20 Most Promising BPM Technology Solution Providers

With the growing competition in the enterprise arena, many new and innovative strategies are put into play to leverage company resources and stay ahead of the competition—but this is not enough. A company in an enterprise system is a collective of many individual bodies that act synergistically to achieve a common goal. Adopting this type of decentralized form of organization helps the firm to suit the ever changing markets.

Over time, the changes pile up and will have a negative impact on the overall productivity levels of the company. To counter this, measures to optimize the business process can be implemented. Collectively known as Business Process Management (BPM), this sector includes firms that help their clients become more efficient and focused through an array of solutions, strategies, and software.

With the advancements in technology, BPM has become a vital part of operational intelligence solutions and can deliver real-time actionable insights to clients.

In this issue of CIO Review, we present the 20 Most Promising BPM Solutions of 2015, featuring the best solution providers offering technologies and service that aid in Business Process Management. The firms compiled in this issue have exhibited vast knowledge and in-depth expertise in delivering BPM related solutions.

A distinguished panel comprising of CEOs, CIOs, CMOs, analysts, and the CIO Review editorial board have selected the top players from the competitive field of BPM Solutions. This listing gives an insight into the solutions currently available in the market and how they help their clients gain market advantage and thwart competition.

Company:
AINS

Description:
A provider of innovative adaptive case management products and services.

Key Person:
Mohinder Goswami,
Founder and CEO

Website:
ains.com

AINS, Inc.
eCase: Built for Case Management

The BPM sector has not fully grasped the unique benefits case management provides, and the broad range of problems that it solves. Current BPM solutions are too structured and too complex which make them costly to implement and support. These solutions do not recognize that what constitutes an organization's process is often not a "transaction" to be processed but rather a "case" to be managed through a workflow. By centering process automation on the case, case management solutions are more configurable, more adaptable, and better able to manage unstructured data and ad hoc decisions. Unlike other BPM solutions that were retrofitted for case management (like traditional ECM, CRM, and procedural solutions), AINS' eCase was built for case management from the ground up, enabling faster prototyping and production of solutions across diverse business processes. "By leveraging the power of our eCase platform, we excel at analyzing client business requirements and quickly configuring (not coding) lightweight, scalable solutions that adapt to the needs of our customers," said Moe Goswami, Founder and CEO of AINS.
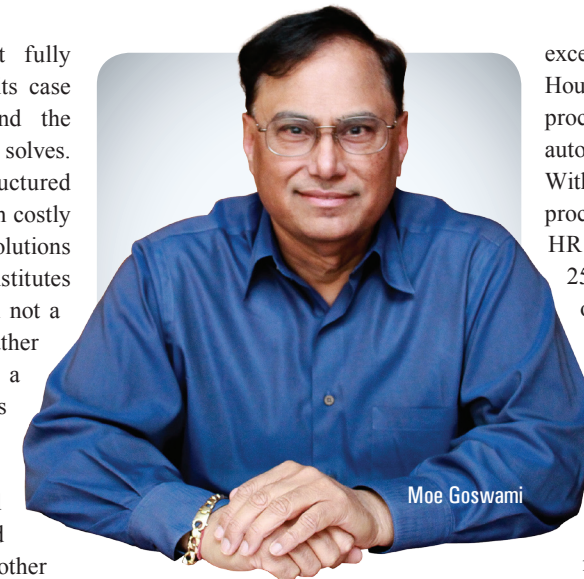
AINS' eCase platform provides data-centric and event-driven adaptive case management for easy and cost effective process automation. The platform helps customers build end-to-end solutions in an agile manner while providing the means to easily adapt and change along the way. It provides a full suite of case management and BPM capabilities including workflow engine, forms, rules, granular roles and permissions, reporting, and dashboards.

AINS' eCase platform is built for configuration, not coding, empowering organizations to manage and automate diverse business processes and quickly adapt to change without expensive

Moe Goswami

technical resources. "We modify workflows using our drag and drop workflow designer, change fields in our forms designer, alter business rules in our rules designer, and configure new reports in our reports designer," notes Goswami. eCase also has application programming interfaces (APIs) and connectors that integrate with the leading data analysis, document management, and content management technologies.

Utilizing the core eCase case management features, the company has configured many eCase solution frameworks such as HR, investigations, audit, incident management, and others. These frameworks speed implementation and reduce cost as they come preconfigured with process-specific workflows, forms, and dashboards.

AINS case management solutions are gaining traction in the federal market with 300 clients across federal agencies and offices, state and local governments, educational systems, health institutions, and commercial customers. The company works closely with customers to ensure product installations and services

exceed client expectations. For example, Housing and Urban Development (HUD) procured the eCase HR framework to automate eight separate HR processes. Within the first year, by unifying these processes on the platform, AINS' eCase HR frame workcut HUD HR costs by 25 percent. "These results are typical of eCase implementations," said Mr. Goswami. "Often these solutions pay for themselves within one or two years."

Adhering to Mr. Goswami's principle of constantly adapting, improving, and evolving, AINS will continue to anticipate market needs and develop new solution

> **The eCase platform can help customers build end-to-end solutions in an agile manner while providing the means to easily adapt and change along the way**

frameworks to add to the existing catalogue of eCase configurations. AINS looks forward to integrating new functionality to adapt to the Internet of Things (IoT). "We anticipate that our solutions will be able to track more and more diverse processes that track a wide variety of assets across diverse, unstructured business flows."

"AINS is committed to more than just selling products," concluded Mr. Goswami, "we are dedicated to helping our customers enhance productivity, cut costs, and, most importantly, achieve better outcomes." **CR**