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TALISEN Business Process Management

Flexible Business Process Sustainment

Business process sustainment spans people, systems, functions, businesses, customers, suppliers and partners. Talisen Technologies, Inc. aggregates disciplined process capture and business requirements with Business Process Management Suite (BPMS) Technology to deploy flexible automated process solutions that support continuous process improvement (CPI) and quality initiatives such as Six Sigma / TQM and CMMI. It offers an efficient, measurable approach to sustaining and managing enterprise compliance and governance, as well as leveraging SOA environments to provide for higher value systems that remain flexible, agile and adaptable to sustain superior customer value and optimum operational efficiencies.

Our Dynamic Process Engineering Methodology provides a repeatable comprehensive roadmap to discover, develop, implement, and maintain solutions that facilitate flexible business process sustainment.

Talisen Dynamic Process Solution Methodology

Talisen Technologies delivers proven results with a services organization that maintains expertise across a wide range of critical process improvement disciplines, including business process management (BPM); knowledge management; personalization; business intelligence (BI); and application integration. We approach our customer engagements as a partnership between our client's business and Information Technology (IT) stakeholders and our consulting team. We strive to ensure continuous knowledge transfer to our clients to support the achievement of a more dynamic improvement environment that continues post deployment of our solution.

This facilitates a deeper understanding as to how the solution will work, which reduces post-deployment training needs. To that end, weekly demos are normally performed in the post-architecture phases, depending on progress and customer availability.

- PHASE ONE:** Discovery
- PHASE TWO:** Architecture
- PHASE THREE:** Mapping
- PHASE FOUR:** Technical Design and Implementation (TD&I)
- PHASE FIVE:** Programming
- PHASE SIX:** Dashboards and Navigation (D&N)
- PHASE SEVEN:** User Acceptance Testing (UAT)
- PHASE EIGHT:** Deployment



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“The goal of our 8 Phase methodology is to deliver process automation solutions that accelerate the gains of business performance and are a foundation for continuous process improvement, innovation and foster the optimum collaboration between the business and information technology stakeholders.”

PHASE ONE: Discovery

In this initial phase, our team will define business and system requirements and document a high level functional specification for the process including workflow, reports, user roles and interfaces as well as identify any and all third-party integrations. Discovery also identifies “pain points” within existing processes that can then be addressed and minimized during development.

PHASE TWO: Architecture

The high level functional requirements are assimilated and translated into technical specifications. These specifications will dictate how we incorporate the process execution framework, document repository, and personalization of the server to build a cohesive solution. At this time, all customizations, base product extensions, and third party integrations will be determined and componentized for the Technical Design and Implementation phase. No other phases can begin until this stage is complete.

PHASE THREE: Mapping

Using Business Process Management Notation modeler and the technical specifications, developers begin modeling the process workflow for managing cases. This is akin to what a business user might do in Visio. It is at this stage in the implementation that we will work closely with business users, using the iterative approach described above, to design user input forms and other user-interface elements.

PHASE FOUR: Technical Design & Implementation (TD&I)

All base product customizations, extensions, and third party integrations are designed, implemented and independently tested.



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PHASE FIVE: Programming

Programming involves combining the outputs of the Mapping and TD&I phases, along with other business rules and requirements, such as escalations, exception handling, timers, triggers, etc., to complete an executable case workflow piece of the overall application. During this phase, the scalability and performance of the application is also measured.

PHASE SIX: Dashboards & Navigation (D&N)

We work closely with end users to define how they want their users to interact with the process automation / solution application. Examples would be reports, page flow, image / branding, etc. This stage reflects the transformation of a business process workflow built on top of a BPMS framework platform, to a full-featured Dynamic Process Solution.

PHASE SEVEN: User Acceptance Testing (UAT)

At this point, given our methodology, the stakeholders should be well acquainted with the overall usage of the application, from the user interaction to process solution workflow. During this phase, we'll open up the application to a new user group to test out the features and functionality of the application. It is our expectation that there will be some changes at this point, given the wider audience, but from our experience, these changes are minimized and in most cases superficial, given the tight feedback loop employed in earlier phases. The output of this phase is a freeze on all development, as we prepare to deploy the application to production.

PHASE EIGHT: Deployment

After all changes requested during the UAT phase have been made and verified, we will migrate to the production system. Once the application has been fully deployed, we will conduct a brief round of UAT testing to certify correct deployment and hand off any and all maintenance documentation to the client Business / IT Stakeholders Team.

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