

RED HAT JBOSS BPM SUITE 6

TECHNOLOGY OVERVIEW

INTRODUCTION

A business process initiative can be a challenge. Red Hat® JBoss® BPM Suite incorporates all the key elements needed by business process management (BPM) projects to document, simulate, manage, automate, and monitor business processes and policies. It begins by bridging the gap in communication between business and IT, fostering more effective collaboration so changes can be made more easily and quickly. It continues with process design and simulation, data modeling, real-time dashboards, business rules configuration, connection of the process to the outside world, and business process improvement.

BRIDGING THE GAP BETWEEN BUSINESS AND IT

A common problem in many organizations is that the business side speaks a different language than the technical side. Their expectations of one another may also be very different.

Business people are often frustrated that their counterparts in IT don't understand their concerns. IT may propose complicated ways to document business requirements or deliver advanced technical solutions that do not cover all business needs. Solutions may be difficult to use or require a steep learning curve to fully benefit the business. And the longer a solution takes to reach the business end, the more frustrated users are if the solution does not completely solve the issue that prompted the request.

Technical teams, on the other hand, complain that their business colleagues don't know what they need or how to ask for it. Due to limited technical knowledge, a business team may have unreasonable expectations of how much technology can do and how long it will take to finish the project. If both sides don't understand the complexity of a technology project and the time needed to react and respond to business changes, the misunderstanding can cause unnecessary friction.

Red Hat JBoss BPM Suite bridges the gap between business and IT. By following simple guidelines, both teams can describe a business challenge using a common language that will later help create the solutions needed.



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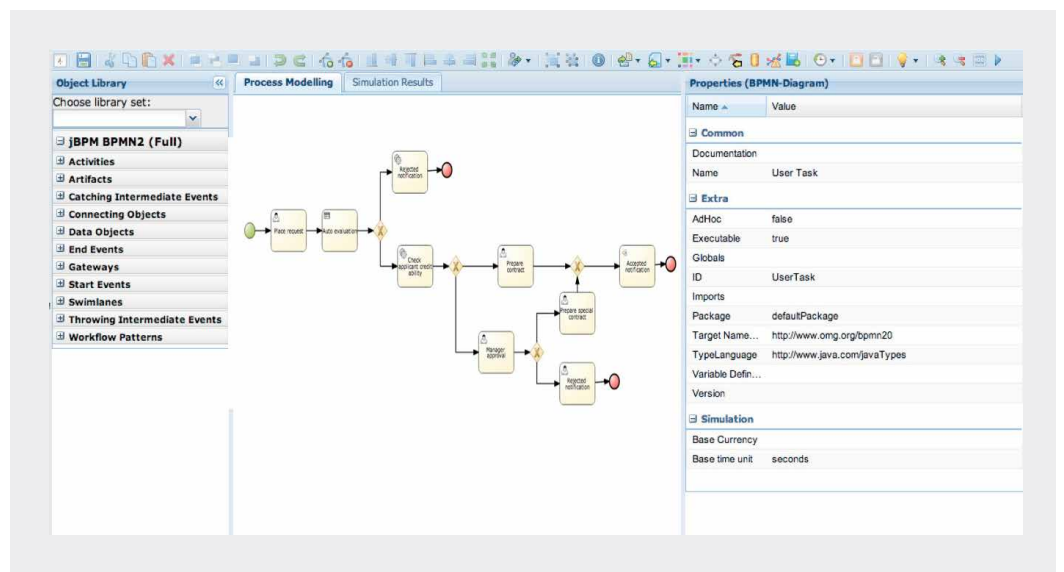
IMPLEMENTING BUSINESS PROCESS MANAGEMENT

MODEL-DRIVEN

One of the main design objectives for Red Hat JBoss BPM Suite has always been to empower non-technical users to define and automate business processes without compromising flexibility or scalability. This vision has led Red Hat to a fully model-driven approach to managing business processes, business data, and forms, and for creating advanced dashboards for business activity monitoring (BAM).

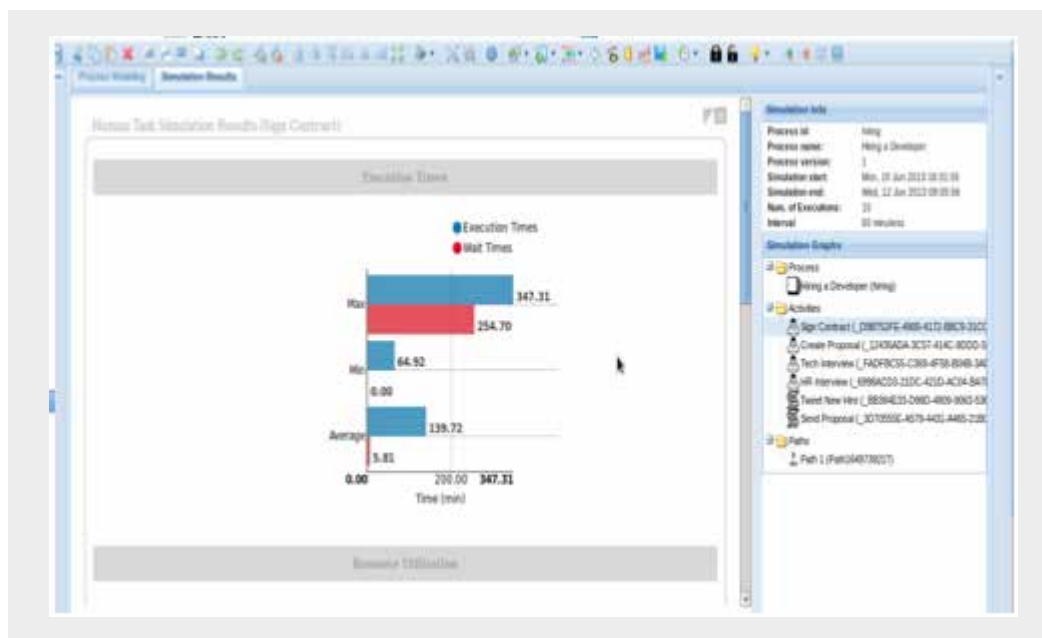
PROCESS DESIGN

It all starts with processes. JBoss BPM Suite is based on Business Process Model and Notation 2.0 (BPMN2), a standard, easy-to-understand notation that describes all the processes in your organization. This includes where activities start and finish and what decisions are taken along the way. With JBoss BPM Suite's process designer, you can easily see all the different paths and options the process can follow depending on the decisions made across the execution of the process.



SIMULATION

Once the process is modeled, wouldn't it be nice to know in advance how it will work in practice? The simulation functionality built into JBoss BPM Suite lets you see into the future. Enter how long each task takes to perform, how many people will be assigned to each task, and what percentage of cases go on each branch of a decision point, and JBoss BPM Suite will show you the expected results of a scenario so you can fine-tune the process and resources assigned to it.

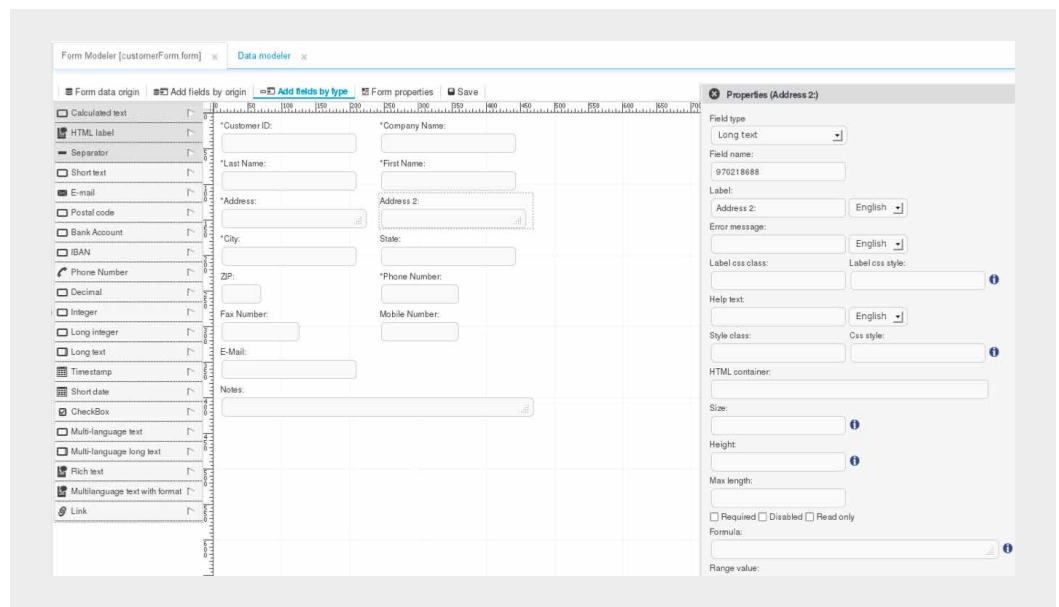


DATA AND FORMS

Users and systems make manual or automated decisions based on the information the process manages. JBoss BPM Suite emphasizes the importance of data in processes by incorporating an innovative data and forms management component. From a web interface, users can decide what type of information the process needs to manage, its structure, and what forms will be needed to use the information during the process. This helps to answer important questions in the design phase, such as where information comes from.

Introducing data and forms early (during the design phase) helps streamline the process from the beginning. Knowing what information you need and where it lives, as well as where it needs to go and how it needs to be presented means the design and workflow can be created correctly, as opposed to making difficult changes later when additional redesigns can be costly.

Many organizations store data disparately over multiple systems. Customer information may be stored in accounting for billing, in the customer relationship management (CRM) system for marketing purposes, and in the warehouse for shipping. For advanced integration needs like these, you can complement JBoss BPM Suite with Red Hat JBoss Data Virtualization, a platform that consolidates views of multiple, disparate, and even distributed data sources into a single view for users and applications.



DASHBOARDS

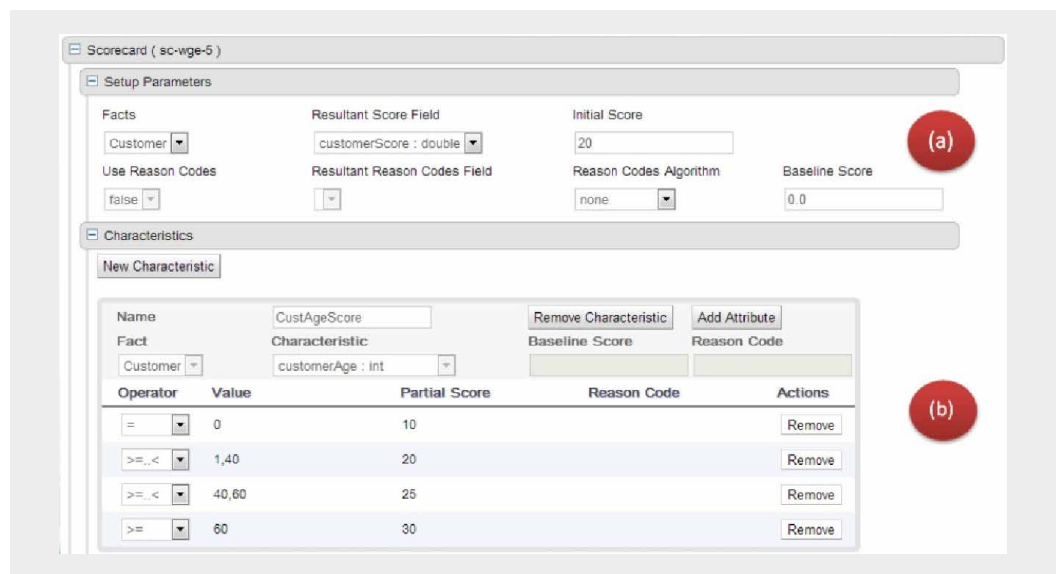
Deciding early what needs to be measured is key to meeting the objectives of the implementation. Red Hat JBoss BPM Suite provides an advanced and powerful web-based component that lets users drag and drop graphics to create sophisticated dashboards that focus on specific data. These dashboards can contain indicators that are connected to data sources in disparate systems. Customization means that business users can easily create the view of key performance indicators (KPIs) needed for agile decision making.



BUSINESS RULES

Some processes, such as calculating credit scores or applying discounts for online purchases, need to be made automatically based on a set of rules. Red Hat JBoss BPM Suite includes Red Hat JBoss BRMS, a full business rules management system (BRMS) that is integrated with the design environment. Automated decisions can be configured based on the information a process carries or has access to.

This tight integration is important because rules and processes must respond quickly to changing business environments and needs. Modifying a rule allows the behavior of a process to be changed without using IT resources or restarting the process application.



CONNECTING TO THE OUTSIDE WORLD

Many businesses have a combination of self-contained processes (like content creation) that only need to communicate between internal teams and systems, and processes that need to interact with outside systems. For example, a loan application process may need to access customer information in an internal CRM system and external sources such as information about interest rates. A new product launch process may have to create a new product and its bill of materials in an enterprise resource planning (ERP) system and access different databases.

Red Hat JBoss BPM Suite offers a number of ways to interact with these external systems and sources of data. Its API and REST services are exposed, and connections can be customized at any point of the process to exchange further information.

Other products in the Red Hat JBoss Middleware portfolio work seamlessly with JBoss BPM Suite to extend infrastructure integration beyond the datacenter and include every facet of the business in business processes.

RUNNING AND MONITORING YOUR PROCESSES

User interfaces need to be configured to allow each user or role to execute tasks or grant secure access to outside collaborators. Red Hat JBoss BPM Suite gives users task lists from which they can view, claim, and perform tasks. Groups of users or roles can have their own tasks, allowing controlled access to teams or departments.

Dashboards created previously are available to authorized users at the required levels – task, instance, process, and more – so users can know in real time what is going on and can quickly make decisions on the process execution or the tasks themselves. For example, delayed tasks may be manually assigned to other users, or new users added to a role as needed.

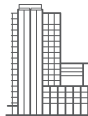
BUSINESS PROCESS IMPROVEMENT

It's important to realize that business processes are often constantly evolving and improving. With so many tools at your fingertips, execution shouldn't be the last step in business process management. Comparing initial simulation results to actual data from dashboards can help you realize places where change is necessary or improvement is possible. You may find that a rarely used step is worth eliminating, a branch is too long and can be decomposed into a sub-process, or information manually fetched from an external source could be connected into the system. Red Hat JBoss BPM Suite lets you change your business processes to meet your business's changing needs – simply, quickly, and automatically.

COMPLEX PROCESS NEEDS? TALK TO A RED HAT PARTNER

Red Hat has an extensive network of partners worldwide that can help you support your process and rules projects. Red Hat partners are certified in the use of JBoss BPM Suite as well as in business process management methodologies, business rules implementation, and systems integration.

Red Hat partners are ready to help with your next BPM project. To learn more, contact Red Hat or use our partner locator at www.redhat.com/partners/.



ABOUT RED HAT

Red Hat is the world's leading provider of open source solutions, using a community-powered approach to provide reliable and high-performing cloud, virtualization, storage, Linux, and middleware technologies. Red Hat also offers award-winning support, training, and consulting services. Red Hat is an S&P company with more than 70 offices spanning the globe, empowering its customers' businesses.



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