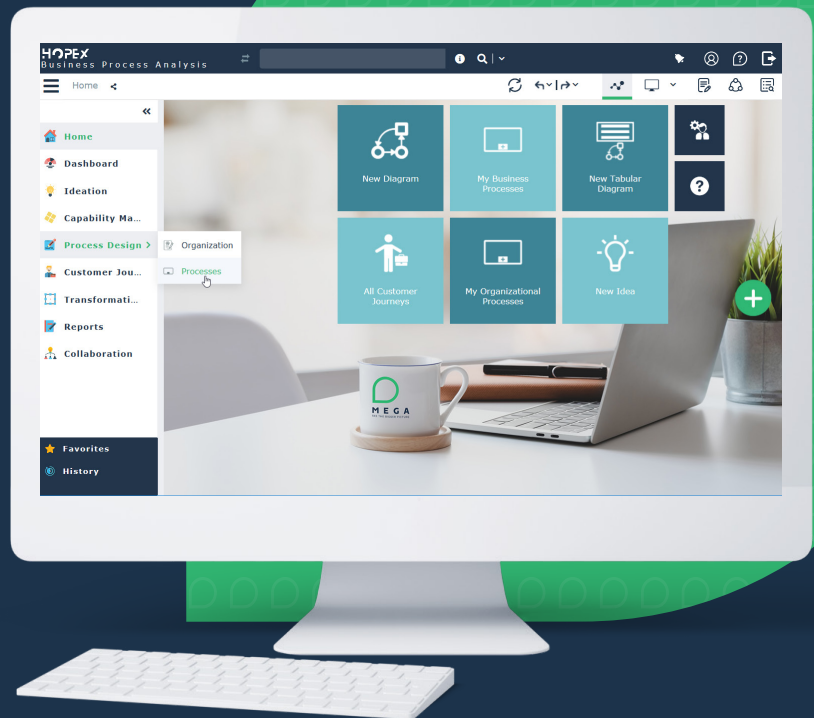


Optimize and transform your business processes

A Business Process Analysis tool helps you understand how your company runs and the best way to optimize or transform your processes. Use a BPA tool to boost your business efficiency, deliver a superior customer experience, and support new business initiatives. Generate process diagrams, map customer journeys or model current and future states to design effective processes that deliver increased value.

Benefits

- Improve business efficiency**
Model, analyze and standardize your business processes to improve business efficiency and support new business models
- Deliver superior customer experience**
Map customer journeys to design optimal processes and deliver superior customer experience
- Ensure compliance with policies and regulations**
Maintain business process models in a single repository, identify areas of concerns, and improve operations to drive compliance initiatives



Design business processes

Save time and improve efficiency by automatically generating diagrams and entering data into a table. Use collaborative workflows to streamline the creation of processes. Several roles are available to seamlessly collaborate through out-of-the-box workflows. The solution fully supports BPMN notation and provides enhanced decision support through the use of multiple diagram types.

Optimize business processes

Design and improve the end-to-end customer experience by mapping touchpoints between the customer and the organization. Rate the customer experience on different touchpoints, identify where to improve the experience, and enhance the corresponding internal processes tied to the customer journey.

Transform business processes

Model what if scenarios to understand the effects of change—before making either small or sweeping modifications to business operations. Analyze processes and resources together to aid with cost-effective consolidation and successful business transformation. Enrich process models with risk and control information. Identify risks and conduct risk assessment directly from the process diagrams to understand their impact on processes within your organization.

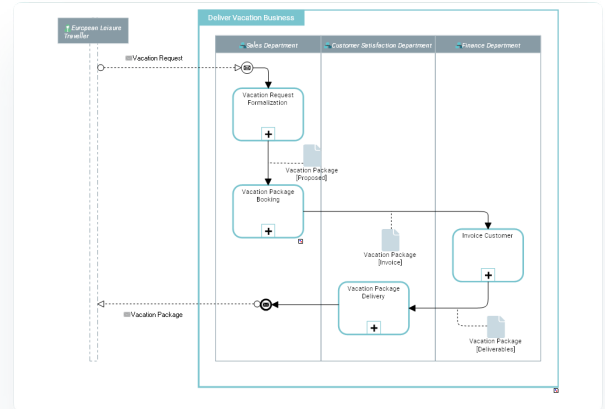
Key Features

HOPEX Business Process Analysis (BPA) helps to design, optimize, and transform your business processes.

Design business processes

Model, document and share business processes

- Automatically generate diagrams
- Leverage a collaborative design platform and out of the box workflows
- Maintain business process models in a single repository
- Use Business Process Model and Notation (BPMN)

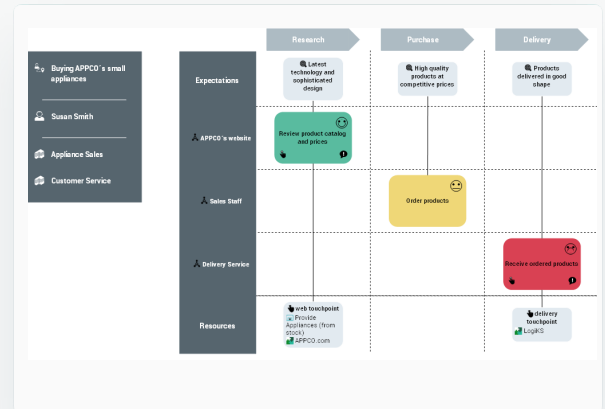


Map business processes

Optimize business processes

Design optimal processes with an outside-in perspective

- Map persona-based customer journeys
- Measure customer satisfaction
- Connect touchpoints to underlying processes
- Design customer-centric business processes

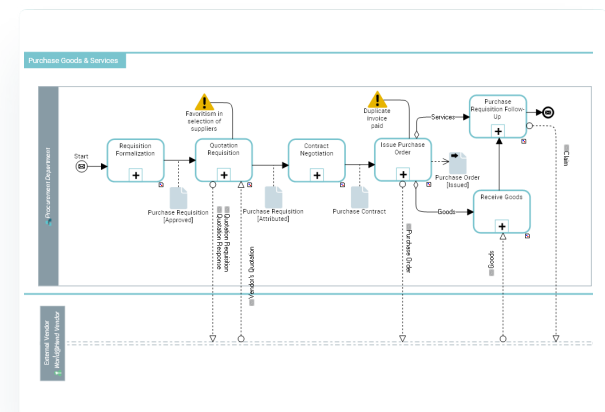


Design persona-based customer journeys

Transform business processes

Support business transformation and enrich process models with risk and control information

- Model current and future process
- Create multiple "what if" scenarios
- Conduct risk assessments on process diagrams
- Implement controls to reduce risks associated to processes



Visualize risks on process diagrams



HOPEX Platform

Work as you want using the HOPEX platform to connect business, IT, data, and risks perspectives in a single platform that easily integrates into your digital ecosystem. Build a digital representation of your business, collaborate with stakeholders, align on business objectives, and demonstrate the immediate business value of your projects.