

# ENTERPRISE PROCESS CENTER (EPC)

## Comprehensive processes lifecycle management solution

- Streamline Operations
- Increase Productivity
- Enforce Governance
- Ensure Compliance

Enterprise Process Center® (EPC) is a comprehensive solution that meets the full spectrum of BPM requirements. It helps companies easily maintain a flexible organizational model and supports continuous improvement and other management programs such as ISO9000, Lean Sigma and ITIL.

### BUSINESS PROCESS MANAGEMENT (BPM) SERVICES

Combining process optimization initiatives and integration of BPM practices, is a proven world class strategy that leads to operational excellence. The Createch Group's Business Process Management Services help organizations switch from a people dependent working model to a process driven culture.



#### BUSINESS PROCESS OPTIMIZATION

- End-to-end process design (multidisciplinary Kaizen)
- Value Stream Mapping (VSM)
- Work organization design

#### MODELING AND STANDARDIZATION

- Business architecture modeling
- Process flow mapping within management framework
- Roles and responsibilities matrix (RACI)
- Supporting document design and connections (procedures, job aids, etc.)

#### CONTINUOUS IMPROVEMENT

- Performance indicators and dashboard implementation
- Progressive user training during the integration of their activities in the EPC solution
- Continuous management of overall knowledge base

### MODULES AND KEY FEATURES AT A GLANCE

Enterprise Process Center® (EPC) is designed so that information is reusable and centrally managed, making it simple and easy for the business end user. It's modules increase return on investment (ROI) by only paying for the selected modules (à la carte) and allows your business to evolve at its own pace and needs.

#### PROCESS

- Intuitive drag and drop functionality
- Standardization of frequently used processes
- Automatically generate customizable documentation, user guides, audit reports and more

#### ORGANIZATION

- Synchronize users automatically with your Active Directory
- Establish roles and responsibilities within the RACI framework
- Govern IT systems, machinery and other assets

#### DOCUMENTS

- Track and manage changes easily
- Automate approval cycles
- Use the search function to locate any material, including documents stored in external databases



# ENTERPRISE PROCESS CENTER (EPC)

## Hosting and publishing business processes on a single web platform

### MODULES AND KEY FEATURES CONTINUED

#### RULES

- Standardize and implement directly on processes to enforce policies
- Track ongoing compliance as requirements change
- Enforce company policies

#### CONTROLS & RISKS

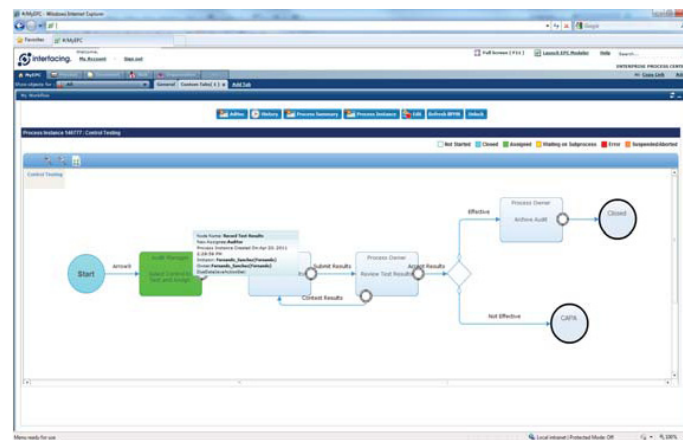
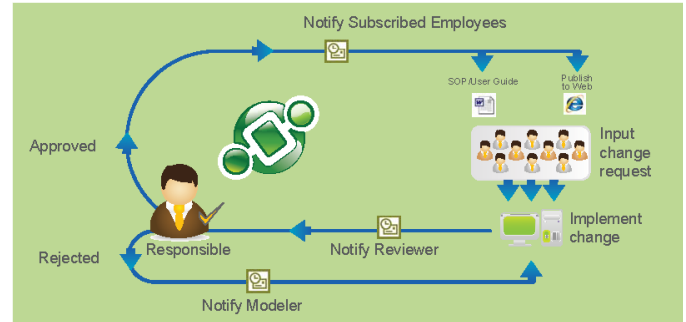
- Determine priority levels and calculate residual risk
- Identify key controls and communicate objectives
- Reuse control to mitigate multiple risks
- Link risks and controls and improve visibility
- Automatically calculate risk scores and priority levels
- Assign risk ownership using the RACI framework

#### SERVICE

- Conduct impact analysis
- Associate services with applications and tasks
- Deploy the Workflow Feature to service orchestration

#### MASTER DATA

- Import schemas from external sources (ERP, CRM, Legacy systems, etc.)
- Auto-populate eForms and reduce the need for manual data entry
- Standardize and reuse data definitions across entities and attributes



#### WORKFLOW

Track running processes directly from the flowchart

- Leverage familiar document formats such as PDF
- Use digital signatures and eliminate paper processing
- Maintain industry standards with XPDL and BPEL import / export

#### BUSINESS INTELLIGENCE / ADVANCED REPORTING

Track and monitor processes in real-time

- Flexible output formats like PDF, XML, HTML and Excel
- High-level and detailed drill-down views of reports and dashboards
- Color-coded performance visuals

The Createch Group and Interfacing's well-established expertise — combining business process management services and Enterprise Process Center (EPC) solution — is a proven world class strategy that inevitably leads to success and ensures an organization's evolution by building a Next Generation Enterprise.

