Business Process Management (BPM)

Business Process Management (BPM) is a broad term. It can refer to a business philosophy concerned with improving corporate performance by managing and optimizing business processes, or more specifically—refer to software tools that help businesses implement this philosophy.
In the Q-Flow context, we focus on BPM in delivering tools that enable organizations to manage and optimize their service workflow and customer-centric processes.

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What Is It?

Q-nomy's Business Process Management is a central server solution that lets you administer all processes, in branches, contact centers, back-offices, and headquarters, using task management tools.

The system streamlines workflow, enforces business rules, and prevents unresolved cases from being forgotten. It acts as an enterprise middleware, linking systems and involving people, to ensure the seamless transfer of processes between different business units. Reports and online alerts ensure managers at all levels stay on top of their goals and KPI's.
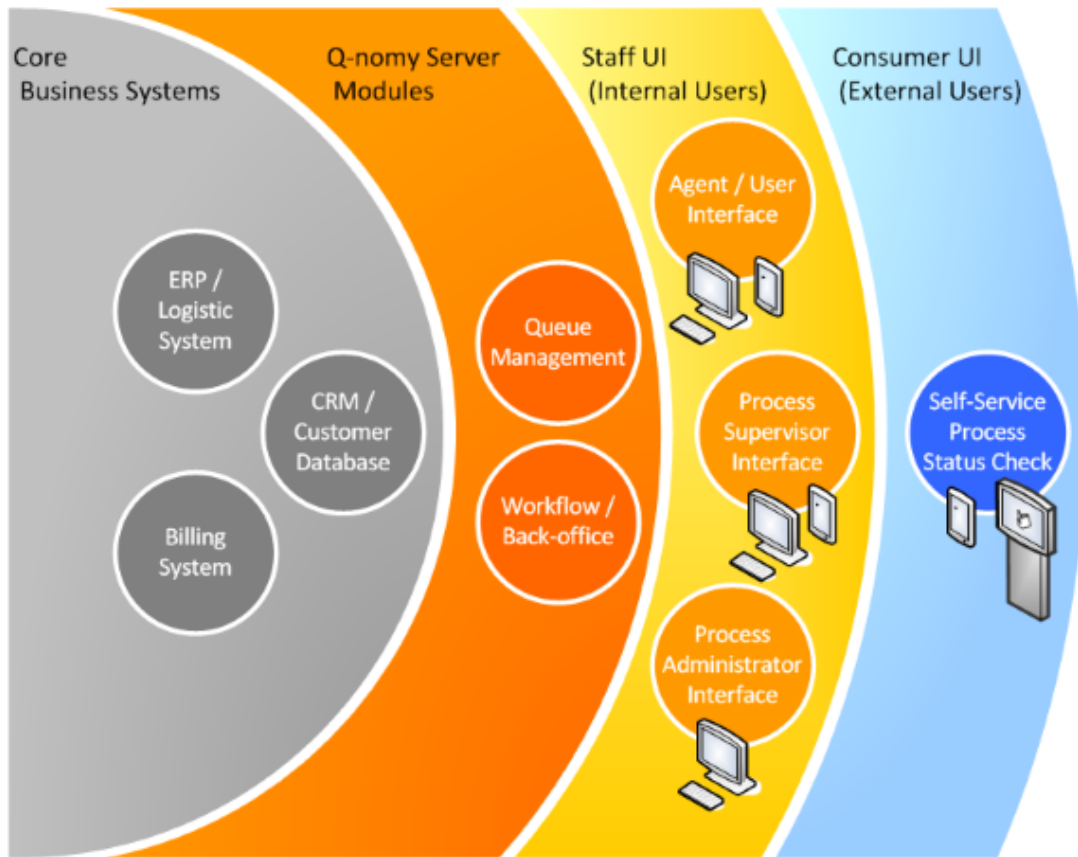
Solution Benefits

- ◎ Streamline your workflow and branch operation.
- ◎ Improve the level of service and customer satisfaction, by increasing the speed and quality of service-related processes.
- ◎ Raise revenues by increasing the speed and quality of sales-related processes.

Unique Advantages of Q-nomy BPM

- ◎ A single software system manages all process types, across an enterprise of any size.
- ◎ Customer flow management and workflow management in one product is a unique, industry leading solution that optimizes customer service processes.
- ◎ Complete flexibility to match any business requirement.

See Also

- ◎ A case study on New York City DOT
- ◎ A case study on Telefonica

- White paper on abandon rate management and customer retention