

## Business Value

Social BPM seeks to break down silos by encouraging a more collaborative, transparent approach to process improvement.

## Solution Headlines

Social BPM enables and enhances the collaboration occurring within Citi to make business processes more efficient, transparent and valuable to Citi.

Built a reusable component that can be easily embedded in existing Citi systems.

## Team

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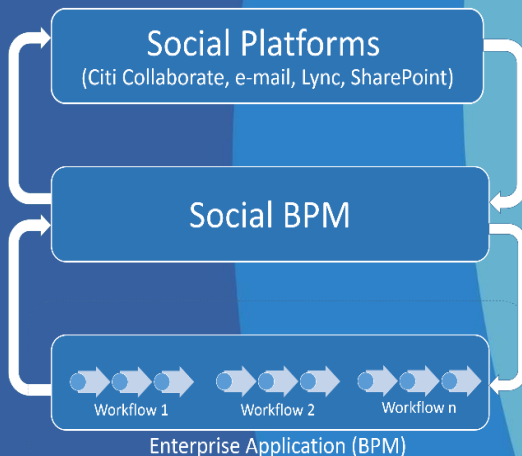
# Social BPM



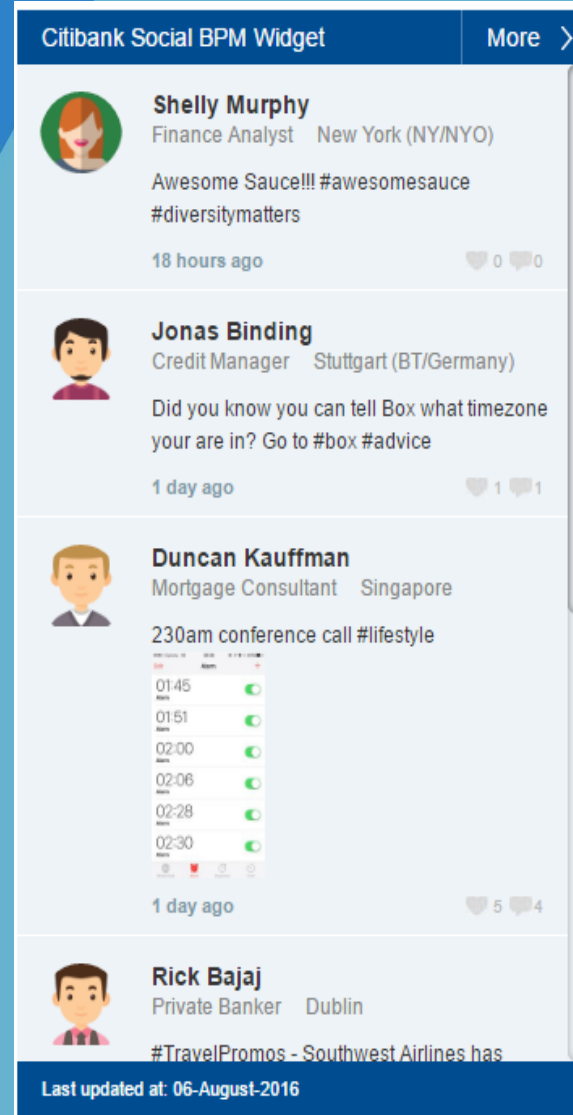
## Application Overview

Social BPM combines traditional Business Process Management methods with social tools and technologies, to facilitate business improvement efforts. It provides access to business intelligence, transparency and context that would otherwise be hidden in disparate platforms, allowing social data to influence and support the business process.

## Data Flow



## Screenshot



## Implementation

The implementation is done by building a widget that would be reusable across different systems without having compatibility issues. It is created using AngularJS, JQuery and JAX-RS. It uses MongoDB for persistence and is deployed on Amazon Web Services(AWS) EC2 cloud servers.

## Business Impact

- The data captured can be used to identify inefficiencies in the business workflow and improvements can be made as a result
- Justifications for data input can be captured and supplied to the enterprise application
- Historical data can be mined to provide insights into the decision making process