



Solutions Review

2021
BUSINESS PROCESS
MANAGEMENT
BUYER'S GUIDE

MARKET OVERVIEW

Visibility and agility are essential in managing an organization's workflow. Every business revolves around a core set of processes designed to meet any number of objectives. But while these processes are integral components to operations, they're often burdened with redundancy, inefficiency, and inflexibility. Modern Business Process Management (BPM) platforms provide an organized approach to process management that allows companies to solve strategic business issues in a cost-effective manner.

The advantages of BPM are often overlooked, and the indicators that a company may need it are frequently dismissed. Businesses often assume that certain operational annoyances are simply to be expected, not considering that they could be quickly addressed with the appropriate BPM solution.

Some major indicators that your organization could benefit from a BPM solution are:

1. Needing to log in to multiple systems for any given job.
2. Integration frequently being a headache.
3. Too many information silos.
4. Loss of process visibility once it leaves a given department.
5. You have different departments with different systems for the same purpose.

Technically speaking, the concept of business process management has been around for centuries, first utilized during the industrial revolution. The dawn of computer technology brought the framework for BPM as we know it today, focusing on task efficiency, quality management, and a continuous flow. However, it's only been in recent years that we've seen the technology change into what we know it as today. With the ability to generate complex computer applications, companies have begun to understand the benefits of using BPM to change quickly and inexpensively. Today, these tools have evolved to become fully scalable, visual, mobile, and integral platforms providing organizations with process insight and control like never before.

Intelligent BPM suites (iBPMS) can choreograph complex work styles, automate operational decisions while also allowing humans to use their judgment, manage complex events, and provide advanced analytics to assist with intelligently orchestrating business processes. Today's iBPMS market is an evolution of the BPMS market, which has brought new developments such as the integration of Internet of Things (IoT) technology, advanced analytics, and an increased interest in Robotic Process Automation (RPA).

While looking for a BPM platform for your organization, you'll probably be wondering where you should even start. Whether you are a publicly traded corporation, a government institution, or even a small to medium-sized business, there is a BPM solution for every business in every industry. Here at Solutions Review, it is our job to help you get started.

Solutions Review has developed this buyer's guide to assist buyers in search of the best possible tool to fit the needs of their organization. This resource features ten essential questions to ask during the buying process, four key capabilities, and full, one-page vendor profiles that provide a solution overview, three key features, contact information, and our own 'Bottom Line' analysis. Companion research, including BPM news and best practices, can be found at solutionsreview.com.

5 Questions You Should Ask When Evaluating A BPM Solution

How long will implementation take?

Time is an invaluable resource in the modern enterprise, so implementation time is a real concern. You should ask prospective BPM vendors how long it will take to go from signing a contract to seeing the platform in action. The quicker the rollout, the cheaper the implementation process, and the sooner you start to see a return on your investment. Naturally, low-code platforms are bound to be simpler and quicker to set up, as more people can work on them.

How user friendly is the system?

It may seem obvious, but you should invest in a BPM system that is not only usable and useful to end-users but for those who provide maintenance to the system as well. Talk to vendors about the amount of training required to get end-users up to speed with the software and whether they provide that training themselves. If you have a few options in mind, ask some end-users to join in a trial period and ask them which systems are more user-friendly.

Which features and integrations are needed?

Spend the time looking at which features and integrations are considered "must-haves" for your business, then weed out all the vendors that don't meet those requirements. Are you looking to go mobile? Then a mobile interface is a must. Will you be able to integrate with other systems such as ERP and CRM? These are all questions you need to be asking yourself. With that being said, you should also look to the future to ensure that potential BPM systems will meet your needs as your company grows.

Is it possible to alter an activity in a process while the software is running?

A few workflow and BPM products can provide on-the-fly process changes. Your need for this depends on how long your processes are expected to run. If your writing processes are wrapped up in a few minutes, this may not be a concern for you. However, if your operations are looking to take days, weeks, months, or years, this may be something you'll want to look into. In that time-span, markets, customers, and laws are in flux. You'll want to be adjusting your processes with ease during this time as well.

Does the product support XPDL?

Most workflow and BPM software support XPDL to some degree. XPDL, also known as the XML Process Definition Language, is a format designed to interchange business process definitions between different workflow products. While it's currently the best option for transferring definitions, there are several other formats in use. It might be a good idea to compile a list of BPM products that people in your business may be interested in using to see which product formats are the most popular.

5 Steps To Take Before Implementing Your BPM Solution

Is your business ready for process automation?

Companies looking to automate their business processes following a BPM implementation should be aware that this will likely bring some major changes to their operations. Often, standardized processes aren't available from vendors, which can make automation a challenge. Additionally, if your business processes are in constant flux, automation might become more of a burden than a boon. Remember that just because the option of automation exists doesn't mean it needs to be taken.

How can I expect my business needs to change?

While you may not always know where your company will be in the future, you can prepare. In today's unpredictable economic climate, businesses must remain flexible. When choosing BPM software, always look to the future to avoid investing in a system that will feel antiquated within a few years. Spend some time with members of each department and discuss how your business needs could change in the next few years to help you decide on the best system.

Do I have a solid idea of what I'm looking to achieve with BPM software?

The importance of a well-informed purchase cannot be stressed enough. Sit down with a few members of your team to discuss what you hope to be getting out of your BPM software. It often helps to make a list of requirements you need to have met with software. By making lists, you can run down your requirements and assemble direct questions for any potential vendors.

Are your process challenges system-centric or human-centric?

BPM software was initially designed to improve IT system-to-system processes. With time, professionals found that the technology also could help with human-centric processes as well. By figuring out where the root of your challenges lies, you can narrow down your BPM search. Because some vendors usually specialize in process-centric or human-centric challenges, this can be a major decision point. If you face a mix of both, you may want to consider looking into iBPMS, which covers both.

What's my budget?

It all comes down to money. There's an incredible number of BPM solutions on the market, all designed to meet the different needs at different prices. You should consider whether your business should invest in an out-of-the-box solution that allows you to quickly plug in data or invest in a highly specialized solution that meets your business requirements exactly. While the specialized solution will almost certainly be more expensive, it's up to you and your IT department to determine whether the extra cost is worth it.

4 Key Capabilities To Consider Before Selecting A BPM Solution

Single Sign-On (SSO)

A Business Process Management (BPM) solution should have an SSO feature. Single Sign-On allows a user to log in with one set of credentials across multiple independent software platforms. This helps IT teams grant access and track activity. Some BPM systems offer Single Sign-On, but they may be quite limited in their options. Make sure they offer the kind you need.

Integration

A BPM solution should absolutely be able to be integrated with existing and even new software systems. Very few companies have any use for a BPM solution that cannot communicate with other core software systems. Without the ability to integrate, you will be doing a lot of manual data transfers back and forth, which effectively kills automation's net gain. Without powerful integrations, business process management tools are a complete failure.

Reporting and Analytics

Your business process management solution should include reporting and analytics; this is a no-brainer. Reporting on form data should be robust and customizable. You should be able to generate reports that tell you the average time it takes to complete individual steps and entire items, a snapshot of all open items, and how often an item gets rejected or rerouted.

Process Performance Metrics

Process Performance Metrics is a tool that helps enterprises spot issues with a process and makes meaningful decisions to improve ineffective processes. In a BPM solution, the Process Performance Metrics are automatically captured system data evaluated by the process administrator to identify whether a problem is a result of poor process modeling and/or execution.

Solution Provider Profiles

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Agiloft is a highly configurable BPM suite comprised of a flexible and robust data module. The module features a powerful workflow rules engine giving it the ability to map any business structure and automate complex business processes. The platform includes integrated applications for help desk, customer service, web self-service, knowledge management, and contract management. Users can decide whether to employ hosted or on-premise deployment to meet their organization's needs. Agiloft integrates with several commonly used business applications, and its full-bodied offering of APIs eases integration with other systems.

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www.agiloft.com

Key Features

Precise Access Permissions

IT teams are able to efficiently manage the security controls necessary for their organization and provide users with the exact access permissions they need, right down to the field level.

Advanced Search Functionality

Allows employees to find records that meet any type of criteria with sophisticated search capability, including historical searching. Users can also drive business rule actions through saved searches.

Allocation

Agile BPM gives users the ability to access historical snapshots, which display any record as it existed at any point in the past. Additionally, complete audit logs capture changes to any record and all types of system events.

Bottom Line

Agiloft BPM offers customizable business rules, powerful workflow functionality, and flexible task templates that work together. This vendor provides a broad range of customization options with easy-to-use 'wizard' tools. This software is extremely scalable and customizable, allowing it to fit any workload. Though a level of technical knowledge is required when implementing or configuring in-house, it is relatively easy to make modifications and updates once the solution is deployed. In 2020, Agiloft also received a \$45 million growth equity investment from FTV Capital and appointed Eric Laughlin as its new CEO.



Appian BPM software is a model-driven app development platform that allows both experienced and citizen developers to build process-centric and case-centric applications with the ability to monitor and improve business processes in response to changing needs. What separates Appian from many other BPM solutions is its ability to manage business outcomes, in addition to the process orchestration of hybrid processes. Additionally, Appian is especially social-centric, easing collaboration between customers, workers, and suppliers.

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Key Features

Design Processes

With Appian, users can build their own applications with drag-and-drop functionality using business rules to define critical policies and procedures. Additionally, process models can be stored for faster design the next time they need to be updated.

Task Management

Appian provides real-time management tools to monitor in-flight processes, reassign tasks, and view performance. With real-time visibility, users are provided with granular tracking of processes and task progress.

Appian Records

Appian Records allows users to categorize important information by business topic, connect all applications to one or more business topics, and integrate structured data, documents, reports, and collaboration for the most comprehensive overview possible.

Bottom Line

Appian BPM's real-time management tools keep track of in-flight business processes, reassign tasks, and view the performance of individual components of your organization. Appian's real-time visibility over business processes is notable, as it gives impressive insight into operations and tasks progress. Though Appian lacks the native machine learning capabilities that the market demands, the provider has added native sentiment analysis and preintegrated components for machine learning for major players, including Microsoft, Amazon, and Google. In early 2020, Appian acquired Novayre Solutions for an undisclosed amount.



ARRAYWORKS

Founded in 2000, Arrayworks provides an advanced low-code application platform that empowers customers to achieve their digital ambitions without the delays, costs, and limitations associated with traditional solutions. The Arrayworks Transformation Acceleration Platform (TAP) helps organizations speed new applications to market. Whether optimizing current operations or enabling transformation to completely new digital operating models, TAP provides the foundation for organizations to achieve long-term operational excellence.

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844-692-7729
www.arrayworks.com

Key Features

Success Mapping

Users have the ability to visualize and improve roles, rules, and process mapping through Arrayworks' patented system for modeling their organization.

Knowledge Management

Through Arrayworks, users can leverage their most valuable asset. Acquire, integrate, and share knowledge in order to elevate overall performance and day-to-day business operations.

Secure Environment

Arrayworks adheres to the highest industry standards, including physical and network security, data encryption, and 24/7 monitoring. This capability allows for processes to be continuously protected and maintained day-to-day.

Bottom Line

The Arrayworks Transformation Acceleration Platform delivers solutions for BPM, Rapid Application Development, and the creation of Digital Twins of an Organization, threading together complex digital business models. Arrayworks attempts to adapt to the constant changes occurring in enterprise technology, which has resulted in its low-code application platform that enables users to achieve a true digital business operating system.



AuraQuantic, formerly AuraPortal, is an Intelligent Business Process Management (iBPM) software provider that helps users optimize and transform their business processes. The no-code, business, and user-friendly BPM platform is intuitive and efficient, allowing for real-time control and analysis of all business processes and activities. Compared to other BPM vendors, AuraQuantic is notable for its integrations, process modeling, and document management. The provider also boasts an affordable price for the features that it offers. AuraQuantic's Digital Platform is a .NET-based solution within a single integrated repository.

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www.auraportal.com

Key Features

Document Management

AuraQuantic manages all organization documents in a fully integrated and global manner. Using Microsoft SharePoint and the AuraQuantic File System, documents can be handled at the same time. Users can leverage complete systems and experience accelerated business transactions and processes through document management.

Business Rules

The AuraQuantic Business Rules Engine houses all company documents, data repositories, content, regulations, and procedures, in addition to process-related information, which can be integrated into the running processes without losing independence.

Dynamic Case Management

Case management allows users to improve case outcomes and time to resolution, increase customer satisfaction, and maintain flexibility to adapt processes to individual circumstances. Additionally, users can manage complexity and coordinate tasks, processes, and services to achieve a positive outcome.

Bottom Line

AuraQuantic BPM offers some notable benefits not seen in their competitors' solutions. The system's lack of code intensive development may turn some heads from organizations that may not have the support of a large IT department. Instead of heavy coding, the user simply diagrams the process model and lets AuraQuantic do the rest. AuraQuantic has also improved its ease-of-use by introducing new user interfaces, as well as enhancing forms design and forms execution. The provider has also added high-availability and load-balancing functionality to support large-scale implementations.

AXON iVY

digitalize your business

Digital Business Platform, provided by AXON Ivy, combines the speed and agility of a model-driven low-code development platform with the power to build enterprise-grade applications. The Axon.ivy platform is extremely scalable and offers a future-proof architecture that can easily be extended by open standard technologies. The solution is optimized to implement much faster and to be much easier to operate and maintain. Companies benefit from an extensive range of out-of-the-box connectors, ready-to-use templates as well as pre-packaged offerings across a wide array of use cases for business processes and industries.

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Key Features

Developer Comfort & Seamless Integration

On top of an integrated development environment, the AXON Ivy Digital Business Platform comes with development features and comfort. Moreover, the AXON Ivy Digital Business Platform communicates with existing systems seamlessly, as well as read and write data.

Adaptive Case Management (ACM)

The Axon.ivy ACM approach allows flexible processing of tasks to ensure faster and more efficient progress. Additionally, ACM allows for the automation of unstructured processes by ad hoc additions of new roles and tasks to processes. The Axon.ivy Digital Business Platform also natively supports these ad hoc processes.

Low Code

Processes can be defined and implemented without programming or process modeling skills, online and in real-time. The Axon.ivy Digital Business Platform enables you to take full advantage of a low-code application development environment to create your unique custom applications.

Bottom Line

AXON Ivy recently merged with its sister company, AXON Insight, in order to improve higher-intelligence capabilities. The Axon.ivy Digital Business Platform is the foundation for a successful transformation of your organization. By using the Axon.ivy Digital Business Platform, companies are able to connect existing systems into a single, efficient, and accurate process solution. Though the provider relies on partners for implementation outside of its limited core market, AXON Ivy is a good fit for complex or adaptive case handling.



Bizagi is a leader in digital business process automation software. The Bizagi Digital Business Platform is an iBPMS that offers execution on .NET and Java Platform Enterprise Edition. In addition to this, the vendor offers three tiers of solutions, including Bizagi Engine, Bizagi Studio, and Bizagi Modeler. Bizagi provides users with process modeling, process automation, business transformation, low-code app development, and case management. Bizagi also eases new clients into using the software by offering an extensive e-learning program, live-demos, and webinars.

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Key Features

Analytics

Bizagi provides an easy-to-use process analytics and reporting platform for both real-time and historical data, allowing users to visualize how any process or task is performing and make agile adjustments to achieve continuous improvement.

Extensible Platform

The Bizagi platform is extensible, allowing users to adapt to new devices and technologies. Simultaneously, the Xchange marketplace offers ready-made process models, process apps, and widgets to achieve fast results.

Mobility

Smart devices represent the major force impacting process automation, and they require real-time investigation with legacy systems and backend processes. With their premise, "design once, run anywhere," Bizagi delivers processes fast, running on every modern device.

Bottom Line

In addition to its easy setup, Bizagi BPM provides a feature-rich user interface to ease navigation. The platform is flexible and wraps around any existing IT systems, giving organizations the agility needed to compete in their industry. The provider's Digital Business Platform combines and virtualizes the data model and traditional process models together. All processes can share this common data model. While Bizagi lacks support for the DMN standard, both the Bizagi modeler and the full Bizagi platform can be downloaded for free.



Bonitasoft develops BPM software for developers to build business applications that adapt to real-time changes, UI updates, and more. With Bonitasoft, users can automate, model, and monitor business processes in order to streamline operations. The software automatically checks for errors and highlights them before users save their business model. Additionally, connectors help Bonitasoft integrate with application infrastructure through LDAP, email, and web service calls. With extensive customization, users can code freely and create their own extensions. Furthermore, Bonitasoft can connect to almost any enterprise system straight out of the box, including CRMs, ERP systems, databases, and more.

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www.bonitasoft.com

Key Features

Model Powerful Processes

Users have the ability to model processes with the BPMN 2.0 graphical modeler, manage complex data easily with business data management, and collaborate using a shared repository for the process models.

Customization

Connect to nearly any enterprise system right out of the box, integrate easily with open and extensible REST and Java APIs, and automatically synchronize your organization for efficient user management.

Engaging Applications

Users can design rich interfaces compatible with every device, deploy the processes on a powerful, robust execution engine, and perform user tasks with Bonita BPM web and mobile portal.

Bottom Line

Bonitasoft BPM is easy to use and well suited for workflow applications, meaning that users can start developing in no time. The vendor's BPM platform combines process improvement techniques with business process automation technology that works for businesses in nearly any industry. While Bonitasoft does not currently offer its own cloud-hosted offering for its platform, the provider's implementations are typically quicker than those of more complex iBPMS offerings. Additionally, the Bonita platform comes with connectors and default building blocks that can help to deliver working applications.



BP Logix offers Process Director, a complete BPM solution with workflow software, case management software, and business process automation software capabilities. These features enable both IT and business users to create robust business process management and workflow solutions to address various business challenges. BP Logix's Process Director is a powerful BPM low-code platform offering an excellent HTML UI and reporting tools on every major mobile or desktop platform. The provider offers Process Director as its iBPMS platform, which features no-code process definition and smart forms creation that runs on top of an integrated business rule engine.

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Key Features

Workflow Automation

Process Director BPM software contains powerful workflow software tools designed to automate workflow processes within your organization that are dedicated to continuously evaluating and improving them over time.

Rapid Application Development

With Rapid App Development, businesses can respond to the fast-paced, always changing needs of the marketplace. BPM with rapid application development is more usable and addresses business issues that are more relevant to users.

Process Timeline

Users are provided with a patented business process automation solution for creating easily modifiable, highly parallel, and time-aware business processes to help organizations with their Business Process Improvement (BPI).

Bottom Line

BP Logix's software solution is best suited for organizations in highly regulated industries such as healthcare, government, and finances. Process Director allows users to manage audits, track, and report changes made to auditable forms. The solution is also designed for a no-code approach to building process-centric applications, using a web browser editor for form design. Additionally, users can also place checks at every point in their processes to ensure that they stay in compliance with any industry regulations. Finrock Growth Partners recently acquired BP Logix for an undisclosed amount.

CAMUNDA

Camunda is an open-source software company providing process automation with a developer-friendly approach that is standards-based, highly scalable, and collaborative for business and IT. The vendor offers visibility into business operations and improves system resilience. A community of thousands of users across companies such as Allianz, ING, and Vodafone design, automate and improve mission-critical business processes end-to-end with Camunda. The provider's workflow and decision automation tools enable Camunda to build software applications more flexibly, collaboratively, and efficiently, gaining the business agility, visibility, and scale needed to drive digital transformation.

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www.camunda.com

Key Features

Support Across the Process Automation Lifecycle

Camunda brings together business and technical users to collaboratively create BPMN process diagrams. The workflow and decision automation tools allow users to design, configure, implement and automate processes and DMN decision tables while unlocking continuous improvements through analyzing Camunda and third-party processes.

Scalable and Transparent

Camunda's highly scalable software is designed to automate high volume and complex processes with the transparency needed to troubleshoot and manage process events.

Open Architecture and Orchestration

Camunda uses a developer-friendly, open-source, and standards-based approach that enables highly efficient and cost-effective process and decision automation without 'vendor lock-in.' Camunda also provides a flexible and scalable platform to choreograph processes across different technologies, systems, infrastructures, and endpoints

Bottom Line

Built for developers using a standards-based approach, Camunda process automation software is open-source, highly scalable, and designed to enable business and IT teams to collaborate on process automation. The provider's workflow and decision automation tools enable teams to build software applications more flexibly, collaboratively, and efficiently, gaining the business agility, visibility, and scale needed to drive digital transformation. Recently, Camunda also opened its process automation platform to new developer communities.



Creatio provides Customer Relationship Management (CRM) and Business Process Management solutions for many industries. Studio Creatio, their BPM offering, is an intelligent low-code platform that enables businesses from various industries, as well as system integrators and software developers, to manage business processes of any complexity and quickly build applications for their specific business needs. Studio Creatio offers the unique synergy of business processes management and case management technologies that provide organizations with powerful tools to efficiently manage and optimize business processes.

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www.creatio.com

Key Features

Process Designer

Users are able to automate structured processes through Creatio. Model the process flows by using preconfigured elements to create activities, work with pages, process data, and invoke external services.

BPM Engine

Improves operational efficiency by providing teams with tools that guide users through the most effective actions to accelerate results and attain desired business outcomes faster. The BPM engine allows for the execution of multiple processes simultaneously with the same level of system performance.

Process Library

Users can employ out-of-the-box processes based on industry best practices, as well as off-the-shelf business processes templates on the marketplace to jump start using the system. Additionally, users can change and update the templates to meet their business needs.

Bottom Line

Creatio offers an intelligent low-code BPM platform, deployable in the cloud or on-premise, which enables organizations to effectively manage processes and easily build custom applications. Empowering organizations with intelligent BPM tools, Studio Creatio is designed to help companies accelerate their time-to-strategy execution. Buyers should note that the platform's documentation and tutorials could be improved. However, configuring workflows, screens, and rules for using the platform is relatively straightforward.

FlowForma®

Empowering Process Automation

FlowForma offers no-code workflow automation tools that provide business experts with low entry costs and rapid process development. An award-winning Microsoft Office 365® app, FlowForma® Process Automation, is revolutionizing the traditional BPM space, enabling business users and Heads of Departments to quickly implement HR onboarding processes, new product development, and clinical trials as well as many others, increasing organizational efficiency and productivity.

FlowForma

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www.flowforma.com

Key Features

100% No Code Process Automation

FlowForma Process Automation requires no coding experience. Instead, it provides process owners with all the tools to create and implement processes themselves with little help needed from IT.

Unrivalled Time to Value

An intuitive user-interface and no-code required guarantee means business users rapidly automate their processes. The provider's SureStart program can even accelerate your time to value, with projects live in days/weeks.

Transparency

FlowForma Process Automation provides access through SharePoint security. All process steps are assigned to specific resources, and the workflow record is stamped with their unique credentials when the steps are completed.

Bottom Line

FlowForma Process Automation empowers business managers to take control of their business processes and configure them in alliance with the business need. An intuitive and agile tool, FlowForma Process Automation enables users to build and adapt processes with an application trusted by IT. The provider was recognized for its Process Automation tool in BPM.com's December 2019 First Impression Report. Additionally, FlowForma recently released new features tailored to the construction sector to assist with 'paper to data' transformation.



Genpact provides BPM software solutions to organizations worldwide. Cora, the provider's Intelligent Business Process Management Suite (iBPMS), enables rapid build and change of high availability, mobile-enabled workflow applications that deliver significant digital business change. The solution combines the products acquired with RAGE Frameworks, PNMsoft, TandemSeven, and technologies developed in Genpact's own analytics and artificial intelligence practices. Additionally, Cora allows business users and process developers to access a simple, intuitive system within a single interface.

Genpact

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Key Features

Workflow Management

Cora's App Studio workflow management software enables process modelers and developers (similar to low-code) to quickly build and collaborate on business process applications on a visual canvas. Cora workflow management also software integrates with MS SQL Server Reporting Services, enabling managers to analyze performance and determine trends for KPIs and SLAs.

Low-Code App Development

Cora's UX Studio includes a form editor in a 100 percent web development environment, enabling power users and developers to create forms that revolutionize the end-user experience rapidly.

Smart Analytics

For high visibility and real-time analytics, Cora includes Smart Analytics, which enables process owners and managers to create dashboards relating to KPI. Corrective actions can be focused on efficiently.

Bottom Line

Genpact provides core BPM and dynamic workflow capabilities for Genpact digital solutions and assets. Genpact's industry experience enhances PNMsoft offerings with a combination of broad technology capabilities with global service offerings, as well as optional advanced technologies such as NLP (Natural Language Processing), Machine Intelligence, and Advanced Visualization. Genpact has also recently strengthened its machine learning, advanced analytics, and multichannel experience capabilities through acquisitions during the past year. In early 2021, Genpact acquired the data analytics firm, Enquero for an undisclosed amount.

iGrafx®

The iGrafx Business Transformation Platform enables transformation by connecting strategy to execution while mitigating risk, ensuring compliance, and providing a framework for governance, resiliency, business continuity, and continuous improvement. The solution is a cloud-based platform that enables businesses to meet today's increasing challenges by executing a strategic vision, optimizing the customer experience, operationalizing Governance, Risk, and Compliance (GRC), and delivering holistic Quality Management (QMS). iGrafx's Business Transformation Platform allows users to capture, model, optimize, audit, execute, and monitor processes.

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Key Features

Optimization & Quality Management

Executes and continuously optimizes the operations of the enterprise by identifying process dependencies, owners, and gaps in documentation. Additionally, it offers an Integrated Management System to demonstrate and certify quality and compliance to auditors (e.g., QMS, ISO certification, etc.)

Business Architecture & Performance Management

Ensures that enterprises comply with regulatory requirements such as SOX, GDPR, FDA validation, or other industry specific regulations. It also monitors the health of operations by collecting metrics through KPIs pinpointed within key processes and visualized via dashboards and reports.

Digital Transformation

Identifies critical processes to automate while mitigating risks, ensuring compliance, and providing a framework for governance and continuous business improvement to deliver promised ROI effectively.

Bottom Line

iGrafx provides a comprehensive Business Transformation Platform, supporting robotic process automation, workflow automation, customer journey, governance, risk, and compliance, as well as Software as a Service (SaaS) and private cloud deployment. iGrafx also assists users with transforming processes into a portfolio of essential assets. Additionally, the solution offers scalability, and is a good fit for larger enterprises because of this. G2 Crowd recently positioned iGrafx as a Leader for Business Process Management.



Kissflow, from OrangeScape, is a cloud-based BPM solution suitable for businesses of all sizes. The software automates business processes and monitors performance. Additionally, Kissflow helps initiate process requests, view items that require user actions, and approve pending tasks. The system comes included with 50 pre-installed business applications, including employee onboarding, vendor payment, mileage reimbursement, and much more. Users are able to download these applications, edit them as they see fit, or build their own applications from scratch.

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www.kissflow.com

Key Features

Analytics

Monitoring process performance and KPIs is simple with Kissflow's dynamically generated Process Reports. With process reports, it's easy to track bottlenecks in workflows and monitor process efficiency in real-time.

Mobility

Aside from browsers, Kissflow is available for Android and iPhone. Kissflow is also available to install on the Chrome Browser or from the Google Apps Marketplace.

Integration

Integrate with cloud-based applications in real-time with Kissflow's integration APIs, WebHooks, and Zapier Endpoint. Additionally, users are able to manage processes without coding.

Bottom Line

Kissflow provides a straightforward workflow platform and helps businesses get up and running with easy automation and cloud capabilities. The platform has been called a blank canvas approach on which users can drop and create a variety of fields and formulas. In 2019, Kissflow launched the Kissflow Digital Workplace, which combines project management, process automation, and team collaboration in order to facilitate business workflows and enterprise productivity. Recently, the company launched two apps to help employees and enterprises work remotely.



NEWGEN

Newgen Software Technologies Ltd. is a global provider of Business Process Management (BPM), Enterprise Content Management (ECM), Customer Communication Management (CCM) solutions with a footprint in over 60 countries. The Omniflow iBPS Business Process Management Suite drives enterprise-wide digital transformation by connecting an organization's resources. The platform's advanced capabilities, such as process orchestration, case management, robotic process automation (RPA), mobile, and social, among others, allow users to re-engineer processes and go digital.

Newgen Software

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McLean, VA
United States
+1 (703) 749-2856
www.newgensoft.com

Key Features

Collaborative Process Modeling

Simplify process design with a web-based, drag-and-drop process modeling tool. Provide different contextual views of a process to various stakeholders, making it easy for them to understand, participate, and collaborate.

Robotic Process Automation

Enhance your digitization strategy by automating repetitive, mundane tasks with RPA and enable continuous process improvement with BPM's orchestration capabilities.

Mobile BPM Capabilities

Provide users on-the-go, secure access to critical processes and information. Our platform facilitates increased user responsiveness and improves overall business performance by extending BPM capabilities to a mobile environment.

Bottom Line

Newgen Software possesses multi-vertical industry expertise and has built applications on its platform for 17 different verticals, including Banking & Financial Services, Government, Insurance, Healthcare, and more. The vendor and its partners also offer a set of pre-built application frameworks for the aforementioned industries. Buyers should be aware that 90 percent of Newgen's customer base is located in Asia/Pacific and EMEA, and it is unclear how the company will be able to accelerate growth outside of those regions. Additionally, Newgen often packages together features for convenience.



Nintex offers IPA solutions that strip inefficiencies from a business and replaces them with seamless, sophisticated processes. The easy to use, no-code platform, Nintex Workflow Cloud® allows users to connect with all content repositories, systems of record, and people. Nintex offers advanced workflow, document generation, forms for data collection and dissemination, integration with leading cognitive services, process mapping, monitoring, and reporting, whether on-premise or in the cloud. Nintex provides robust IPA solutions designed for the following industries: Energy, Financial Services, Government, Health and Life Sciences, and more.

Nintex
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www.nintex.com

Key Features

Manage

Visually plan, map, and manage your business processes with tools process owners and participants love to use. Define the processes that can make the most impact on your organization. Design simple process maps in collaboration with others in your organization. Share and get feedback from other team members to optimize operations.

Automate

Optimize tasks with machine learning and natural language processing to elevate your business processes. Gain full transparency into how your business processes run, how effective they are, and which can be improved.

Optimize

Optimize your business processes by leveraging the data created through your automated processes. Monitor your processes to quickly identify and address issues. Use data visualization to pinpoint potential process improvements. Easily update your process mapping and automation based on data-driven insights.

Bottom Line

The Nintex platform delivers a dynamic and flexible architecture offering advanced functionality to connect and extend the solutions used by businesses today without bespoke, custom development, or massive infrastructure investments. The provider recently received the 2020 Argon Research Innovator Award for Outstanding Technology Innovation in Workflow and Content Automation. This marks the fifth consecutive year that Nintex has been recognized for its industry leadership by Aragon. Additionally, in 2020 the vendor completed its acquisition of K2 Software.



Pegasystems offers a Business Process Management tool that is developed on Java and OOP concepts. The platform allows users to quickly assemble an executable business application using visual tools. Pegasystems has an extensive history of developing applications that offer support services to carry out daily operations like sales, marketing, and services. The system supports case lifecycle management allowing business owners to develop a process flow that brings people and technology together for routine automation and improves reliability and efficiency in unexpected events.

Pegasystems
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Cambridge, MA
United States
+1 (617) 374-9600
www.pegasystems.com

Key Features

Visibility Across Business Silos

As work passes from one business silo to the next, Pegasystems preserves the context of each piece of work throughout the entire work lifecycle. This helps large organizations integrate, automate, and improve their complex front- and back-office business operations.

Regulatory Compliance

Pega helps orchestrate complex processes, ensuring that regulatory compliance is maintained across the enterprise. Pega apps are also self-documenting, and an audit trail of all activities is maintained with each case, so compliance risk is minimized and required reporting is streamlined and automated.

No-Code App Development

Pega allows businesses to accelerate enterprise app development through visual tools, support for business/IT collaboration, and continuous improvement by allowing user modifications to run apps in a controlled way.

Bottom Line

Pegasystems is ideal for tactical implementation for a particular department or business process. Pegasystems' BPM solution is sometimes criticized for being too expensive, as it's mainly suited for the enterprise-grade user. However, the system packs a punch. Pega's biggest strength is its modeling capabilities and real-time decision-making abilities. Additionally, Pegasystems demonstrates a strong vision through its native machine learning and integrated robotic process automation capabilities. Within the last year, the vendor also launched Process Fabric, a business portal to coordinate user access with processes and applications.



Process Street offers a business process management platform that provides organizations with a straightforward approach for managing repeating business procedures. Built for businesses to be able to develop and track their processes with the use of super-powered checklists, Process Street provides for better scaling. The platform also minimizes mistakes and allows teams to create simple recurring checklists, collaborate around them, and track as they're completed. With advanced permissions, reporting, and automation, the Process Street platform empowers businesses to improve day-to-day operations.

Process Street
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www.process.st

Key Features

Collaborative Workflow Management

Process Street allows users to quickly create and assign checklist workflows to their team, as well as track activity from the dashboard and get notified when tasks are done.

Easy Integration

Users can use Process Street's Zapier integration to connect with over 1000 apps. Additionally, users have the ability to automatically schedule and assign workflows, and update their other apps when actions happen inside Process Street.

Simple Interface

Process Street offers a simple, easy-to-use interface that lets users create structured documents in seconds, plus monitor and track progress. Their intuitive keyboard shortcuts and drag-and-drop make it easy for anyone to use.

Bottom Line

Process Street offers a standard operating procedure & checklist software for businesses. Teams can collaborate on all processes from all devices, sharing templates privately with customers and guests or publicly with the world. Users can collect data and automate tasks with form fields and pass data to and from other apps with Process Street's 600+ integrations. Additionally, Process Street enables users to create basic processes within seconds. In early 2020, Process Street raised \$12.2 million in Series A funding.



Berlin-based Signavio GmbH is a leading provider of BPM solutions, offering an integrated software solution allowing you to model, analyze, optimize, and execute business processes and decisions in one platform. The cloud-based Signavio Business Transformation Suite is a smarter way to continuously translate between strategy and execution. The suite comes complete with the Signavio Collaboration Hub, a central point of contact for staff to secure collaborative knowledge, connect, and communicate. Signavio offers a dynamic BPM system that helps you quickly realign your organization and bring changes to life immediately.

Signavio
800 District Ave
Burlington, MA
United States
+1 (978) 320 5040
marketing.us@signavio.com
www.signavio.com

Key Features

Signavio Process Manager

Provides an intuitive BPM solution for professional process modeling. Thanks to innovative web technology, you can get started right away and include your colleagues in collaborative design. From creating current-state documentation to targeting concepts, this is a strong choice for process modeling.

Signavio Workflow Accelerator

This tool is an easy to use workflow engine that transforms models into systems for use throughout your entire company. Collaborative and transparent—easily invite all your employees to contribute, and leverage the knowledge of the crowd.

Process Intelligence

Allows you to automatically mine process models from the different IT systems operating within your company. Users can gain insights into their organization with the powerful combination of process discovery, process analysis, and conformance checking with a customizable ETL engine.

Bottom Line

Signavio offers an intuitive BPM solution that cuts costs and enables your processes to reach peak effectiveness. Signavio is a market leader and was the first to combine customer journey mapping with process management. More than 1,000 companies worldwide use Signavio's solutions. The provider recently raised \$177 million in an investment led by Apax Digital in order to accelerate Signavio's global expansion. Additionally, Signavio was named a top performer and technology leader in Customer Journey Mapping by the independent analyst firm, Quadrant Knowledge Solutions.



Software AG's Digital Business Platform (DBP) is a business process management tool that provides the control needed to improve every business process's speed, visibility, consistency, and agility while minimizing costs and increasing standardization. The solution combines the vendor's webMethods BPMS product with its middleware stack and advanced analytics capabilities. With Software AG's leading BPM system, you can rapidly build or change business practices and workflows, creating applications that are as dynamic as your business is. The platform enables users to manage tasks and teams more efficiently, fostering greater collaboration between stakeholders and departments.

Software AG
Uhlandstr, 12
Darmstadt
Germany
+49 6151 92-0
www2.softwareag.com

Key Features

Process Automation

Users have the ability to streamline and automate processes to increase productivity, improve accountability, and reduce errors during the management of day-to-day operations.

Document Management

Upload, manage, and share process-relevant documents, control access permissions, and integrate them to other document management systems.

Content Management

Allows users to reuse any type of unstructured content that's aligned with their processes in order to facilitate the creation of apps.

Bottom Line

Software AG's Digital Business Platform enables users to improve process speed, gain greater visibility, achieve higher consistency, and enjoy greater agility while also driving down costs and improving standardization. For less complex, process-centric applications, the provider offers a range of line-of-business, citizen-developer-oriented, low-code/no-code tools that deliver pre-built connectors into the features of the full Software AG DBP. Additionally, the platform is available on-prem and as a cloud-enabled offering. Software AG also launched a cloud platform for its process mining tool called ARIS Process Mining SaaS in 2020.



TIBCO offers a flexible, all-in-one platform offering full visibility, resource management so businesses are in full control of their operations. TIBCO is able to react to business events in real-time, meeting all process needs. The platform offers Intelligent Work and Resource Management dashboards that allow users to work with process details for greater business insight. Of the many tools that TIBCO offers, 'Decisions' can be used for capturing and modeling decision making logic. Nimbus is another tool that can be used for process documentation.

TIBCO
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www.tibco.com

Key Features

Flexible / Independent Organizational Models

TIBCO's ActiveMatrix BPM organizational models visually define the changing relationships between departments, people, partners, systems, roles, virtual teams, and geographies to determine how work is routed and distributed across the digital business ecosystem.

Flexible UI and API

Believing that processes should conform to business requirements and not to BPM capabilities, ActiveMatrix BPM UI options range from out of the box clients to a completely customizable UI application.

Integration

TIBCO's solution automates and integrates with all of the components that make up a digital infrastructure. This includes newer features, such as machine learning, artificial intelligence, and robotic process automation.

Bottom Line

TIBCO's numerous third party integrations and flexible quote based pricing scheme are sure to turn some heads. The platform also offers augmented intelligence for all users and boasts a record uptime reputation, leading to smarter decision making. TIBCO also offers the Intelligent Work and Resource Management tool, which allows users to see overall progress all at once. TIBCO's solution also has strong middleware capabilities for traditional application development teams. Recently, TIBCO closed its acquisition of IBI, as well as its acquisition of Information Builders.



TrackVia is a user-friendly offering that's often viewed as an alternative to many traditional BPM platforms. As a low-code platform, users can quickly assemble their applications to match their unique business processes without extensive IT assistance or coding knowledge. TrackVia provides real-time reports, interactive charts, intelligent charts, intelligent automation, and user permissions. The platform is ideal for manufacturing companies and looks to help these companies reduce manufacturing defects, manage CAPA processes, react to indicators of defects, and fix quality-related issues before they occur.

TrackVia
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Denver, CO
United States
+1 (800) 673-3302
www.trackvia.com

Key Features

Low-Code Development

TrackVia's low-code development platform makes it easy for users to create powerful work management applications with absolutely no knowledge of coding.

Custom Processes

With TrackVia, businesses can rapidly deploy fully configurable workflow applications to track and manage critical processes with full control and visibility.

Streamline Critical and Custom Processes

An integrated web and mobile solution, TrackVia centralizes all workflow data in one place, providing real-time visibility whether data is collected in the office or out in the field.

Bottom Line

TrackVia is mainly recommended for individual entrepreneurs, small businesses, or individual departments of a large enterprise. For businesses looking for a way to organize and streamline business processes without the hassle of using IT teams for small tasks, TrackVia may be a good option. Within the past year, TrackVia earned verified HIPAA compliance and also announced a major growth investment from Primus Capital.

WorkflowGen

WorkflowGen is a Canadian company that offers business process management solutions for organizations of all sizes. The software can be deployed through the cloud or on-premises. This BPM solution provides a form designer allowing users to build their own customized web forms. The form builder uses HTML and Java, cutting out the need for additional software or plug-ins. Suppose your business is looking to go mobile. In that case, WorkflowGen offers mobile applications for both iOS and Android with support provided through an online forum and direct support provided with a small fee. WorkflowGen also provides a free version of their software that can also be purchased with a monthly subscription.

WorkflowGen
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www.workflowgen.com

Key Features

No Programming Web Form Design

WorkflowGen includes a built-in web form designer that lets non-developers create professional-looking web forms easily. The form designer is based on HTML and JavaScript technologies and requires no plug-ins or additional software.

Workflow Portal

In a single web view, process participants can launch new requests and monitor the status of their workflows in real-time. Based on the WorkflowGen configuration, Single Sign-On allows for automatic and seamless authentication.

Manage Global Lists

Global list management provides authorized users with the ability to easily create and manage lists of data via the WorkflowGen web administration module for use in different process forms.

Bottom Line

WorkflowGen supports Single Sign-On and automatic authentication, customized workflow portals, real-time monitoring, and access to critical statistics and graphical reports. If you're working in high regulation industries such as healthcare and finance, WorkflowGen should definitely be considered as it complies with HIPAA, ISO 17799, and Sarbane Oxley. WorkflowGen's solution is reportedly easy to use, develop, and deploy, allowing users to create workflows without much programming.



Zoho Creator is an online application builder designed to help organizations better manage their business processes. Using an intuitive drag-and-drop interface, users can develop their own custom applications without the hassle of coding. Zoho Creator offers a massive array of tools in addition to a feature-rich development platform. The platform falls in line with the highest security standards, keeping data safe and providing regular updates and backups. The platform gives users all Zoho features regardless of which package is purchased.

Zoho
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www.zoho.com

Key Features

Simple Data Integration

Zoho Creator has pre-built integrations with other Zoho products. It also offers you the flexibility to create custom integrations with numerous third-party vendors like Twilio, PayPal, and Zapier.

Automation

Allows users to add logic to business applications. Zoho's scripting language, Deluge, helps users design and automate workflows with a minimal amount of coding.

Mobility

Users can access and update data anywhere with Zoho Creator's native iOS and Android applications. With this, users can instantly capture signatures, scan bar codes, and get location details using mobile devices.

Bottom Line

Zoho Creator lets users create and deploy their databases right away without the need to worry about too many technicalities. Database complexities associated with tables, modifications, and maintenance are stripped away with Zoho Creator, giving users a flexible and easy to use platform. In the past year, Zoho launched the next generation of Office Suite, as well as Catalyst, to assist developers with creating and running microservices and applications. The provider's business operating system, Zoho One, was also recently expanded with the addition of a new business workflow management application.

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