PUT OPERATIONAL EXCELLENCE IN THE PALMS OF YOUR HANDS WITH MOBILE WORKFLOWS

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Report Highlights

p2

Best-in-Class organizations are over three times as likely to have mobile access to Business Process Management / workflow management solutions.

p3

Those with mobile solutions are 2.7 times as likely to have real-time visibility into the status of all processes.

p4

Those with mobile solutions are 45% more likely to be able to digitize paper-based processes.

p5

Those with mobile workflows saw a 19% improvement in the cycle time of key business processes over the past 24 months.

This report uncovers how top performing organizations transform their businesses through mobile process and workflow management solutions.

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2

Employees are always on the move with so many expected to do their jobs outside of normal business hours and venues. Being forever tethered to a desk would be a substantial burden to this new reality. These reasons make mobile workflow solutions attractive to both business leaders as well as their employees.

The ways of doing business have changed. Today's business environment requires better customer service, quicker and smarter decisions, and increased efficiency. Of course, the root of a business' success are the processes that make up that business' day-to-day operations. Therefore, those processes must also change. For many years, top performing organizations have used process automation and workflow management to support their operations. But today, this simply isn't enough. An increasingly diverse business environment and mobile workforce has caused top performers to deploy their workflow solutions on mobile devices. This is designed to support new business models, as well as make the line of business more agile and efficient. This report uncovers how top performing organizations transform their businesses through mobile process and workflow management solutions.

A Mobile Tool for the New Environment

Today's organizations must change the ways they are doing business to become more efficient, agile, and effective. More employees are working in roles away from their desks and challenges associated with using paper documents have come to the forefront. Therefore, organizations must put the power to act in the hands of their employees. For this reason, data collected for Aberdeen's *Is BPM Right for You? Learn How Companies Have Leveraged BPM to Improve Operating Margins* found that Best-in-Class organizations are over three times as likely to have mobile access to Business Process Management / workflow management solutions (Figure 1). This software is designed to provide employees with the ability to input and access the information that they need at the point of action. This is

3

designed to result in smarter decisions, more efficient processes, and better customer service in roles across all functions of the organization.

Figure 1: Mobile Adoption of Workflow Technology
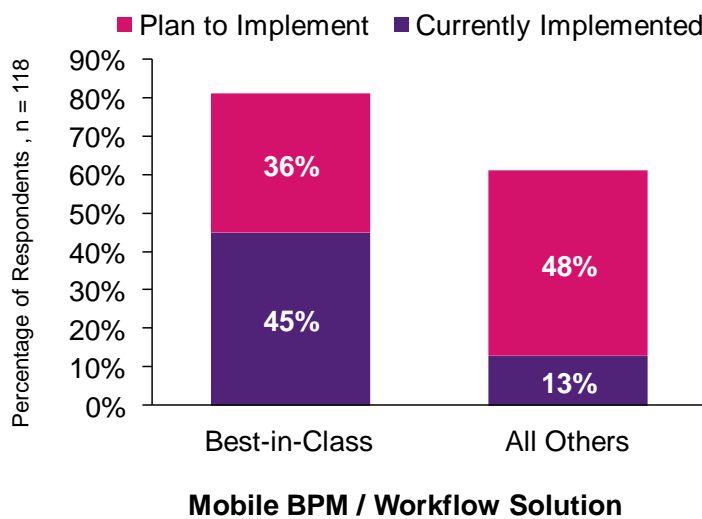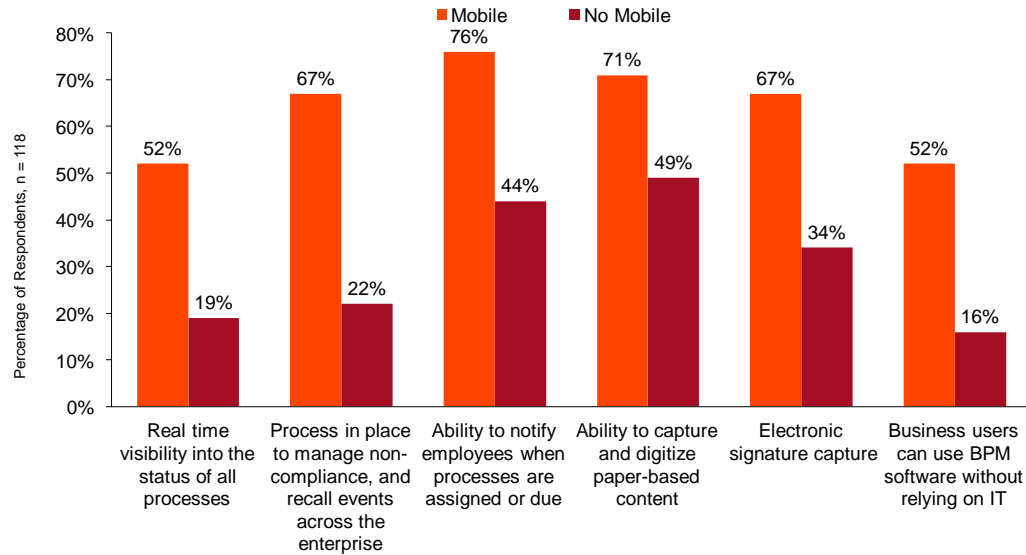

Source: Aberdeen Group, April 2016

Implementing a mobile BPM / workflow solution provides organizations with a variety of capabilities that improve visibility, enable process improvements, and facilitate interactions with technology (Figure 2). For example, those with mobile solutions are 2.7 times as likely to have real-time visibility into the status of all processes. This enables them to do things like respond to noncompliance events immediately, potentially saving the organization money that it would have lost due to fines, repairs, or lost business. In fact, those with mobile solutions are 85% more likely to have automatic notifications, which will enable full visibility into the status of processes as well as tasks that need to be completed.

In Aberdeen's *Is BPM Right for You? Learn How Companies Have Leveraged BPM to Improve Operating Margins*, respondents were ranked on the following criteria:

- **Change in the cycle time of key business processes over the past 12 months:**
  - Best-in-Class – 18% improvement
  - Industry Average – 5% improvement
  - Laggard – 36% worsening
- **Percentage complete and on-time delivery of products and services:**
  - Best-in-Class – 94%
  - Industry Average – 77%
  - Laggard – 47%
- **Change in time to decision over the past 12 months:**
  - Best-in-Class – 20% improvement
  - Industry Average – 4% improvement
  - Laggard – 16% worsening
- **Percentage internal schedule compliance:**
  - Best-in-Class – 95%
  - Industry Average – 76%
  - Laggard – 48%

4

Figure 2: Key Mobile Capabilities

Source: Aberdeen Group, April 2016

Truly, mobile access to workflows can change the way your business operates. Those with these solutions are more likely to be able to capture data that would previously have been paper-based. This could include compliance forms, inventory counts, or customer orders. Those with a mobile solution are 97% more likely to have the ability to capture signatures electronically. Think of how this will enable your organization to change its business models. Field service is only one of the infinite number of examples. The impact will be felt on customer service, efficiency, and data accuracy.

Ultimately, mobile access to BPM and workflow solutions makes it easier for organizations to take advantage of the benefits of these solutions. By enabling users with instant access to this technology, without relying on being at a workstation or interacting with IT, processes will become much more effective and agile.

5

The Benefits

Mobile access to these capabilities results in tangible improvements across a variety of performance metrics (Table 1). This is the value proposition of these solutions. For example, since employees have instant access to the functionality and information they need to complete tasks, those with mobile workflows saw a 21% improvement in time to decision over the past 24 months, as well as a 19% improvement in the cycle time of key business processes. Ultimately, this quicker, more effective approach to workflows, leads to improvements to operating margins. Therefore, mobile workflow solutions are a platform to catapult your business' financial performance.

Table 1: The Results

Performance	Mobile	No Mobile
Improvement in time to decision over the past 24 months	21%	5%
Improvement in operating margins over the past 24 months	15%	5%
Improvement in cycle time of key business processes over the past 24 months	19%	5%
Internal schedule compliance	83%	78%

Source: Aberdeen Group, April 2016

6

Key Takeaways

BPM and workflow technologies are designed to enable organizations to operate more efficiently while continuously improving. It is a key enabler in today's business world where the speed of business is accelerating, seemingly exponentially. Employees are always on the move with so many expected to do their jobs outside of normal business hours and venues. Being forever tethered to a desk would be a substantial burden to this new reality. These reasons make mobile solutions attractive to business leaders as well as to their employees. Organizations that take a mobile BPM strategy can expect the following benefits:

➔ **Improved efficiency.** Organizations with mobile access are 64% more likely to notify employees when processes are assigned or due than those without.

➔ **Greater visibility into processes.** Organizations with mobile solutions are 2.7 times more likely to have real-time visibility into the status of all processes than those without.

➔ **New ways of doing business.** Those with mobile solutions are more likely to digitize paper-based processes and capture signatures electronically.

➔ **Improved performance.** Organizations with mobile BPM saw a 19% improvement in the cycle time of key business processes over the past 24 months.

This is why Best-in-Class organizations are almost twice as likely as All Others to make mobility an inherent part of their BPM

strategy. It is the key to promoting efficiency in an increasingly productive environment.

For more information on this or other research topics, please visit www.aberdeen.com.

Related Research
Innovate with Business-Driven Workflow Automation; January 2016 *Don't Be Left Behind: The Time for Digital Transformation is Now*; October 2015	*Is BPM Right for You? Learn How Companies Have Leveraged BPM to Improve Operating Margins*; October 2015 *Business Process Optimization and Change Solutions: innovative Technology for Agile Businesses*; January 2015
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