

BPM Survey results: problems to address, motivators and expected benefits

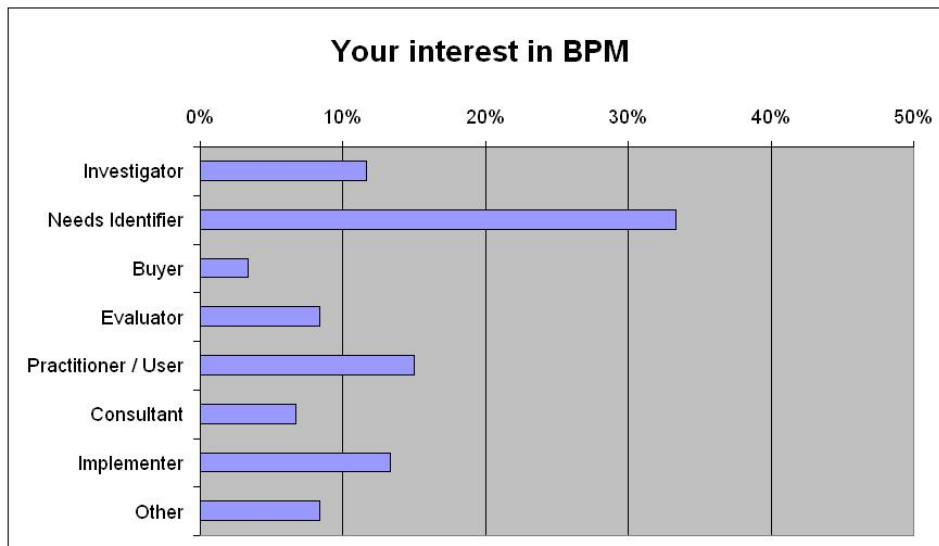
Here is our second publication of results from the Trisotech survey on Business Process Management (BPM) implementation projects.

The results of questions 2, 4, 10 and 11, from a total of thirteen survey questions are presented.

Question 2. Attendee interest in BPM ?

In our survey, we identified which role a participant assumed regarding the acquisition and the implementation of a BPM solution.

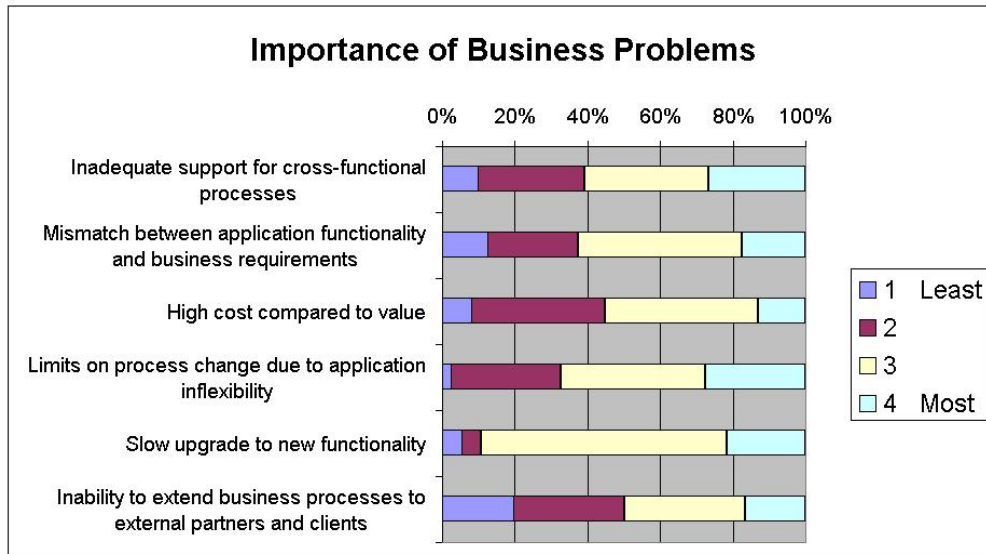
As shown in the graph below, one third of the respondents were business analysts, primarily responsible to identify and communicate business needs.



They participate in different activities related to the acquisition and the usage of a BPM solution. However, they are not directly in charge of the evaluation, the acquisition or the selection of the BPM solution or product. These specialists are, in majority, from business departments. They did not identified themselves as users considering that a BPM solution was not in production in their organization when they completed the survey. Therefore, the size of this category should decrease over time, and be included within the other categories.

We also requested participants to ranked, by order of importance, the major business issues they were facing. The answers to this question will allow us to identify if the BPM solution considered by our participants address these problems.

Question 4. Considering your existing enterprise application implementations, how important are the following business problems ?



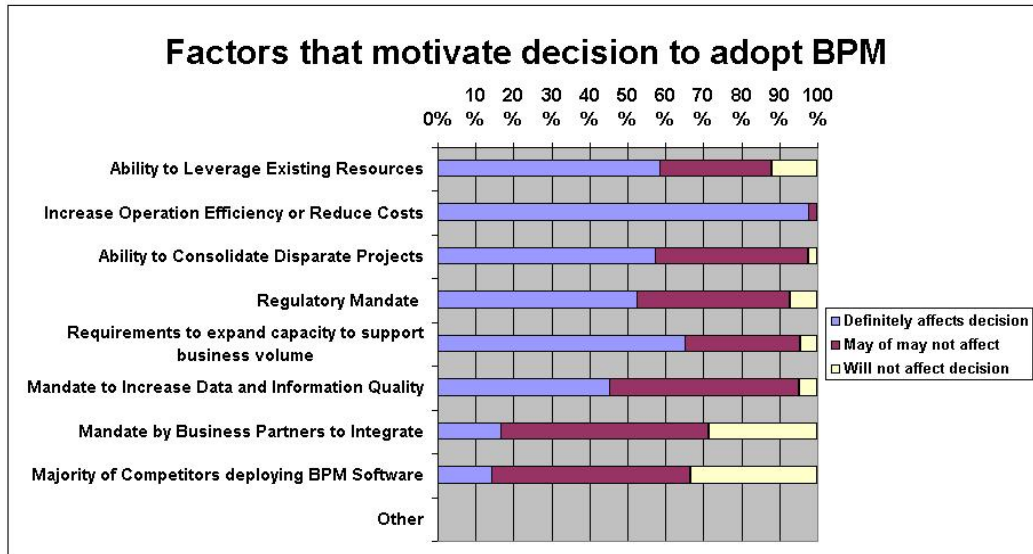
The answers to this question demonstrate that **Slow upgrade to new functionality** is considered as the major problem faced by their enterprise.

In fact, 89% of respondents indicate that this issue is the most important (category 4) or close to be the most important (category 3).

The limits on process change due to application inflexibility came second, with 68% of the respondents ranking it as the most important or at a high degree of importance.

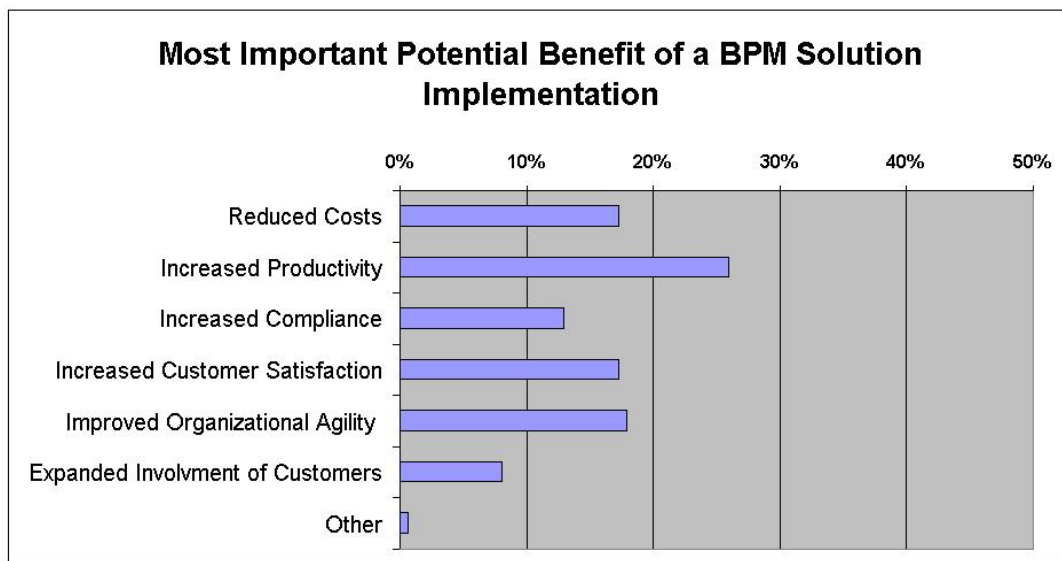
The last two diagrams allow us to identify what are the motivators and the anticipated benefits of a BPM solution implementation.

Question 10. What factors motivate your decision to adopt BPM ?



Without contest **Increase Operation Efficiency or Reduce Cost** is the prime factor motivating enterprises to consider a BPM Solution.

Question 11. What do you consider being the most important potential benefit of a BPM solution implementation? (Please check all that apply).



The answers to this question fully support the answers provided to question 10. **Increased Productivity** is identified as the major benefit (26%) expected from a BPM implementation.

In second place, **Improved Organizational Agility, Reduced Cost** and **Increased Customer Satisfaction** share similar results (17% - 18%)

Other results will be published in July.