Business Process Management

Powerful Business Process Management
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The Claromentis Business Process Management Platform (BPM) enables organisations to create, automate, and manage e-forms and workflows. The BPM platform is offered as an additional module, which works alongside the Claromentis Intranet Platform, or it can be deployed as a stand-alone application.

The Claromentis BPM Platform can be used to transform all manner of existing business workflows, including:

- Help Desks
- Purchase order requests
- Stationary requests
- Appraisal forms
- Exit interviews
- Onboarding new staff

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Form Builder

Turn your paperwork into complex and intuitive e-forms.

1. Name your project
To get started with BPM, provide a name for your new project. You can also customise the project URL that front end users need to access to submit issues.

2. Build the form
This is where your form starts to take shape; easily create your form using our intuitive form builder.

3. Choose input fields
Our BPM Platform offers a wide variety of input fields, including:
- Text input
- Check boxes
- Radio buttons
- HTML
- BBCode
- Dropdown menus
- Dates
- User lists

4. Look and feel
Our software allows full control over the styling of your forms, with functionality ranging from the ability to create advanced stylesheets, to using our easy-to-use form builder.

5. Apply the rules
Like all our other platforms, BPM comes intact with our full permissions system. This enables relevant sections, fields, and instructions to be made available to the correct users, at the correct stage in the process.
Capture & Manage Data

Data management made easy.

Our BPM Platform can help minimise data collection errors, and promote secure information management. Using the Claromentis BPM Platform allows you to:

- Implement complex workflows, without any coding knowledge.
- Maximize reporting and searching capabilities.
- Set up permissions groups and rights for individual users, groups, and roles, on a per-project basis.
- Utilise the Claromentis Intranet and Extranet integration capabilities.
- Capture data in an efficient and accurate manner, thus minimising errors.
Bespoke E-forms & Workflows

Transform your business processes into streamlined workflows.

Intranet administrators can create entirely bespoke e-forms and workflows to match their existing business processes, saving time, paperwork, and resources.

Each e-form can contain multiple fields and sections, with areas of the form dynamically hidden or shown based on the data previously entered – without the need to refresh the browser.

E-forms can be automatically assigned to relevant team members based on the current status within the workflow, meaning processes can be automated and streamlined.
SLAs

Keep your projects moving through your workflow.

Service Level Agreements (SLAs) act as timers that record the progress of each issue that is reported, against predefined service levels at each stage in the workflow. This enables urgent issues to be flagged sooner than those that have a lower priority, so that they can be resolved or acted on quickly as part of the process.

These SLAs are fully configurable within the BPM Platform, and can be tailored for each individual project based on business needs.
Notifications

Ensure employees never miss an update.

To ensure employees move through each process efficiently, automatic notifications and reminders can be issued once certain timeframes have been reached. Using the Claromentis BPM Platform ensures that time and resources are saved, by avoiding the need to manually issue notifications to employees at various stages of the process.

Custom notification templates
Create custom notifications for each project using our rich-text editor, which allows HTML customisation, and the ability to automatically populate details based on form values.

Create rules
Notifications can be configured to send at specific times in the workflow, such as when data is added, SLAs have been breached, and when an issue has changed status.

Choose recipients
The Claromentis permissions system allows you to select which employees will receive notifications, and can be configured on an individual or user group basis.

Receive emails
All BPM notifications go directly to the employee’s email client.
Plugins can enhance your business workflows.

Bespoke requirements can be fulfilled by the creation of custom plugins, which can be created and used on a per-project basis. At any stage in the process, the form-based workflow can execute bespoke code to address the unique requirements of any business process.

Common plugins previously implemented write records to third-party databases, or load data from other applications.

Claromentis have created plugins to carry out various bespoke requirements, including:

- Custom database synchronisation.
- Automatically creating folders within the Claromentis Document Management System.
- Allowing different file type downloads.
- Custom status changes.
- Showing and hiding lists of issues.
- Custom handler changes.
- Email notification manipulation.
- JavaScript alerts.
- Creating .pdf forms from data.
Configure Complex Permission & Rights

Tailor access rights to suit your business needs.

Permissions and rights can be configured to allow for certain parts of the e-form to be hidden from view for certain users or groups. Fields can be marked as “read-only” and be automatically displayed to specific users. The ability to change the status of the workflow is also permissions based, ensuring that only the relevant employees can progress the workflow at the appropriate stages.
Stats & Reporting

Analyse, report and download.

With a comprehensive report wizard, you are able to view and analyse a range of relevant information about your projects.

With flexible lists, custom reports, downloadable graphs, business process statistics, and reporting tools, you are able to gain a thoroughly detailed insight into the success of your business process. Any aspect of your business process that needs to be improved or reviewed is easily highlighted through detailed reporting.

Reports can be shared amongst other relevant employees, based on their rights within the Claromentis permissions system.
BPM Dashboards

Monitor workflows at a glance.

Our BPM Platform comes complete with 6 dashboard components, allowing you to view and analyse critical information about your workflows at a glance.

1) Open Items
Instantly see which workflows are pending action or awaiting updates.

2) Dashboard
View a summary of issues and their status in the workflow, using our clear and informative graphs and pie charts.

3) Handlers
A graphical representation of which employees are responsible for which issues in a workflow.

4) Submissions
Monitor how many issues are being reported on a per-project basis.

5) SLAs
Instantly view which issues in a workflow are breaching their configured SLAs.

5) Project List
Customise which BPM projects are displayed based on project IDs or tags.
BPM Dashboards
Contact Us

Digital Workplace software for your business.


To obtain pricing information, please visit: www.claromentis.com/product-pricing

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