

STAGES OF IMPLEMENTING A BPM PLATFORM



Are you planning to digitize your organization?

Here are a few valuable tips on what to pay attention to when implementing a platform for the digitization and automation of business processes. They will help you go through all stages of the project smoothly, and above all to create a system that everyone will want to use.

1

PROJECT PLANNING



Gather all the necessary information for the project. Just as important as defining the purpose, scope and schedule of the work, is becoming aware of the business context and motivations behind the need for change.

Better to ask the way than to go astray. This is the best time to clarify such questions as: what do we want to improve through automation? What benefits do we expect? What problems do we want to solve? What role does the implemented platform have in the organization?

2

ANALYSIS



First of all, workflow. Divide the business process you want to automate into specific workflows for tasks and documents. Determine which company departments are involved in this process.

Unification and standardization. Make sure that all technical and specialized vocabulary is understandable to everyone involved in the project, especially any abbreviations used in your organization.

Find allies within the organization. Invite employees to the project team who, as ambassadors of change, will support you in promoting the new solution and will dispel any doubts about its legitimacy.

3

CONFIGURATION



Creative phase. This is the actual development work, building and setting parameters in workflows. Low-code platforms that enable business applications to be built quickly, using a drag & drop method, are particularly suited to this.

Iterative and agile. Comfort in configuring workflows will be ensured by developing them in an iterative way, i.e. starting from the basic functioning version, and then allowing for its expansion and flexible adaptation to changing requirements and optimization.

4

TESTING



Thoroughly, but not for too long. Ensure the testing phase is well-organized. Assign a number of testers and a strict work schedule. Stick to deadlines.

Nothing is set in stone. It is important for test users to be aware that they have a BPM platform at their disposal, and that it is possible to make quick (and inexpensive) changes and modifications at every stage, even after the testing phase.

5

LAUNCH



Do not rest on your laurels. In order for end users to want to use the new system, they must not only feel confident working with the new tool, but also learn about the real benefits of using it. Training and an internal information campaign will help to achieve that.

Appetite grows with eating. According to WEBCON's statistics, 80% of projects start with one document workflow, but as many as 92% are continued in the first year after implementation.