Business Process Management Platform

Software for streamlining processes with automated workflows and customised e-forms
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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The Claromentis Business Process Management Platform

Simplify day-to-day tasks with customisable e-forms and automated workflows

Our Business Process Management (BPM) Platform contains a process automation engine and enterprise-ready applications to strengthen its capabilities and versatility. The platform’s modular structure allows for it to be deployed with the applications you need; from an e-form and workflow portal to a fully integrated business platform. The Business Process Platform can form part of the wider Claromentis digital workplace or function as a standalone module.

By leveraging the strength of the Claromentis BPM Platform, you can turn long-winded paperwork exercises into efficient online workflows. Complete with a customisable form builder, automated status updates and assignees, and in-built SLA (Service Level Agreements) timers, our BPM Platform helps you work smarter, not harder.
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, by dragging and dropping the required fields.

3. Choose input fields

Our BPM Platform offers a wide variety of input fields, including:
- Text input
- Check boxes
- Radio buttons
- HTML
- Dropdown menus
- Dates

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.

6. Start working smarter!

Now that you have your e-form built and your permissions set, you can start applying sophisticated functionality such as SLAs, automatic status updates and assignees, and dynamic field changes.
Bespoke E-forms & 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.

Claromentis e-forms dashboard
SLAs

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

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, ensuring important updates are never missed.
Plugins

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.
BPM Dashboards

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

Open Items

Instantly see which workflows are pending action or awaiting updates.

Dashboard

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

Handlers

Instantly see which workflows are pending action or awaiting updates.
Submissions

Monitor how many issues are being reported on a per project basis.

SLAs

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

Project List

Customise which BPM projects are displayed based on project IDs or tags.
Working With Claromentis

We have almost 20 years of experience in building, designing, and deploying digital workplaces for both large and small organisations, across a wide range of industries.

Our extensive experience, coupled with outstanding technical support and custom development, ensures that we meet and surpass all of your diverse needs and expectations. We pride ourselves in our consultative approach; creating a holistic environment which supports your business through continual growth and development.

Working closely with our customers and viewing every organisation as a unique entity sets us apart from the competition. Actively listening to your precise business needs and requirements allows us to deliver exactly the software you need.

REL needed a platform that allowed us to share information and knowledge with all our colleagues in an engaging way securely. Claromentis has provided us with a solution that matches our needs exactly and we are delighted with the uptake from our people and the flexibility of service provided.

- Stephen Gordon, Managing Director

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