

CSC e4SM AND BUSINESS PROCESS MANAGEMENT *CENTER OF EXCELLENCE*



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CSC's Centers of Excellence help clients explore state-of-the-art solutions with minimum up-front investment, leveraging CSC's top talent to maximize innovation and results. Each Center has a designated facility and staff who demonstrate and deliver solutions and evaluate products, methodologies and concepts.

As organizations develop their information systems platform strategy, process management and application integration have become primary considerations. e4SM is CSC's platform for systems and process integration, delivering business process management (BPM) solutions since 1998. CSC's e4 and BPM Center of Excellence helps clients make sense of the integration landscape by enabling process innovation under business control.

The Center advocates an operationally proven service-oriented architecture that defines, enables and manages the exchange of business information through a process view that incorporates employees, customers, partners, applications and databases. It brings together state-of-the-art technologies in the areas of middleware, application server, enterprise portal, process repository and process server software. The result: streamlined internal and external business processes, elimination of redundancies, increased automation and end-to-end visibility, control and accountability.

The e4 and BPM approach uses a scalable, robust, plug-and-play architecture suitable for the automation of relatively simple commodity processes as well as complex dynamic processes. It is most relevant where processes are fluid and difficult to coordinate across numerous parties and where the focus of management attention is on continual process optimization and improved decision-making.

The e4 architecture is based on preferred technologies, open standards and well-defined interfaces, allowing the delivery of complex systems in weeks that would otherwise take months or even years. The Center focuses on large-scale applications, providing industrial-strength solutions that support end-to-end transactional processes across a heterogeneous IT landscape. It embraces relevant open and de facto standards such as the Java 2 Platform Enterprise Edition (J2EE) and Business Process Management Initiative (BPMI) standards and schema, as well as industry standards such as Straight Through Processing (STP) and Supply Chain Standard Practice (SCOR). Using the e4 approach, organizations can be confident that their IT infrastructure can adapt quickly to business change.

“The mission of the CSC e4 and BPM Center of Excellence is to help customers, both internal and external, make sense of the business and technical integration landscape by enabling process innovation under business control, whilst showing dedication to the highest quality of customer service and displaying a sense of friendliness, individual pride and company spirit.”

— Ron Brown,
Technical Director, Global
Business Solutions, CSC

CAPABILITIES

The Center offers full life cycle expertise in BPM and e4 including, respectively: strategy, solution design, delivery and maintenance (BPM), and process discovery, deployment, execution, operations, optimization, simulation and analysis (e4).

Experts maintain working knowledge of a wide range of process tools, platforms and technologies covering the process life cycle, particularly in service-oriented architecture and process-oriented architecture.

To ensure that work conducted by the Center is adequately resourced, the Center’s staff is structured around an associates program. Associates include staff from CSC lines of service, vendors, suppliers and partners, and belong to one of five associate streams. The involvement of associates in the work of the Center depends on which stream they belong to.

The Center employs a manager who is responsible for the day-to-day running of the Center and is supported by a global leadership team that provides direction and guidance. The team comprises CSC chief architects and BPM experts from around the globe.

BENEFITS

Clients who use the Center are likely to see the following benefits:

- Reusable assets, such as process and integration
- Best-practice BPM methodology
- Automation of administrative tasks
- Reduced cost per transaction within processes
- Users enabled to access internal processes
- Improved regulatory and legal compliance
- Flexibility in processes and business agility
- Data and process integration across applications
- Reduction in elapsed process time
- Higher productivity per person
- Radically improved cycle times
- Reduced cost of capital through reduced operational and business risk
- Step-change improvements in responsiveness and business agility

The Center maintains a strategic relationship with Intalio Inc., a leading provider of transactional BPM systems. CSC and Intalio co-founded the Business Process Management Initiative (BPMI.org) in 2000. CSC’s Howard Smith is co-author of the business bestseller, *Business Process Management: The Third Wave*.