BIC Factory Services

Industrialize your Process Management

Do you want to outsource administrative process management related tasks? We can help with our Factory Services that regularly check master data on your BIC system and perform quality assurance as well as input-based process modelling tasks on demand. Furthermore, you will receive regular SLA Reporting by your dedicated Service Manager.

Master Data Management

Continuous Administration

Input-based Process Modelling

Integrated Quality Assurance

Experience our consulting services in a new format

Choose your Factory Services Plan

FACTORY SERVICES ,BASIC'

- 208 service hours p.a.
- Outsourcing of regular administrative tasks
- Service Manager

FACTORY SERVICES ,STANDARD'

- Extended service contingent (416 hours p.a.)
- Outsourcing of regular administrative tasks
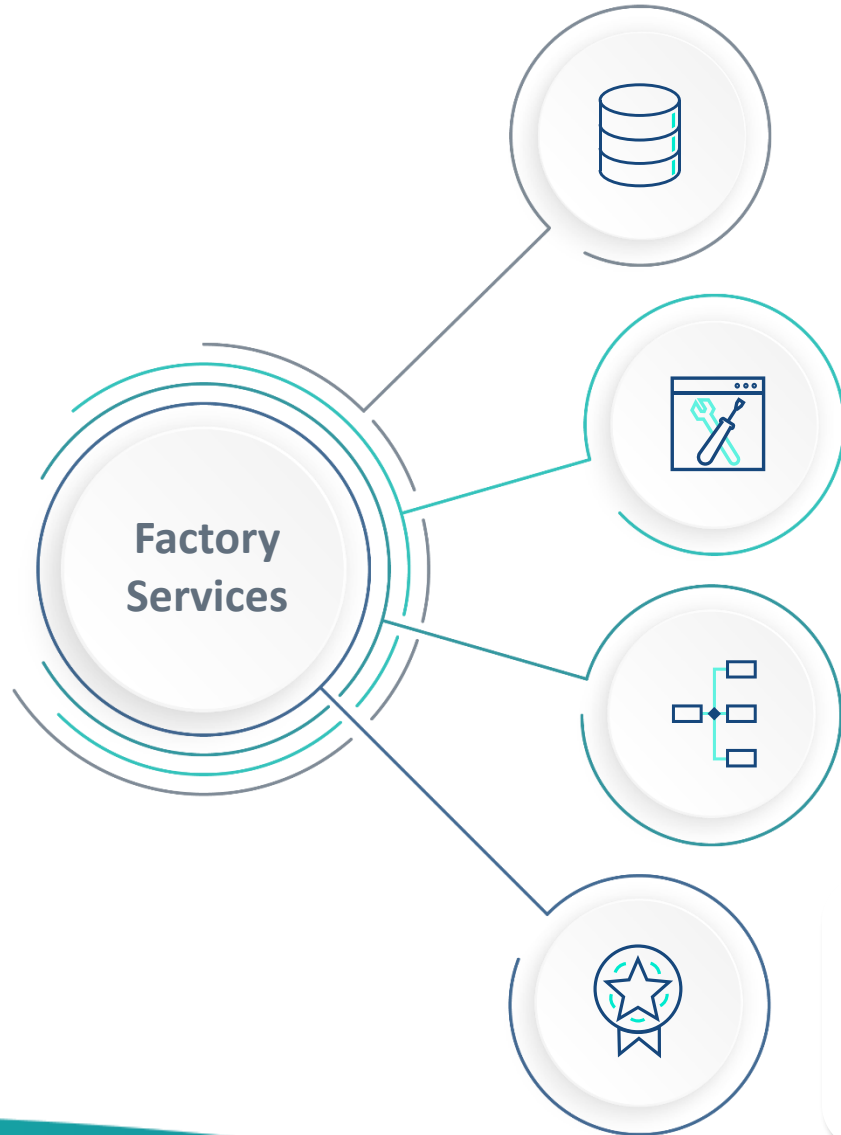- Service Manager

FACTORY SERVICES ,CORPORATE'

- Corporate service contingent (624 hours p.a.)
- Outsourcing of regular administrative tasks
- Service Manager

★ Incident Management Technical Support & SaaS Operations

GB TEC

BIC Factory Services: Outsource regular, administrative tasks

Factory Services

Master Data Management

Our Process Factory experts maintain your BIC Design catalogue according to your conventions manual. Elevate standardization of your BPM system to the next level with high master data quality.

Continuous Administration

We provide proper adjustment of all BIC administrative configurations and setting of user authorizations according to your needs.

Input-based Process Modelling

Send process drawings in various formats like Word or Visio to our Process Factory. We will transform these drawings into BIC process models and this way relieve your internal capacities.

Integrated Quality Assurance

Integrate our Process Factory to support your process release cycle. We will perform Examiner tasks for you and check proper modeling quality. This leads to a universal level of quality throughout the process landscape.

BIC Factory Services - detailed view

Master Data Management

You need to regularly ensure the quality of the master data stored in your BIC catalogue? Our experts will maintain your BIC catalogue using your conventions manual and ensure correct spelling, consolidation of redundant master data as well as deletion of unnecessary master data.

Examples

- Several process modelers create catalogue entries for the same document. Our Process Factory experts will consolidate these entries.
- Role objects in the catalogue include incorrect spelling. The Process Factory experts will correct the naming of these objects.

Process: Service is provided by a team of Process Factory experts in German or English. The service will be performed regularly without prior request. The service prioritization and frequency can be adjusted flexibly upon mutual agreement throughout the contract period.

Response time: Feedback within 2 working days

Continuous Administration

Your have regular requirements regarding change of BIC administrative settings like adjusting the layout assistant configuration or performing changes regarding the user authorization roles? Our experts will perform these administrative configurations.

Examples

- Several users that currently have the user role "Author" now need the user role "Editor". Our experts will change the roles of the users for you.
- Catalogue suggestions for role objects are not allowed anymore in your modeling conventions. Our experts will adjust the configuration for you.

Process: Service is provided by a team of Process Factory experts in German or English. The service will be performed upon your request.

Response time: Feedback within 2 working days

BIC Factory Services - detailed view

Input-based Process Modelling

You have process drawings that are created in Visio, Word or other similar formats and you want them to be transferred into your BIC system? Our Process Factory experts will transfer your process drawings into your BIC system using your modelling conventions and existing master data from your system.

Example

Within a project several project members create process drawings in Visio. This process documentation shall be transferred into BIC BPMN 2.0 process models. Send the existing drawings to our experts who will create the corresponding process models for you in BIC.

Process: Service is provided by a team of Process Factory experts in German or English. The service will be performed upon your request.

Response time: Feedback within 2 working days

Integrated Quality Assurance

Process adaptions or newly created process models ae regularly released and published in your organization. Within the process release cycle every process model need to be checked regarding compliance with your modeling rules. Our Process Factory experts will perform these Examiner tasks for you so you can focus on other valuable tasks like process improvement, etc.

Example

Several process models have been newly created by one of your process modelers. The release process has been started and our experts start checking the created models e. g. regarding correct use of BPMN 2.0 modeling standard as well as maintenance of your mandatory attributes. All findings will be documented and can then be adjusted to provide high quality process models-

Process: Service is provided by a team of Process Factory experts in German or English. The service will be performed for each process release.

Response time: Feedback within 2 working days