SERVICE DEFINITION

Service Definition – Lean and agile process modeller and suite

Contents

Engage Process Modeler

The Number 1 Lean process modeler in Holland used by public and private sector blue chip companies. With 3000 active users spread 50/50 across public and private sectors. Over 100 Local Authorities in Holland (25%) use the tool. Replace post it and paper workshops with live process mapping. It enables you to map your processes in a workshop friendly tool, share your processes immediately after the workshop with stakeholders and encourage greater participation. Do more for less with this Business Analyst friendly tool.

SaaS / Cloud advantages
(software as a service)

| Traditional	ENGAGE SaaS
High license costs.	Annual subscription.
1 license per user.	Share subscription in organization.
Server needed.	Not needed.
Costs of implementation.	Up and running in 1 hour, no costs.
Technical support.	Included.
Maintenance fee 20% .	Not needed.
SLA needed.	All support is included.
Install new versions.	Upgrades included 3-4 times per year.

Easy of use

Scalable

Favorable pricing

ENGAGE PROCESS
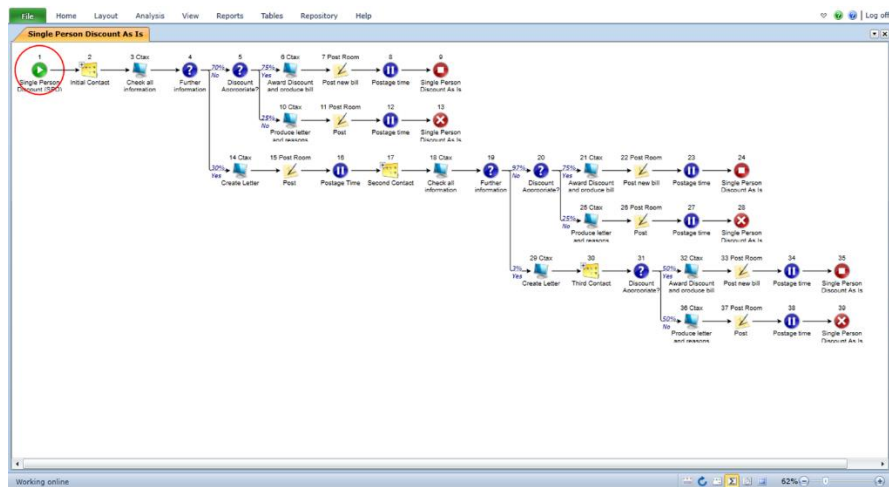
This is the most user friendly mapping tool on the market. Never draw a line, never move boxes around to insert a forgotten step, no need to redraw a map to look at a role or system swim lane, just click a button to look at a new perspective. Need to add additional attributes to steps (such as location or phase)? Then just add a table and add to your process maps.
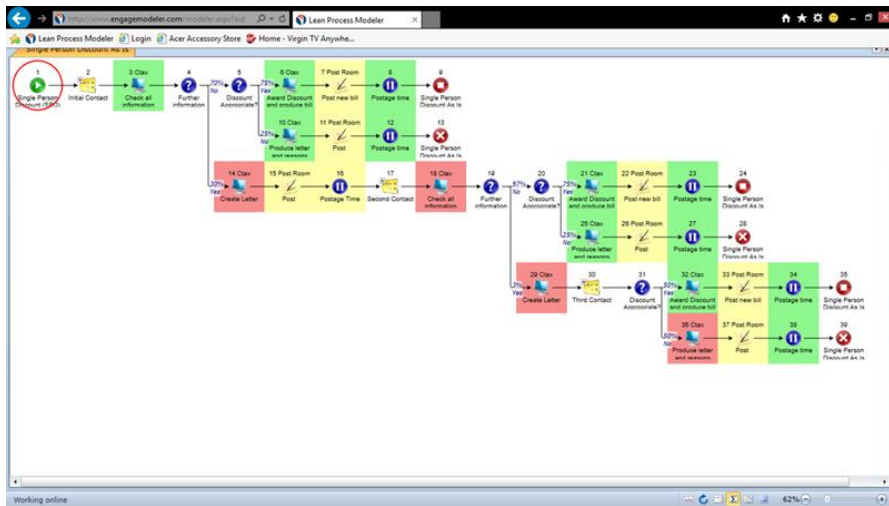

Don't waste time writing up workshops, use those workshops more effectively to focus on the processes and to add break time, costs and processing time to your process steps. Apply a lean approach to your process improvement engagements.

ENGAGE PROCESS MODELER
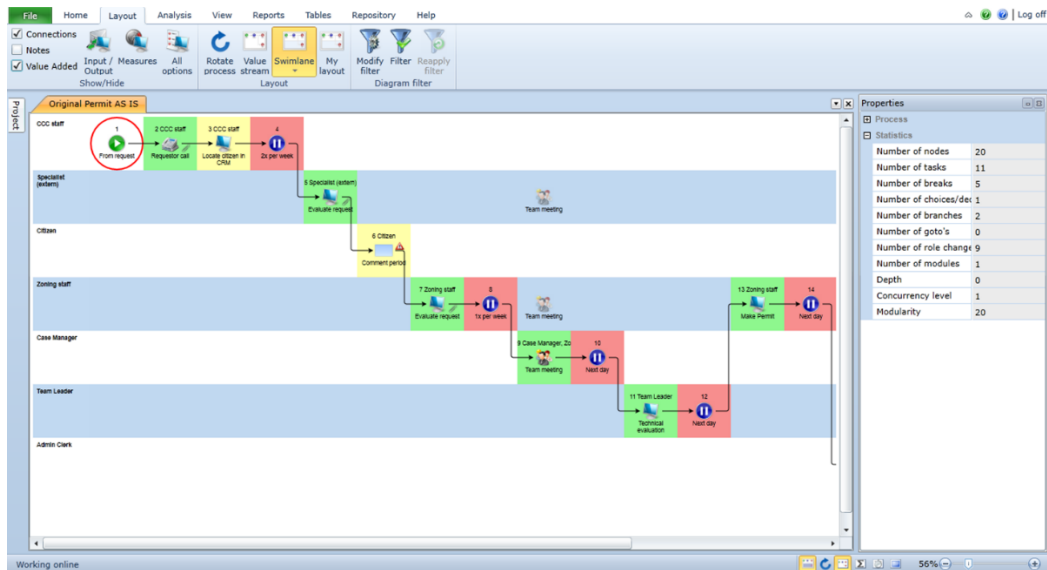
The modeler uses user friendly business focused icons to help with engagement and aid understanding. Add a value chain to your process steps and enrich maps with inputs and outputs to your steps. Analyze your processes through multiple perspectives from a single map.
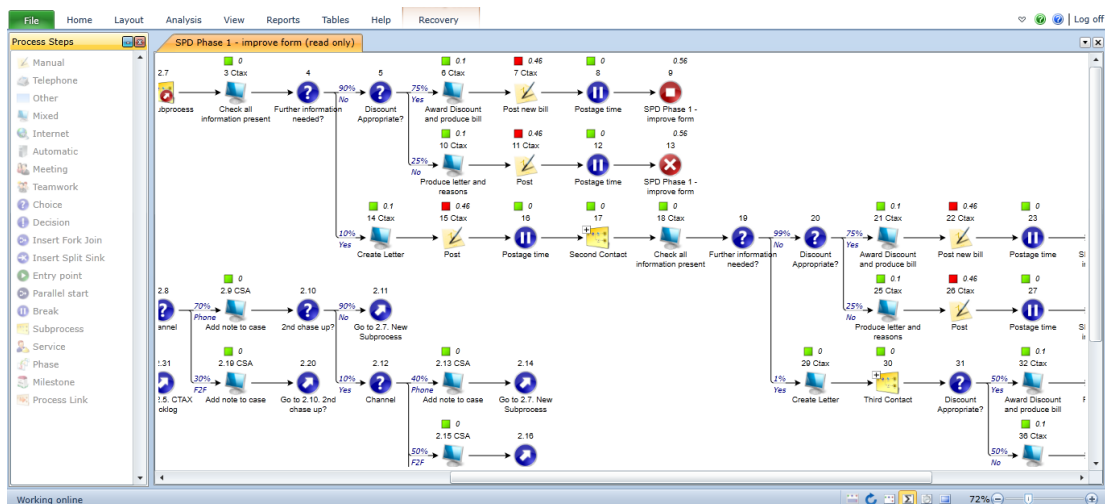
Easily highlight areas of concern and opportunities for improvement in the process viewer. Take the process onto another level and simulate the effect of the resources on your process delivery.

ENGAGE PROCESS MODELER
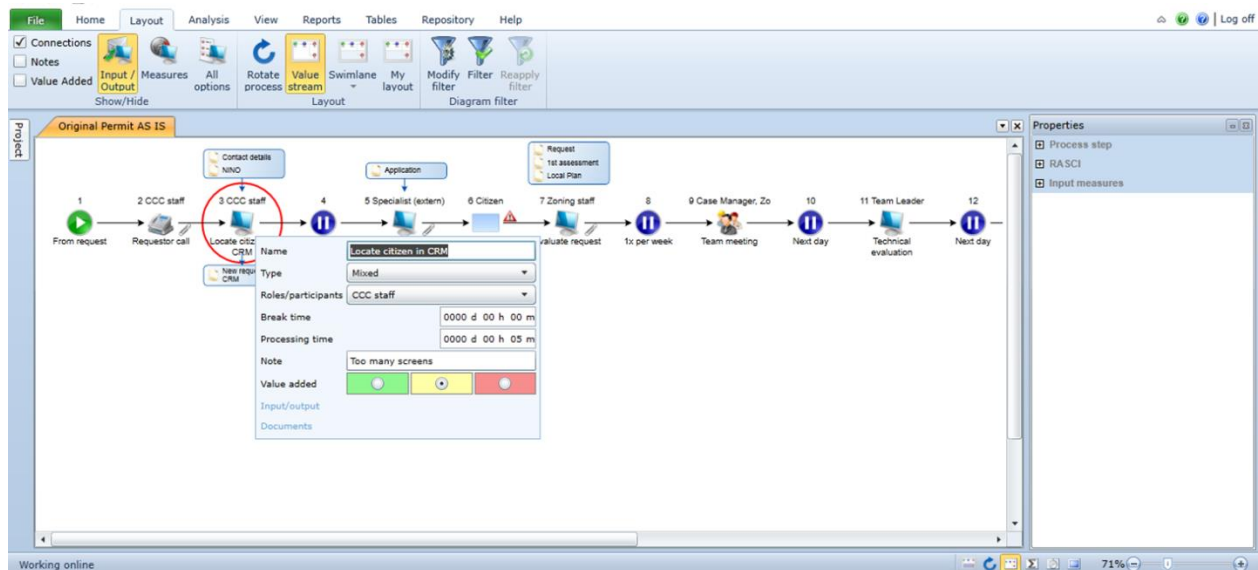
Accurately cost your processes, capturing processing and break times in your workshops. Compare your As Is and To Be processes and make easy business cases for change.
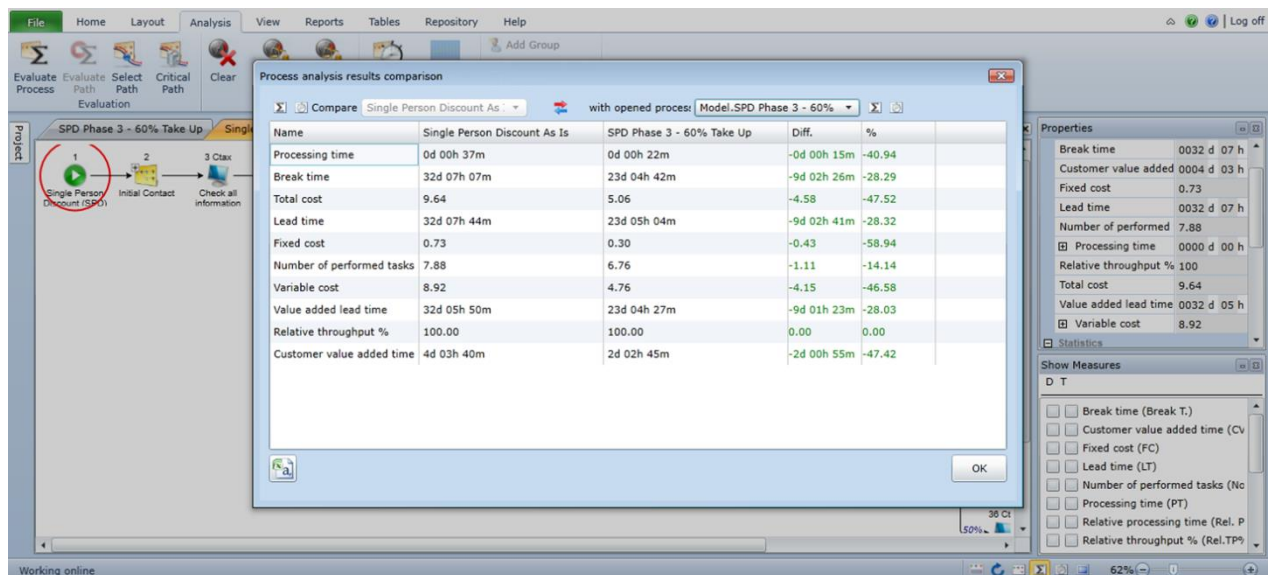
Easy export of maps to visio, pdf or image files and process metrics to excel. Generate your business cases direct from your process maps and compare costs and benefits of different

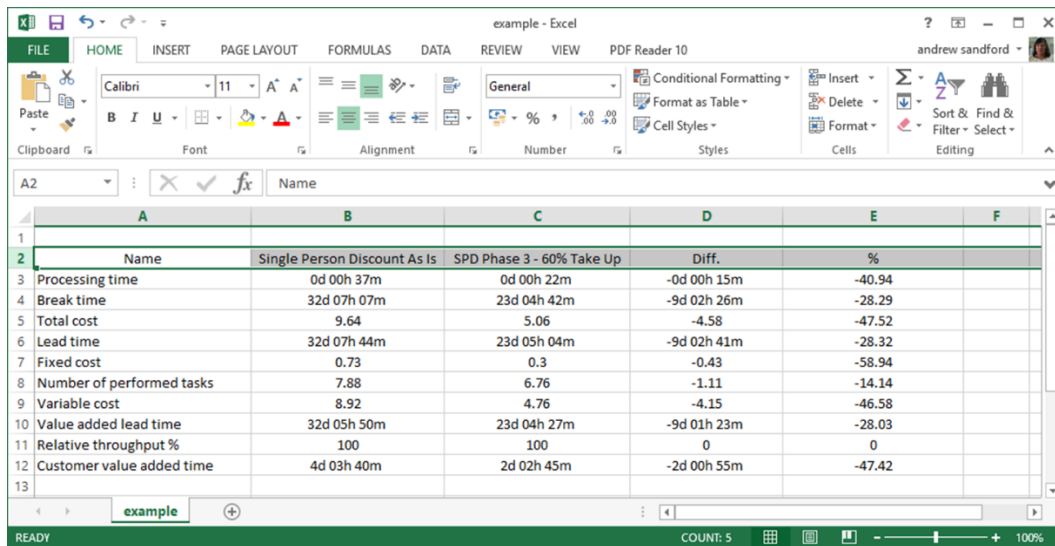process improvements or project phases. Justify that investment in new systems or integrations with hard facts.

	Name	Single Person Discount As Is	SPD Phase 3 - 60% Take Up	Diff.	%
3	Processing time	0d 00h 37m	0d 00h 22m	-0d 00h 15m	-40.94
4	Break time	32d 07h 07m	23d 04h 42m	-9d 02h 26m	-28.29
5	Total cost	9.64	5.06	-4.58	-47.52
6	Lead time	32d 07h 44m	23d 05h 04m	-9d 02h 41m	-28.32
7	Fixed cost	0.73	0.3	-0.43	-58.94
8	Number of performed tasks	7.88	6.76	-1.11	-14.14
9	Variable cost	8.92	4.76	-4.15	-46.58
10	Value added lead time	32d 05h 50m	23d 04h 27m	-9d 01h 23m	-28.03
11	Relative throughput %	100	100	0	0
12	Customer value added time	4d 03h 40m	2d 02h 45m	-2d 00h 55m	-47.42

All this functionality and much more is available in the basic process modeler. You will never go back to visio or to paper after using this excellent mapping tool. Easily export your maps and analysis to multiple formats (word, pdf, visio, excel to name but a few) and compare your As Is and To Be process costs and timescales.

ENGAGE PROCESS MODELER
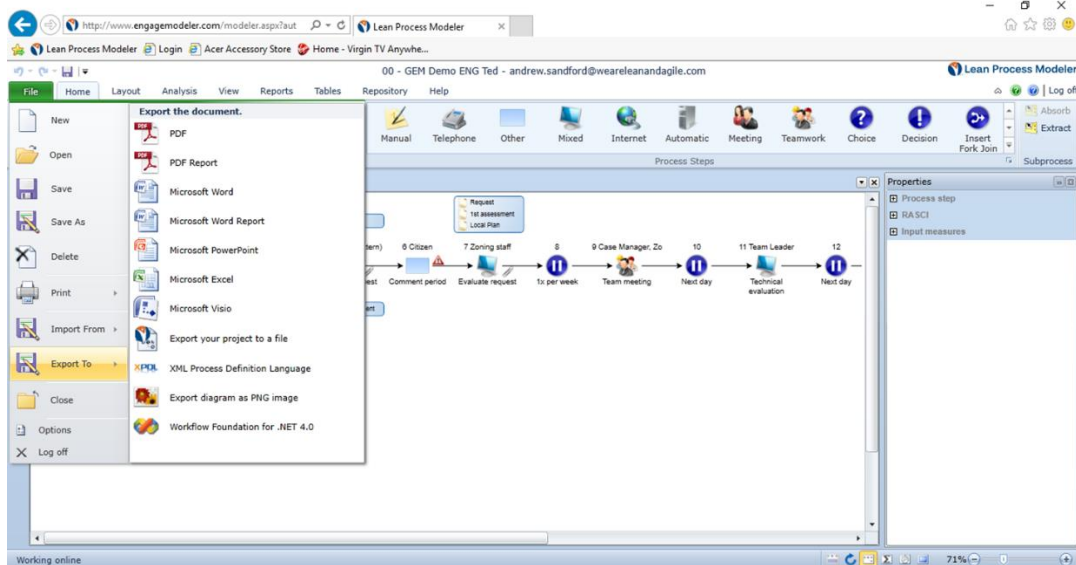
Need to deliver significant business improvements and efficiencies? Then this is the tool for you. Considering integrating or implementing a new system? Then get the real process data and understanding to inform your choices.

BENEFITS

- Accurate capture of process costs and timescales
- Process timescales mapped
- Workshop friendly
- Offline capability
- Analysis tools to assist process analysis and improvement
- Engaging for your stakeholders with user friendly symbols
- Agile process development with no more post workshop write ups
- Easily compare process improvement options with costs and benefits identified
- Share maps straight out of workshops to save time and speed up BPR exercises
- Brainstorm and SWOT analysis through engaging electronic applications for apple, android, windows, blackberry as well as traditional desktop or laptop collaboration

ENGAGE PROCESS MODELER

- Easy export to standard formats for report or business case creation
- Model and cost processes and their improvements
- Simulate your processes to understand bottlenecks or to design new service delivery requirements
- Try new options and compare the impact on cost, time and quality
- Cloud based for easy scalability and sharing
- 4 yearly updates at no cost and excellent support at no additional cost
- No onboarding costs and up and running within an hour
- License cost complete covered by time saving for analysts in year 1
- Wider process suite available
- Try before you buy option
- 3-month license available – training mandatory for this option
- Training and consultancy services available
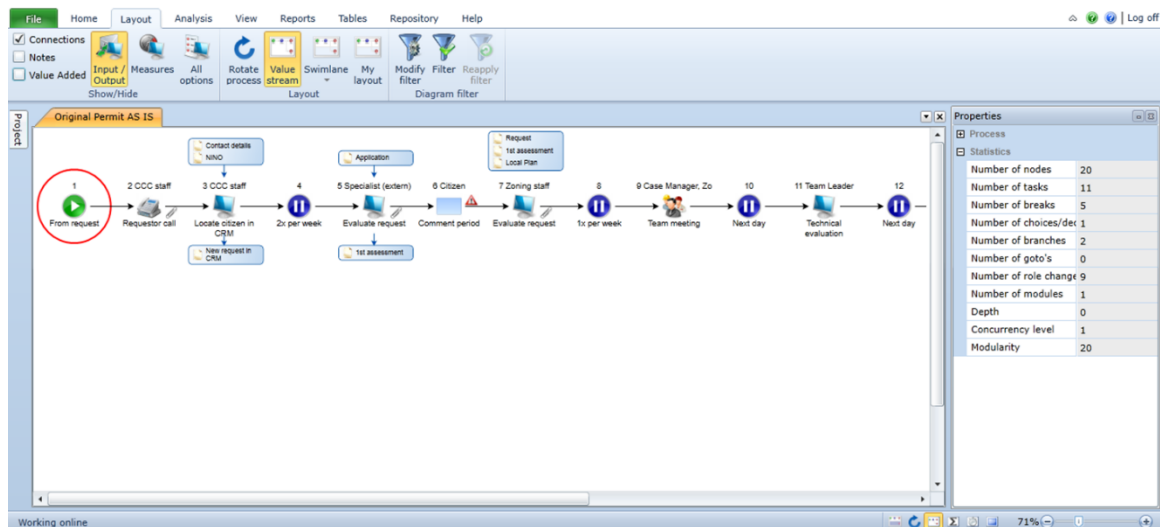
Engage Process Suite

We offer a range of license options to allow customers to take none, one, some, or all of the excellent modules available within the process suite to assist your process improvement projects and your process library requirements. The modules within the suite are detailed below and the license options are detailed in the pricing options.

Design criteria

|	
Involvement & empowerment	Workshop centric
Intuitive to follow	Graphical industry icons
Keep focus with non-trained staff	Single screen for ease of use Process modelling
Understanding & focus	Instantly switch between various views Show / Hide options for detail
Hidden factory	Branches, loops and exceptions Drill down functionality up to 50 levels
Business focus	Lean study focus (VA/NVA, bottlenecks etc.)
Impact analysis	Evaluate, bottlenecks, compare, improve in the diagram
Take to work place	Instantly share
Costs, flexibility, pay as you go	SaaS

Product overview - detail

|		
Basis	**Lean Process Modeler**	Powerful environment for process modelling and design. Design, workshop modus, evaluation, Lean functions.
	Viewer	Digital process handbook for PC's and tablets. Includes process house, document links, description fields.
Supporting modules	**Brainstorm & App**	Graphical digital "brown paper" module. Includes App for all popular smartphones.
	Tables	Central Repository. For storing and managing entities.
	User Manager & Autorisatie	Assignment and management of users and authorization levels for all modules.
Additional modules	**Feedback**	Discussion platform for continuous improvement in the Viewer. Viewer users can provide feedback on process steps and processes.
	Publisher	Management of publications in the Viewer.
	TeamBoard	Platform for continuous improvement sessions and day start sessions.
	Upload	Storing documents in the ENGAGE cloud. Can be linked to process steps.

ENGAGE PROCESS

Brainstorm

Enable quick and easy brainstorming sessions via apps for android, apple or windows or through laptop and desktop browsers. Rid yourself of post-its and post workshop write ups. Improve engagement and participation in the workshop by letting users update digital brainstorms via their device of choice. Easily export and share the outputs saving time and effort in report writing.
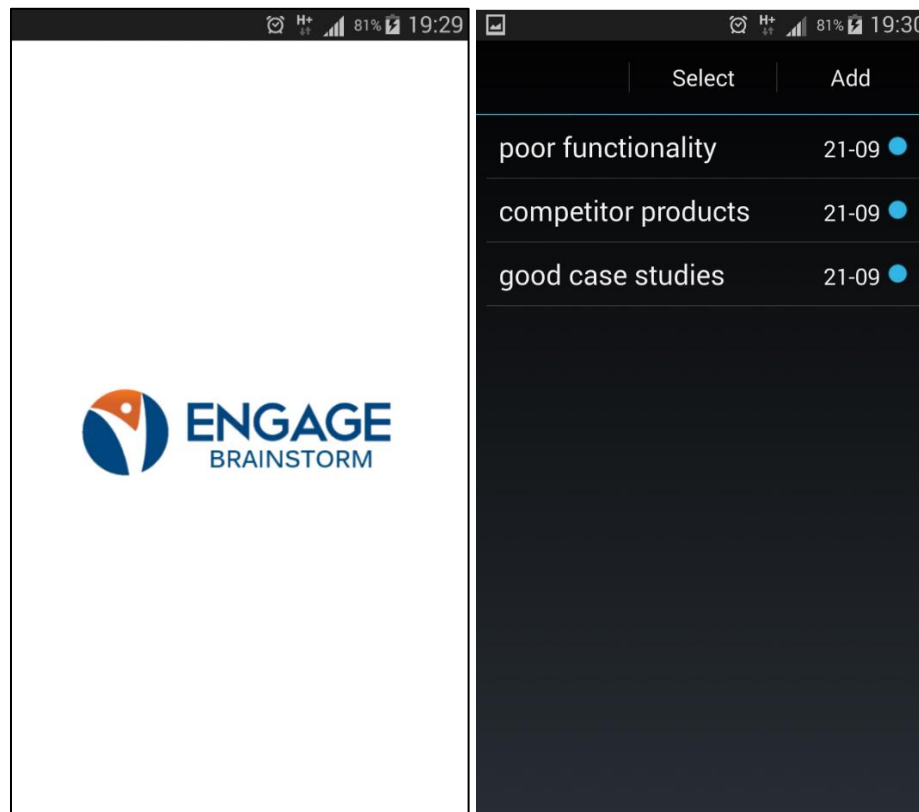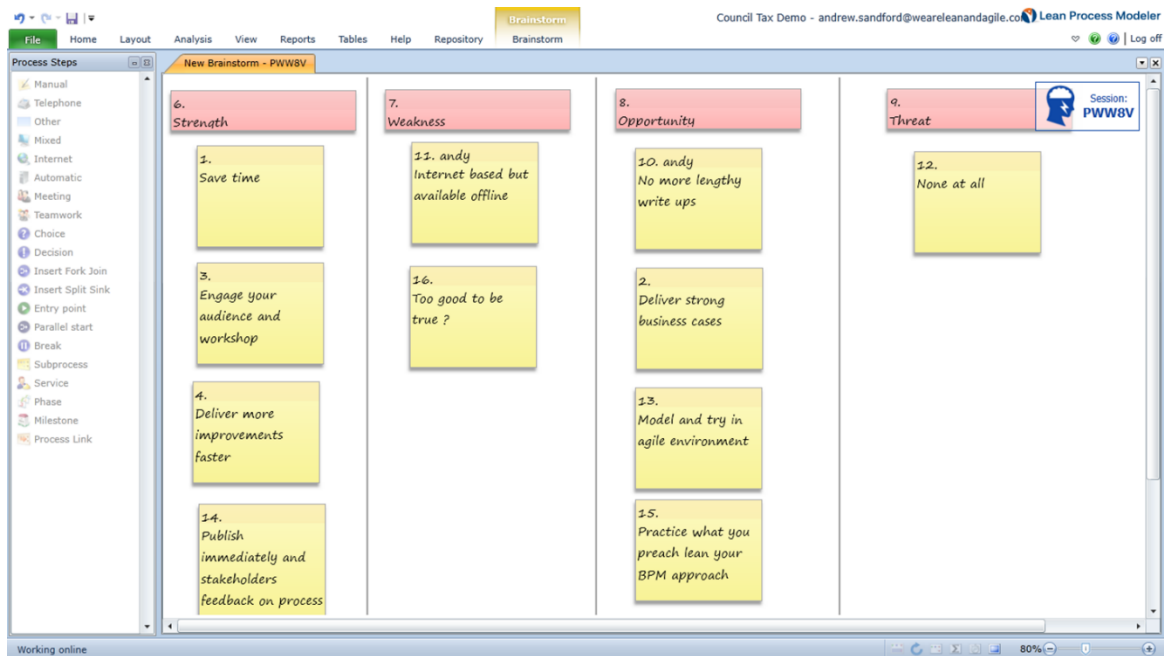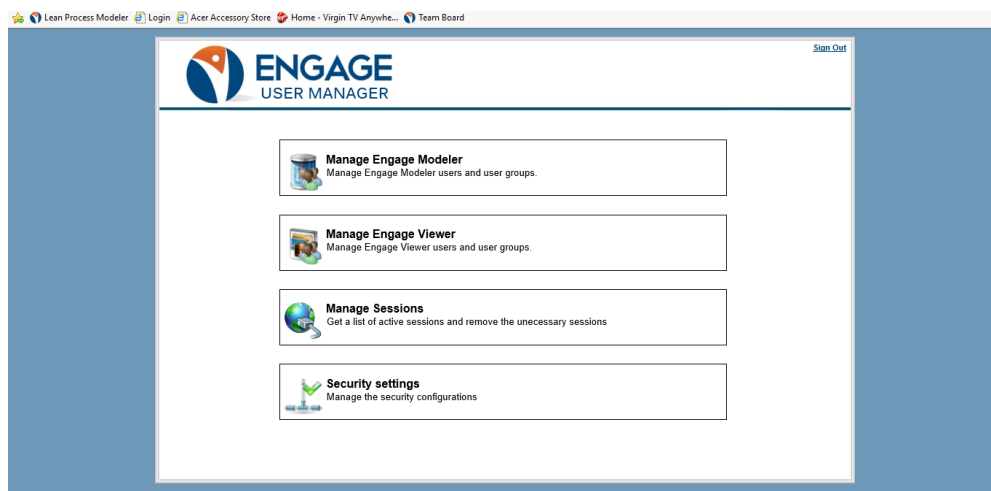
User Manager

Enable granular control over user access to process maps and what they can do with them. Satisfy audit requirements by keeping your processes as secure or open as is required within your organisation. Manage your security requirements and restrict access to specific IP's.

Tables

Need more details to be stored against process steps and more ways to analyses the processes and workflows? Add additional details in new tables via the table manager and add them against individual process steps using the standard interface. Use these additional pieces of information to automatically make new swim lane views for analysis just by adding the table. An example may be to extend the existing process attributes with a table for the location the work is done this can then easily allow you to view a process in a location swim lane. Add bespoke process icons for your organization or any other details you want to extend your maps with and enhance your process analysis.
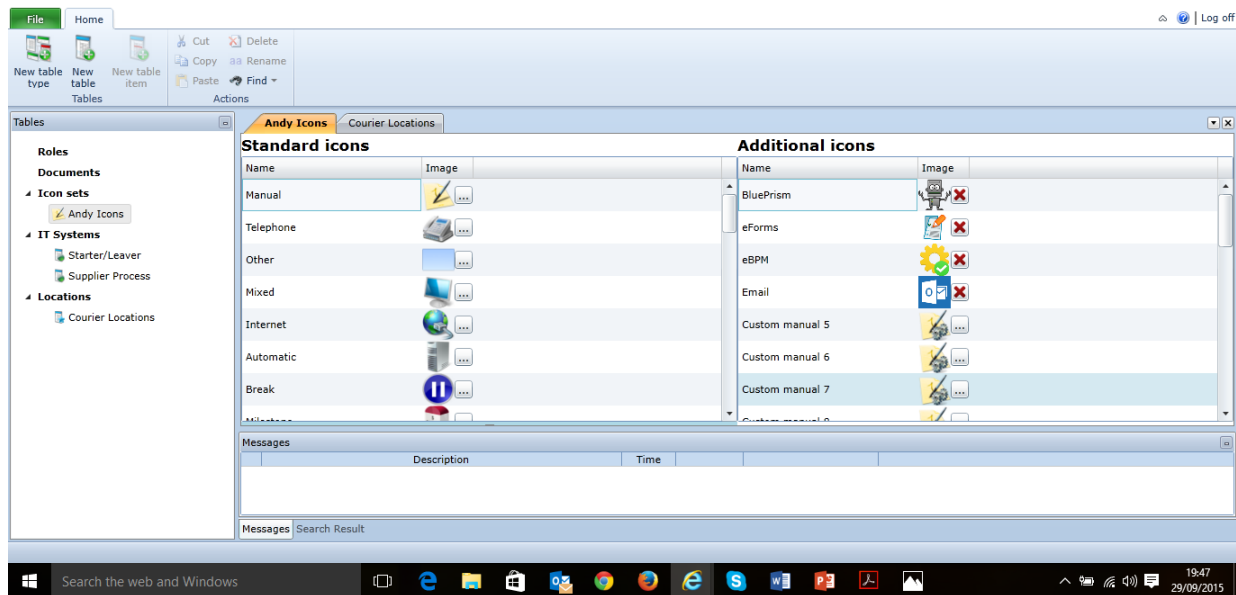

Feedback module

Use the feedback module to allow the process to be published and stakeholders to comment directly on the maps or process steps. Use this feature to stay on top of stakeholder feedback in an agile way and publish maps and corrections prior to the follow up To Be workshops. As the process publisher you receive automatic emails when users

make comments. Another complimentary tool within the suite used to improve engagement and make the process improvement process more efficient. Clients are using this tool to truly embed the culture of continuous improvement by making the process under a continuous review and improvement cycle.
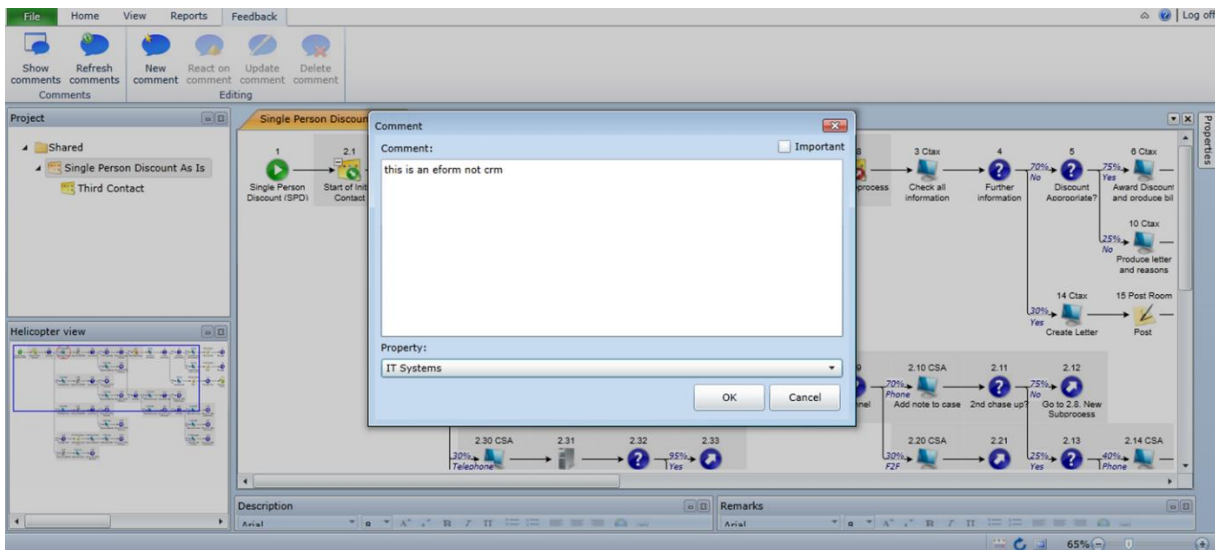
Publisher / Digital Process Handbook

Need to support ISO 9001, audit or training requirements for your team? How about using the publisher to create your single source of process information? Publish all your processes and offer a single source of process information. Combine with the other powerful tools within the suite to further embed a process focus, stakeholder engagement and culture of continuous improvement. Provide drill through overview to enable easy navigation to processes.
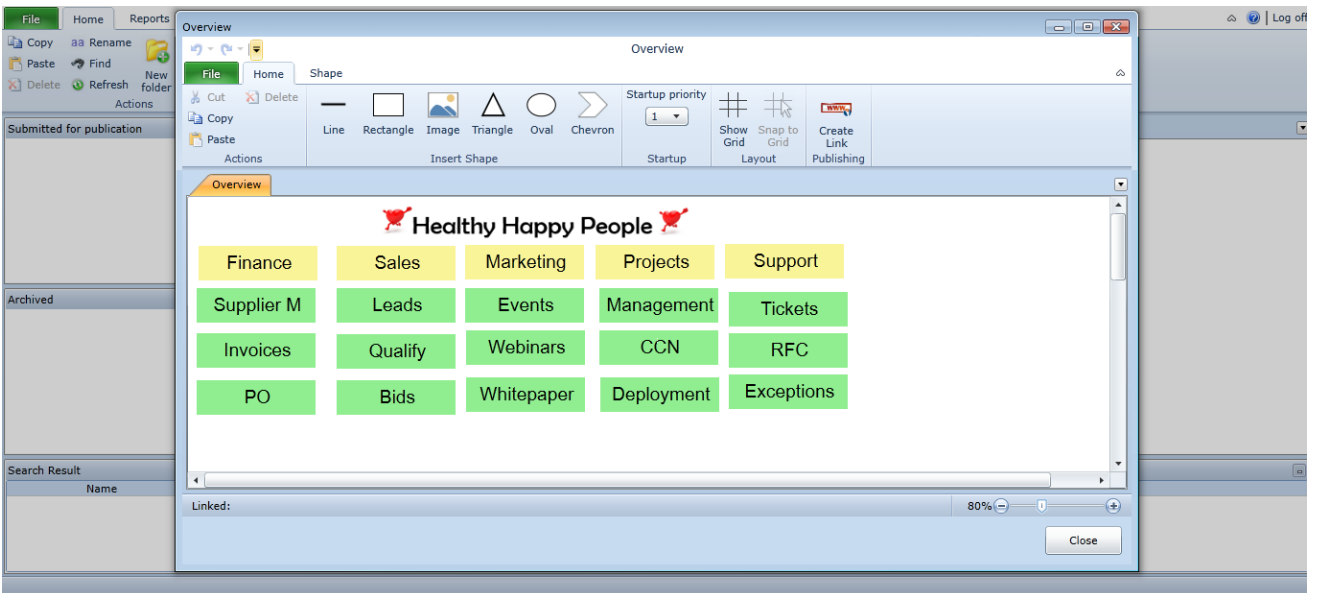
Document upload

Upload documents and links to your existing process maps enabling a greater level of detail within your maps. Used in conjunction with the publisher this can really bring your processes to life and deliver you an online handbook.

ENGAGE PROCESS SUITE

Teamboard

A new module currently in beta release offering agile Kanban board style functionality. The module enables you to attach activity to particular process maps. This is a really helpful addition to the suite to aid management of agile process improvements using the lean process modeler.
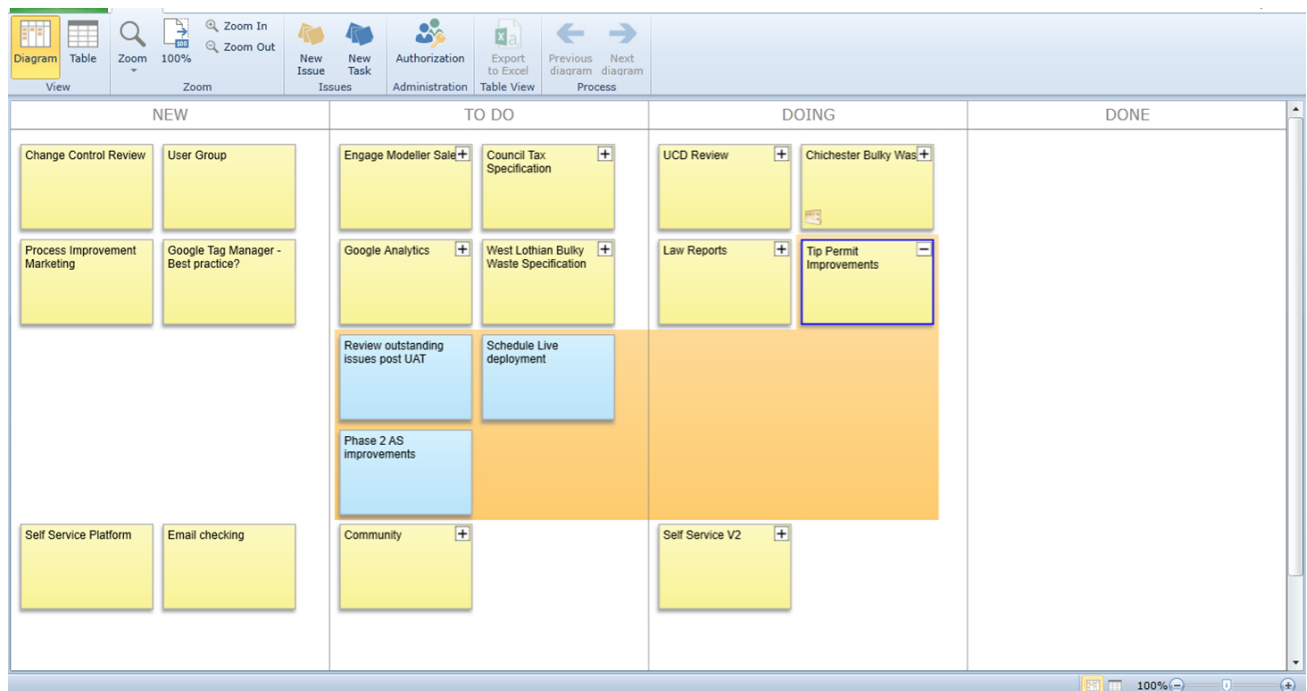
Security

- Engage Process solutions are hosted by Microsoft Azure in Europe. This is one of the most stable and secure hosting environments in the market.
- An overview of certificates held by Microsoft Azure may be obtained via http://azure.microsoft.com/en-us/support/trust-center/compliance/ The solutions of Engage Process can be accessed via https when desired.
- Use of the account can be limited to from within the customers' domain.
- Engage Process has an extensive privacy and security policy.

Windows Azure Compute connectivity	Windows Azure Compute instance monitoring	Windows Azure Storage availability	SQL Azure Database availability	AppFabric Service Bus and Access Control availability
· Your service is connected and reachable via the internet · Internet-facing roles will have external connectivity	· All running instances will be continuously monitored · If instance is not running, we will detect and initiate corrective action	· Storage service will be available/ reachable (connectivity) · Your storage requests will be processed successfully	· Database is connected to the internet gateway · All databases will be continuously monitored	· Service bus and access control endpoints will have external connectivity · Message operation requests processed successfully
>99.95%	>99.9%	>99.9%	>99.9%	>99.9%

Testimonials

"The workshops helped the IPCC to get a quick grip on processes and get to some good results; we lowered costs by more than 8% of the directorate budget per annum and more importantly introduced a cultural shift toward ongoing improvement."

Jason Taylor, Independent Police Complaints Commission

"The ENGAGE Process Suite helps us and our clients to make public services cheaper and more effective"

Chris Holman, Manager consulting at PinkRoccade Local Government

"Process improvement is a lot better and faster than before, because employees can immediately identify where the bottlenecks are in the current process and remove and address them when modelling the desired process."

MUNICIPALITY HORN

"Axxor, international supplier of paper honeycomb set itself the target to pass the time right ISO audit in 2014 and no "process failures". The whole process handbook was created for this purpose back in the ENGAGE Process Suite. The next audit was completed with flying colours."

SJOERD KLEISTERLEE - Quality & LEAN manager van AXXOR

"You're building with all group members together directly to a process. Complex processes are made transparent; you can instantly streamline the entire process, no matter how complex the process is."

GERCO VERVENNE - Atlant Group, Helmond

Service description Process Modeler and Process Suite G-Cloud 9

With the Engage modeler and process suite you can be up and running within an hour of order. No onboarding is required and off-boarding is completely within your control with easy export to numerous standard file types.

Once you have signed up for a service, we can offer various professional services to ensure you get the best from our products. These professional services include: business analysis; training; project management; process mapping and knowledge transfer. See our SFIA schedule of rates for further detail.

Whether you take the process modeler or the full suite we will offer you top class support and services to enable you to deliver process excellence.

Email sales@weareleanandagile.com for more information

Pricing Options

All costs exclude VAT

ENGAGE PROCESS SUITE

	Engage Process Suite				
	Bronze	**Silver**	**Gold**	**Platinum**	**User Pack(*)**
Engage Process Modeler Users	5	10	10	20	5
Concurrent Users	1	2	2	4	1
Engage Process Viewer Users (Concurrent)	10	25	25	50	10
Supporting modules					
Autorisation	√	√	√	√	
Brainstorm	√	√	√	√	
Engage Process Viewer App	√	√	√	√	
Tables	√	√	√	√	
User Manager	√	√	√	√	
Additional Modules					
Feedback		Select 1	√	√	
Publisher		Select 1	√	√	
Teamboard		Select 1	√	√	
Upload		Select 1	√	√	
Subscription costs per year	£ 3.380	£ 5.120	£ 5.990	£ 7.720	£ 1.300

(*) User Pack only in combination with a Suite subscription

Enterprise License for Local Authorities

In order to make it easier for customers wanting to take advantage of the product across the whole enterprise we have created enterprise licenses for Local Authorities depending on their population.

These licenses offer full access to the whole suite including all supporting modules with no capped users or concurrency for Modeler and Viewer. There are 3 price brackets as detailed below:

Local Authority License	Population	Cost per annum	Users and concurrency
Small	< 100,000	£12,300	Unlimited
Medium	100,000 – 250,000	£15,500	Unlimited
Large	> 250,00	£20,900	Unlimited

Please Note:

- ➢ The prices are for Local Authorities only
- ➢ The enterprise licenses relate to a single Local Authority use only no partnerships or groups

PRICING OPTIONS
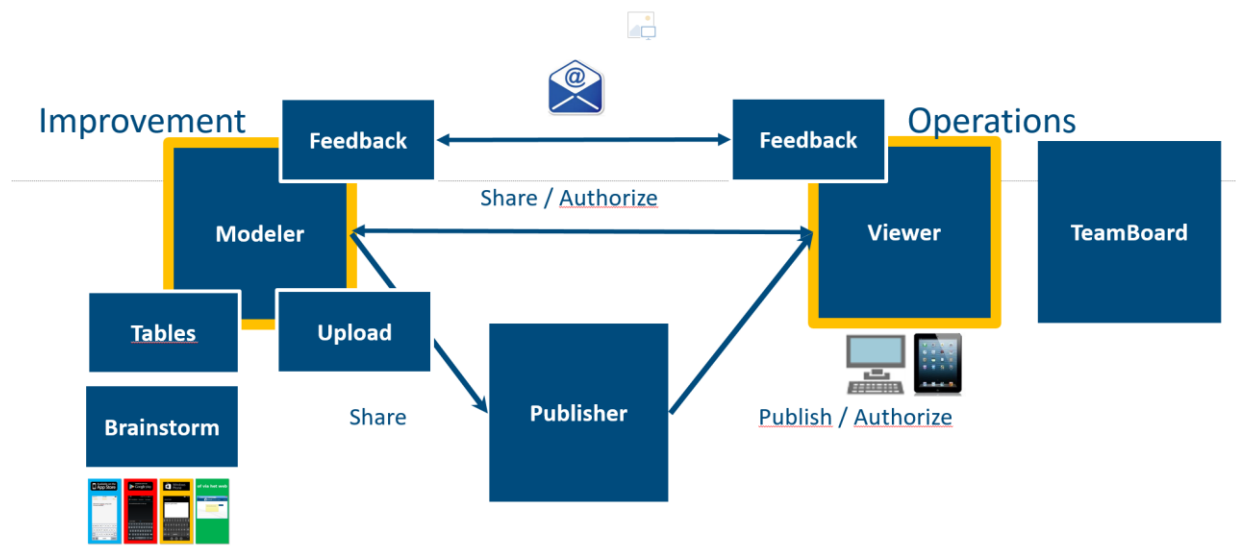
> ➢ No partner agencies are covered by the license

We would be happy to offer enterprise deals for the wider public sector but have not yet calculated a framework price model. Please contact us to discuss your individual requirements and user base.

All costs exclude VAT

FEATURES

ENGAGE Process Suite - Overview

PRICING OPTIONS

ENGAGE PROCESS MODELER

	Engage Process Modeler		
	Starter	Professional	Multi User
Engage Process Modeler Users	1	1	3
Concurrent Users	1	1	1
User Manager			√
Brainstorm		√	√
Costs per year	£252	£612	£960

All costs exclude VAT

PRICING OPTIONS

FEATURES

	Starter	Pro	Multi-User
Drag & drop process mapping	V	V	V
Workshop modus	V	V	V
Automatic process structure	V	V	V
Graphical icons	V	V	V
Hide / show details	V	V	V
Switch View	V	V	V
Statistics	V	V	V
Analysis Pack		V	V
Bottleneck indicators		V	V
Compare processes		V	V
Icon library		V	V
Import custom icons		V	V
Extended reporting pack		V	V
Brainstorm Module		V	V
Multi user			V
User Manager			V

Company Information

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