



**ENABLING BUSINESS TRANSFORMATION**

**& CONTINUOUS IMPROVEMENT**

BPM+QMS+GRC = Process Intelligence



# ABOUT INTERFACING

Interfacing's mission is to empower organizations to govern business complexity, achieve efficient transformation and continuous improvement through process based quality, performance and compliance management solutions. Considered as a pioneer in the Business Process Management (BPM) field, Interfacing has over 25 years experience developing innovative management methods, approaches, tools and award winning software. Interfacing's Gartner® recognized industry leading software, the Enterprise Process Center®, helps companies gain a 360 degree blueprint of the organization in support of complex improvement, compliance and transformation initiatives. With success stories across all industries and corners of the globe, our solutions are highly adaptable to industry, driver and regulatory specific requirements with significant attention invested towards reducing cost & effort to preserve the natural flow of an organization.

# ENTERPRISE PROCESS CENTER®

## CORE FEATURES



### Modeling & Documentation

- A Centralized Reusable Object Repository
- Mapping & Modeling
- Comprehensive Rich Text Documentation (media)
- User based Friendly Access & Navigation
- Exports, Document Outputs & Reports



### Risk & Control

- Enterprise Risk Management (ERM)
- Risk & Control Impact & Likelihood Assessment
- Process specific Risk Valuation & Control
- KRI & KCI Monitoring



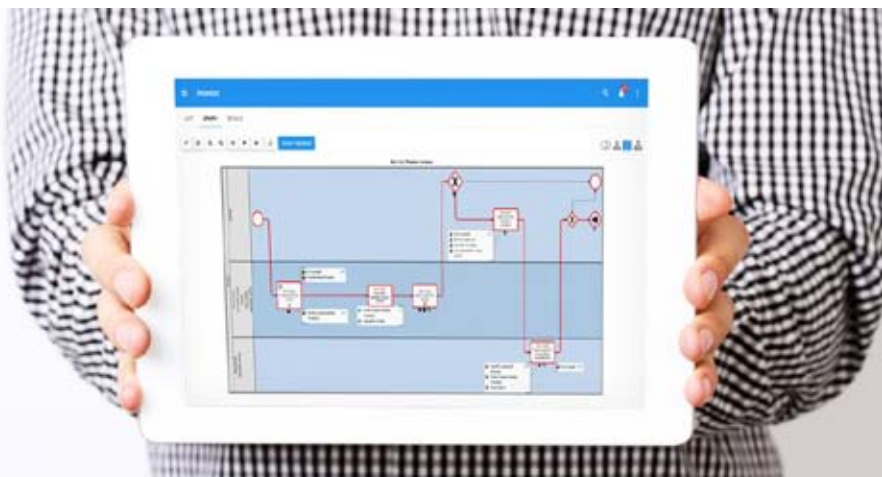
### Analysis & Improvement

- Value Based Lean Analysis
- Quantitative Reporting
- Organization Impact Assessment
- Complete Improvement Lifecycle Management



### Performance Monitoring

- Strategy & Operational Alignment
- Corporate Strategy Hierarchy Map
- Objective & KPI Monitoring
- Historical Trend Analysis
- Process Performance
- Operational Intelligence



### Collaboration & Governance

- Communication & Notifications
- Multi-User Collaboration
- Ownership & Accountability Assignment (RASCI-VS)
- Change Lifecycle Management
- Versioning & Audit Trails
- Security Access Management



### Audit & Compliance

- Audit Planning & Scheduling
- Audit Results & Reporting
- CAPA & Action Item Management
- Regulatory Compliance
- Law, Policy & Rules Governance
- Risk & Control Matrices



### Policies & Procedures

- Digital Standard Operating Procedures (SOP)
- Automated Hard-copy Print SOPs
- Process Based SOP
- Policy and Business Rule Governance



### Automation & Integration

- Human Centric Task Automation
- System Integration
- Dynamic e-Forms
- Master Data Management

# WHY ADOPT THE ENTERPRISE PROCESS CENTER®?



Every organization today is faced with a magnitude of ever evolving challenges and must increase agility in order to remain abreast of the competition. Top five use cases for EPC adoption are:

## 01 Continuous Improvement

### CHALLENGE

In the modern, fast-paced digital business environment, an organization has to improve on a continuous basis to remain competitive. Business leaders have realized that establishing a continuous improvement culture is vital to succeed in improving customer loyalty, productivity, reducing product recalls and increasing maturity levels for growth.

### SOLUTION

EPC's centralized repository, dynamic multi-dimensional process views, on-line analytics, comprehensive responsibility assignments (RASCI-VS), request-to-deploy structured lifecycle management, and real-time change notifications are facilitators to engage employees and develop a continuous improvement culture organization-wide. The modern, mobile, and configurable user-friendly interface has received very positive feedback from employees, increasing user adoption across the entire organizational hierarchy.

## 02 Digital Transformation

### CHALLENGE

Re-orientation powered by technology towards a customer centric approach rather than just focusing on internal business processes is the essence of digital transformation. The increasing need for speed, agility, transparency and inclusiveness to break through silos means leveraging the integration between the SMAC (Social, Mobile, Analytics, Cloud) whilst keeping customer experience in mind.

### SOLUTION

The EPC's structured and centralized environment helps businesses align with the new paradigm of digital disruption through SMAC technologies and traditional BPM. The EPC's value stems from mobile & social collaboration, alignment of internal business processes and customer journey, transparency into enterprise cloud strategies, objective performance monitoring and data driven business process maps, diagrams & reports.

## 03 Governance, risk and compliance

### CHALLENGE

Today's organizations feel increased pressure not only from customers, shareholders, and partners but also from statutory and regulatory bodies. The spotlight on governance, enterprise risk management (ERM) and compliance is requiring organizations to provide transparency into operations.

### SOLUTION

The EPC helps improve transparency and governance whilst providing tools to better manage risk and reduce the cost of audit and compliance. Integrated GRC modules support regulatory rule management, risk impact & likelihood assessment, control management, audit planning, result reporting, and corrective & preventive action (CAPA) assignment.

## 04 Knowledge retention and easy access to knowledge

### CHALLENGE

With baby boomers retiring and the entrance of the millennial job-hopping generation, knowledge gaps and training inefficiencies are on all-time highs. Organizations face scarcity of well documented business processes and procedures as knowledge is fragmented, multiplied into different versions of the truth, and held and protected only in the minds of specific individuals.

### SOLUTION

The EPC's centralized knowledge repository provides quick employee access to information, simplified management and automated communication of change. Beyond process, the EPC knowledge base includes details on organizational structure, assets, systems, roles, resources, rules, risks, controls, objectives and KPIs. Moreover, the digital SOPs support rich text and integrated media (videos, images), providing a modern and user-friendly learning environment.

## 05 System Deployment (ERP, CRM, SCM, BPMS)

### CHALLENGE

Digitizing your processes often includes the deployment or upgrade of an existing ERP, CRM, SCM or BPM workflow automation system, amongst other applications. These system deployments can cause downtime because of unclear requirements, costly re-configurations, challenging workflow re-works and poor employee adoption.

### SOLUTION

The EPC lets you create a blue-print of the organization that both business and IT can collaborate around within a common language. EPC version compare and impact visibility offers insight into unforeseen challenges to ensure smooth transition with minimal downtime & reworks. Moreover, the digital environment integrates directly within external systems to ease the process of re-training and the collaboration forum engages employees to promote improvement, increasing the speed of adoption and change.

## WHAT OUR CLIENTS HAVE TO SAY



*“Selected primarily to support our global SAP deployment and Master Data Governance initiative, but we are also going to leverage its’ GRC modules within the SOX compliance and ISO quality assurance programs. ”*

— Tom Hayes, IT Governance, Tennant

*“The EPC allowed our people to show their processes in an easy to understand format. It fits perfectly with the ISO process approach. Auditors understood the method very easily. ”*

— Warren Harrison, Business Improvement Manager, Royal Australian Air Force

*“EPC was the only tool that answered the project’s needs and requirements. We are rolling out corporate-wide to over 400 modelers & 120K employees! ”*

— Jean-Luc Heloin, Business Process Architect, Orange

## 2017 AWARDS AND RECOGNITION

**CIOReview**

TOP 20  
BPM Solutions

CONTENT, DOCUMENT and  
**KMWorld** KNOWLEDGE  
Management

KMWorld®  
Trend-Setting Products

**CIOReview**

TOP 20  
GRC Solutions

**Gartner**

Gartner® Enterprise  
Business Process Analysis

**Gartner**

Gartner® Business  
Operating Systems

**Gartner**

Gartner® Operational  
Intelligence Platforms

FROST & SULLIVAN

Frost & Sullivan Product Leadership Award

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