


# iBaan Dynamic Enterprise Management

## Effective Business Process Management



You're already thinking about how best to take advantage of modern business technology, and in particular, of the opportunities presented by the Internet. Integration across the enterprise. Information sharing. Collaboration with customers and suppliers. You know that agility and adaptability are crucial - but how can your company embrace these qualities?

The answer lies in effective business process management. You need to understand your business processes. You need to shape them to respond to your market, in order to stay ahead of the competition. iBaan Dynamic Enterprise Management helps you achieve that control.

## Top performance requires solid process management

Being aware of the changes going on in your market and your business is the first major step towards agility - whether it's the Internet and the 'extended enterprise', increased buyer power or the growing importance of supply chain relationships. Predictability and consistency largely depends on the way the procedures are embedded in the organization, not just how they are described on paper. You need expert knowledge and best practices embedded throughout your organization so you can capture and share knowledge about changing business processes.

Companies that manage to explicitly model and implement best-practice processes can have a competitive advantage over companies that still rely on tacit and informal knowledge - a little piece of which is lost every time an employee leaves the company.

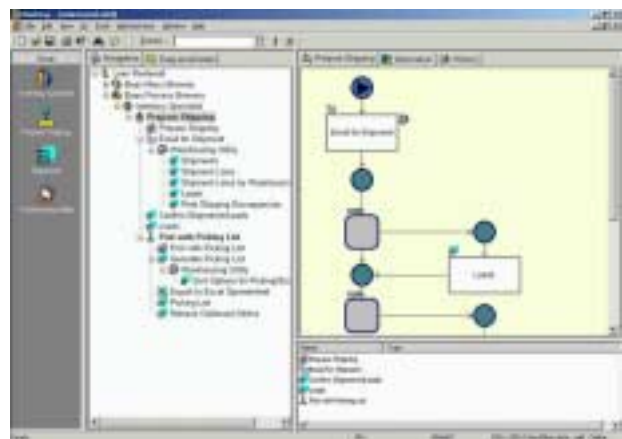
Being able to respond to change is the second major step towards greater agility. You need to evaluate and implement new ways of doing business and new technologies with the potential to improve performance. Can you adapt a single business process, or your entire organization, to successfully respond to change? Can you provide new services, optimize resource usage or implement new technology, quickly and efficiently, across your whole enterprise?


The Internet lets you manage change across your 'value chain' of employees, customers and suppliers, but you need business processes to be transparent and standardized in order to share and manage best practice with these various

audiences. In effect, you need one common business process language. You also need strong change management tools to implement and manage changing business processes across the enterprise.

Baan's Dynamic Enterprise Management framework helps you achieve one common business process language and expose that to the other parties in the supply chain.

iBaan Dynamic Enterprise Management (iBaan DEM) gives you the tools you need to model your business, implement that model in Baan systems, and perform ongoing management and optimization of business processes to help keep your company agile and focused.





## Supporting all aspects of business process management

### Implementation Support

The Dynamic Enterprise Management framework supports your Baan implementation in several ways. It gives you a head start with a set of pre-configured best-practice business models, including high-level business cases as well as detail process flows. By starting with a standard business process model for your industry (which can be customized) you can speed your implementation and ensure it meets your original aims. iBaan DEM uses a best-practice 'Target' implementation methodology, guiding your team through the various phases of implementation, and collaborative model development and customization.

### Executing Processes

iBaan DEM is then used to configure and deploy end-user desktops depending on their role described in the business model. By dynamically configuring end-user applications, based on the process and role definitions created in the business model, the Dynamic Enterprise Management framework supports the day-to-day activities of end-users. Change control tools let you control the roll-out and deployment of finalized models.

Integration with iBaan Worktop gives the end-user access to the applications represented in the business model, and to the actual graphical process flows – increasing that employee's awareness of the process as a whole. Business models can be changed at any time by authorized process owners; controlled deployment of these changes allows ongoing process optimization.

### Extended Process Management

Baan's alliance with DynaFlow Modeling Solutions Inc. ([www.dynaflow-dem.com](http://www.dynaflow-dem.com)) - a leading provider of e-business Process and Knowledge Management software – extends iBaan DEM process management even further. This allows you to publish DEM business processes on the Web, both for Baan IV and iBaan ERP 5 models, making your business processes transparent to authorized audiences across the extended enterprise.

iBaan DEM works with DynaFlow's EZ-Publisher application to link documents with processes and activities, so you can integrate (e.g.) quality documents and corresponding quality process flows. It also supports context-sensitive searches in these documents. This helps in end-user training by linking training documents to related DEM diagrams, accessed through a standard web browser.

In addition, the EZ-Process Suite also enhances DEM (both Baan IV and iBaan ERP) and Process Management by providing:

- Process automation (Workflow Management) with rule-based task scheduling, deadline management and exceptions handling
- Process optimization & analysis tools providing Activity-Based Costing info of your DEM diagrams
- Process modeling enabling stand-alone editing of DEM diagrams
- Process-driven documentation by the web-generation of user manuals easily available in any standard browser
- Corporate Knowledge Management Systems providing ISO-compliant process-driven document control.

## iBaan Dynamic Enterprise Management

iBaan Dynamic Enterprise Management is a unique differentiator for Baan customers. Model your business graphically, and use those models to drive implementation and ongoing optimization of your enterprise systems – promoting agility and adaptability, and speeding implementation. Business process management helps managers to realize their vision for the company, so it is actually incorporated in day-to-day business activities. At the same time it opens the door for a vast range of other supporting business functions, like knowledge management and training.

- Manage and execute processes across the enterprise as they apply to Baan and non-Baan applications
- Giving the end-user access to the process definitions that affect their role in the company helps with 'on-the-job' guidance and training

- Best practice models are available to give you a head start
- Make documentation available from DEM process views in a Web browser (EZ-Publisher)
- Use a common model language that supports your implementation team in discussions and reviews

### About Baan

Baan helps companies to compete in the 'networked economy' with its ever-increasing demands for more information, integration and collaboration. Through its powerful new iBaan suite of Internet-enabled solutions. Baan is ideally placed to support organizations in the manufacturing, logistics, service and engineering industries as they move towards tighter integration of their complex processes, collaborate more closely with customers and partners, and provide employees with essential build-to-order shop floor data and supply information. Baan has more than 15,000 customer sites worldwide, and is part of the Invensys Software and Systems Division - a global leader in the provision of e-business/automation solutions. For more information please visit <http://www.baan.com>

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