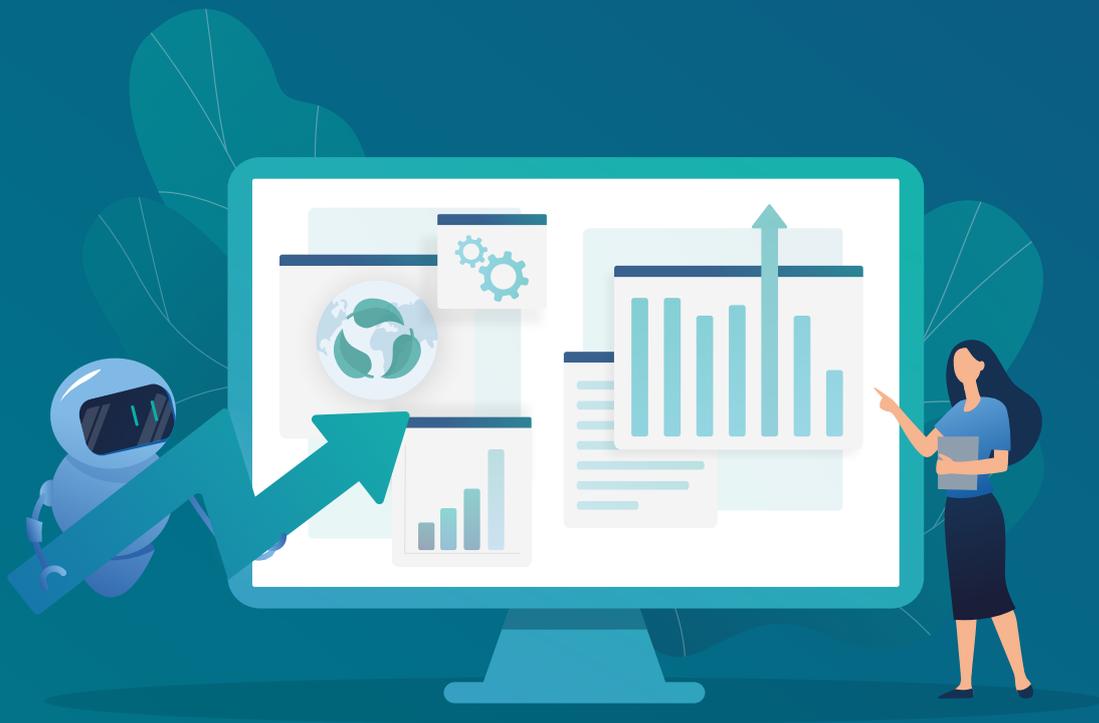


BPM TRENDS 2024 – THE FUTURE OF BPM



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CHARTING THE FUTURE: KEY TRENDS IN BPM FOR 2024 AND BEYOND

Where is the Business Process Management field headed in 2024? What will be on the agenda, and where should Chief Transformation Officers, Business Analysts, Process Practitioners, and Industry Experts focus their efforts to elevate the BPM landscape?

We have compiled a range of topics that represent the next frontiers of BPM's evolution. Explore the dynamic synergy between AI and BPM, and delve into how Government, Risk, and Compliance align with the path to success in Business Process Management. Across all five themes, there's a common thread: Digital Transformation. Whether you represent a small or a large company, it's becoming increasingly evident that in 2024, businesses that haven't yet embarked on their BPM journey will start leveraging its single source of truth and end-to-end process transparency to accelerate their path to success.

„Business Process Management takes center stage in one of the most significant technological trends of our time – the modernization of businesses through process-driven transformation. Companies that do not invest in cutting-edge innovations such as process automation using No Code and Low Code, agile and AI-powered process optimization, and data-driven IT transformation may find themselves obsolete in 2 to 3 years, lacking competitiveness in the rapidly evolving landscape.“

- Gregor Greinke, Founder and CEO of GBTEC



THE SYNERGY OF AI AND BPM IN MODERN BUSINESSES

Artificial intelligence (AI) has undergone remarkable progress in recent years and has found widespread integration across various business domains, eventually filling the entire corporate landscape.

The deployment of AI in process management has opened unprecedented opportunities for enhancing efficiency and addressing complex challenges. It already shows significance in accelerating business process transformation, serving as a major tool for the upcoming era of innovation, operational excellence, and improved communication.

AI AND BPM – UNLEASHING A WORLD OF REMARKABLE OPPORTUNITIES

While earlier artificial intelligence applications were often limited to specific functions, technology's continued evolution has enabled a deeper understanding of human-like communication, context, and, notably, process management. The latest developments in AI technology have unlocked remarkable capabilities regarding process design, process simulation, process optimization, process automation, intelligent decision making and predictive analytics. The infographic on the next page illustrates the array of AI capabilities already accessible or soon to arrive, poised to catapult companies towards faster and more effective process transformation achievements.

AI AND BPM – A REAL DREAM TEAM

The introduction of AI-supported process management has revolutionized the way companies approach automation and optimization, leading to increased efficiency and profitability. As AI continues to evolve, businesses can anticipate even more opportunities and potential applications in the BPM sphere.

AI has already made a significant impact in process mining, which involves data-based analysis of processes and will play a crucial role in supporting other areas such as process design, automation, and optimization as shown in the infographic. Companies can create custom algorithms, which are tailored to their specific business requirements while leveraging reliable third-party solutions to complement their operations.

ELEVATING BUSINESS PROCESS MANAGEMENT THROUGH THE POWER OF ARTIFICIAL INTELLIGENCE

PROCESS DESIGN



- ✔ Automatic generation of process descriptions for better documentation and communication.
- ✔ Conversational process modeling with AI for user-friendly process diagram creation.
- ✔ AI acting as a process modeling assistant, suggesting activities, decision points and detecting errors.

PROCESS SIMULATION



- ✔ AI supports process simulation by analyzing historical data.
- ✔ Machine learning and deep learning identify patterns and dependencies.
- ✔ Companies can simulate scenarios, calculate KPIs, and make informed decisions.

PROCESS AUTOMATION



- ✔ AI enables process automation through software bots.
- ✔ Automation extends from simple workflows to complex, multi-stakeholder processes, improving resource utilization.
- ✔ AI handles manual, repetitive, and rule-based tasks, speeding up processes and reducing costs.

PROCESS OPTIMIZATION / PROCESS MINING



- ✔ AI supports process analysis and improvement through process mining.
- ✔ Real-time monitoring allows for immediate intervention and decision-making based on up-to-date information.
- ✔ AI automates process discovery, identifies deviations, and uncovers weaknesses.

INTELLIGENT DECISION MAKING



- ✔ Significant decisions involving multiple stakeholders are often time-consuming.
- ✔ AI supports complex situations by providing extensive information, simulating scenarios, and suggesting optimal decisions.
- ✔ AI can also automate decisions based on rules, patterns, or algorithms, reducing errors, and speeding up the process.

PREDICTIVE ANALYTICS



- ✔ AI is used for process and risk predictions based on historical data analysis.
- ✔ Predictions help proactively address bottlenecks, respond to market changes, and adjust processes.
- ✔ Applications include credit risk detection, pricing strategies, machine maintenance, and customer satisfaction improvement.

ADVANTAGES OF AI-DRIVEN BPM

- ✔ Increased productivity
- ✔ Enhanced quality
- ✔ Extensive data analysis
- ✔ Full objectivity
- ✔ Real-time decisions
- ✔ Effective risk management

AI AND BPM – A FUTURE PERSPECTIVE

AI's future will involve heightened verticalization, leading to the creation of customized AI technologies for specific use cases. This approach will result in improved performance and targeted solutions to intricate business problems.

A promising strategy involves concentrating AI technologies on specific subjects or task areas to yield optimal outcomes. As process management itself is a complex discipline,

it is key to develop technologies tailored to precise requirements.

General AI models may struggle to manage the multitude of subtleties, and data involved. Through the development and concentration of vertically specialized applications, companies can allocate resources more efficiently. However, human review of AI-generated results ensures its accuracy and reliability. Therefore, a combination of human expertise and AI technology often yields the best outcomes.

INTEROPERABILITY AND RESTFUL APIS

In a world where software has taken over industries, seamless interoperability of systems and transparency of all embedded applications are at the forefront. When acquiring new applications, businesses must carefully consider their compatibility and interoperability within the larger technological ecosystem. As digital tools like no-code/low-code automation, digital twins, AI, etc., are widely used, systems need to connect seamlessly, share data securely, and operate at scale.

So, what serves as the bedrock of this interoperability among applications? The utilization of Rest APIs.

A REST API, short for Representational State Transfer Application Programming Interface (or RESTful API), adheres to the principles of the REST architectural style and facilitates interactions with RESTful web services. The concept of REST was conceived by computer scientist Roy Fielding and has since become a keystone in the digital transformation landscape.



THE CRUCIAL ROLE OF REST APIS:

Rest APIs establish a robust foundation for stability and scalability, serving as the cornerstone of modern IT architecture and embodying the essence of an API-first mindset for IT architects and developers. Recognizing their pivotal role is imperative, driven by several key factors:

1. Security Compliance

As data breaches and cyber threats are large, Rest APIs offer robust security features. They enable businesses to establish secure channels for data exchange and protect against vulnerabilities. This ensures that sensitive information remains protected as it flows across different systems and applications.

2. Governance Streamlining

Maintaining order and oversight in a rapidly evolving technological landscape is very challenging. Rest APIs streamline governance by providing standardized ways

of interacting with applications. They enable businesses to enforce consistent policies and practices, promoting a cohesive digital environment that is easier to manage and audit.

3. Smoother Operations

Rest APIs make it possible to automate various processes, reducing manual intervention and the associated risks of errors. This not only saves time but also minimizes the potential for human error, ensuring smoother operations.

As the digital transformation powerhouse continues to reshape industries, interoperability through Rest APIs is important for sustainable success.

ADVANCING PROCESS MANAGEMENT THROUGH SEAMLESS API INTEGRATION

The synergy between BPM and REST APIs is not just advantageous but often pivotal in driving seamless, efficient, and responsive business processes. The fusion between processes and the application ecosystem unleashes a world of possibilities, from enhanced automation to real-time collaboration, allowing businesses to thrive in an increasingly interconnected and data-driven environment.

Synced Tools and Processes

Integrating diverse software components and services into business processes bridges information silos, facilitating efficient data exchange and process coordination.

Real-time Actionability

REST APIs empower real-time communication and updates, vital for time-sensitive actions or responses in business process management. IT systems act as external process participants, expediting process execution through initiation, pausing, continuation, or conclusion.

Enhanced Automation

REST APIs drive the automation of business processes by enabling seamless communication between different software components. This reduces the need for manual intervention, enhances efficiency, and lays the groundwork for comprehensive end-to-end automation.

Unified Data Access

Providing controlled access to data and services, REST APIs are integral for business process management. This ensures centralized and secure data sharing among various process participants, fostering improved team coordination and collaboration.

In summary, REST APIs serve as the lifeblood of business process management, amplifying connectivity, automation, data accessibility, and real-time communication. This integration holds an era of heightened efficiency and effectiveness, propelling businesses toward sustained success in an interconnected and data-driven environment.

INTERLINKING BPM AND GRC

The challenges that defined the previous year have not only endured but have grown in complexity, accompanied by a wave of regulatory requirements.

Operational resilience, far from being a buzzword, is more important than ever. The current environment demands levels of transparency, an overwhelming amount of information, and seamless data flow. Consumers have become thorough evaluators, holding businesses accountable for their integrity. Nowadays, they are inclined to shift their loyalty away from enterprises that fail to meet the soaring expectations of their clientele.



The path forward lies in the harmonization of a company's Business Process Management (BPM) strategy with its Governance, Risk, and Compliance (GRC) framework. It enables organizations to identify and manage potential risks with greater effectiveness. Whereas in the past, companies often tended to consider the areas separately from each other, the future entails a merger of these two giant domains.

„Undoubtedly, in the dynamic landscape of today, businesses must become increasingly resilient. This involves both the internal as well as the external dimension. Process management serves as the core, defining the essence of a company and specifying how organizational workflows should unfold. GRC management can be likened to layers of onion rings, forming a protective shield around the core to ensure that the company is safeguarded and can evolve effectively.“

- Samuel Brandstaetter, Head of Product Line GRC & Managing Director GBTEC Austria

THE GAME-CHANGING BENEFITS OF A POWERFUL BPM AND GRC PARTNERSHIP

The convergence of Governance, Risk and Compliance with Business Process Management represents a powerful alliance that brings about a range of strategic advantages for organizations.

Enhanced Visibility and Control

Combining GRC with BPM provides a comprehensive view of an organization's processes, risks, and compliance requirements. This visibility allows for more effective management, monitoring, and mitigation of risks and compliance issues in day-to-day business and while performing operational tasks.

Proactive Risk Management

The integration of GRC and BPM enables organizations to identify and address risks at the earliest possible stage. This proactive approach helps in preventing issues before they escalate, safeguarding the organization's reputation and financial stability.

Regulatory Compliance

By embedding compliance requirements directly into BPM workflows, organizations can ensure that processes adhere to relevant regulations and standards. This not only reduces the risk of non-compliance but also streamlines regulatory reporting.

Data-Driven Decision-Making

GRC and BPM integration provides access to data that can be used for informed decision-making. Data analytics and reporting capabilities allow organizations to make strategic decisions based on tangible insights.

Streamlined Audits

The combination of GRC and BPM simplifies the audit process. Auditors can easily access process data and compliance records, which expedites audits and ensures accuracy.

The GRC arena is experiencing a renaissance driven by emerging technologies such as Artificial Intelligence (AI), Machine Learning (ML), and predictive analytics. These innovations offer a twofold advantage – risk mitigation and the illumination of unseen opportunities. The real-time dashboards and transformative insights they provide are critical to strengthening a business's resilience, ultimately contributing to better governance and overall business outcomes.

GREEN BPM: PIONEERING SUSTAINABILITY FOR A BENEVOLENT ENTERPRISE FUTURE

The urgency of sustainability is omnipresent. Organizations face growing pressure to evaluate their environmental impact, adopt eco-friendly practices, and maintain operational transparency.

REVOLUTIONIZING ENTERPRISES WITH GREEN BPM

Green BPM offers a systematic approach to identify, evaluate, and enhance business processes with sustainability and environmental objectives in mind. The looming threats of species extinction, escalating CO2 emissions, marine pollution and climate change have resulted in new demands for companies. Prioritizing sustainability and embracing environmental responsibility is no longer optional, but essential.

The goal of adopting innovative technologies via Green BPM is to instill confidence in employees, investors, and consumers as well as strengthen the competitive edge of organizations. Moreover, it is set to play a significant role in various business areas, driving digital transformation and further supporting sustainability efforts.

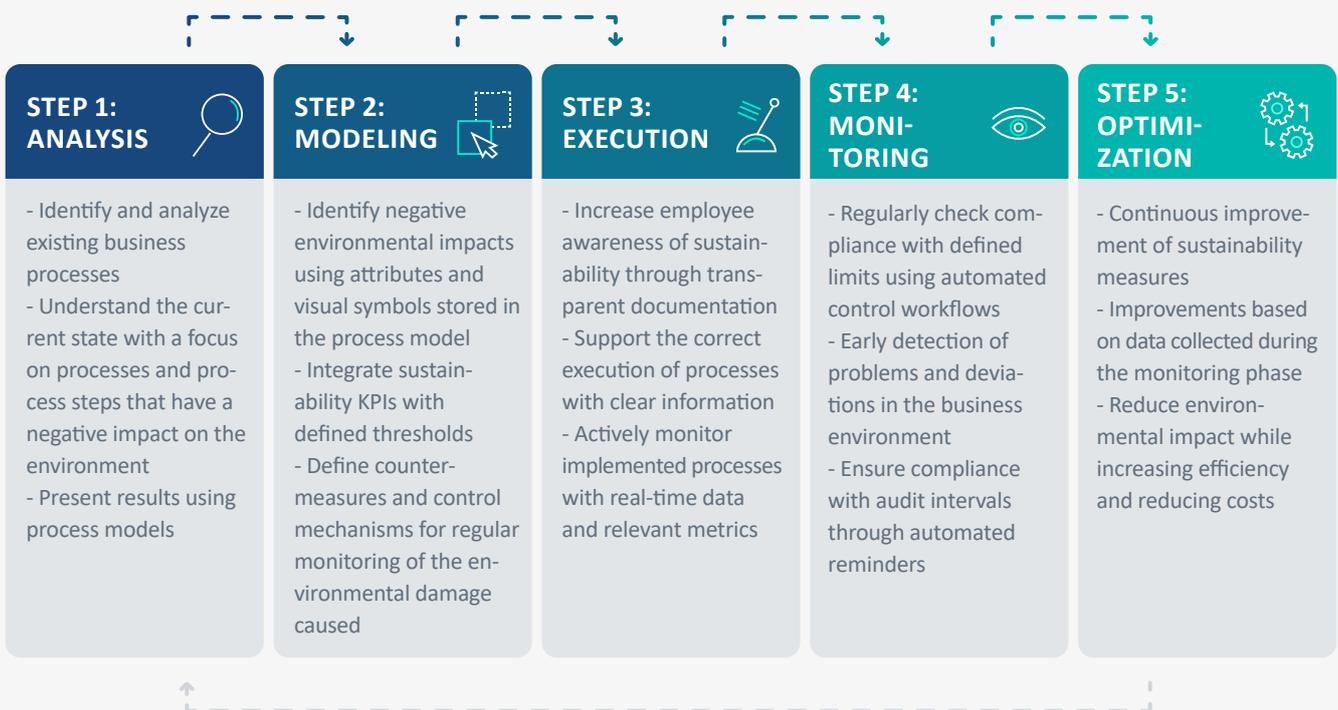
Embracing Green BPM can lead to enhanced trust, credibility, and loyalty among all stakeholders. By implementing innovative technologies and adopting sustainable practi-

ces, companies can secure a solid position in the market for years to come; enterprises that embrace change and proactively implement sustainable practices are poised to thrive in an evolving economy.



DRIVING SUSTAINABILITY VIA GREEN BPM

So, it is and will be key to assess and optimize business processes with the aim of environmental sustainability. A Green BPM approach centers around two main areas of analysis, namely the environmental impact of the materials and resources used for each activity, and the evaluation of how each activity can be optimized. Consequently, Green BPM processes align with BPM lifecycle stages, but with greater emphasis on sustainability.



To ensure the successful integration of Green BPM in companies, it is imperative to monitor business processes using KPIs and reports tailored for this purpose.

Key performance indicators may include:

- ✔ Energy and water consumption
- ✔ Carbon footprint
- ✔ Recycled materials
- ✔ and the amount of waste generated



PIONEERING ECO-FRIENDLY BUSINESS PROCESSES WITH GREEN BPM

Green BPM emphasizes integrating green practices into various business processes with innovative strategies that not only prioritize environmental sustainability but also advocate for a broader commitment to social responsibility. By pioneering these sustainable practices, the aim is to shape a benevolent and ethically sound future for enterprises, fostering a positive impact on both the business landscape and the broader community.

STREAMLINING PROCESSES WITH BPM AND NO-CODE/LOW-CODE

Businesses are increasingly turning to innovative solutions to streamline their operations, and at the forefront of this emerging trend are Business Process Management (BPM) and no-code/low-code development platforms.

While both employees and management are keen on leveraging the benefits of faster and more reliable processes via digitization and automation, there is a significant gap in the required IT resources. Fortunately, no-code/low-code technologies offer solutions by enabling departments to digitize their processes quickly and cost-effectively, without extensive programming knowledge.

STRIVING FOR DIGITAL EFFICIENCY

Organizations still rely significantly on manual processes and convoluted BPM systems, often leaving out the requirements of end-users.

As the trend of adopting agile business techniques for more digital efficiency continues, companies need to prioritize streamlining their operations - even for smaller user groups - by eliminating inefficient methods and simplifying procedures.

Here the use of no-code and low-code platforms can significantly aid in attaining digital efficiency in the fast-moving marketplaces of tomorrow.



EMPOWERING PRODUCTIVITY: THE TRANSFORMATIVE IMPACT OF NO-CODE AND LOW-CODE TECHNOLOGIES

By eliminating time-consuming and error-prone manual processes, automation paves the way for enhanced customer satisfaction and overall business success. Simple processes, once automated, drastically reduce the likelihood of errors, resulting both in cost and time savings. But the benefits don't stop there.

Businesses can elevate employee satisfaction, ensure regulatory compliance, and achieve greater agility through automation. The rising popularity of no-code and low-code platforms is democratizing automation, making it accessible to individuals without extensive programming skills. Processes can now be digitized and automated without the need for complex workflow projects, propelling businesses to new heights.

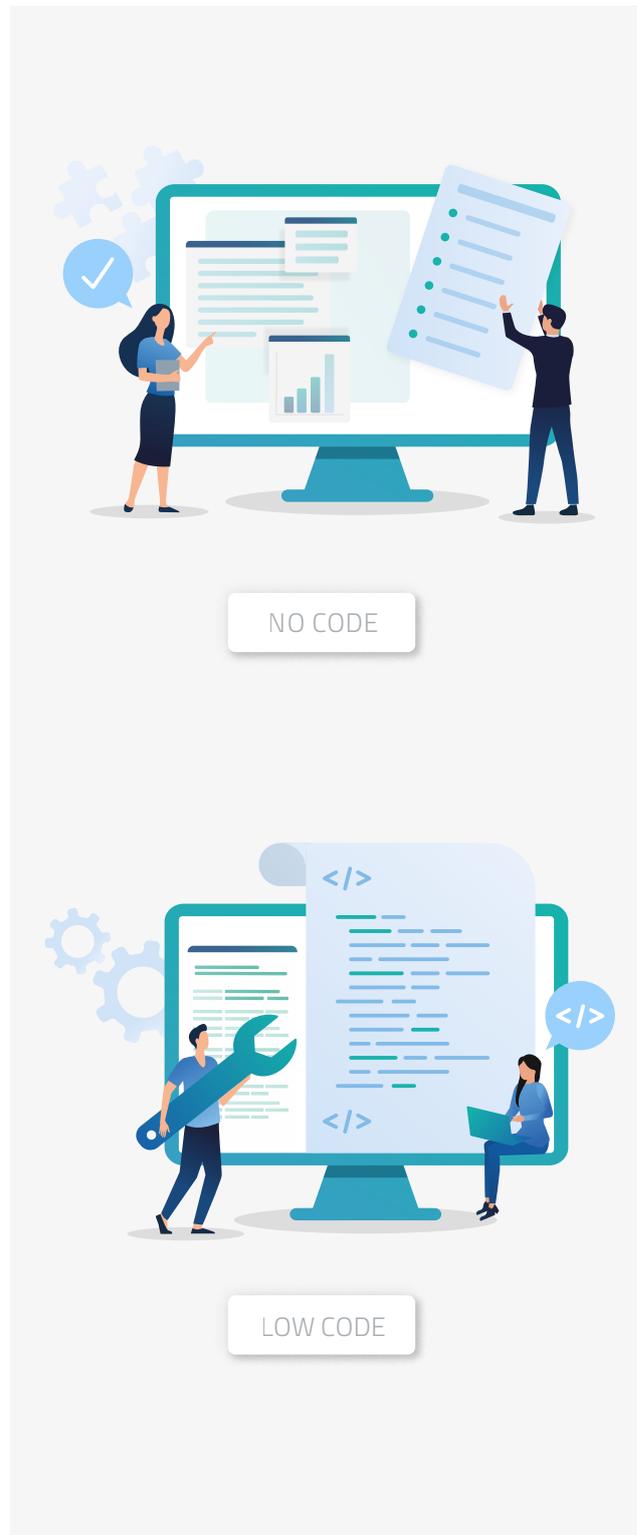
THE PATH TO AN AGILE BUSINESS TRANSFORMATION

While BPM involves the systematic design, execution, monitoring, and optimization of business processes to enhance overall efficiency, it provides a structured approach to identifying, mapping, and managing processes, ultimately enabling organizations to align their activities with strategic goals.

On the other hand, no-code/low-code technology empowers individuals with varying technical expertise to create applications and automate processes without the need for extensive coding. This democratization of application development accelerates the delivery of solutions, allowing businesses to respond swiftly to changing demands.

Together, BPM and no-code/low-code present a powerful synergy, offering organizations a comprehensive toolkit for process optimization. This integration facilitates rapid innovation, reduces dependency on traditional development cycles, and empowers business users to actively participate in shaping and refining their processes.

From enhancing operational efficiency to fostering a culture of continuous improvement, this dynamic duo promises to transform how businesses operate in our fast-paced digital age.

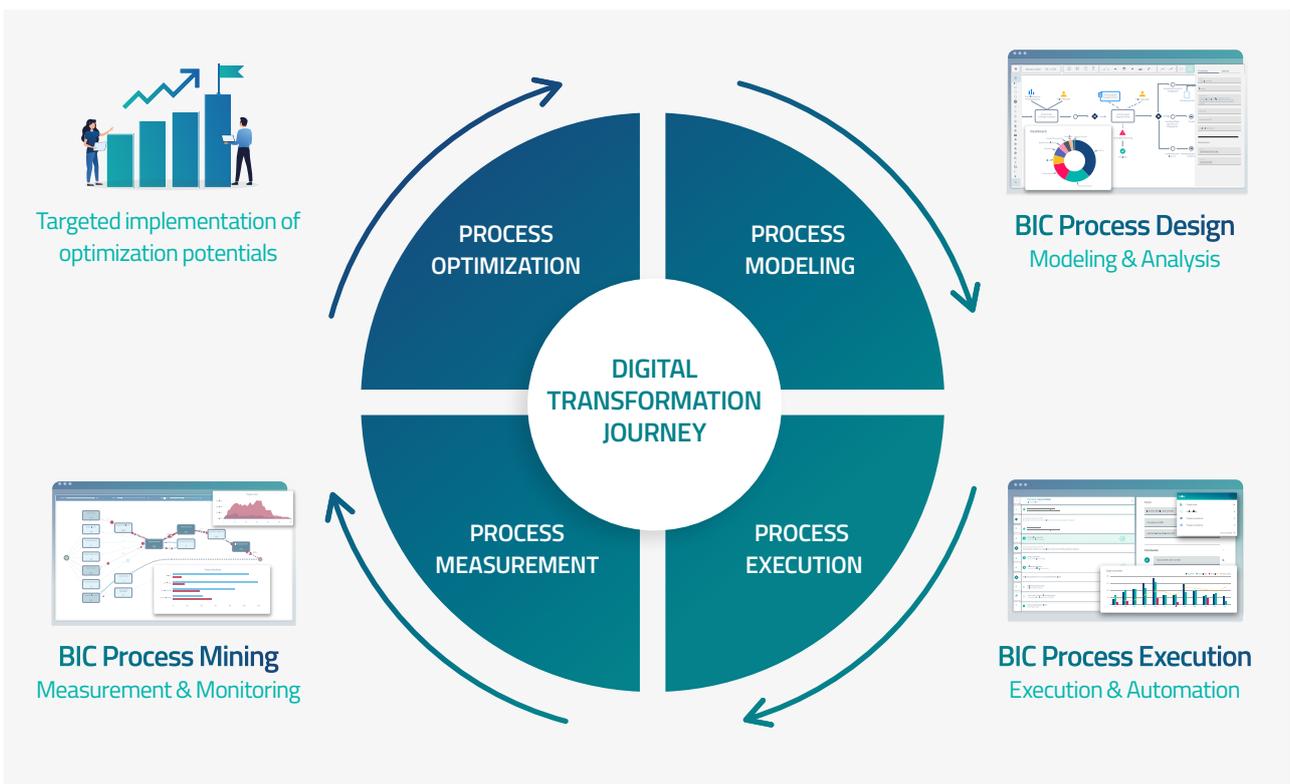




COVER THE ENTIRE DIGITAL TRANSFORMATION LIFECYCLE WITH BIC

From process modeling to automation and monitoring - with BIC you choose an innovative all-in-one suite for streamlining your business processes. Rely on best-of-breed technologies, state-of-the-art design and powerful features. BIC Platform supports the entire lifecycle of business process management and thus forms the optimal basis for a continuous improvement process. With our years of consulting expertise and services such as the Modeling Factory or our Training Academy, we enable you to implement your BPM projects quickly and professionally.

Let 2024 be your year: Get the best out of your processes and master all the challenges of digital transformation with BIC.



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