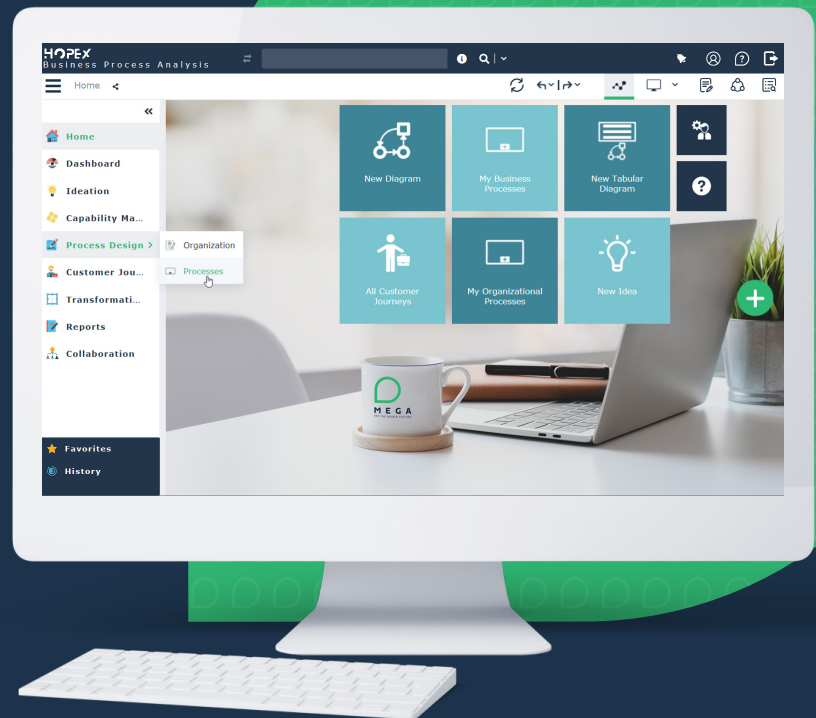# HOPEX Business Process Analysis

Optimize and transform your business processes

A Business Process Analysis tool helps you understand how your company runs and the best way to optimize or transform your processes. Use a BPA tool to boost your business efficiency, deliver a superior customer experience, and support new business initiatives. Automatically generate process diagrams, simulate various scenarios, map customer journeys and risks to design effective processes that deliver increased value.

Benefits

Improve business efficiency
Model, analyze and simulate business processes to improve business efficiency and support new business models

Deliver superior customer experience
Map customer journeys to design optimal processes and deliver superior customer experience

Ensure compliance with policies and regulations
Maintain business process models in a single repository, identify areas of concerns, and improve operations to drive compliance initiatives

Design business processes
Save time and improve efficiency by automatically generating diagrams and entering data into a table. Use collaborative workflows to streamline the creation of processes. Several roles are available to seamlessly collaborate through out-of-the-box workflows. The solution fully supports BPMN notation and provides enhanced decision support through the use of multiple diagram types.

Simulate business processes
Run simulations on various scenarios based on cost, time and resources to understand the effects of change-before making either small or sweeping modifications to business operations. Analyze processes and resources together to aid with cost-effective consolidation and successful business transformation.

Map customer journeys and risks
Map customer journeys, identify the touchpoints where to improve the customer experience, and enhance the corresponding internal processes tied to the customer journey. Enrich process models with risk and control information. Identify risks and conduct risk assessment directly from the process diagrams to understand their impact on process within your organization.
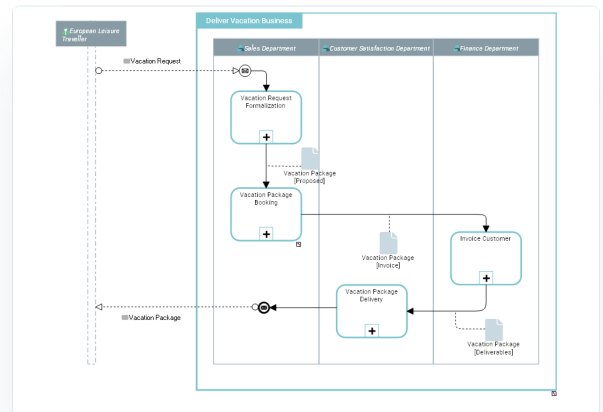
Key Features

HOPEX Business Process Analysis (BPA) helps to design, optimize, and transform your business processes.

Design business processes
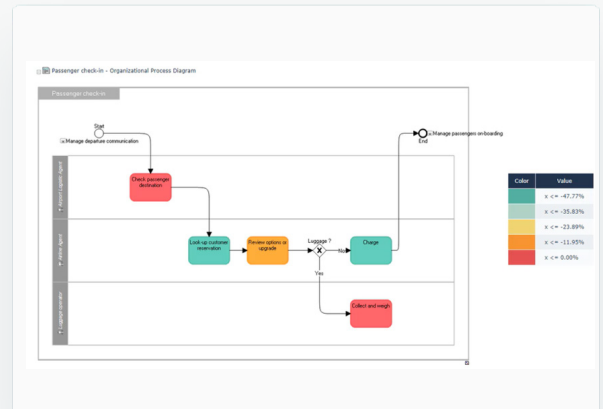
Model, document and share business processes

- Automatically generate diagrams
- Leverage a collaborative design platform and out of the box workflows
- Maintain business process models in a single repository
- Use Business Process Model and Notation (BPMN)

Map business processes

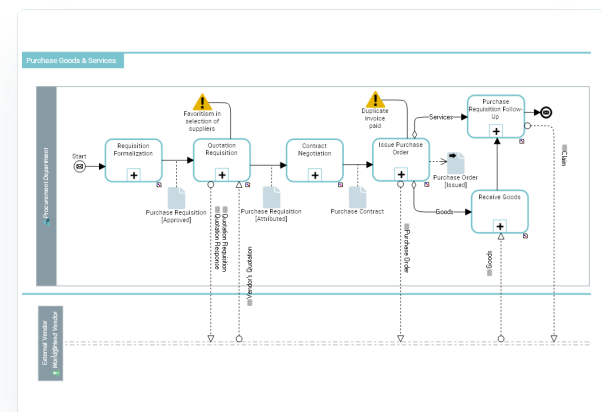## Simulate business processes

- Optimize business processes by running multiple simulations
- Run simulations based on costs, time and resources
- Create multiple "what-if" scenarios
- Understand change impact before real implementation
- Select the best simulation scenario

View the improvements made by a simulation scenario with color-coded tasks

Map customer journeys and risks

- Map customer journeys and enrich process models with risks and controls
- Map customer journeys and rate customer satisfaction
- Connect customer journey touchpoints to underlying processes
- Map risks on process diagrams
- Implement controls to reduce risks associated to processes

Visualize risk assessments on process diagrams

HOPEX Platform

Work as you want using the HOPEX platform to connect business, IT, data, and risks perspectives in a single platform that easily integrates into your digital ecosystem. Build a digital representation of your business, collaborate with stakeholders, align on business objectives, and demonstrate the immediate business value of your projects.

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