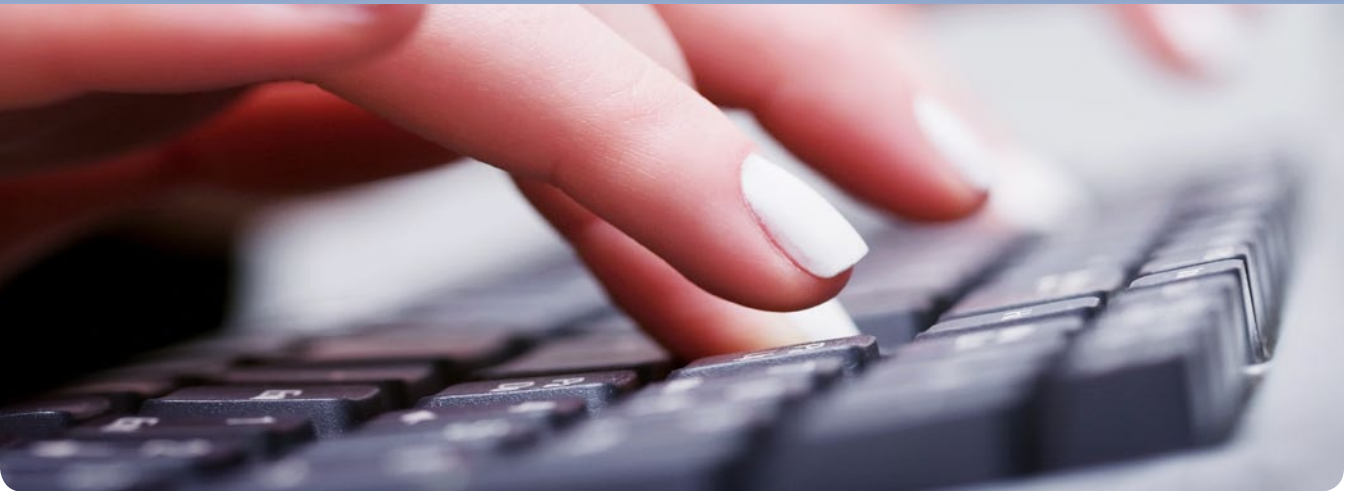


HOW A LEADING BPO MAKES PROGRESS



BEYOND THE BLACK BELT

This leading BPO (business process outsourcing) organization spoke Six Sigma before it learned to walk. It is proud of what it refers to as its “Lean Six Sigma DNA,” and it brings that cultural orientation to every client engagement.

Naturally, when the company went shopping for a business process management (BPM) solution, it wanted a tool developed by people who “get it.” It chose Progress® Savvion® not only for its ability support the firm’s Six Sigma approach to business process outsourcing, but also for the flexibility and scalability that it needed to extend to its rapidly growing customer base. With thousands of users running many process solutions for its clients, Savvion has enabled the firm’s continued worldwide growth in the highly competitive business process outsourcing (BPO) market.

THE CHALLENGE

Business process outsourcing initiatives are as varied as the organizations that undertake them, and this company covers the waterfront. Whether it’s an industrial heavy hitter trying to figure out who’s

done what, an online enterprise tripped up in its procure-to-pay process, or an engineering firm that needs to get better at accounting, this BPO steps in to straighten things out. But to keep its competitive edge and to protect its profit margins in the Darwinian world of BPO, it has to deliver the best possible services at the best possible price. Having the right tools for these tasks is crucial as its margins are determined by its own efficiency. One way to drive that efficiency was for them to implement a set of models around their best business process management practices, and the only way to do that was to use an automated BPM system.

The automated BPM system needed to:

- > Support interactions between BPO customers and the firm's process transition managers
- > Meet clients' customized requirements for process documentation
- > Enable business process innovation
- > Allow the firm to define and monitor activity to avoid process mutation
- > Scale to accommodate large process volumes from multiple customers

The bottom line: the company needed a product that was scalable, flexible, and customizable. The solution also had to provide the platform for a series of BPM applications around which it could build an efficient, automated BPO outsourcing business.

THE PROGRESS SAVVION SOLUTION

The leading BPO chose the Progress Savvion BPM solution after considering various commercial and custom alternatives. Within a year, the company had completed multiple implementations of Savvion for its BPO customers, and within two years it had developed templates for accounts payable (AP), general accounting, travel and entertainment, and case management processes. Savvion support of process model templates was particularly appealing because it enabled the firm to get new customers up to speed more quickly.

For example, its account payable (AP) template developed with Savvion allows customers to extend the AP process beyond a strictly transaction-focused operation to analytical decision making. Benefits include the elimination of manual steps through enabling proactive, strategic, and optimized management.

Using templates with Savvion also helped them deliver added value by bringing the BPO's own best practices and new learning to customers. The company also was able to combine the core BPM technology with its own best practices, additional lessons learned, custom configurations, and new reporting and valuation frameworks.

Savvion also supports the company's Six Sigma initiatives by providing extensive capabilities for monitoring and measuring numerous process metrics. With Savvion, the BPO's managers and customers can easily see how a process is performing and which areas may need improvement.

Finally, the flexibility of Savvion played to the company's strengths: combining with the firm's templates to enable efficient management and quality control over a variety of processes across numerous industries. And the scalability of Savvion made it possible for them to expand globally as they took on new clients. It's not unusual for this BPO to manage processes for clients with 2,000 users.

The leading BPO implemented Progress Savvion Process Modeler, Process AssetManager, BPM Studio, and BusinessManager. With these capabilities:

- > Customers can log into a Savvion BPM portal or reply to emails with required approval information.
- > Personnel can perform quality checks based on complex business rules and evaluate agent work on customized scorecards.
- > Customized dashboards and reports allow the process managers and the client to monitor outsourced operations.

FOR A BPO, FLEXIBILITY AND SCALABILITY ARE CRUCIAL. SO BPM FOR BPO MUST HAVE THE FLEXIBILITY TO MEET THE BUSINESS PROCESS NEEDS OF CUSTOMERS IN DIVERSE INDUSTRIES AND THE SCALABILITY TO EXPAND GLOBALLY AS IT TAKES ON NEW CLIENTS, EACH WITH THOUSANDS OF USERS.

THE RESULT

With Progress Savvion, this leading BPO has produced significant positive results for its BPO clients. These include:

- > Achieving process standardization through a scalable solution and realizing uniform process metrics and KPIs for a Fortune 50 engineering and technology firm
- > Standardizing procure-to-pay, automation, and integration processes for the North American and European operations of a leading online auction company
- > Eliminating duplicate data entry and achieving complete data consistency for a top pharmaceutical firm plagued by high error and rejection rates in its AP processing

PROGRESS SOFTWARE

Progress Software Corporation (NASDAQ: PRGS) is a global software company that enables enterprises to be operationally responsive to changing conditions and customer interactions as they occur. Our goal is to enable our customers to capitalize on new opportunities, drive greater efficiencies, and reduce risk. Progress offers a comprehensive portfolio of best-in-class infrastructure software spanning event-driven visibility and real-time response, open integration, data access and integration, and application development and management—all supporting on-premises and SaaS/cloud deployments. Progress maximizes the benefits of operational responsiveness while minimizing IT complexity and total cost of ownership.

WORLDWIDE HEADQUARTERS

Progress Software Corporation, 14 Oak Park, Bedford, MA 01730 USA
Tel: +1 781 280-4000 Fax: +1 781 280-4095 On the Web at: www.progress.com

Find us on [f facebook.com/progresssw](https://www.facebook.com/progresssw) [t twitter.com/progresssw](https://twitter.com/progresssw) [y youtube.com/progresssw](https://www.youtube.com/progresssw)

For regional international office locations and contact information, please refer to the Web page below:
www.progress.com/worldwide

Progress, Savvion, Savvion BusinessManager and Business Making Progress are trademarks or registered trademarks of Progress Software Corporation or one of its affiliates or subsidiaries in the U.S. and other countries. Any other marks contained herein may be trademarks of their respective owners. Specifications subject to change without notice.

© 2011 Progress Software Corporation and/or its subsidiaries or affiliates. All rights reserved.

Rev. 09/11 | 110831-0016

