

pega business process management

pega business process management is an innovative approach designed to enhance organizational efficiency by streamlining workflows and automating various business processes. By leveraging Pega's robust tools and capabilities, businesses can optimize their operations, improve customer engagement, and achieve significant cost savings. This article delves into the core components of Pega Business Process Management, detailing its features, benefits, and implementation strategies. Additionally, we will explore how it integrates with other business systems and the future trends shaping BPM. Through this comprehensive guide, readers will gain a thorough understanding of how Pega can transform their business processes.

- Introduction to Pega Business Process Management
- Key Features of Pega BPM
- Benefits of Implementing Pega BPM
- Implementing Pega Business Process Management
- Pega BPM and Integration with Other Systems
- Future Trends in Business Process Management
- Conclusion

Introduction to Pega Business Process Management

Pega Business Process Management (BPM) is a powerful software solution that focuses on automating, managing, and improving business processes. Built on a robust platform, Pega BPM enables organizations to adapt to changing market conditions, enhance productivity, and deliver superior customer experiences. The platform supports a wide range of industries, making it versatile for various business needs.

Pega BPM stands out from traditional BPM solutions by offering low-code development capabilities, which empower business users to create and modify applications without requiring extensive coding knowledge. This democratization of application development fosters innovation and responsiveness within organizations.

Moreover, Pega BPM integrates seamlessly with other enterprise systems, enhancing its utility and effectiveness. In the sections below, we will explore the key features and benefits that make Pega BPM a leading choice for

businesses worldwide.

Key Features of Pega BPM

Understanding the key features of Pega Business Process Management helps organizations leverage its full potential. Here are the main features that define Pega BPM:

- **Low-Code Development:** Pega's low-code environment allows business analysts to build applications quickly, reducing the dependency on IT resources.
- **Real-Time Analytics:** Pega BPM offers advanced analytics and reporting tools that provide insights into process performance, enabling data-driven decision-making.
- **Case Management:** The platform supports case management capabilities, allowing businesses to manage complex processes involving multiple stakeholders and tasks.
- **Workflow Automation:** Pega BPM automates repetitive tasks and workflows, increasing efficiency and reducing human error.
- **Integration Capabilities:** It allows easy integration with existing systems, databases, and third-party applications, ensuring seamless data flow across the organization.

These features collectively enhance the usability and effectiveness of Pega BPM, making it a preferred choice for organizations aiming to optimize their processes.

Benefits of Implementing Pega BPM

Implementing Pega Business Process Management offers numerous advantages that can significantly boost an organization's operational efficiency. Here are some of the key benefits:

- **Increased Efficiency:** By automating processes and reducing manual intervention, Pega BPM helps organizations operate more efficiently and effectively.
- **Improved Customer Experience:** Pega BPM enables faster response times and personalized service, enhancing overall customer satisfaction.
- **Scalability:** The platform is designed to scale with business growth, allowing organizations to adapt their processes as needed without significant rework.

- **Enhanced Compliance:** Pega BPM provides tools for monitoring and managing compliance with industry regulations, ensuring that processes adhere to necessary standards.
- **Cost Savings:** By optimizing processes and reducing inefficiencies, organizations can achieve substantial cost savings over time.

These benefits demonstrate how Pega BPM not only improves internal processes but also positively impacts customer engagement and satisfaction.

Implementing Pega Business Process Management

The implementation of Pega BPM involves several critical steps to ensure success. Here's a detailed outline of the implementation process:

1. **Assessment and Planning:** Organizations should start by assessing their current processes and identifying areas for improvement. A comprehensive plan should be developed outlining the goals and objectives of the BPM initiative.
2. **Design and Development:** Using Pega's low-code tools, business analysts can design workflows and applications that align with identified needs. This phase often involves collaboration between business and IT teams.
3. **Testing:** Before full deployment, it is essential to conduct thorough testing of the applications and workflows to ensure they function correctly and meet business requirements.
4. **Deployment:** Once testing is complete, the new BPM solutions can be deployed across the organization. Change management strategies should be in place to support users during the transition.
5. **Monitoring and Optimization:** After deployment, organizations should continuously monitor process performance and make adjustments as necessary to optimize efficiency and effectiveness.

This structured approach helps organizations effectively implement Pega BPM and realize its full benefits.

Pega BPM and Integration with Other Systems

Integration is a crucial aspect of Pega Business Process Management, as it enables organizations to connect Pega BPM with existing systems and applications. This connectivity enhances the overall efficiency of business processes. Here are some key points regarding integration:

- **API Support:** Pega BPM provides robust API support that facilitates integration with various third-party applications, databases, and services.
- **Data Synchronization:** Organizations can achieve real-time data synchronization between Pega BPM and other systems, ensuring that all departments have access to the same information.
- **Legacy System Integration:** Pega BPM can be integrated with legacy systems, allowing organizations to modernize their processes without a complete overhaul of existing infrastructure.
- **Cloud and On-Premises Options:** Pega BPM offers flexibility in deployment, supporting both cloud-based and on-premises solutions, which can be integrated into an organization's IT ecosystem as needed.

These integration capabilities ensure that Pega BPM can enhance existing workflows and processes rather than replace them entirely, which is vital for many organizations.

Future Trends in Business Process Management

The landscape of Business Process Management is continuously evolving, and several trends are shaping its future. Organizations implementing Pega BPM should stay informed of these trends:

- **Artificial Intelligence:** AI is increasingly being integrated into BPM solutions to enhance decision-making and automate complex processes.
- **Robotic Process Automation:** RPA tools are being used alongside BPM to automate repetitive tasks further, increasing efficiency.
- **Process Mining:** This technique is gaining traction as organizations seek to analyze and visualize their processes to identify bottlenecks and areas for improvement.
- **Customer-Centric BPM:** There is a growing focus on designing processes with the customer experience in mind, ensuring that all workflows enhance customer satisfaction.

By recognizing and adapting to these trends, organizations can position themselves to leverage Pega BPM effectively in the future.

Conclusion

Pega Business Process Management represents a transformative approach to optimizing workflows and enhancing organizational efficiency. With its powerful features, significant benefits, and adaptability to future trends, Pega BPM is well-suited for businesses looking to improve their operations and customer engagement. By following a structured implementation process and leveraging integration capabilities, organizations can fully harness the potential of Pega BPM to achieve their strategic objectives. As businesses navigate the challenges of a rapidly changing environment, Pega BPM provides the tools necessary to remain competitive and responsive.

Q: What is Pega Business Process Management?

A: Pega Business Process Management (BPM) is a software solution designed to automate, manage, and enhance business processes through a low-code platform that promotes efficiency and adaptability.

Q: What are the main features of Pega BPM?

A: Key features of Pega BPM include low-code development, real-time analytics, case management, workflow automation, and robust integration capabilities with existing systems.

Q: How does Pega BPM improve customer experience?

A: Pega BPM improves customer experience by enabling faster response times, personalized service, and streamlined processes that enhance overall satisfaction.

Q: What is the implementation process for Pega BPM?

A: The implementation process for Pega BPM includes assessment and planning, design and development, testing, deployment, and ongoing monitoring and optimization of processes.

Q: Can Pega BPM integrate with legacy systems?

A: Yes, Pega BPM can integrate with legacy systems, allowing organizations to modernize their processes while preserving existing infrastructure.

Q: What future trends are impacting Business Process

Management?

A: Future trends impacting BPM include the integration of artificial intelligence, robotic process automation, process mining, and a focus on customer-centric BPM.

Q: What benefits does Pega BPM offer to organizations?

A: Pega BPM offers benefits such as increased efficiency, improved customer experience, scalability, enhanced compliance, and significant cost savings.

Q: Is Pega BPM suitable for all industries?

A: Yes, Pega BPM is versatile and can be adapted to suit the needs of various industries, including finance, healthcare, telecommunications, and manufacturing.

Q: How does Pega BPM support data-driven decision-making?

A: Pega BPM supports data-driven decision-making through its advanced analytics and reporting tools, which provide insights into process performance and outcomes.

Q: What role does low-code development play in Pega BPM?

A: Low-code development in Pega BPM empowers business users to create and modify applications quickly, reducing reliance on IT and fostering innovation within the organization.

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Spain, September 2017. The BPM Forum hosts innovative research which has a high potential of stimulating discussions. The papers selected for the forum are expected to showcase fresh ideas from exciting and emerging topics in BPM, even if they are not yet as mature as the regular papers at the conference. The volume contains 11 full papers carefully reviewed and selected from 97 submissions. Each paper was reviewed by a team comprising of a senior PC and four regular PC members who engage in a discussion phase after the initial reviews were prepared. The authors eventually receive four review reports, and a meta-review that summarizes the reviews and the discussion. The selected papers cover topics related to process models and metrics, mining and compliance, and to other innovative ideas such as gamification, smart devices and digital innovation as far as they pertain to BPM.

pega business process management: *Pega Systems R Parvin, 2024-11-17* Unlock the full potential of Pega Systems to revolutionize your business processes with this comprehensive guide. Pega Systems: The Science Behind Process Automation offers an in-depth exploration of how Pega's cutting-edge BPM software can transform modern business environments. Whether you're a seasoned developer, an IT professional, or a business leader, this book provides the knowledge you need to leverage Pega's powerful platform for operational excellence and enhanced customer engagement. What You'll Learn: Foundations of Pega Systems and BPM: Begin your journey with a solid understanding of business process management and Pega's role in enhancing these processes. Navigating Pega's Platform: Detailed walkthroughs of Pega's architecture, user interface, and core functionalities to get you started on the platform. Application Design and Development: Step-by-step guidance on creating applications using Pega, from the initial design through to deployment, with practical advice on integrating business rules and logic. Advanced Techniques and Integrations: Dive deep into advanced development techniques, including mobile compatibility and AI integrations, to create more dynamic and powerful applications. Security, Compliance, and Optimization: Learn to manage security protocols, ensure compliance, and optimize performance to keep your Pega deployments efficient and secure. Real-World Applications and Case Studies: Discover how Pega has been instrumental in driving success across various industries through detailed case studies and success stories. - Each section is meticulously detailed, providing readers with actionable insights and the technical know-how to implement Pega solutions effectively. From basic concepts to advanced strategies, this guide covers everything you need to understand and apply Pega's capabilities fully. Ideal for: IT Managers and Executives looking for robust solutions for business process management. System Architects and Developers seeking to deepen their knowledge of Pega's BPM software. Project Managers and Business Analysts interested in leveraging automation to enhance operational efficiency. - Enhance your professional toolkit with exclusive tips, best practices, and the latest trends in BPM technology. Join the community of Pega professionals who are shaping the future of business operations. Start your journey toward mastering Pega Systems and redefining business process management in the digital age!

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pega business process management: Business Process Management: Concepts and Applications Cybellium, 2024-10-26 Designed for professionals, students, and enthusiasts alike, our comprehensive books empower you to stay ahead in a rapidly evolving digital world. * Expert Insights: Our books provide deep, actionable insights that bridge the gap between theory and practical application. * Up-to-Date Content: Stay current with the latest advancements, trends, and best practices in IT, AI, Cybersecurity, Business, Economics and Science. Each guide is regularly updated to reflect the newest developments and challenges. * Comprehensive Coverage: Whether

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pega business process management: iBPMS: Intelligent BPM Systems Layna Fischer, 2013-10-14 Intelligent business process management is the next generation of enterprise BPM, leveraging recent technological advances to attain a degree of operational responsiveness not possible with yesterday's business process platform. Today, companies of all types want faster and better insight into their operations. This growing demand for operational intelligence has given rise to a new, smarter variety of business process management suites (BPMSs). An intelligent BPM suite provides the functionality needed to support more intelligent business operations, including real-time analytics, extensive complex event processing (CEP) and business activity monitoring (BAM) technologies and enhanced mobile, social and collaborative capabilities. Dubbed 'iBPMS' by Gartner Group, who describes the intelligent BPM Suite as having 10 core components: A process orchestration engine A model-driven composition environment Content interaction management Human interaction management Connectivity Active analytics (sometimes called continuous intelligence) On-demand analytics Business rules management (BRM) Management and administration for the suite's technical aspects A process component registry/repository An intelligent BPM suite provides the functionality needed to support more intelligent business operations, including real-time analytics, extensive complex event processing (CEP) and business activity monitoring (BAM) technologies and enhanced mobile, social and collaborative capabilities. The co-authors of this important book describe various aspects and approaches with regard to impact and opportunity.

pega business process management: High Performance Through Business Process Management Mathias Kirchmer, 2017-03-09 This management book presents value-driven business process management as a successful discipline to turn strategy into people- and technology-based execution, quickly and at minimal risk. It shows how to achieve high performance successfully in a digital business environment. Static business models do not keep pace with the dynamic changes in our digital world. Organizations need a management approach that fits this environment and capitalizes on its opportunities while minimizing the related risks. They need to execute their business strategy fast and reliably. In effect, they have to know how and when to modify or enhance their business processes, which processes are the best candidates for intervention, and how to move rapidly from strategy to execution. This means organizations need to establish business process management as a real management discipline. The importance of process innovation, digital technology and people aspects, process governance, internationalization, emerging processes and the unique situation in mid-market organizations are some of the key topics discussed in this book. It ends with a comprehensive case study and a discussion about what process engineers can learn from jazz musicians.

pega business process management: Social BPM Keith D. Swenson, 2011-01-01 Business Process Management and Workflow are, by their very nature, social activities. The collaboration and communication patterns that are now increasingly referred to as social computing were also fundamental to the BPM and workflow models of the early 1990s. Yet it has been the recent explosion of social computing and accompanying success of social production, from Linux to Wikipedia, and Facebook to Twitter, which have had the most dramatic impact on collaboration in business environments. Today we see the transformation of both the look and feel of BPM technologies along the lines of social media, as well as the increasing adoption of social tools and techniques democratizing process development and design. It is along these two trend lines; the evolution of system interfaces and the increased engagement of stakeholders in process improvement, that Social BPM has taken shape. Table of Contents The Quantum Organization: How Social Technology will Displace the Newtonian view The Role of Trust and Reputation in Social BPM Change Management Processes How to Link BPM Governance and Social Collaboration through an

Adaptive Paradigm Leveraging Social BPM for Enterprise Transformation
 BPM, Social Technology, Collaboration and the Workplace of the Future
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pega business process management: *BPM Everywhere* Nathaniel Palmer, Scott Francis, Peter Whibley, Surendra Reddy, Peter Fingar, Dr Setrag Khoshafian, Larry Hawes, Charles Webster, Vinay Mummigatti, Roy Altman, James Taylor, Joseph B. Lail, Keith D. Swenson, Rudiger Pryss, Stuart Chandler, David RR Webber, Mark Casey, Wil van der Aalst, Dr Anne Rozinat, Matthias Walter, Mara Nikolaidou, Alberto Manuel, 2019-10-23 We are entering an entirely new phase of BPM – the era of “BPM Everywhere” or BPME. BPME represents the strategy for leveraging, not simply surviving but fully exploiting the wave of disruption facing every business over the next 5 years and beyond. Without question, one of the single most disruptive events in the last decade was the introduction of the smartphone. Consider for a moment how great of an impact this has had on the relationship between businesses and their customers. Not even the emergence of the Web and Internet-based “digital native” business models can compare with the level of intimacy now available with your customers. In the era of the Internet of Things where smart homes, appliances, cars, phones, virtually imaginable devices are all connected, BPM must, and will, be everywhere. As Peter Whibley discusses in “The Internet of Things Will Be Invisible,” by 2025 there are expected to be more than 26 billion or more connected devices. In the chapter “Digital Prescriptive Maintenance: Disrupting Manufacturing through IoT, Big Data, and Dynamic Case Management,” Dr. Setrag Khoshafian introduces the “4 Vs” of “thing” data, specifically “Volume, Velocity, Variety and Value.” From monitors and remote sensors, to appliances and vehicles, to tens of billions of other “things,” connected devices are generating meaningful and informative data that would easily overwhelm any human being, but collectively they present critical context about processes and the state of operations. “Big Data” has never been so large, nor presented such an acute role within enterprises and the processes that drive them. BPME as well as traditional BPM methods can already be found at the center of this. Its role will grow exponentially. Emergent factors such as process mining (see chapter “Mining the Swarm” by Keith Swenson, et al.) will be critical for uncovering engagement patterns and the need for process management platforms to coordinate interaction and control of smart devices. It is intelligent BPM that is expanding the window of what can be automated, by enabling adaptable automation. The mobile strategies in far too many organizations seem to be the building of apps that presume that customers will use their smartphones like mini laptops. This avoids the fact that we now have a level of intimacy with our customer we've never had before. As discussed in the chapter “BPM to Go – Supporting Business Processes in a Mobile and Sensing World,” our customers are carrying around a device that offers a range of capabilities unlike any laptop. A smartphone produces volumes of meaningful data about our customers (think about the “4Vs”) and is able to interact with that customer in ways that a laptop never can. The growing ubiquity of connectivity always within reach combined with new services and capabilities such as mobile banking is a key part of driving constantly-changing expectations. Yet digital disruption is not limited to mobile devices, and is in fact disrupting everywhere BPM is otherwise found, and why BPM everywhere is becoming the new normal.

pega business process management: *CLOUD COMPUTING* RAO, M.N., 2015-05-21 Cloud Computing has grown popular as a new prototype for providing services over the Internet. This introductory textbook on Cloud Computing is suitable for undergraduate students of computer science engineering, and for postgraduate students of computer science and computer applications.

It teaches both the basic concepts and cloud technologies by adopting a straightforward approach of presenting theoretical concepts and cloud models. Several Cloud providers of distinct types are discussed here with their advantages and disadvantages. Different cloud services are also covered in this book. The book advances on the cloud architecture and cloud examples that are latest in market. Salient Features Clear and concise explanations Discussion on cloud models with diagrams In-depth analysis of various cloud architectures Numerous case studies Several questions from previous question papers

pega business process management: Process Analytics Seyed-Mehdi-Reza Beheshti, Boualem Benatallah, Sherif Sakr, Daniela Grigori, Hamid Reza Motahari-Nezhad, Moshe Chai Barukh, Ahmed Gater, Seung Hwan Ryu, 2016-03-28 This book starts with an introduction to process modeling and process paradigms, then explains how to query and analyze process models, and how to analyze the process execution data. In this way, readers receive a comprehensive overview of what is needed to identify, understand and improve business processes. The book chiefly focuses on concepts, techniques and methods. It covers a large body of knowledge on process analytics - including process data querying, analysis, matching and correlating process data and models - to help practitioners and researchers understand the underlying concepts, problems, methods, tools and techniques involved in modern process analytics. Following an introduction to basic business process and process analytics concepts, it describes the state of the art in this area before examining different analytics techniques in detail. In this regard, the book covers analytics over different levels of process abstractions, from process execution data and methods for linking and correlating process execution data, to inferring process models, querying process execution data and process models, and scalable process data analytics methods. In addition, it provides a review of commercial process analytics tools and their practical applications. The book is intended for a broad readership interested in business process management and process analytics. It provides researchers with an introduction to these fields by comprehensively classifying the current state of research, by describing in-depth techniques and methods, and by highlighting future research directions. Lecturers will find a wealth of material to choose from for a variety of courses, ranging from undergraduate courses in business process management to graduate courses in business process analytics. Lastly, it offers professionals a reference guide to the state of the art in commercial tools and techniques, complemented by many real-world use case scenarios.

pega business process management: BUSINESS PROCESS MANAGEMENT KELKAR, S. A., 2021-01-01 Business Process Management (BPM) is about managing all the work that is necessary for delivering an end product or service. This book is well-suited for teaching an academic course as a part of a final year Bachelor and Master Degree programs in ITC, Management, and also, other related disciplines. It can also be used for conducting an equivalent training programme for in-house professionals. Although no book can be a substitute for the wide and varied experience of an instructor, this book will help the instructor to concentrate on teaching rather than worrying about creating the teaching material and assembling the student material. In view of the likely differences in background of the readers, some material has been placed into appendices to enable them to read on a need to know basis. Besides, this book, in its present form, is equally useful for the professionals, who wish to grasp the essentials of BPM without attending a formal instructional course. KEY FEATURES □ Chapters are appropriately organized as per the process life cycle □ Written in bullet format for easy grasping □ Comprises theory and its applications systematically □ Emphasizes relevant deployment issues □ Separate chapter on Performance Monitoring □ Highly illustrative with diagrams and sketches □ Separate appendix on BPMS TARGET AUDIENCE □ ME (Computer Science/ Engineering/Technology) □ MBA (Information Systems) □ MCA students

pega business process management: Proceedings of the International Conference on Cognitive and Intelligent Computing Amit Kumar, Gheorghita Ghinea, Suresh Merugu, Takako Hashimoto, 2022-10-31 This book presents original, peer-reviewed select articles from the International Conference on Cognitive & Intelligent Computing (ICCIC - 2021), held on December 11-12, 2021, at Hyderabad, India. The proceedings has cutting edge Research outcome related to

Machine learning in control applications, Soft computing, Pattern Recognition, Decision Support Systems, Text analytics and NLP, Statistical Learning, Neural Network Learning, Learning Through Fuzzy Logic, Learning Through Evolution (Evolutionary Algorithms), Reinforcement Learning, Multi-Strategy Learning, Cooperative Learning, Planning And Learning, Multi-Agent Learning, Online And Incremental Learning, Scalability Of Learning Algorithms, Inductive Learning, Inductive Logic Programming, Bayesian Networks, Support Vector Machines, Case-Based Reasoning, Multi-Agent Systems, Human-Computer Interaction, Data Mining and Knowledge Discovery, Knowledge Management and Networks, Data Intensive Computing Architecture, Medicine, Health, Bioinformatics, and Systems Biology, Industrial and Engineering Applications, Security Applications, Smart Cities, Game Playing and Problem Solving, Intelligent Virtual Environments, Economics, Business, And Forecasting Applications. Articles in the book are carefully selected on the basis of their application orientation. The content is expected to be especially useful for Professionals, Researchers, Research students working in the area of cognitive and intelligent computing.

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pega business process management: Decision Support Systems and Industrial IoT in Smart Grid, Factories, and Cities Butun, Ismail, 2021-06-25 Internet of things (IoT) is an emerging research field that is rapidly becoming an important part of our everyday lives including home automation, smart buildings, smart things, and more. This is due to cheap, efficient, and wirelessly-enabled circuit boards that are enabling the functions of remote sensing/actuating, decentralization, autonomy, and other essential functions. Moreover, with the advancements in embedded artificial intelligence, these devices are becoming more self-aware and autonomous, hence making decisions themselves. Current research is devoted to the understanding of how decision support systems are integrated into industrial IoT. *Decision Support Systems and Industrial IoT in Smart Grid, Factories, and Cities* presents the internet of things and its place during the technological revolution, which is taking place now to bring us a better, sustainable, automated, and safer world. This book also covers the challenges being faced such as relations and implications of IoT with existing communication and networking technologies; applications like practical use-case scenarios from the real world including smart cities, buildings, and grids; and topics such as cyber security, user privacy, data ownership, and information handling related to IoT networks. Additionally, this book focuses on the future applications, trends, and potential benefits of this new discipline. This book is essential for electrical engineers, computer engineers, researchers in IoT, security, and smart cities, along with practitioners, researchers, academicians, and students interested in all aspects of industrial IoT and its applications.

pega business process management: *Cloud Computing A Beginners Guide to Expertise*

Manish Soni, 2024-11-26 This book, *Cloud Computing: A Beginner's Guide to Expertise*, is designed to demystify cloud computing and provide a comprehensive introduction to this transformative technology. Whether you are a student, a professional looking to upskill, or simply someone curious about the cloud, this guide will take you from the basics to a deeper understanding of cloud architecture, services, and deployment models. We begin with an overview of the fundamental concepts, including the definition of cloud computing, its history, and the key players in the industry. As we progress, you will learn about different cloud service models—Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS)—and how they can be leveraged to meet various business needs. Practical examples and real-world case studies are included to help you see how cloud computing is applied in different industries. You will also find hands-on exercises to practice your skills and deepen your understanding. By the end of this book, you will not only have a solid grasp of cloud computing fundamentals but also be equipped with the knowledge to explore more advanced topics and certifications.

pega business process management: *Business Process Management Forum* Artem

Polyvyanyy, Moe Thandar Wynn, Amy Van Looy, Manfred Reichert, 2021-08-13 This book constitutes the proceedings of the BPM Forum of the 19th International Conference on Business Process Management, BPM 2021, which will take place in Rome, Italy, in September 2021. The BPM Forum offers innovative research papers characterized by their high potential of stimulating interesting discussion and scientific debate, although without yet reaching the same rigor as the papers accepted for the main conference. In this sense, the BPM Forum papers are characterized by novel ideas about emergent BPM topics. The 16 papers presented in this volume were carefully reviewed and selected from a total of 123 submissions to the main conference. They cover all areas of business process management, from process definition to variability, execution, visualization, monitoring, mining, and optimization.

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pega business process management: *Intelligent Adaptability* Sandy Kemsley, Nathaniel

Palmer, David Webber, Pedro Robledo, Setrag Khoshafian, Kay Winkler, Christoph Ruhsam, 2019-10-24 *Intelligent Adaptability* describes how ACM is emerging in the era of machine intelligence and automation technologies, including Big Data, digitization, Internet of Things (IoT), artificial intelligence (AI), intelligent BPMS and BPM Everywhere. WfMC Chair, Keith Swenson states; "A platform for digital transformation brings a number of different capabilities together: processes, agents, integration, analytics, decisions, and—perhaps most important—case management." In this book, you will learn how support of adaptive, data-driven processes empowers knowledge workers to know in real-time what is happening at the edge points, and to take actions through the combination of rule-driven guidance and their own know-how. It is not a traditionally-automated system but intelligent adaptability, where technology doesn't replace human decision-making but extends the reach of the knowledge worker; making data actionable. In award-winning case studies covering industries as diverse as law enforcement, public safety, transportation, insurance, banking, state services and healthcare, you will find instructive examples for how to transform your own organization. Leading industry analysts study the awards entries for emerging industry trends. Read the chapter, *The Seven Trends Impacting The Case Management Landscape* by Connie Moore, Digital Clarity Group. This important book follows these ground-breaking best-sellers on ACM; *Best Practices for Knowledge Workers*, *Thriving on Adaptability*, *Empowering Knowledge Workers*, *Taming the Unpredictable*, *How Knowledge Workers Get Things Done*, and *Mastering the Unpredictable* and provides important papers by thought-leaders in this field, together with practical examples.

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