

INTERVIEW WITH PROF. DR. MARCO MEVIUS ABOUT BPMTOUCH



What are the advantages of using BPMTouch?

With BPMTouch, the user can start modeling business processes intuitively and without training. BPM can be loaded as an app on the smartphone and within a very short time you have the hang of it- there is no large context of models, regulations etc. You can simply learn it yourself- and most importantly: It's fun! The adoption of business processes thus becomes a matter of course and you can build what I call a BPM spirit in your company.

Thanks to our speed modeling function, we generate models up to 70 percent faster, and we have been able to prove this in studies. For example, presentations for the management can be drawn from the models in real time, we can transfer data to other files without breaks and resources can also be mapped quickly with BPMTouch.

Meanwhile BPMTouch is not only available as an app, but through an emulator the tool can also be used on the desktop.

The advantages can therefore be summarized as fast, smart and usable with little training.

What is the unique selling point of BPMTouch?

We address the First Mile of BPM by simplifying the capture process with BPMTouch. We have no competing product at this point.

Let me back up a little: In the past, the motto for digitization projects was always a lot of functionality, now it's more about getting started as quickly and easily as possible. Processes must be structured, resilient and, above all, digitized. And then the people in the companies realize: Wait a minute, we don't even know our processes. With tools such as BPM, this can be done playfully.

It also closes the gap between users, BPM experts and software developers. Users are enabled to transfer information about all processes to a platform from which BPM experts and software developers can draw all the data they need to build digital solutions.

This first step to gain information about the process in the users' reality is essential and is currently not operated by tools- at least not by any tools that can be operated by laymen- except BPMTouch.

„With BPMTouch, capturing business processes becomes a matter of course. Through the app you can learn it yourself and it creates a fun factor - that is an important factor in the whole process!“

What does a usage scenario of BPMTouch look like?

Typically, we go through the companies and record the respective process using BPMTouch. We take photos, record videos and enrich the process with additional, realistic data.

A nice example is the admission process of patients* in hospitals. In order to record everything cleanly, you have to be on site and talk to everyone involved, the doctors, nurses and the patients themselves. As an outsider BPM expert, I have no chance to get the complete input to model a continuous process.

In simple terms, I also like to call it the YouTube of business processes- with the important difference that we don't lose anything in substance. Because the tool has a solid university background, which means that the theory of business process management has been put into a different package. In the case of BPMTouch, an application that creates direct access to business process management for the user.

Files are generated that are compliant with the common BPM models. The collected data can be further processed in subsequent automation processes and lead to concrete digital results.

For this reason, BPM Touch fits very well into the portfolio of AXSOS, which can thus convey the fun of digitization to companies. But it also offers services with the AXON Ivy platforms, which are seamlessly connected to BPM. So you get the complete package with method, consulting and implementation- and all that with a certain fun factor!

What is the intuitive usability of BPMTouch characterized by?

We work with the colors red, blue and green, which symbolize different tasks and make it possible to generate a new view on the process. Manual tasks are green, partially automated tasks are blue and already automated tasks are red. This allows us to record the current status and provide an assessment in order to successively increase the degree of digitization. The more green tasks are registered, the higher the demand for digitization performance.

I would like to emphasize once again that we will not rationalize manual activities away. A process should only be optimized in such a way that the users have more time to do the things they are really good at.

With BPMTouch we have the possibility to create a strictly formal BPM diagram on the one hand or to model a process that is tangible for the business user through multimedia files on the other hand. This is an important aspect that the process is comprehensible for everyone involved.