

BPM Survey results: Initiatives, Positioning and Obstacles

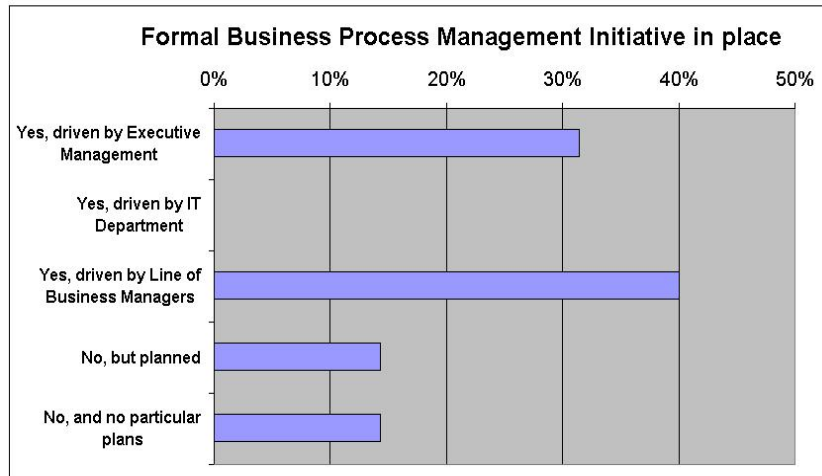
Following is our third publication of results from the Trisotech survey on Business Process Management (BPM) implementation projects.

The results of questions 7, 9 and 12, from a total of thirteen survey questions, are presented.

Question 7. Does your company have a formal Business Process Management initiative?

As shown on the graph, 71% of respondents have indicated that a BPM initiative has already been initiated in their enterprise.

In addition, 14% have indicated that one is already planned.

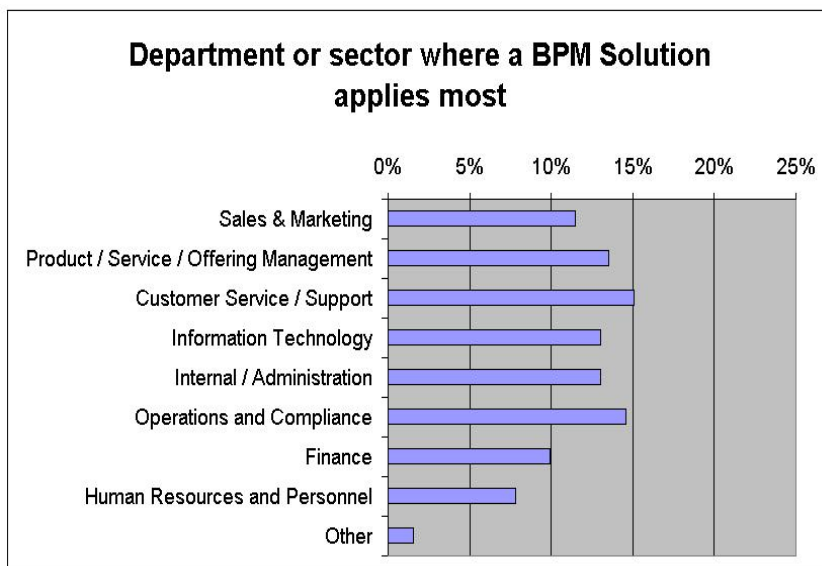


In summary, 85% of our respondents have or will have shortly a Business Process Management project active.

Question 9. When you hear the term Business Process Management, in what areas of your company do you feel this applies most? (Please check all that apply).

At this point of time, the participants estimate that a BPM initiative is applicable to almost any area of their business.

This uniformity among the choices reflect the fact that only few BPM corporate projects have been realized.

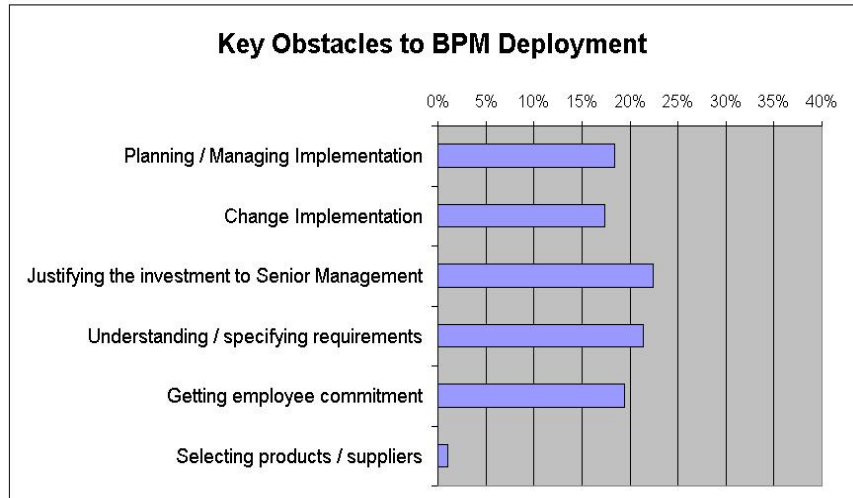


Therefore, no business sector is clearly identified as prime candidate for a BPM initiative. Projects results and ROI will certainly push some sectors in front.

Question 12. What are the key obstacles to BPM deployment? (Please check all that apply).

Up to now, no specific obstacle is perceived as a dominant factor.

Six of the seven obstacles proposed obtain about the same evaluation..



Justifying the investment to Senior Management (22%) is followed closely by **Understanding/specifying requirements** (21%). The first obstacle identifies the constant challenge to justify resources and financial investments for major corporate projects.

Our fourth publication of survey results will be available in September.