



A White Paper

A Business Technology that builds a ProcessHub that delivers transformation with the world's first enterprise level "agile software" where it matters - with People

Procession has pioneered a paradigm shift in the design of a Business Technology to build applications that increases efficiency by harnessing the flexibility of people whilst recognising legacy systems through a "ProcessHub"

Summary

Procession is a Business Technology (see below) that creates agile applications which puts the focus on people at work where they require support from an agile system to deliver on their individual and collective outcomes. What differentiates this approach from a conventional BPM application as a process layer is that Procession handles seamlessly in one tool both front office tasks and required back office functions creating a self contained application as ProcessHub that is truly agile, fast, cost effective and supports future change.

Procession's cross boundary capability allows it to become a hub, co-ordinating and orchestrating, as required in the process, legacy data or functional systems that continue to do what they do well, whilst creating a dynamic front end where people create business information.

The Procession ProcessHub approach works only because of both the completeness and the unified approach (see Appendix) of the underlying Procession Business Technology. Procession has created the world's first Enterprise level "agile software". This agile approach starts the minute a project or problem is identified. Procession removes limits in applying imagination, common sense and business logic to system development; the focus is on people who deliver and receive the service provided by the system.

All other "IT" considerations take second place but can be incorporated if appropriate whether it is use of existing programs, legacy data, architecture or presentation. Procession is a dynamic front end environment that removes "IT" complexity and delivers exactly what the business users need. This ProcessHub protects the users from the inflexible back end legacy systems many of which can in due course be safely archived without disruption to the business. Such an approach will over time remove duplication of data and significantly reduces the need for traditional back office requirements.

Background

Business systems have evolved over the years based upon transaction processing and database storage; they represent a significant investment both terms in money and invaluable knowledge. The traditional design of systems invariably results in information being stored in isolated silos, often duplicated many times over and, as a consequence, seemingly simple procedures become complex and challenging. Any attempt to modernise existing systems by changing or wholesale replacement is inherently risky, likely expensive and invariably ill-advised.

Business processes invariably travel across functional and departmental boundaries, and access to information stored in these silos becomes increasingly complex. The IT industry's conventional approach to this problem involves harnessing "components" which require to be "coded" together to deliver a useable solution for business. The result for business was eloquently described in a recent article where the title says it all: *"IT Today: Unsustainable, unhealthy and just plain screwed"*.

Stating the problem is relatively straightforward; finding the solution is much more profound. In an exchange in 2010, Forrester's CEO George Colony said: *"If we don't get from IT to BT [**Business Technology**] we're going to have more disasters like our present mortgage meltdown. Why? Because IT creates impenetrable systems that human beings can't manage. BT is about human beings back in control."*

Core requirements for Business Technology

- **People centric** – supporting exactly how people work, with duplication eliminated and automation incorporated to maximise efficiency
- **Agility in the software** – thus there is no need for the traditional initial detailed specification; the build is organic with minimal (if any) coding; feedback from users is easily incorporated; investment in software becomes totally future proof with this high degree of inbuilt flexibility
- **Software that is transparent to the business** –which removes the interpretation gap between IT and the user with transparency and complete understanding of any deployed solution
- **Real time information** – from the moment the information is created, resulting in better informed decisions

For many years all of these attributes have been recognised as the future, but in reality, very little has changed.

Procession's Business Technology leads to a "ProcessHub" approach

Generally speaking, the business software market is supplied by very few players, of which the dominant four are IBM, Oracle, Microsoft and SAP. These organisations flourish on the fundamental principle that high levels of implementation and services revenues are a priority over the inherent cost of any software application.

The supply side of the market is, therefore, endemically indifferent to any new approach that undermines these lucrative revenue streams; the demand side of the market, especially Government and large corporates, has not been presented with a clearly articulated alternative approach that delivers qualities and attributes superior to conventional systems and at a fraction of the cost.

Procession provides precisely that alternative approach in the following ways:

1. Procession is a **platform technology** with all requirements for the creation of business applications, including an integrated user interface incorporating intelligent grids and in-built reporting capability.
2. Procession is a **unified tool set** that addresses all the requirements of business logic; recognising the relatively few work task types required which have been isolated from the technology driven delivery mechanisms.
3. Procession inherently handles both **front office tasks and back office functions** that depend on existing essential legacy systems; the importance and value of legacy is thus maintained. (One commentator has described Procession as "SOA in a box", being a revolutionary and significantly less expensive alternative to SOA implementation.)
4. Procession is **the new alternative** to "Custom off the Shelf" and custom coded solutions; Procession's core code does not change yet it delivers custom solutions.
5. Procession's design philosophy allows for rapid change – it is **truly flexible, "agile" software**, thus making investment in new systems future proof. Procession is the perfect tool for use with the IT industry's "agile methodology" initiative.
6. Procession's architecture enables **shared services** to be implemented readily across departmental boundaries, with both a local and a centralised perspective.
7. Procession enables high levels of **process automation** and operational efficiency that empower people to deliver the required service in a controlled manner; Procession intuitively supports "System Thinking". (Note 1).

8. Procession uses a “declarative” technique from a graphical designer which makes the development environment totally transparent and accessible to all parties; the core code never changes and there is **no code generation or compiling of code** when building applications using Procession. Very significantly, Bill Gates said in 2008: *“future applications should use only around 10% of the code that is used today”* seeing this capability as *“the holy grail of development forever”*.
9. Procession custom applications can be built very quickly, at **circa 80% less time and cost** than conventional “hard coded” systems.
10. Procession **closes the interpretation gap** between the business users and the application developers; application development now becomes a “domestic matter”. There is no longer the need to offshore code development as projects are managed by business professionals without the need for armies of hard code programmers
11. Procession **changes integration thinking**. Historically most large organisations think that reusing what is installed and building around that with either COTS or custom code using systems architects is the best way. BUT that changes with this new ProcessHub approach as the thinking is reversed – that’s what paradigm shifts do! Forget what systems you have just focus on what is the end to end process with business requirements which of course will require both use of well proven applications and retrieval of data required in the process. This way “integration” applies to an end result not an integration of “layered” technologies which will just created another inflexible legacy?

Conclusion

The successful execution of a ProcessHub strategy, combined with the release of the business value contained in legacy systems, can bring many proven and significant operational and cost benefits to an enterprise.

Functioning as an agile software development framework, the Procession ProcessHub provides a mechanism for defining business services and operating models that make investment in systems completely future proof.

With an industry “first”, Procession moulds around an enterprise by providing truly agile software that supports people who are any organisation’s prime asset.

Note 1 *“Systems Thinking” optimises how business processes operate from end to end, working together with the solution supplier, for the benefit of the customer and ultimately for the benefit of their customers*”. From the booklet *“Managing Transformation actually means Transforming Management”* available from The Deming Forum

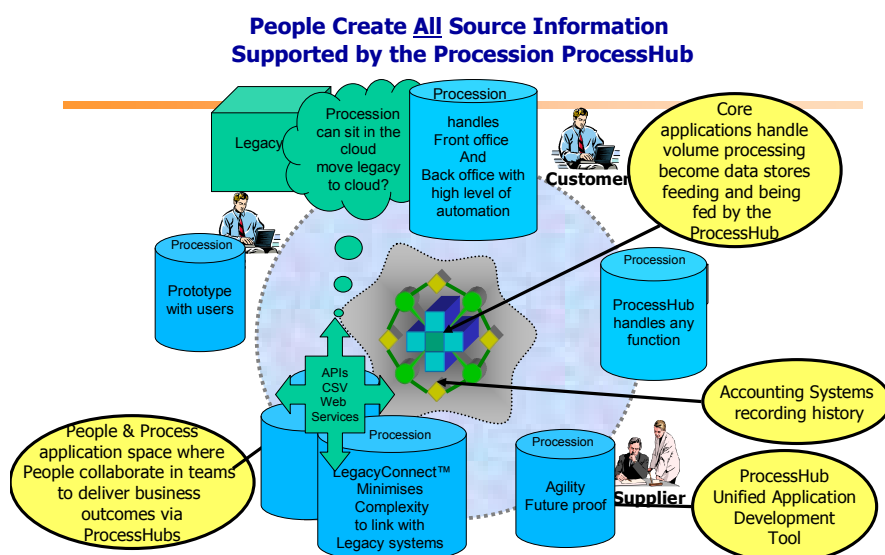
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Appendix

A Complete and Unified Business Technology

The following attributes are embedded into the design of the Procession's Business Technology, enabling a ProcessHub approach to deliver exactly what the business requires.

1. BPM - *the focus is on people and their processes*
2. Process engine - *to ensure that all works to plan*
3. Rules engine - *reflecting real world of compliance*
4. Calculation engine - *automating system work*
5. State/ instance engine - *real time feed back*
6. Workflow - *everything connected in the right order*
7. User forms – *presentation and collection of required information*
8. Audit trail, events, escalations - *supporting control and empowerment*
9. Time recording - *supports activity based costing*
10. Real time reporting - *become predictive*
11. Build mash ups - *one screen multiple data sources*
12. Intelligently Linked Ajax Grids - *faster access to related data*
13. Roles and performers - *people and machines*
14. Management hierarchy - *who sees what / where*
15. E-mail and correspondence control - *tracking external communications*
16. Collaboration by accessing remotely required files - *efficiency in storage*
17. Data storage - *seamless link between front office and back office removes duplication*
18. Tag library, content handler XML gateway, SSMQ, JDBC - *supporting an integrated solution*



**Applications are simply implementations or expressions of process
A platform that allows build of any business application without recourse to custom coding.**

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