

Brochure

# Intelligent business process automation

HP Process Automation



# HP Process Automation

## Highlights

- **Proven and scalable:** HP Process Automation is a proven, scalable solution for automating processes that integrates people and content
- **State of the art, intuitive tools:** Use Process Automation to model and simulate processes, developing forms, and monitoring processes
- **Reduce risk, increase speed and optimize business outcomes:** Process Automation can be applied across a vast range of processes for servicing customers, suppliers, and employees
- **Understand virtually all information:** Process Automation fully leverages all information sources, structured and unstructured, to guide and automate decision making within processes

“BPM ... emerged as one of the heroes during the (recent economic) downturn, helping enterprises boost productivity and gain efficiency and greater control over key operational processes.”

—The Forrester Wave™: Business Process Management Suites, Q3 2010

In the modern enterprise, information and processes are pervasive, and the effectiveness and quality of their management directly impacts the success of your business. For this reason, enterprises are increasingly turning to Business Process Management (BPM) and Enterprise Content Management (ECM) solutions to orchestrate the flow of information and tasks between workers and computers to complete a business process. These solutions formalize business processes to make them consistent and auditable, resulting in more reliable outcomes, fewer errors, and reduced compliance risk.

All organizations have a common challenge, which is a heavy dependence on human interaction and unstructured information such as emails, documents, voice, paper, and video. However, traditional computing technology only understands structured information, which accounts for approximately 15% of enterprise information. The remaining 85% of information is unstructured and must be manually pre-processed at great cost to make it usable. Sometimes it must even be excluded from the process entirely. The ability to capture and understand all of the information required by a process and use it to support, and even automate, decision-making is what makes BPM successful in delivering business benefits.

HP Process Automation is the only BPM solution that embraces the unstructured human element of business processes, providing workers with all of the information required to automate decision making within processes to optimize business outcomes. With Process Automation, you can turn business processes into strategic assets that enhance your competitive advantage.

## Intelligent business process automation

By automating the capture, retrieval, and understanding of information required to complete a business process, Process Automation simultaneously increases revenue and decreases costs to maximize profitability. Because our technology understands the concepts held within the information involved in a process, you can adjust the workflow dynamically, responding to business needs in real time.

## Meaning-based process automation

The unique meaning-based technology, powered by HP IDOL (Intelligent Data Operating Layer), provides a single processing layer that powers Process Automation and allows organizations to form a conceptual understanding of virtually 100% of information, both inside and outside the enterprise. IDOL uses patented probabilistic algorithms to automatically recognize concepts and ideas expressed in virtually all forms of information.

IDOL's ability to index over 1,000 file types, 400 data sources, and content in over 150 languages gives HP Process Automation the power to understand and use information, regardless of its origin. With next-generation process automation capabilities, you can accomplish more in an unstructured and distributed world, where traditional technologies are no longer keeping pace.

## Key business benefits

HP Process Automation offers unrivalled flexibility to manage, optimize, and streamline business processes across the enterprise so you can:

- Transform unsecure, inconsistent business activities into lock-tight, compliant, and auditable processes, minimizing the risk of fines and damage to business reputation that arise from non-compliance
- Achieve optimal business outcomes by providing workers with 100% of the information, both structured and unstructured, required to make good business decisions in a timely manner
- Drastically increase process speed by eliminating idle time between tasks, assembling 100% of supporting information and minimizing human touch points, resulting in better customer, supplier, and employee service and satisfaction
- Eliminate costly processing errors and omissions by automating task allocation
- Capture structured and unstructured information from paper and electronic documents to trigger business processes and automate business decisions
- Ensure adherence to best practices across a distributed work force by enforcing consistency, facilitating collaboration, and enabling continuous process improvements
- Increase visibility into process bottlenecks and redundancies in repetitive tasks
- Impose deadlines, monitor task level detail, and raise alerts to improve outcomes

HP Autonomy can help you deploy process automation solutions rapidly, rolling them out across your enterprise using comprehensive, graphical workflow modeling and simulation tools.

## A single platform for automating all processes

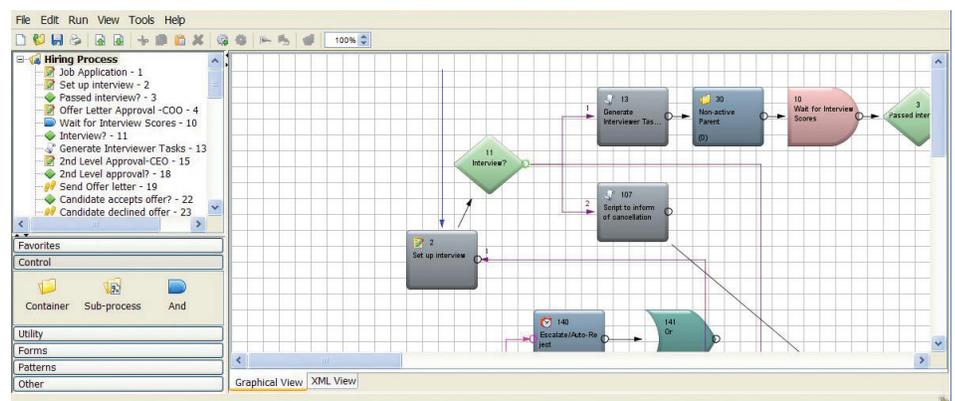
Most organizations today operate using a vast range of processes to service customers, suppliers, and employees. Many are mission critical, and all impact the success of the business. Process Automation allows you to leverage the benefits of automation across all workflows and all information types, and allows access to tasks and information at any time and from anywhere.

### Advanced process modeling

Process Automation incorporates a comprehensive, graphical workflow modeling and simulation environment that allows you to define processes involving enterprise-wide information, as well as human and automated tasks. These processes are orchestrated within a fully scalable process engine.

Powered by intuitive drag-and-drop interfaces, Process Automation accelerates the design and execution of structured processes for unique business requirements and regulatory compliance needs. No programming expertise is required. Designers can view and manipulate processes as they are creating them and simulate execution off line.

Using HP IDOL, Process Automation can adjust processes automatically and dynamically to improve business performance.



Drag and drop business process modeling with Process Studio.

## Customer solutions

- **Government** - Tax forms, vehicle registration, business licenses, benefits forms
- **Healthcare** - Patient enrollment, insurance claims, prescription orders
- **Financial Services** - Loan applications, credit reports, new account opening
- **Manufacturing** - Service requests, job orders, change control
- **Education** - Admission applications, financial aid, student transfers, grants
- **Human Resources** - Employee self-service, employee on-boarding, personnel and policy forms
- **Accounting** - Accounts payable, sales order processing, purchase requisitions
- **Marketing** - Sales lead processing, customer surveys
- **Production** - Work orders, change management
- **Sales** - Sales forecasting, business reports, sales order processing
- **Support/QA** - Bug reports, feature requests, customer feedback
- **Legal** - Case management, client on-boarding, contract management

## Streamline your use of electronic forms

HP Process Automation provides a web-based solution for creating and deploying electronic forms and automatically managing the corresponding routing, tracking, and approval processes. eForms allow you to quickly put your forms online and present them to internal and external users.

HP Process Automation eForms ensures the rapid deployment of eForms through an intuitive point-and-click Form Designer, making it easy to create new forms and add intelligence to existing forms. Integration with HP Enterprise Content Management solutions and third-party ECM repositories provides an archive repository for completed forms.

## Leverage monitoring and management analytics

HP Process Automation Analytics includes comprehensive monitoring and management features that provide visibility into business processes to help you enforce compliance across the enterprise. You can identify bottlenecks, audit usage, analyze processes, and handle exceptions, allowing managers to make real-time improvements to processes that drive your business.

The ability to leverage industry-leading enterprise search technology, HP IDOL, gives you real-time access to all process-relevant information, yielding deep visibility into trends. This allows you to ask and answer business questions about in-flight processes and make better decisions within the context of all relevant information, whether structured or unstructured.

## Track processes and connect people for audit and security

Process Automation securely connects all people across the enterprise and geographies with information and processes, whether inside or outside the enterprise firewall. Comprehensive tracking and auditing capabilities log user and administrative activities and present them in an easy to use management console, to help you meet compliance mandates.

## Mobile process automation

HP Process Automation Mobile revolutionizes how you can influence in-flight business processes and real-time data using mobile devices. Process Automation Mobile lets decision-makers to access, review, digitally sign, and approve steps in pivotal business processes from just about anywhere in a manner that is secure, auditable, and compliant.

## Learn more

<http://www.autonomy.com/products/process-automation>

## About HP Autonomy

HP Autonomy is a global leader in software that processes unstructured human information, including social media, email, video, audio, text, web pages, and more. Using HP Autonomy's information management and analytics technologies, organizations can extract meaning in real time from data in virtually any format or language, including structured data. A range of purpose-built market offerings help organizations drive greater value through information analytics, unified information access, archiving, eDiscovery, enterprise content management, data protection, and marketing optimization.

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