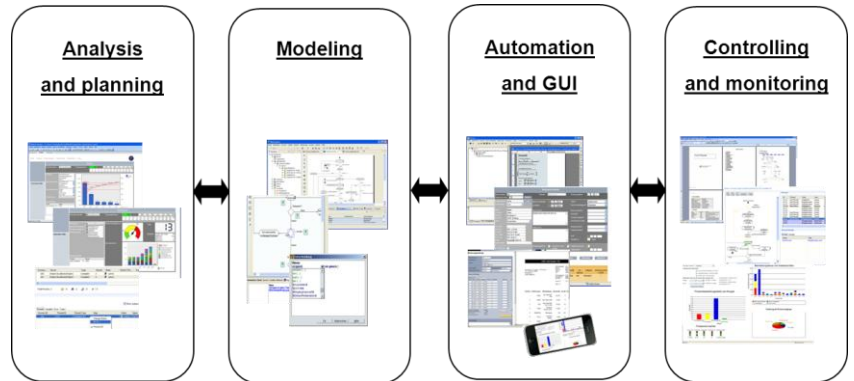




BPM *inspire* is a complete BPM suite comprising modelling, automation, graphical user interfaces, monitoring and controlling functions for use in automating business processes. BPM *inspire* helps reduce the pressure of costs, meet legal requirements and optimise processes. The business process management software is a powerful, field-tested platform for complete automation of business processes used by many prestigious companies since its launch in 1996.

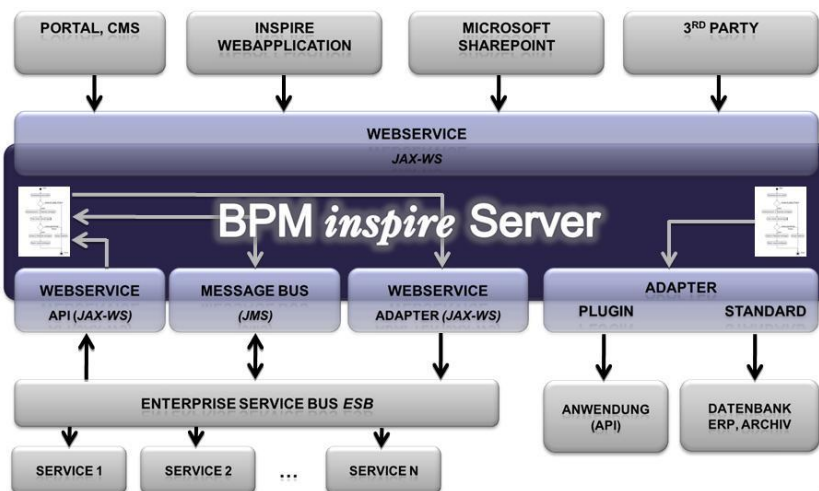
Reducing cost pressure and optimising processes

The requirements on an effective business process design are growing by the day. The pressure of competition is forcing companies to constantly speed up the appearance of new products and services with extended functionality and attractive additional benefits. Demanding customers expect increasing quality at constant prices. Because of this, companies are faced with the mounting pressure of providing custom-tailored solutions on affordable terms with the available resources. This requires more effectively designed business processes.



With the advent of BPM *inspire*, delays, deviations and breaks in complex business processes are now firmly a thing of the past. Connect various IT applications and locations, and direct your documents and data streams in clearly defined directions. You gain transparency, streamline processes, reduce costs and free up employees from tiresome routine work.

Your benefits at a glance

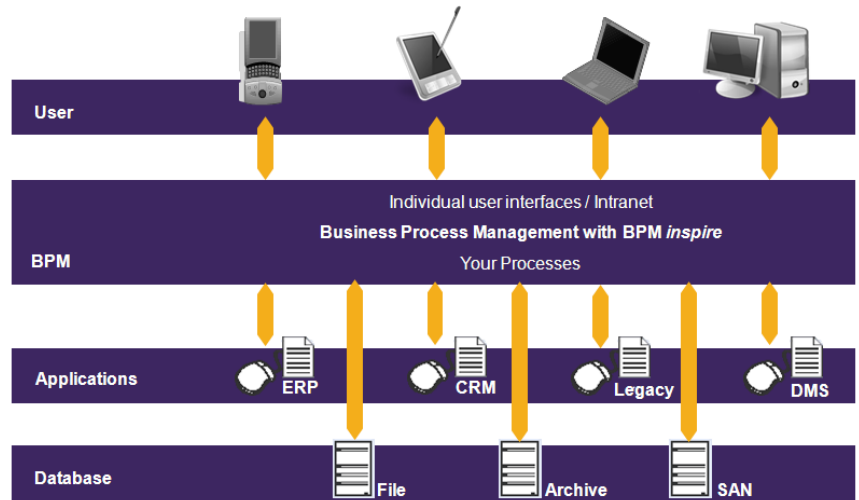


- Clear cost reduction
- Permanently documented and traceable business processes
- Streamlined and efficient business processes
- Simpler processes for employees
- Custom-tailored implementation of processes using SOA (Service-Oriented Architecture)
- No programming needed to execute processes
- Version changes at runtime and removal of inconsistencies
- Proven scalability (350,000 transactions per hour)
- Complete BPM suite and holistic process management
- Custom-tailored control processes (ICS)
- Audit support
- Minimisation of manipulation and errors
- Time and cost measurement of administrative processes




Practical applications

- Inbound mail processing
- Automated invoice processing
- Order processing (e.g. loans, leasing agreements)
- Contract management
- Complaints management
- Helpdesk applications
- Procurement management
- HR processes (e.g. hiring, qualification)
- Certification and approval processes
- Quality management
- Investment management
- Process optimisation
- Participation management
- Event management
- Industry processes



References

Deutsche Post  BPM *inspire* provides Deutsche Post with the core technology for its digital incoming mail service (DiPS). The value-added service for business customers automatically classifies documents and sends them digitally to customers. Optional add-ons include invoice, inbound mail processing and complaints management. The system can process 330,000 transactions per hour without media breaks. This results in a drastic reduction in response times, the quick introduction of process optimisation opportunities and cost and quality benefits compared to physical mail delivery to customers.

MIAG MIAG C.V. Diemen NL, Baar branch, is the supply chain finance service provider to the METRO GROUP. In its function as the METRO GROUP's "payment factory", the company currently operates in more than 17 countries, processing payments for more than 50,000 suppliers. Every year, MIAG processes more than 35 million items and issues over 1.5 million payment orders. With BPM *inspire* a validation tool has been developed as part of the internal control system (ICS) that monitors the payment process in detail based on 23 specific checks. To perform this function, the validation tool must meet the high requirements on quality, flexibility, reliability, performance and diversity in the various formats employed.

OBI OBI is the number one DIY chain in Germany and a leader in Europe as a whole. BPM *inspire* was introduced as a central platform to handle its processes. With its automated invoice processing and absence and holiday workflows, it now manages all intercompany process management tasks spanned on three countries. The integration of existing IT infrastructures and a number of locations ensures transparency, fast, digital processing, simple project monitoring and automated escalation and deputy management.

PROSERVICE  PROSERVICE Dienstleistungsgesellschaft mbh, specialist in creditor and asset account for the financial services industry and a subsidiary of Sparkassen Dienstleistung Rheinland GmbH & Co. KG, uses the BPM *inspire* software to handle its clients' processes centrally. PROSERVICE provides an invoicing service based on BPM *inspire* that allows you to archive and research invoices digitally at the click of a button. All processes are initiated, controlled and monitored centrally so that every single process can be tracked in real time. As a central service provider for banks and savings banks, PROSERVICE also manages incoming post and contracts as hosted applications that can be individually customised.