the time required to model company processes. The EPC will also reduce Workflow implementation costs by allowing your company to deploy automated processes with minimal development and configuration.
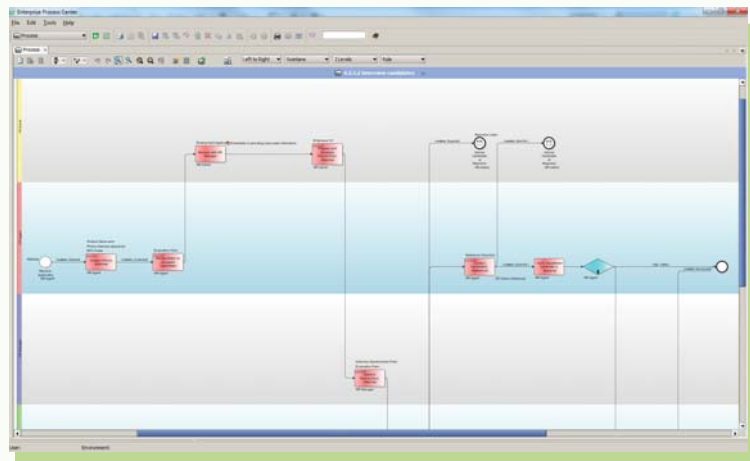
Modules & Features

All information is stored as "objects," so that it is reusable and centrally managed.
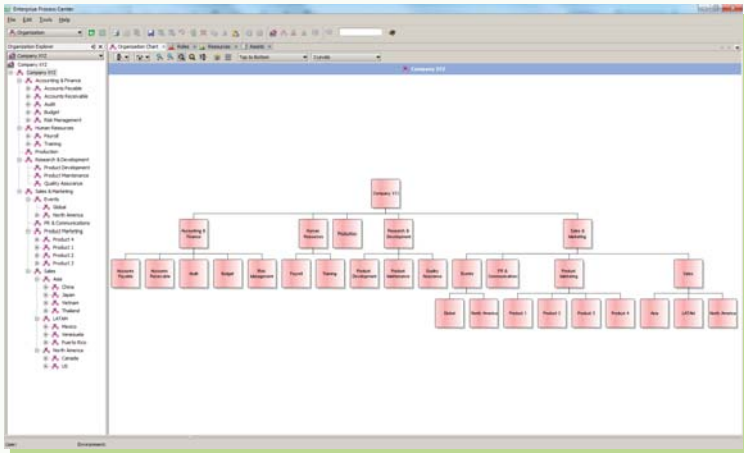
All EPC modules have the same look and feel; while they are powerful and feature-rich, they are designed for simplicity for the business user. Processes and related information (roles, resources, assets, org. units, documents, risks, controls, rules, services, and master data) are stored as "objects," so that all information is reusable and centrally managed for easy ongoing maintenance. Users simply associate one object with another as they model their processes – for instance, an application with a task or a resource with a role – and the system can then automatically generate multiple views of the object relationships, including Swimlane transitions, value-stream Flatmaps, and views for impact analysis. Security, version control, approval cycles, subscriptions, RACI assignment, and general attributes apply to all objects, and administrators can also create custom, object-specific attributes. Once modeled, any process and all related information can be deployed to the EPC Workflow engine for end-to-end human and system-centric process automation. The Advanced Reporting module then allows you to track historical trends and monitor real-time data with customizable reports and dashboards.

Process Module

► Intuitive drag-and-drop process modeling

► Visualize department, role, asset, and resource handoffs with automated Swimlane diagrams

► Manage processes within a hierarchical framework and generate end-to-end value-stream views of company processes

► Create process references to standardize frequently-used processes for simplified maintenance

► Automatically generate customizable Process Books for detailed process documentation, SOPs, user guides, and audit reports

Swimlane views are automatically generated and updated to reflect modifications.

Organization Module

► Model your organizational hierarchy and view flexible org. charts

► Define roles and responsibilities with the RACI framework

► Manage IT systems, machinery, and other assets

► Sync resources automatically with Active Directory and leverage single sign-on for simplified user access and IT security management

Manage your organizational structure independently of your process framework.

Documents Module

► Link documents directly to specific tasks and processes; open documents directly from hyperlinked process maps

► Associate documents with any other EPC object (e.g. link job descriptions to roles or regulations to controls and rules)

► Track and manage changes with the EPC's version control and audit trails

► Automate serial and parallel approval cycles

► Manage security and permissions by group, role, or user

► Utilize the EPC's full-text search to locate any material linked in the EPC, including in documents stored and managed in external databases

Rules Module

► Standardize rules and implement them directly on processes and tasks to enforce company policy

► Document the source, history, and examples of each rule

► Associate rules with their respective regulations for ongoing compliance tracking as requirements change

► Determine rule type and model operations, definitions, and constraints

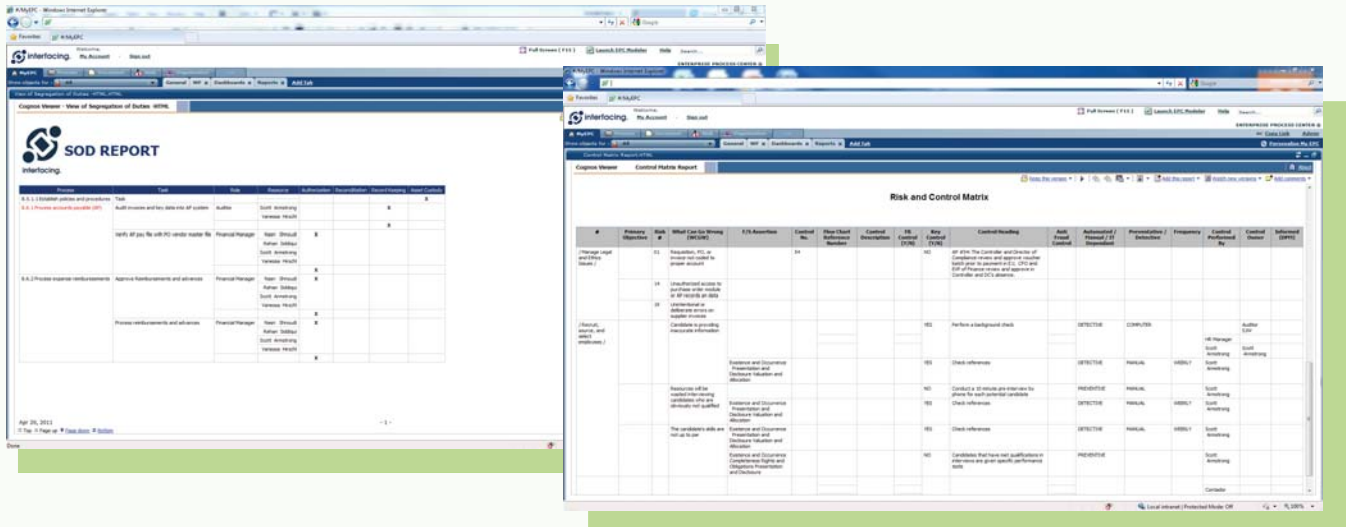► Deploy the Workflow module to automate your rules using EPC decision-table rules engine

Leverage the EPC's decision-tables to automate complex business rules.

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Controls Module
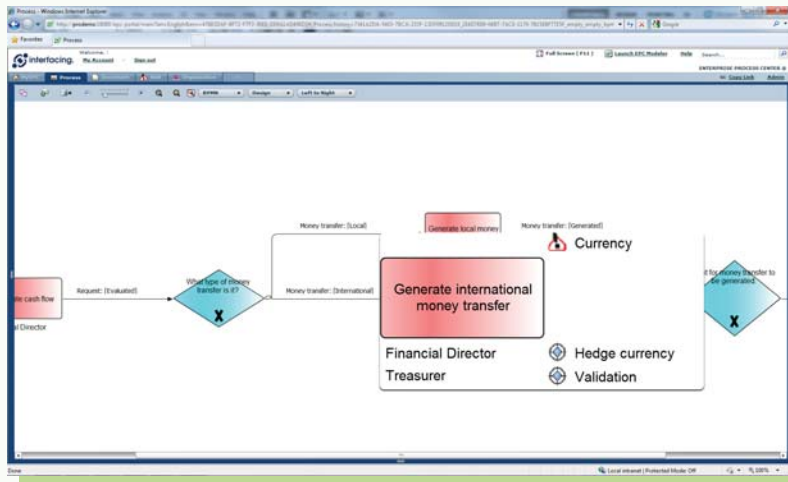
► Associate controls with risks to calculate residual risk and to determine priority levels for corrective actions

► Reuse the same centrally-managed control to mitigate multiple risks

► Identify key controls; clarify objectives, determine COSO components, control frequency, and assertions

► Assign ownership of controls with the RACI framework

► Highlight key controls on process maps to communicate control objectives to end-users

► Deploy the Workflow module to automate and monitor your control audits

The EPC's automated reporting drastically reduces the cost of audits and minimizes the risk of noncompliance.

Risks Module

► Determine "Impact" and "Likelihood" values to calculate Gross Risk scores with the EPC's Risk Matrix

► Manage risks by type (financial, technological, environmental, etc.) and assign clear ownership using the RACI framework

► Associate risks with processes and tasks to maximize end-user risk awareness

► Automatically calculate Residual Risk Scores and priority levels with controls linked directly to risks

Linking risks and controls to your processes in the EPC improves risk visibility..

Services Module

► Define entity In / Out values

► Specify discrete URLs to call web-services

► Associate services with their respective applications and tasks

► Conduct impact analysis to understand the effect of a change to a service on your processes
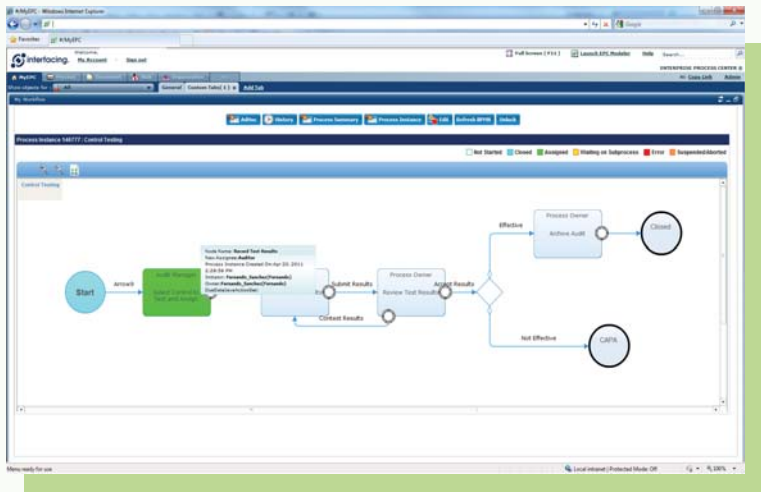
► Deploy the Workflow module for service orchestration

Master Data Module

► Import database schemas from external applications/databases (ERP, CRM, Legacy, etc.)

► Standardize and reuse data definitions across applications and eForms (Entities, Attributes)

► Clarify the flow of master data across tasks and processes (inputs / outputs)

► Drag-and-drop data definitions directly into the eForm designer for automated data binding

► Transfer data definitions to third-party systems through industry-standard XSD

The EPC can auto-populate eForms to reduce the need for manual data entry and lessen the risk of human error.

Workflow

Track every running process instance directly from the flowchart.

► Execute in industry-standard BPMN

► Robust, open, and scalable architecture

► On-the-fly process editing for case management

► Leverage PDF eForms to maximize end-user acceptance with familiar document formats

► Use eSignatures to eliminate printing requirements and maximize efficiency

► Integrate with e-mail servers for simplified user task assignment and completion

► Leverage extensive trigger, timer, deadline, escalation, and error-handling actions

► Complex rule execution with the EPC's decision-tables / rules engine

► Pre-defined integration-centric actions and web-services for simplified system integration

► Maintain industry standards with XPDL and BPEL import / export

► Advanced process metrics for increased visibility and better decision-making

Business Intelligence / Advanced Reporting

► Scheduled and / or event-driven automatic report generation for real-time monitoring

► On-the-fly report generation with run-time data prompts and filtering provides audience-specific reports

► More than 50 out-of-box reports and dashboards cover your basic business needs with no IT support required

► Drag-and-drop report creation and customization designed for ease-of-use for non-technical users

► Flexible PDF, XML, HTML, and Excel (CSV) outputs

► Color-coded visuals of KPI, KRI, and KCI thresholds

► Dashboards and reports with drill-down capabilities for both high-level views and specific detail for improved decision-making

► Centralized, secure, web-based access by user or role

The EPC allows you to monitor and track real-time data on your processes, and it will alert you when pre-set thresholds are reached.

About Interfacing

Interfacing Technologies Corporation is a Canadian software and services provider with over fifteen years of experience in the Business Process Management (BPM) space. We provide BPM solutions for a wide range of organizations, from small businesses to multinational enterprises, in a variety of industries. We have established an international network of partners and offices to extend our global reach and diversify our client-base. Our BPM solutions for business architecture, process lifecycle management, process automation, and Governance, Risk, and Compliance (GRC) give organizations the tools to improve operational performance and align their business objectives and GRC strategies with daily operations.

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