Product Overview

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The EPC Advantage

Interfacing's award-winning Business Process Management (BPM) suite, the Enterprise Process Center® (EPC), helps companies streamline operations, increase productivity, enforce governance, and ensure compliance. Much more than just process modeling, the EPC allows firms to manage, automate, and monitor business activities and controls.

Complete Process Lifecycle Management

The EPC allows you to manage the entire process lifecycle. You design and build processes in the Modeler, publish to the dynamic, user-specific Web Portal, and manage and improve them with the EPC's business intelligence and performance tracking capabilities. Via the collaborative Web Portal, users can post feedback and change requests in web-based discussion forums that promote ongoing process improvement. Reviewers and process owners are notified of change requests automatically via e-mail, and, when modifications are approved, subscribed employees receive automatic e-mail notifications, as well. As such, the EPC promotes a culture of continuous process improvement across the organization.

Comprehensive BPM Solution

Design, Deploy, Automate, Monitor

The EPC is a comprehensive solution that meets the full spectrum of BPM requirements, from process lifecycle management (PLM) and business architecture (BA) to process automation with EPC Workflow. The EPC's fully-integrated Workflow engine goes beyond basic lifecycle management, allowing you to reduce manual effort by automating human-centric processes, and mechanizing the end-to-end execution of system or integration-centric ones. Process automation dramatically reduces the risk of human error, saves time, and increases productivity. Unlike pure-play workflow tools, EPC's core BA capabilities allow for an organizational blueprint that facilitates automation, and its PLM enables the ongoing updating and management of running workflows. The Workflow engine can be added as your project becomes more sophisticated, or at the outset as part of a comprehensive BPM initiative.

Business Architecture

The object-oriented repository allows you to easily maintain a flexible organizational model.

Business architecture involves more than just the structure of business processes. It also entails the organization of departments, roles, documents, assets, and all other process-related information. The EPC's object-oriented repository facilitates the management of your company's business architecture. In the EPC, processes and all related information (such as organizational units, roles, resources, assets, documents, risks, and controls) are stored in separate libraries as "objects." Because the centralized repository is "object-oriented," processes and objects are managed independently of each other and have their own lifecycles. Your organization is constantly evolving; the object-oriented repository allows you to easily maintain a flexible organizational model.

The EPC bridges the gap between business operations and Governance, Risk, and Compliance (GRC) management to create a sustainable process improvement and governance culture across the organization. Its process-centric approach to enterprise management aligns process improvement and GRC initiatives as ongoing programs rather than as one-time projects, integrating governance, risk, and compliance activities with day-to-day operations. With specific modules dedicated to rules, risks, controls, and audit management that integrate with all aspects of the process lifecycle, the EPC allows organizations to improve operational performance while ensuring compliance with corporate governance policies and external regulatory requirements.

Integrated GRC Capabilities

The EPC has specific modules dedicated to rules, risks, controls, and audit management.

Ease-of-Use

The EPC is designed for the business user. Non-technical process modelers and end-users can easily and intuitively interact with both its Modeler and the Web Portal. It requires very little end-user product training and is easily accepted by employees at all organizational levels, thereby reducing implementation costs.

With the EPC, standardized, accurate, and up-to-date SOPs are just a few clicks away. You can automatically generate EPC Process Books to output EPC content into convenient, printable process documentation. You can predefine different company templates for different purposes; Process Books are ideal for detailed SOPs, training manuals, user guides, audit reports, and strategy meetings. While all information contained in the EPC is easily accessible via the user-specific, dynamic Web Portal, you can continue creating your existing process documentation, but without the manual effort. With the EPC, all information changes are controlled and versioned so that you can ensure that employees are using the latest policies, processes, and procedures.

Automated SOP Outputs

You can automatically output EPC content into convenient, printable process documentation.

Cost-Benefit

The EPC is one-third the cost of comparable BPM products on the market.

A comprehensive BPM program doesn't have to break your budget. The EPC is one-third of the cost of comparable BPM products on the market, and is fully customizable to meet any organization's unique needs. The EPC is modular, and advanced modules can be selected à la carte; you don't pay for a lot of features you won't use. You can start small and add modules as your BPM initiative grows. Additionally, the EPC comes pre-loaded with process libraries and frameworks that accelerate program rollout by reducing the time required to model company processes. The EPC will also reduce Workflow implementation costs by allowing your company to deploy automated processes with minimal development and configuration.

EPC by Function:
Business / Management

Maximize Process Visibility & Improve Strategic Decision-Making

Most businesspeople can relate to the fact that infrequently deployed company procedures can create confusion when they are undocumented or vaguely defined. Bigger problems arise when this lack of clarity extends across the organization to everyday processes or those critical to profitability. As these are activities that are performed dozens of times a day, the monetary impact of even small inefficiencies can accumulate and hurt your bottom line.
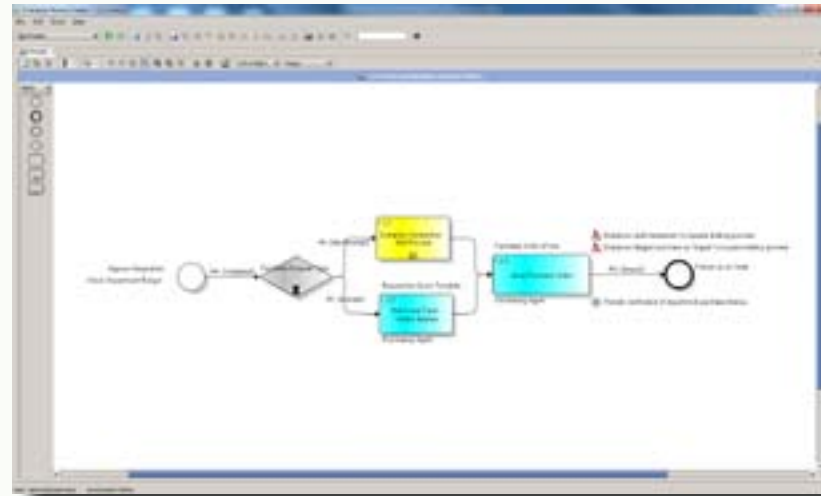
Users can set the expansion level when viewing process maps to display more or less detail.

As you map your processes with the EPC, you graphically depict business activities in detailed process maps that allow you to identify and resolve process gaps and redundancies. The EPC's Business Intelligence and reporting capabilities further enhance strategic decision-making by allowing Management to pinpoint opportunities for improvement. EPC Workflow tracks process performance and displays the results in scheduled and customizable reports, allowing managers to determine if, for instance, a particular process should be outsourced.
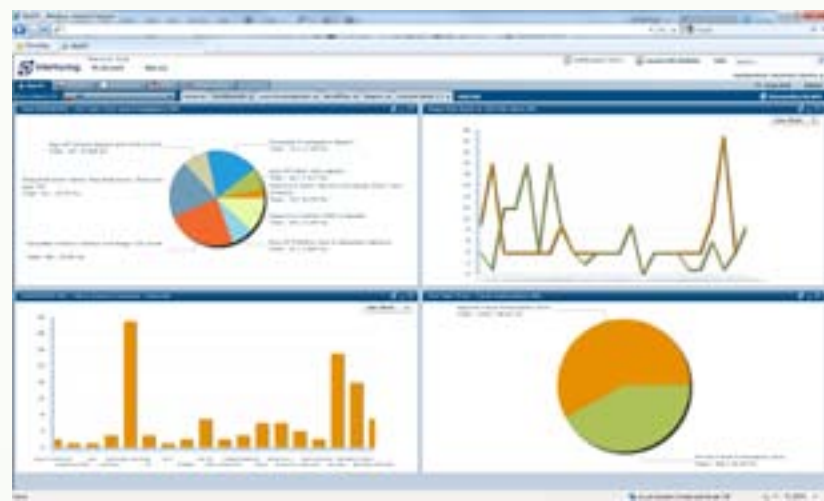
The EPC can report on any information contained in the system. Users can display a variety of out-of-box reports and dashboards - or they can create their own.

Define Roles & Responsibilities

In many organizations, roles and responsibilities are defined only in general terms; while employees have titles with associated job descriptions, there are significant inconsistencies in their duties across time. This lack of clear definition causes problems when tasks are duplicated or missed because there is uncertainty as to where the responsibility lies. When no one – or when too many people – are accountable for an activity, blame for mistakes gets shifted from person to person, and the underlying issues are left unresolved.
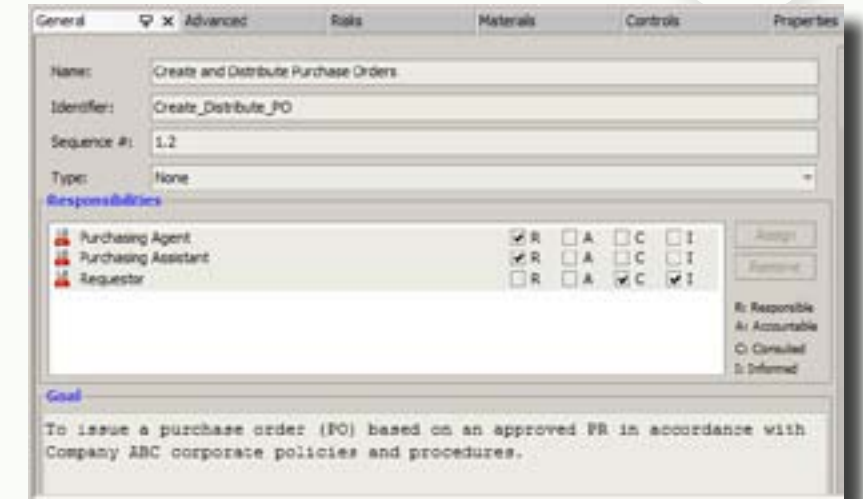
Assign RACI responsibilities for processes, tasks, documents, or any other EPC object in the Modeler.

The MyEPC page in the Web Portal displays the items for which the employee has a RACI responsibility. There are separate portlets for processes, tasks, documents, risks, controls, etc.

The EPC uses the RACI (Responsible / Accountable / Consulted / Informed) framework to set ownership for business activities down to the task level and eliminate the inefficiencies caused by unclear roles and responsibilities. At least one individual, identified by his or her role, must be assigned to each task as Responsible for its completion and ongoing improvement. Additional employees may be identified as Accountable, Consulted, or Informed, clearly delineating the role that each individual plays in the completion of the task.

Increase Employee Satisfaction

With the EPC, mapping company processes helps eliminate inefficiencies, and automating processes can eliminate the need for many of the tedious, repetitive manual tasks (such as data entry) that most employees would prefer to avoid. Aside from reducing the risk of error, automating human-centric processes allows you to better utilize your human resources for genuinely value-adding activities, minimizing opportunity costs and boosting morale by ensuring that employees feel that they are contributing to company operations.

Enhance Knowledge Retention & Organizational Learning

Considerable costs associated with knowledge retention and transmission are incurred as human resources join, leave, and move around in an organization. Increasingly, many companies are already struggling to cope with employee turnover as the "baby boom" generation begins to retire. Organizations risk losing undocumented tacit knowledge as growing numbers of experienced employees leave, taking their skills and expertise with them. The problem is exacerbated by the fact that it is often difficult to determine where specific knowledge sits within the organization. When critical information and know-how exists only in the minds of a handful of employees, its usefulness for the company as a whole is reduced.

Generate SOPs with one click by creating EPC Process Books.
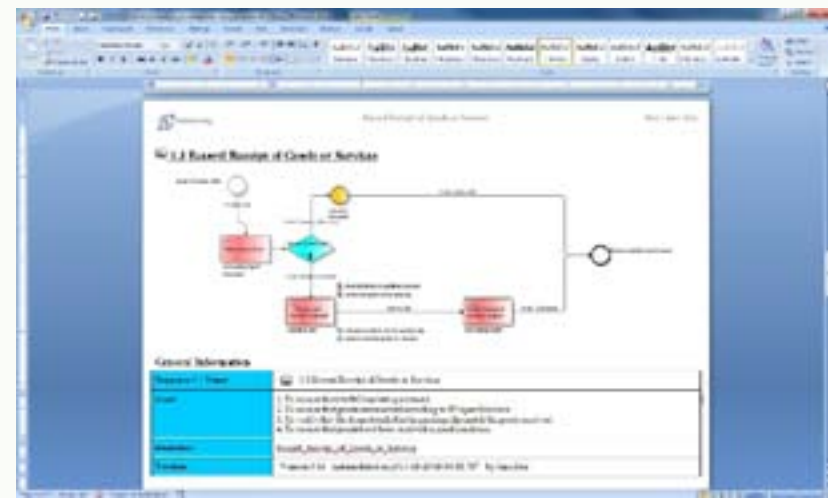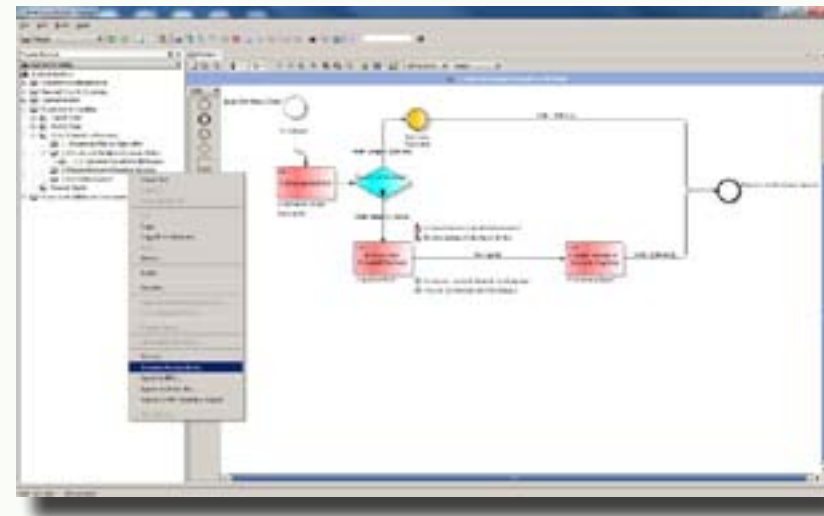
Process Books are generated automatically by the system based on predefined, customizable templates.

Furthermore, the EPC allows you to attach supplementary information such as user-guides, SOPs, and videos to specific tasks within a mapped process, indicating what information is necessary to complete that task, and allowing those responsible to walk themselves through it. You can generate your company's process documentation automatically, standardizing your training materials and drastically reducing the employee learning curve.

The EPC allows you to formalize information and tacit knowledge. By defining your company's roles, resources, business rules, processes, and even the organization itself, the EPC transforms "know-how" and internalized information into a structured map of your business operations and up-to-date and fully indexed SOPs. With the EPC, documented processes can then be automated, and the knowledge is embedded in the organization and is both flexible and transferable as the firm evolves.
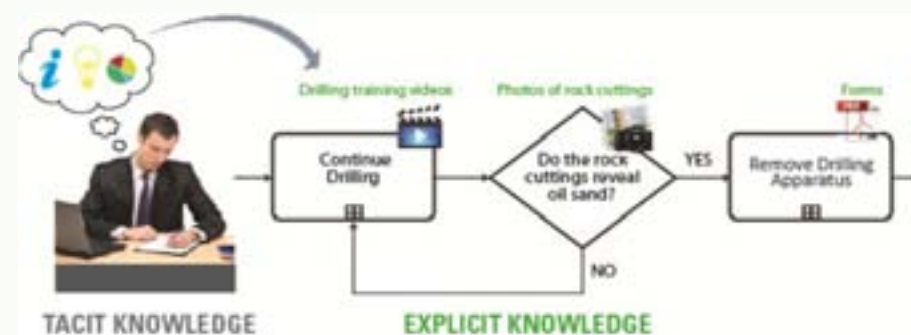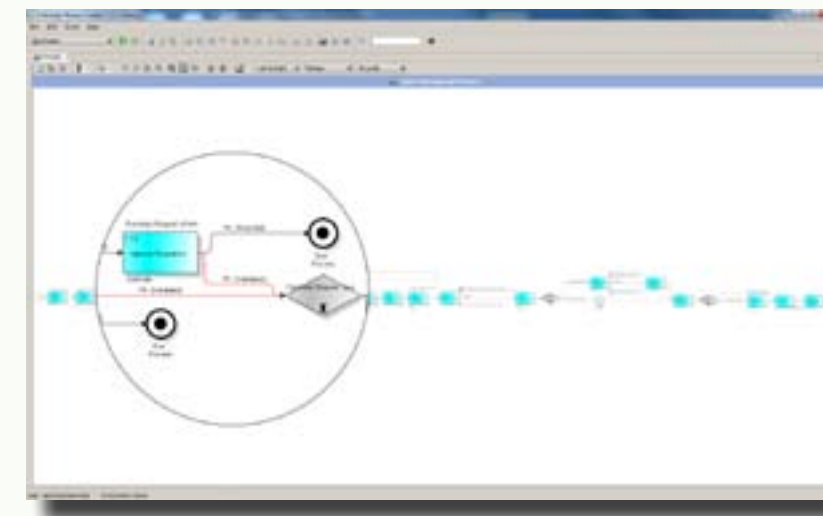

Focus on the Customer with a Value-Stream Approach

Overcoming departmental silos is an important challenge for large companies. Too often, functional units operate in a state of semi-isolation, causing the organization to lose sight of its most important stakeholder: the customer. For instance, a sales department may successfully implement procedures expressly designed to meet lofty sales targets, but, without considering the relationships between departments, the orders might never be fulfilled due to internal miscommunications, supply-chain backlogs, or accounting oversights.

The EPC helps eliminate functional silos by promoting a value-stream approach to process mapping and management.

With the EPC, you can view the cross-functional process hierarchies by creating linkages between departmental processes that capture the ways in which they generate value for the customer and profits for the organization. The EPC's value stream views depict the entire cross-functional process from end to end.

This Flatmap view displays the entire Requisition-to-Payables value stream from end-to-end. The red lines in the magnified portion indicate inter-process links.

The EPC allows you to achieve an end-to-end, cross-functional understanding of your operations and shift the focus back onto the customer - whether internal or external. Value streams are customer-centric; they begin the moment the customer need is identified and end only once that need has been fulfilled, extending across departments, such as sales, manufacturing, and distribution.

Furthermore, by automating your processes with the EPC, you can embed the value-stream flow within your organization by integrating the IT systems used to manage departmental activities (for instance, the CRM used for Sales and SCM for Manufacturing) and mechanizing information flows through human-centric processes with the EPC's PDF eForms. With the EPC, you manage your processes from end to end, putting the focus back on the client to increase customer satisfaction and revenues.

Promote Standardization

As large companies turn to global expansion as a means of reaching new markets, "glocal" strategies diverge and can create fundamental inconsistencies between geographical divisions. While it is important for business operations to reflect the needs of the market, very often, maintaining a consistent baseline is a main concern for multinational corporations. With the EPC, you can manage processes on a global scale, enforcing organizational culture and policies across divisions while maintaining separate EPC "sets" dedicated to each market. Another important challenge involves ensuring consistency between departments and divisions in order to facilitate internal communication.
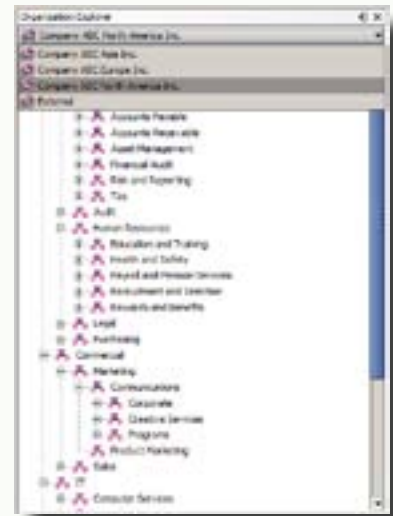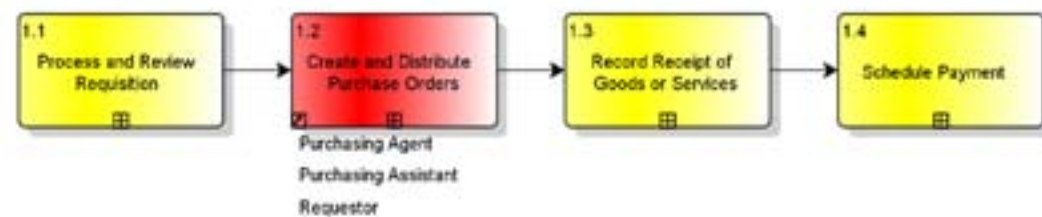

Organizational "sets" form the highest level of the organizational hierarchy.
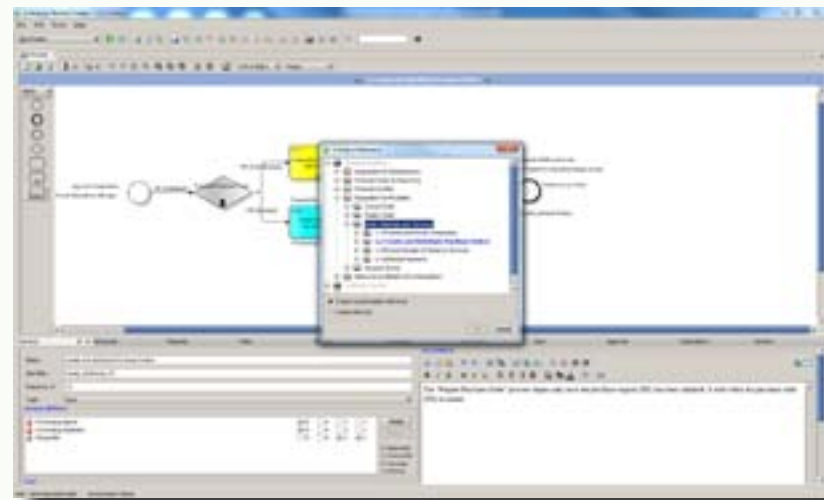
The EPC allows you to create "process references" in order to standardize frequently-used processes and simplify process maintenance. For instance, building a process reference for creating a purchase order would standardize that process across departments. If the "Create and Distribute Purchase Orders" process ever required modification, the changes would be made in one centralized location and automatically applied across all instances of the process.

You can easily transmit your standardized process documentation across the company's departmental and geographic divisions – even those that have no yet deployed the EPC – with automated SOP outputs (EPC Process Books). You can automatically generate Process Books in MS Word® format to reflect your latest EPC content and updates. As EPC Process Books eliminate the need for manual SOP updates, easy maintenance allows for standardization across the organization.

The process reference for the "Create and Distribute Purchase Orders" process allows it to be easily reused and maintained in multiple value streams.

Improve Proactive Quality Assurance

As the competitive and regulatory environments in most industries intensify, firms of all sizes have to adapt quickly in order to meet increasingly stringent standards for quality. More recent approaches to quality management place increasing importance on process management, managing the end-to-end flow of activities required to bring a good or service from conception to end-use, rather than simply focusing on the final product. For instance, process-centric quality standards published by ISO (the International Organization for Standardization), such as ISO 9001:2008, have been adopted worldwide by many major organizations. Aside from the fact that many large purchasers now require that their suppliers comply with ISO standards, studies have shown ISO 9001 certification can result in superior ROA[1] and financial performance.[2]

The EPC gives you the ability to embed real quality assurance in your processes by assigning preventive controls to individual tasks, making QA a business initiative, rather than a compliance issue for the inspectors. QA groups are often disconnected from business operations, causing excessive dependence on reactive testing and detective controls. By implementing controls directly on the process, the EPC facilitates a proactive stance to compliance with quality standards such as ISO 9000, and integrates your QA activities within day-to-day activities. Furthermore, the EPC takes BPM all the way to execution, so you can enforce compliance by automating processes with EPC Workflow; processes cannot be completed if standards are not met.

[1] Corbett, Charles J. et al. "The Financial Impact of ISO 9000 Certification in the United States: An Empirical Analysis." Management Science 51.7 (2005): 1046-1059.

[2] Sharma, Divesh S. "The association between ISO 9000 certification and financial performance." The International Journal of Accounting 40.2 (2005): 151-172.

Promote Communication & Collaboration

In many companies, one-way, top-down communication limits the extent to which the organization can foster a culture of continuous improvement. While is it important that an organization's mission and strategies come from the top; it is equally important to establish two-way communication channels that encourage feedback from the bottom-up. In many cases, problematic processes are identified by the employees with the most direct experience with the individual tasks.

The EPC promotes a culture of continuous process improvement across the organization by facilitating communication at all levels. Discussion forums in the EPC's Web Portal allow end-users to address concerns and raise questions about their processes, as well as contribute suggestions for process improvement.
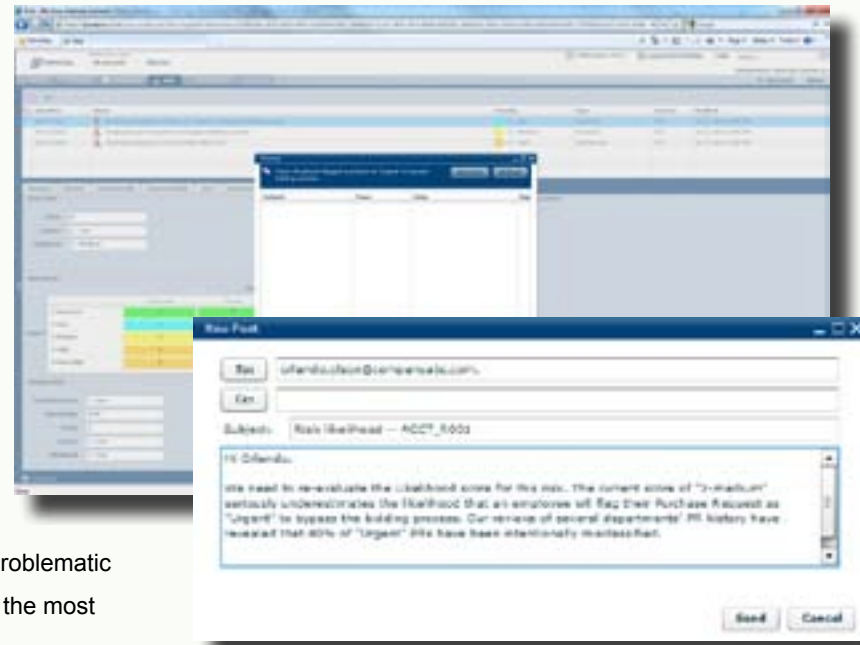

Discussion forums in the Web Portal allow process modelers and end-users to collaborate.

The EPC's versioning capabilities and its check-in/check-out, library-like system allow your process modelers to collaborate within the EPC's modeling environment, and ensure that only the latest version of your material is published. Changes made to processes or other objects in the EPC launch an approval cycle that automatically notifies process owners and approvers before changes can be published. All published EPC content is accessible to users via the Web Portal, and the EPC sends automatic e-mail notifications with direct URLs to the latest information to the appropriate stakeholders when processes, documents, and other objects are updated.
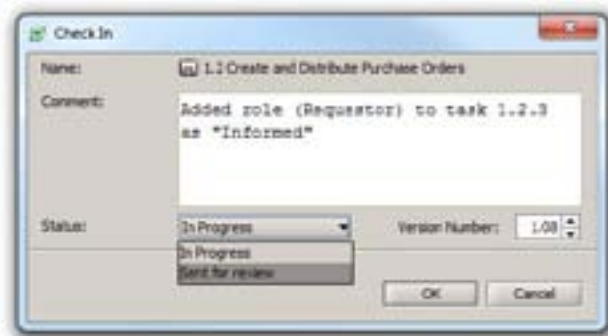
When there is an approval cycle in place, the process cannot be published. It can be checked in as "In Progress" or sent for review.
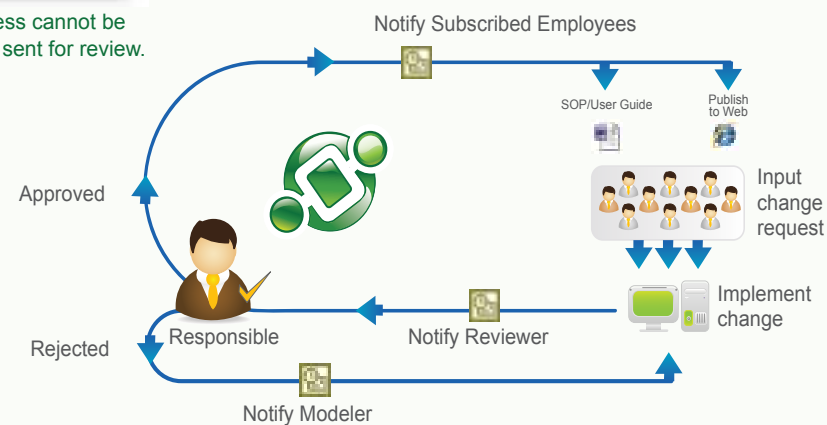
Promote Organizational Flexibility

Organizational and strategic flexibility are qualities increasingly valued by managers and executives. An agile organization has the ability to quickly respond to market forces, environmental conditions, and regulatory pressures, and can better secure competitive advantages in increasingly global markets.

The EPC promotes organizational flexibility through its distinctive "object-oriented" repository. In the EPC, processes and all process-related information are centrally-managed as "objects." Other BPM platforms manage process-related information as attributes (i.e. text fields) within individual processes; for instance, a process performer might be identified in a task description. In the EPC, objects are stored in separate libraries and can be linked by assigning one to another.

The same concept extends to far more complex management challenges, as well. Organizational units (departments, divisions, branches) are also EPC objects, and the centralized repository allows for incredible flexibility when a company undergoes restructuring or is involved in a merger or acquisition. Like all EPC objects, org. units can be added, consolidated, merged, and otherwise moved around as your organization's architecture evolves, and all affected processes will be updated automatically.

Cam Carroll is linked to processes, tasks, documents, risks, and other objects through her role.

For instance, roles ("Purchasing Agent") and resources ("Cam Carroll") are stored and managed independently of each other. "Cam Carroll" is defined as a Purchasing Agent in the EPC when she is assigned that role. Promoting her to Director of Purchasing simply involves linking her resource to the new role. Since EPC objects are managed centrally, you only need to make the change in one place; all affected processes will be updated automatically.

Since the EPC's cross-functional Swimlane views are also generated automatically, they will instantly reflect any change made to your organizational structure. While the projects themselves can be extremely complicated, in the EPC, the actual changes are made with one or two clicks of your mouse and the software's intuitive drag-and-drop functionality. The object-oriented repository allows you to leverage existing processes across new or modified org. units to promote standardization and facilitate change.

EPC by Function: Compliance / Audit

Reduce the Risk of Non-Compliance

In recent years, many companies have responded to heightened financial risks of non-compliance with policy initiatives that increase awareness of regulatory requirements throughout the organization. While clearly documented and communicated policies are extremely valuable, in actual practice, they are only part of a complete compliance solution. The real challenge for most organizations is in ensuring that stated procedures are actually followed. However, embedding compliance programs within an organization's day-to-day operations is extremely problematic when compliance and process management are treated as independent initiatives.

The EPC also allows for increased responsiveness in the event of a process-related compliance issue: it allows you to monitor and track data on your processes, and it will alert you when pre-set thresholds – or Key Control Indicators (KCIs) – are reached. KCI monitoring allows for faster and improved decision-making; you can react to problems as they arise and immediately implement corrective actions to mitigate the risk of non-compliance.

The EPC allows organizations to integrate their process management and compliance programs at the operational level. With the EPC, not only can rules and controls be implemented directly on processes and individual tasks, they can be enforced across the organization through automation. For instance, an automated process can ensure the segregation of duties since information flows automatically from one predetermined individual to the next. At run-time, the EPC can identify process performers and route the information such that business rules ensuring the segregation of duties are enforced.
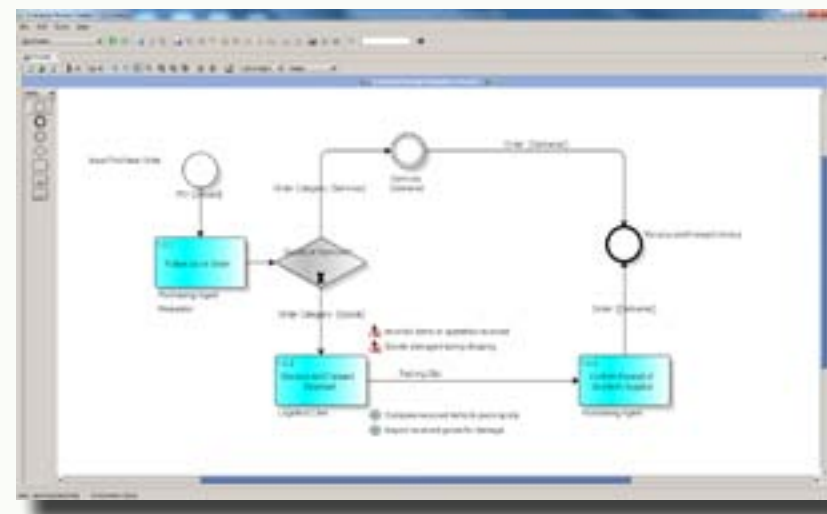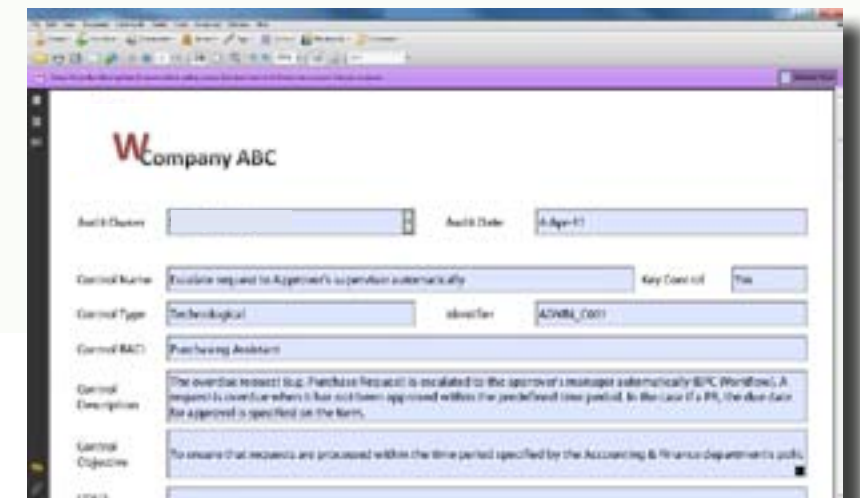

The ability to create direct linkages between risks, controls, and processes allows you to embed GRC activities within daily operations.

Cut Compliance Costs

The EPC can help you dramatically reduce the internal costs associated with regulatory compliance through the automation of the audit process. It reduces the need for manual data entry and the risk of error by auto-populating the required forms and automatically routing them through the appropriate series of process performers. The EPC also eliminates the need to manually re-create reports for each audit since these reports can be scheduled to run automatically, significantly reducing the internal labor hours associated with audit preparation. By increasing productivity, the EPC makes your internal audits a cost-effective and practicable means of minimizing compliance costs.

Meeting compliance requirements is a complex, costly undertaking at the best of times, and can be a huge drain on company resources when managed inefficiently. Recent research has found the average cost of compliance to exceed $3.5 million annually, including compliance program management, monitoring, and enforcement.[3] The internal costs of quarterly and yearly reporting account for a large portion of these expenses. In fact, a 2009 SEC study of the SOX ICFR requirements found that internal labor is the largest SOX Section 404 cost component for Section 404(b) companies; these costs represent an average expense of over $1.3 million a year, or over 11,000 internal labor hours.[4]

Autopopulated eForms can be automatically routed from one process performer to the next to save time and reduce the risk of human error.

[3] Ponemon Institute. "The True Cost of Compliance: A Benchmark Study of Multinational Organizations." Ponemon Research Report. Jan. 2011. 1-31.

[4] Office of Economic Analysis. "Study of the Sarbanes-Oxley Act of 2002 Section 404 Internal Control over Financial Reporting Requirements." United States Securities and Exchange Commission Study. Sept. 2009. 1-137.

Align Risk Management Strategies with Business Objectives

The most effective risk management strategies are generally not those that seek to eliminate all possible sources of risk across an organization. As most managers know, such strategies are nearly impossible to implement and essentially counter-productive; risk is an inherent part of business operations and should be managed strategically in order to maximize returns for an acceptable level of risk. A primary concern for management, then, is in identifying sources of risk in business activities and making them visible across the organization so that they can be managed effectively.
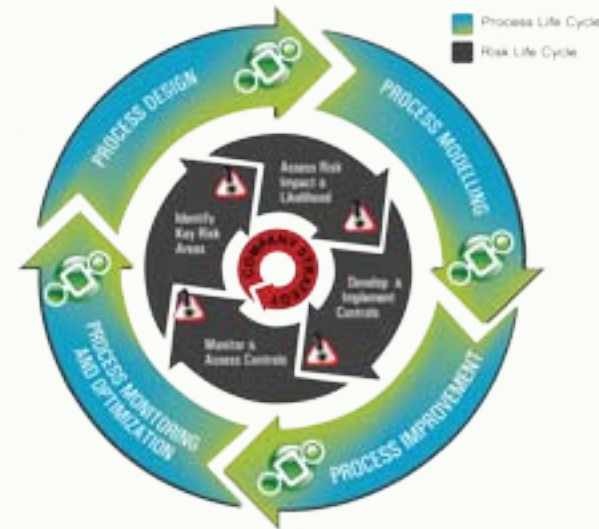
The EPC allows you to manage the lifecycles of risks and controls independently of processes, increasing your ability to quickly respond to changes in the competitive landscape.
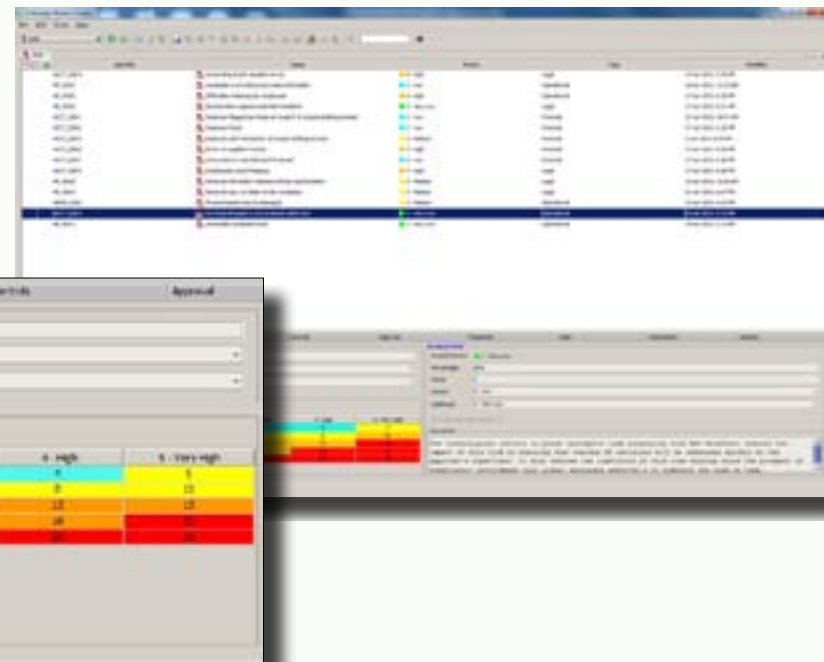
The Risk Matrix can be customized to reflect your organization's risk management strategies.

In the EPC, risks are managed centrally as objects. Once defined, they can be linked directly to the processes and individual tasks where they arise and with the associated controls, dramatically improving risk visibility for both management and end-users. Gross and net risks are quantified in terms of their impact and likelihood, and are automatically assigned a priority level based on residual risk to facilitate prioritization and strategic decision-making.

Furthermore, as with all EPC objects, you can automatically generate detailed reports on risk-related data. For instance, you can measure the effectiveness of your controls by tracking residual risk over time, or monitor the financial impact of risk mitigation by tracking control costs. With improved visibility into the financial impact of risks and the costs of controls, not only are you better equipped to make strategic decisions as to tolerable risk levels, you may determine that these thresholds increase with simplified risk management.

Reduce External Audit Costs

As the direct costs of external audit rise with increasingly stringent regulatory requirements, many firms are looking for ways to streamline the audit process and mitigate its impact on the company's bottom line. It is well-documented that fees paid for the independent audit of internal controls account for a large component of, for instance, SOX Section 404 compliance costs, but the indirect financial impact of external audits that stems from business disruption and the diversion of human resources is too often downplayed.

The EPC can help you reduce these costs by allowing auditors easy access to your process documentation and reports in one centralized location. Since all of your information is centralized and archived, the EPC drastically reduces the preparation time required for external audits; your employees will not have to sift through file cabinets and to compile masses of documents for the auditors. You can give the auditors temporary access to the EPC to minimize internal resource dedication to external audits and have them in and out the door as quickly as possible.

Increase Management Confidence in Audit Effectiveness

As recent regulatory initiatives have made top management personally responsible for corporate compliance, the effectiveness of the audit process has become a major concern for executives on both professional and personal levels. The financial risks of noncompliance now extend beyond the corporate realm for top management, and the personal consequences can be severe. While frequent audits mitigate the risks, Management knows that they serve little purpose if they are not thorough and precise.

Even audits are audited with the EPC. When the audit process is automated, you dramatically reduce the risk of human error and increase visibility and traceability. All audit-related information is stored and archived in the EPC, including the auditors' names, audit dates, and test results for each sample taken. Since you can report on historical data, you can track your history of corrective actions and the evidence of implementation. With the EPC, your organization's audit groups, Management, and Board of Directors have access to all instances of the audit process and the associated analytics. With the EPC's holistic view of the organization and the ability to drill-down through audit details, you can verify that audits have been properly conducted and be confident in your company's ability to satisfy your external auditors.

EPC by Function:
Information Technology (IT)

Align IT and Business to Reduce System Implementation Costs

In many organizations, there is a significant disconnect between IT functions and business operations due to a lack of clarity in terms of business processes and needs; IT initiatives are often implemented independently of the business operations that they support.

The EPC is designed to bridge the gap between IT and business. It facilitates configuration management by clarifying business processes and making them visible to the IT user. Improved requirements-gathering and visibility of "as-is" business processes allows for a better understanding of client requirements to minimize change requests and costly reworks.
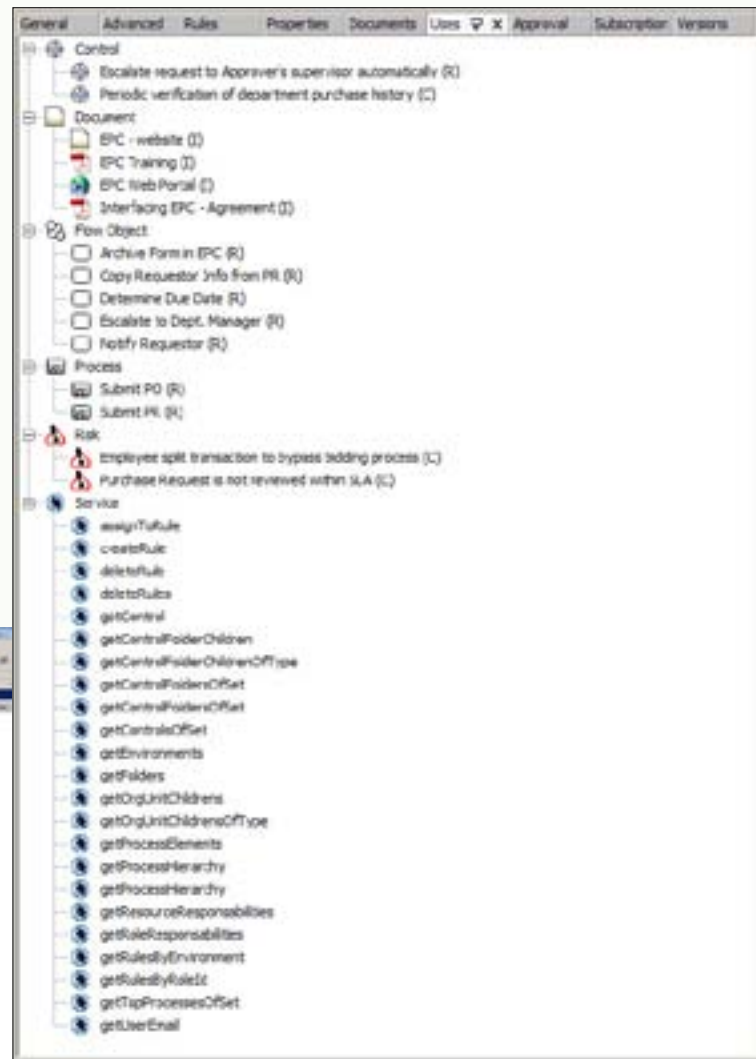
The EPC's object-oriented structure also facilitates impact analysis to allow for a better understanding of the relationships between IT systems and business activities. For instance, with one or two clicks, you can view all of the processes, activities, master data, and services related to your ERP system to understand how a system upgrade will affect the organization. This enhanced process visibility also streamlines change requests down the line, since the current state is already documented down to the execution level. By improving configuration management, the EPC can reduce the costs of new system rollout and of future updates.

Integrate IT Platforms and Applications

Integrating IT platforms and applications can be an extremely complicated undertaking, and development time is a primary source of direct costs. Typically, processes modeled for business purposes lack the detail required for automation and integration with external applications. This results in the duplication of work, since further development is needed to take the process to the execution level. The problem is compounded by the fact that the duplicated "versions" of the process can become misaligned when one is modified to reflect process updates; keeping the business and automation process maps synchronized requires additional time and effort.

By leveraging the EPC Workflow engine as the backbone for system integration, you can accelerate implementation and reduce development costs. Mapped processes in the EPC are executable code that the Workflow engine can automate, supporting industry-standard XPDL and BPEL. The EPC's Workflow engine is designed to support "perfect" round-tripping; a "Single Consistent Model" of the business process is used at every stage of its lifecycle so that no information is lost at any stage of execution development. Because it uses industry-standard BPMN, EPC Workflow can directly execute the diagram produced by business users: What You Draw Is What You Execute (WYDIWYE). There is no "translation" required at any stage, so the information can make a round-trip – from the original analyst drawing, to the Workflow engine, and back.

EPC Workflow further supports the orchestration of third-party applications by minimizing the required front-end GUI and back-end action coding. With the EPC, much of the development is actually done by non-technical process modelers using the EPC Modeler's drag-and-drop process mapping functionality. Business Analysts can also easily construct the end-user interface for Workflow processes by building e-Forms in Adobe's user-friendly software for form design. Minimal development requirements and the ability to leverage out-of-box actions and services accelerate system integration and reduce associated costs.
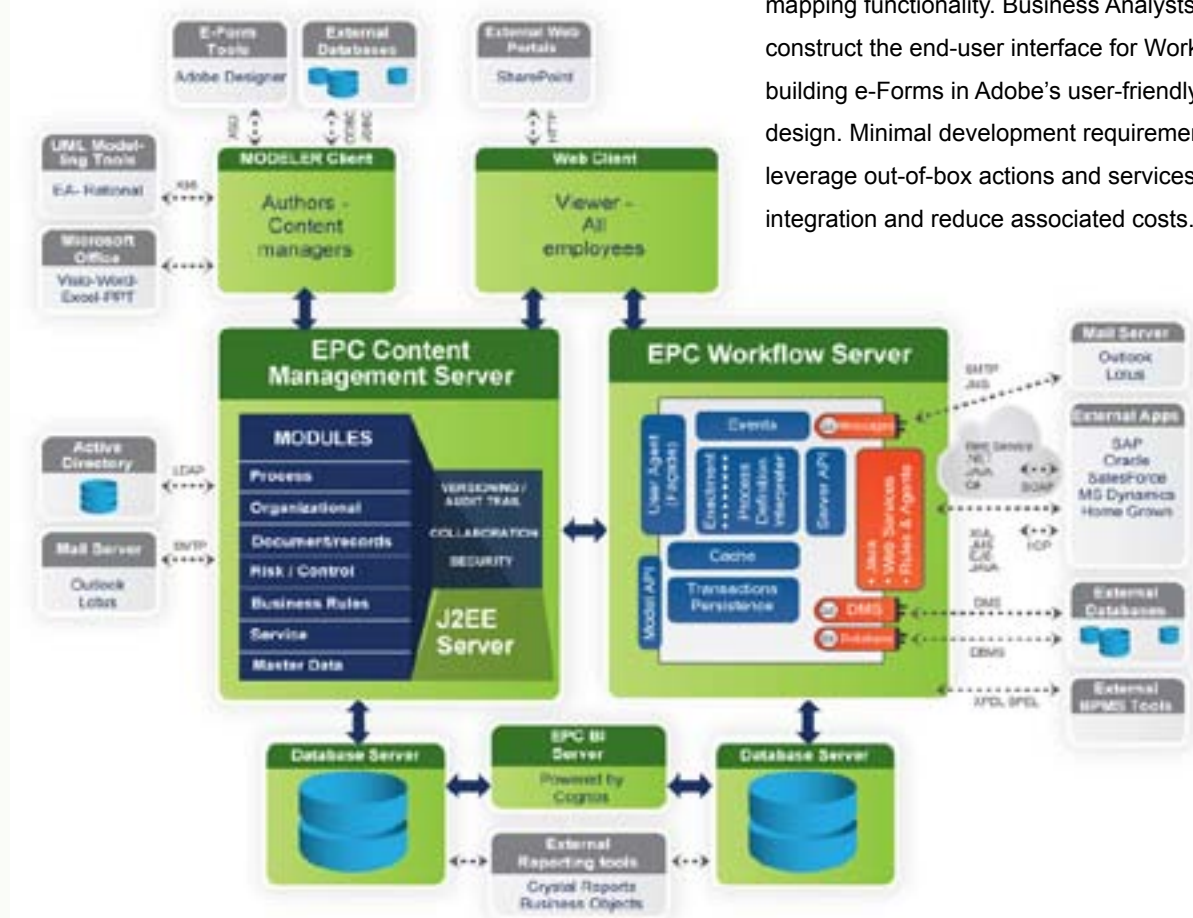
Standardize Data Definitions and Integrate MDM with BPM

The disconnect between functional groups in large organizations often creates a silo effect, and, therefore, inefficiencies at the operational level due to inadequate communication. In such cases, the communication breakdown typically extends to the IT level, as well; master data tends to sit in multiple IT systems, but is generally not centrally referenced. The resulting inconsistent master data impedes the integration of IT systems and can result in duplicated or inaccurate information and can exacerbate operational inefficiencies.
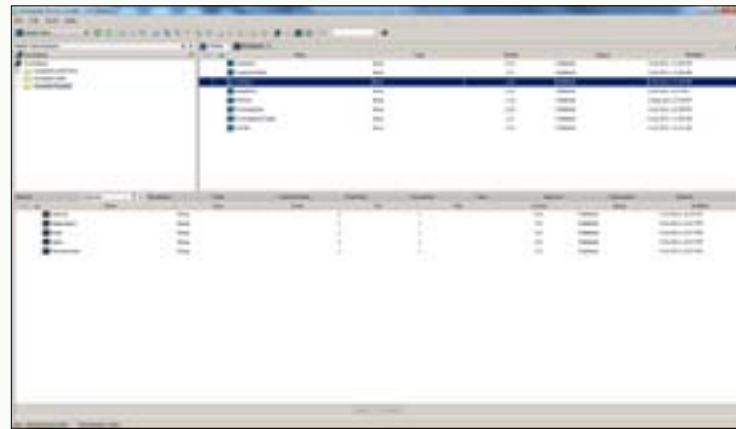
The EPC's Master Data module allows you to reference your master data in one central location. You can save time by importing Entities and Attributes from external applications, such as an ERP, CRM, or legacy system, and export to XSD, to standardize and redeploy existing data definitions. Documenting and standardizing your data definitions with the EPC will help you ensure data consistency and facilitate communication between systems. In the EPC, Entities and Attributes, like all other process-related information, are treated as objects and are managed centrally. Attributes, such as "Street Name," are created once and can be linked to multiple Entities, such as "Billing Address" and "Shipping Address." By standardizing the definitions and formats, you can create a common vocabulary that will facilitate communication between functional units and the IT systems that support them. Furthermore, the EPC creates direct linkages between your master data and processes. By providing greater visibility into the utilization of master data across the organization's processes, the EPC can help you scope IT system deployments and mitigate the implementation risks.

Execute SOA Strategies

Single-platform, monolithic applications are a serious barrier to organizational agility. These systems create dependencies between software components; typically, modifying a single component requires adjustments to the entire system and considerable back-end development. In order to achieve even minimal flexibility, the entire structure must be customized, resulting in wasteful, closed systems that are difficult to maintain. The rework and retraining required for making changes can be costly and can disrupt business operations, so business managers are often reluctant to agree to valuable upgrades.

The EPC supports the execution of SOA strategies to align business and IT. It provides the visibility into your organization's processes and overall structure required to clarify IT requirements and eliminate false dependencies between systems. The object-oriented EPC creates direct linkages between web-services and processes to clearly define the relationships between business activities and the service framework required to execute them.

With the EPC, web-services are managed independently of processes and applications to increase flexibility and reusability. You can standardize and reuse services to promote consistency across processes and reduce development time; components can be updated without affecting the entire system. A complete understanding of your IT framework is necessary to minimize the risks associated with configuration management; the EPC's core impact analysis capabilities increase visibility into the effects of a change to a service when updates are required to meet evolving business needs.
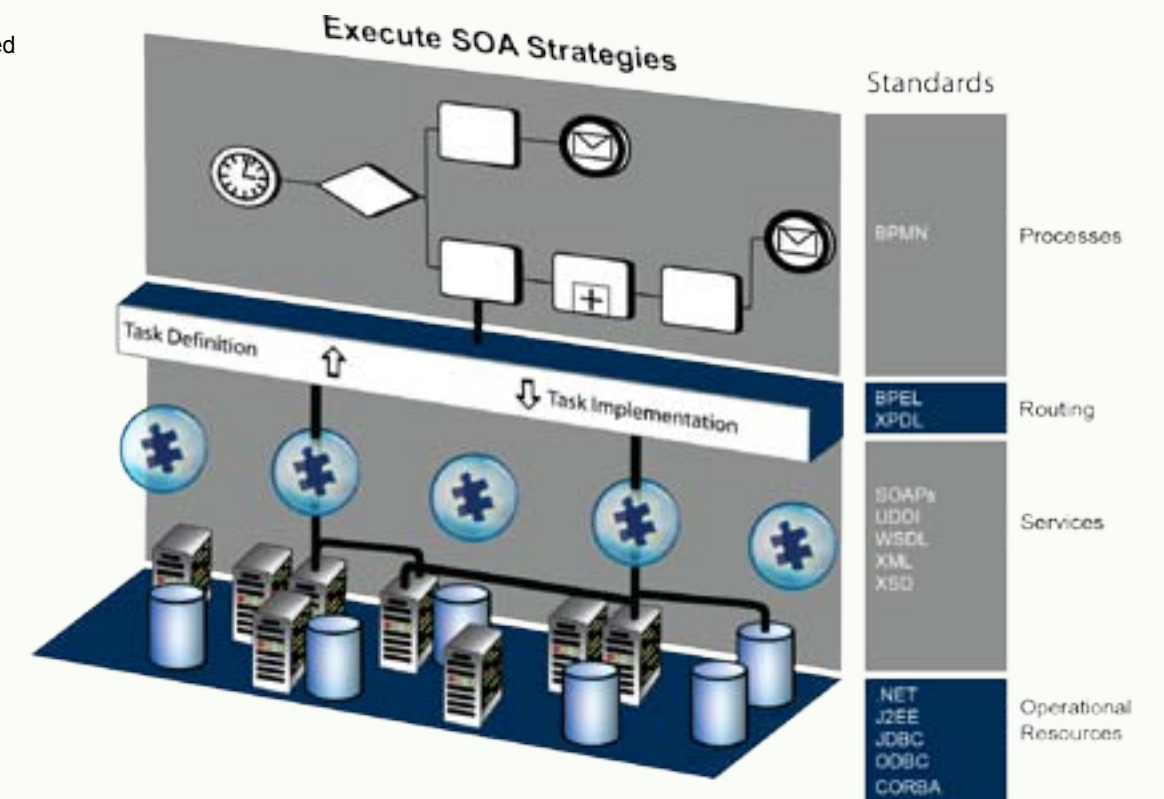
Embed IT Controls in Your Processes

As organizations become more and more dependent on their IT systems to support business operations, IT departments are being held increasingly accountable for the business impact of IT risks and noncompliance with regulatory requirements. The growing prevalence of e-commerce and web-service deployment to support business activities has resulted in intensifying IT risks related to security and fraud. Heightened awareness of IT risks and the associated impact on business operations has caused many companies to turn to various frameworks and standards, such as COBIT, ISO/IEC 38500, ISO 27001, and ITIL, to structure and deploy their IT governance strategies. They are increasingly deploying supporting technologies that facilitate the alignment of these strategies with business operations.

The EPC's object-oriented repository allows you to implement centrally-managed IT controls directly on your processes. You can leverage the COBIT framework, embedded in the EPC , to help develop effective IT governance strategies and mitigate risks. Once defined, IT risks can be quantified using the EPC's Risk / Likelihood matrix, and they are automatically assigned a priority level based on residual risk. You can identify IT Control Types and define IT Assertions along four dimensions: Completeness, Accuracy, Validity, and Authorization. The EPC provides additional visibility into the direct associations between processes and risks to identify areas that are being inadequately controlled. By understanding where preventive, detective, and/or corrective controls have (or have not) been implemented, you are better able to devise strategies for layering controls to maximize control efficacy. You can also define the costs of risks and related controls in the EPC, allowing you to align your IT risk management strategies with operational and financial objectives.
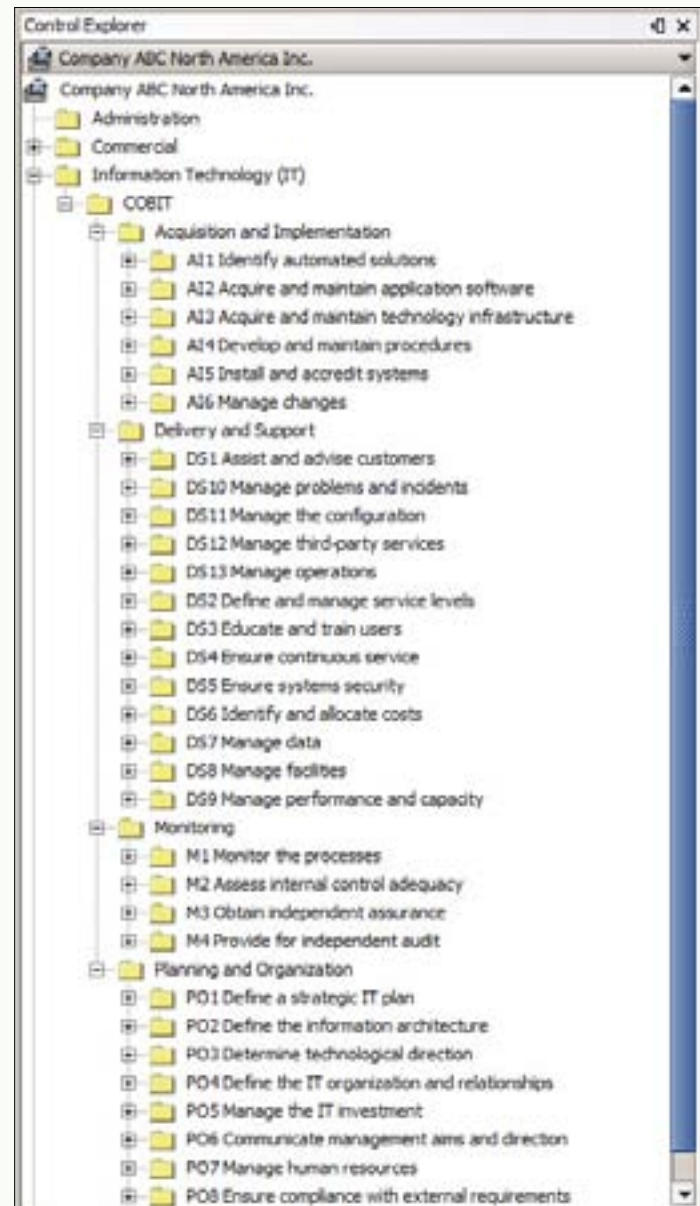

EPC Modules

All EPC modules have the same look and feel; while they are powerful and feature-rich, they are designed for simplicity for the business user. Processes and related information are stored as "objects," so that all information is reusable and centrally managed for easy ongoing maintenance. Users simply associate one object with another as they model their processes – for instance, an application with a task or a resource with a role – and the system can then automatically generate multiple views of the object relationships, including Swimlane transitions, value-stream Flatmaps, and views for impact analysis. Once modeled, any process and all related information can be deployed to the EPC Workflow engine for end-to-end human and system-centric process automation. The Advanced Reporting module then allows you to track historical trends and monitor real-time data with customizable reports and dashboards.

 Process Module

 Documents Module / Content Management

 Organization Module

 Risks Module

 Controls Module

 Rules Module

 Master Data Module

 Services Module

 Workflow Engine

 Business Intelligence / Advanced Reporting

OBJECT RELATIONSHIPS
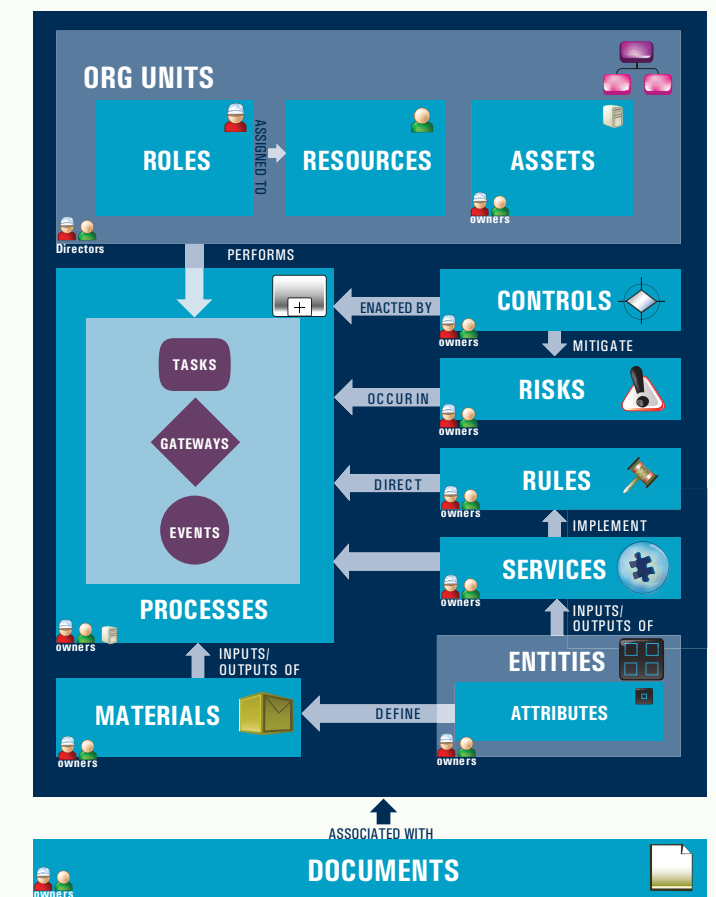
Key Features

All Modules

► User-friendly, customizable interface

► Object hierarchies, hierarchical folder structures

► General attributes per object: name, unique identifier, type, category

► User-defined attributes (UDAs) per object type

► RACI responsibilities per object

► Impact analysis views of object relationships

► Automated approval cycles; serial and / or parallel approval routing

► Version control, event logs, approval histories

► Subscriptions, automated e-mail notifications

► Web-based access to all modeled content

► Hierarchical security rights by user, role, or group
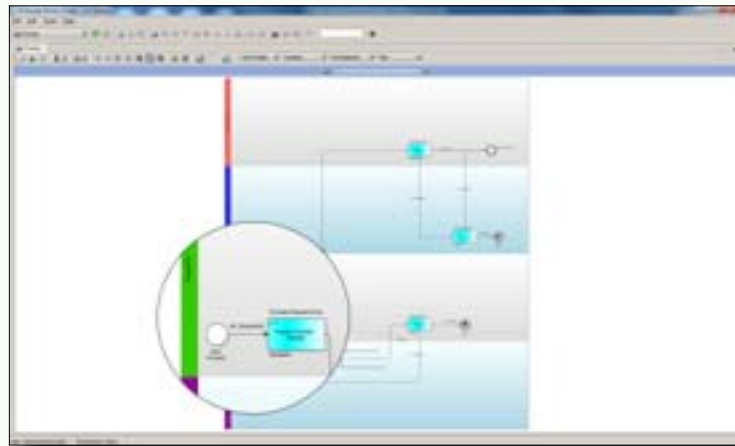
Swimlane views are automatically generated and updated to reflect modifications.

Process Module

► Import maps from MS Visio® with the Free BPMN Modeler

► Easily map complex processes with the EPC's drag-and-drop modeling functionality

► Create detailed, clickable process maps by linking related information directly to processes and tasks

► Display automatically-generated Swimlane transitions by department, role, resource, asset, or performer

► Navigate hierarchies from expandable hierarchy trees or within process maps

► Use value-stream Flatmap views to see processes displayed from end to end

► Create process references to standardize frequently-used processes and simplify process maintenance

► Generate customizable EPC Process Books for detailed process documentation with no manual effort

Documents Module

► Manage files, file links, and URLs centrally as documents in the repository

► Link documents directly to specific tasks and processes; open documents from hyperlinked process maps

► Associate documents with any other EPC object (e.g. link job descriptions to roles or regulations to controls and rules)

► Track and manage changes with the EPC's version control and audit trails

► Utilize the EPC's full-text search to locate a word or phrase anywhere in the repository, including in documents stored and managed in external databases
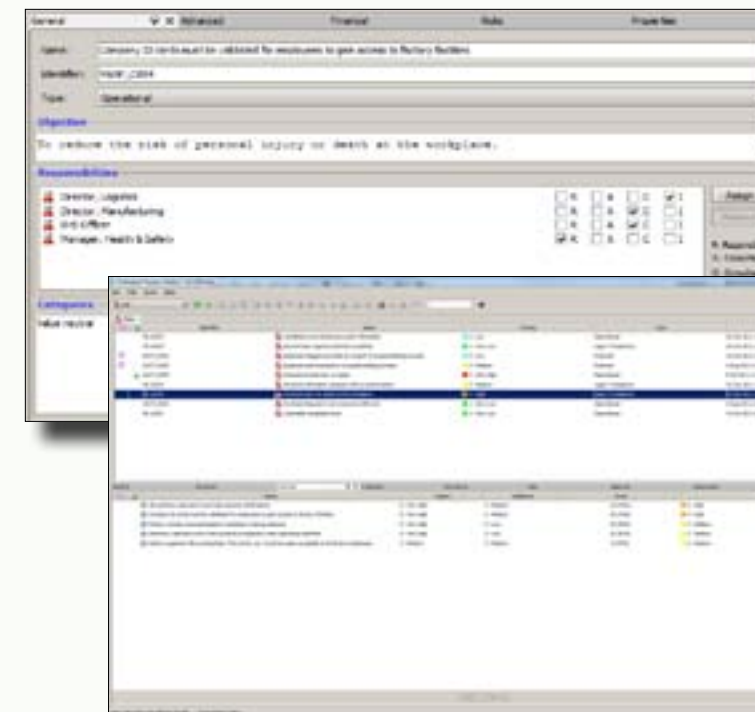
Organization Module
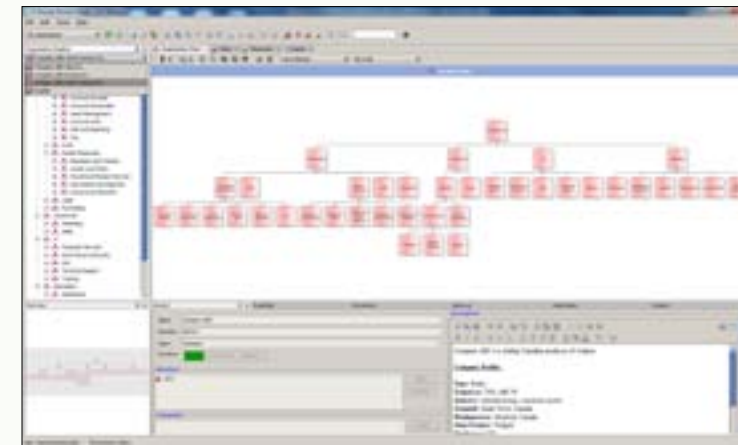
Manage your organizational structure independently of your process framework.

► Model your organizational hierarchy and view flexible org. charts

► Define roles and responsibilities with the RACI framework

► Manage IT systems, machinery, and other assets

► Sync resources automatically with Active Directory and leverage single sign-on for simplified user access and IT security management

Risks Module

► Manage risks by type and assign clear ownership using the RACI framework

► Associate risks with processes and tasks to maximize end-user risk awareness

► Assign "Impact" and "Likelihood" values to calculate Gross Risk scores with the EPC's Risk Matrix

► Automatically calculate Residual Risk Scores and priority levels with controls linked directly to risks

Controls Module

► Associate controls with risks to calculate residual risk and to determine priority levels for corrective actions

► Reuse the same centrally-managed control to mitigate multiple risks

► Identify key controls; clarify objectives, determine COSO components, control frequency, and assertions

► Assign ownership of controls with the RACI framework

► Highlight key controls on process maps to communicate control objectives to end-users

► Deploy the Workflow module to automate and monitor your control audits

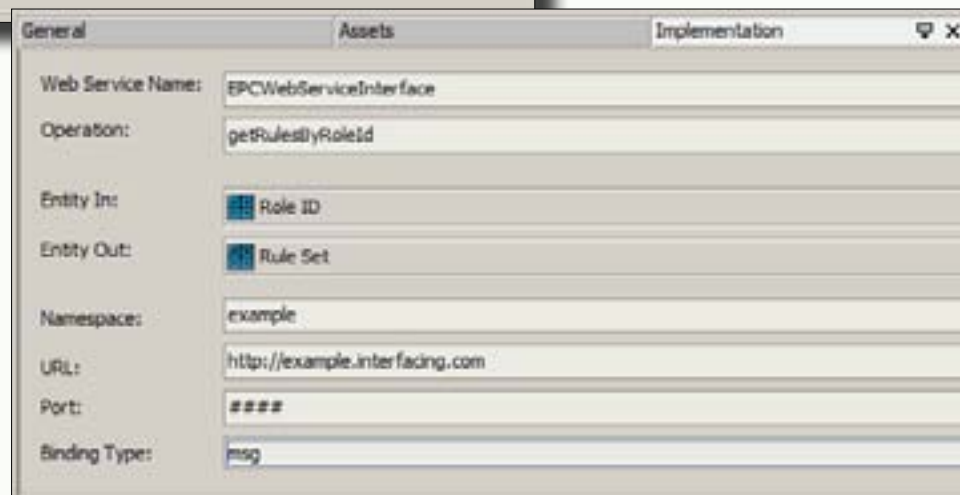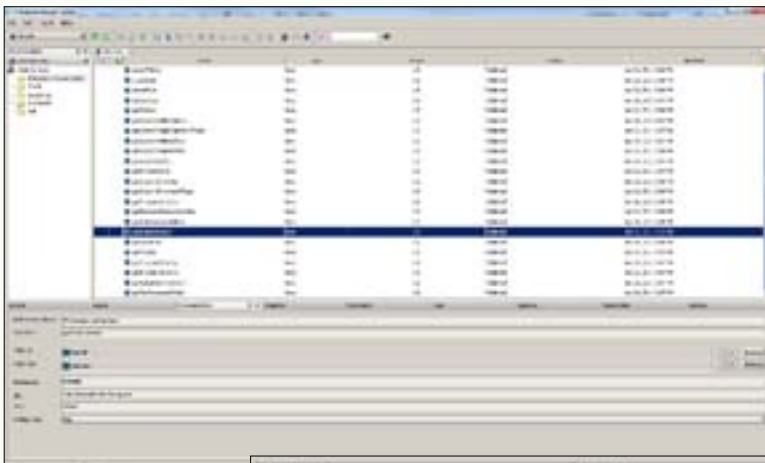Multiple controls are assigned to this risk.

Rules Module

► Standardize rules and implement them directly on processes and tasks to enforce company policy

► Document the source, history, and examples of each rule

► Associate rules with their respective regulations for ongoing compliance tracking as requirements change

► Determine rule type and model operations, definitions, and constraints

► Deploy the Workflow module to automate your rules using EPC decision-table rules engine
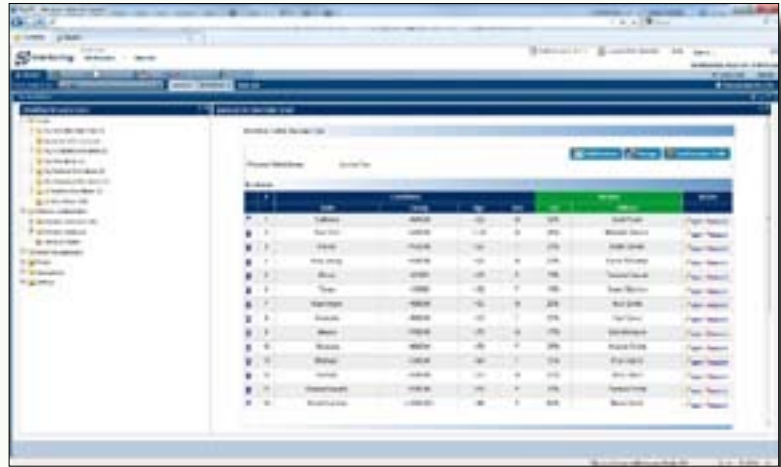
Leverage the EPC's decision-tables to automate complex business rules.

Services Module

► Define entity In / Out values

► Specify discrete URLs to call web-services

► Associate services with their respective applications and tasks

► Conduct impact analysis to understand the effect of a change to a service on your processes

► Deploy the Workflow module for service orchestration and to support SOA strategies

| General	Assets	Implementation	🖈 ✕
Web Service Name:	EPCWebServiceInterface		
Operation:	getRulesByRoleId		
Entity In:	Role ID		
Entity Out:	Rule Set		
Namespace:	example		
URL:	http://example.interfacing.com		
Port:	####		
Binding Type:	msg		

Document your web-service framework to facilitate Workflow deployment.
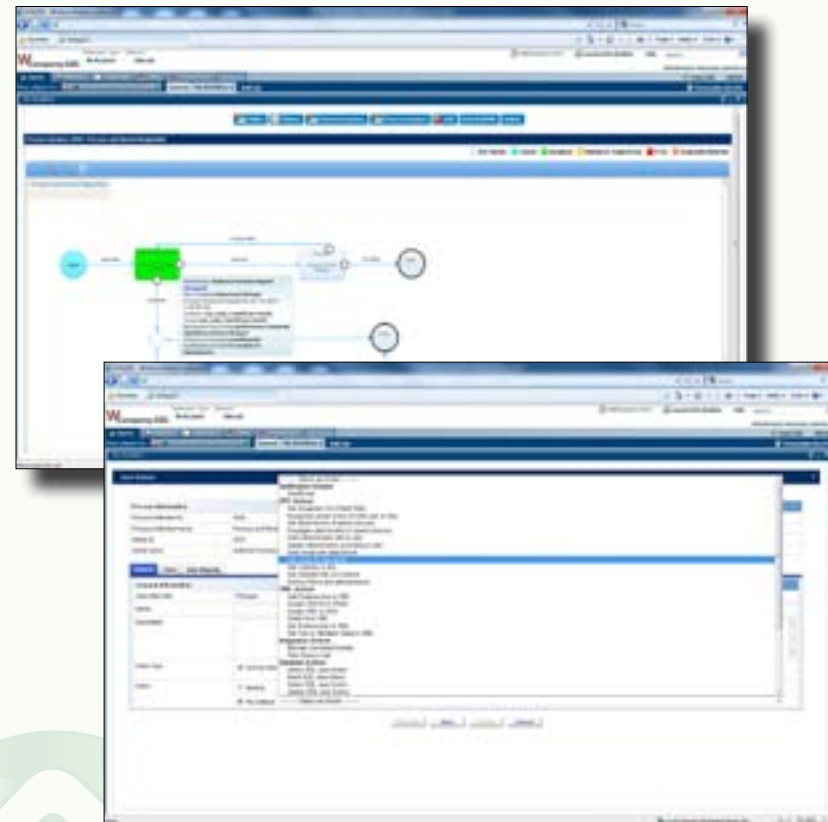
Master Data Module

- ► Import database schemas from external applications/databases (ERP, CRM, Legacy, etc.)
- ► Standardize and reuse data definitions across applications and eForms (entities, attributes)
- ► Clarify the flow of master data across tasks and processes (inputs / outputs)
- ► Drag-and-drop data definitions directly into the eForms designer for automated data binding
- ► Transfer data definitions to third-party systems through industry-standard XSD
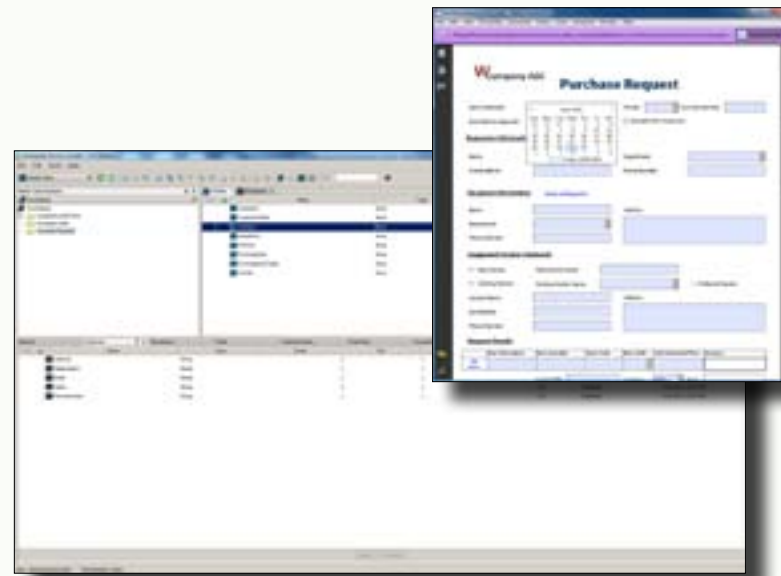
Assign attributes to entities and reuse them across IT systems and eForms.

Workflow Engine

Track every running process instance directly from the flowchart.

- ► Execute in industry-standard BPMN
- ► Robust, open, and scalable architecture
- ► Edit running process instances on-the fly
- ► Leverage PDF eForms to maximize end-user acceptance with familiar document formats
- ► Use eSignatures to eliminate printing requirements and maximize efficiency
- ► Integrate with e-mail servers for simplified user task assignment and completion
- ► Leverage extensive trigger, timer, deadline, escalation, and error-handling actions
- ► Complex rule execution with the EPC's decision-tables / rules engine
- ► Pre-defined integration-centric actions and web-services for simplified system integration
- ► Maintain industry standards with XPDL and BPEL import / export
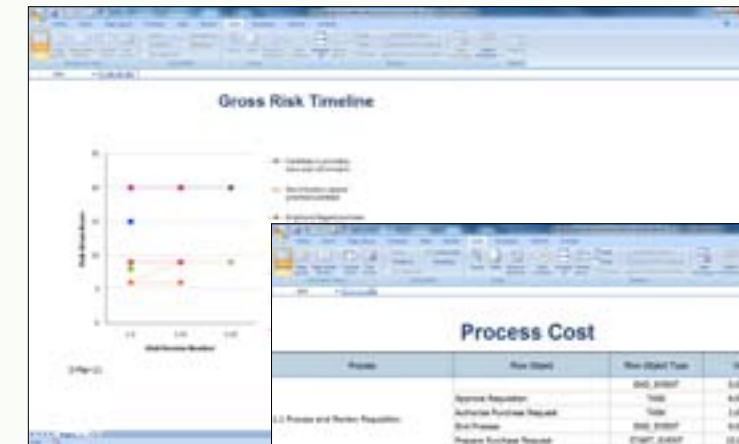- ► Advanced process metrics for increased visibility and better decision-making

Out-of-box actions and web-services minimize Workflow development requirements.

Business Intelligence / Advanced Reporting

- ► Scheduled and / or event-driven automatic report generation for real-time monitoring
- ► On-the-fly report generation with run-time data prompts and filtering provides audience-specific reports
- ► More than 50 out-of-box reports and dashboards cover your basic business needs with no IT support required
- ► Drag-and-drop report creation and customization designed for ease-of-use for non-technical users
- ► Flexible PDF, XML, HTML, and Excel (CSV) outputs
- ► Color-coded visuals of KPI, KRI, and KCI thresholds
- ► Dashboards and reports with drill-down capabilities for both high-level views and specific detail for improved decision-making
- ► Centralized, secure, web-based access by user or role
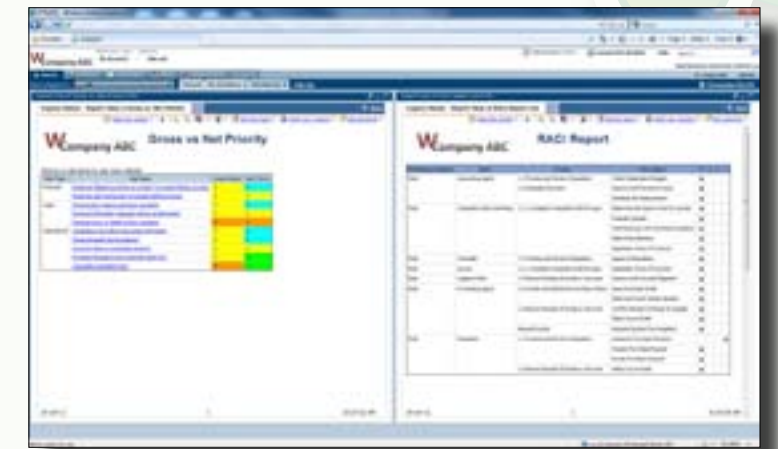
Dashboards and reports can be displayed in the Web Portal.

Excel output: Gross Risk Timeline

Excel output: Control Matrix

Excel output: Process Cost Report

Next Steps

Learn. Visit our website (www.interfacing.com/products/epc) to view the **EPC Screenshot Presentation** and learn more about the software and its benefits for your organization.

Watch. **Request a web demo** (www.interfacing.com/demos), and our experienced consultants will guide you through a virtual tour of the EPC's advantages and features. During this personalized product demonstration, you will be able to interact with our team and address all of your organization's BPM objectives and requirements.

Experience. Visit www.interfacing.com/enterprise-bpm to download a **free trial version** of the EPC. Experience the software first-hand, and begin mapping your processes.

Select. Select the EPC package that best suits your organization's needs. We offer basic BPM packages that can be extended to include GRC and Workflow, and can be supported by any of our three server package options. Contact us (sales@interfacing.com) to learn more about EPC packages and pricing.

> ► **Small Business:** Jump-start your BPM program with our Small Business packages, designed to meet the needs of small businesses and individual departments looking to quickly implement basic process management projects.

> ► **Business:** Our Business packages allow companies of any size to quickly gain some traction and rollout their BPM programs across several departments.

> ► **Enterprise:** Our Enterprise package is designed to take your BPM program all the way to automation and execution. It is ideal for large organizations with significant durability and accessibility requirements.

Get started! Once installed, you can begin using the EPC immediately to manage your processes. It's intuitive and very easy to learn; after only two days of product training, you will be able to begin using all of its modules and advanced features to kick-off your project.

Interfacing Technologies Corporation is a Canadian BPM software and services provider with over fifteen years of industry experience. We provide BPM solutions for a wide range of organizations, from small businesses to multinational enterprises, and have established an international network of partners and offices to extend our global reach and serve a diverse client-base. Our BPM solutions for business architecture, process lifecycle management, process automation, and Governance, Risk, and Compliance (GRC) give organizations the tools to improve operational performance and align their business objectives and GRC strategies with daily operations.