Business Process Architecture

A diagram of a company's process

Description automatically generated

Figure : College business processs

A screenshot of a computer

Description automatically generated

Figure : LEGO Group Business Process

Material:  
<https://research.tue.nl/files/3443972/Metis255284.pdf>

Below are the 6 real-world business process examples which were solved by Kissflow:

1. **SoftBank Telecom**Background  
   Before Kissflow, Softbank Telecom used spreadsheets and email for all processes. It became difficult to include all stakeholders and notify them over email. Softbank’s position was typical of other business process examples because approvals were also getting delayed because authorities were frequently on the move.  
   Challenges:  
   Softbank used Concur to manage expenses and travel reimbursements for a while but it was quite expensive in the long run.  
   Solution:  
   With Kissflow, Softbank was able to turn things around easily.  
   They could create apps very quickly–in a matter of minutes.  
   Authorities were able to approve requests on their mobiles phones.  
   Employees didn’t require training for the tool–just a ten-minute briefing.  
   The application was cost-effective compared to other software.
2. YMCA of Metropolitan Chicago  
   Background  
   YMCA of Metropolitan Chicago had a network of facilities, which were rented out for various events. The requests were initially handled with Lotus Notes.  
   Challenges:  
   Lotus Notes proved difficult for printing, tracking information, collecting data, and approving requests. They eventually migrated to G Suite and other software, but they burned through their software budget quickly. The YMCA of Metro Chicago still needed workflow software that was easy to build and integrate, but it had to come at the right price.  
   Solution:  
   Kissflow solved these challenges by:

* simplifying approvals with mobile requests
* making printing possible
* enabling more efficiency with data insights on process performance
* ensuring ease of use through sign-ins made easy with Google integration