**Case Study: Modeling the Mission — Business Process Modeling and Notation (BPMN)‑Driven Workflow Optimization for National Security**

**Client**

Defense and National Security Sector

**Partner**

WTI

**Challenge**

The Defense and National Security Sector required a **non-intrusive** method to detect workflow inefficiencies, eliminate delays, and identify opportunities for streamlining and AI automation — all without disrupting critical mission operations. The objective was to **enhance agility, precision, and scalability** for current and future targeting requirements.

**Approach**

**WTI developed mission domain-specific BPMN-based process models** to:

* Simulate workflows in a **digital environment** without impacting live systems.
* Conduct **controlled alpha/beta testing** of software and hardware solutions to assess system, data, and human‑factor impacts, guiding future investment decisions.
* Integrate with **Model-Based Systems Engineering (MBSE)** and **Data Architecture** frameworks.
* Create a **near-real digital twin** to evaluate the effects of system, data, or human-factor changes.

This unified visual language improved communication across stakeholders, enabling **clear analysis, collaborative decision-making,** and **continuous process improvement**.

**Results**

* **Faster Targeting:** Accelerated identification, validation, and engagement of targets.
* **Improved Accuracy:** Reduced errors through workflow automation and process optimization.
* **Enhanced Collaboration:** Senior leaders, IT, and operational teams actively engaged in improvement cycles.
* **Mission Agility:** Strengthened operational responsiveness for both strategic and tactical scenarios.

**Key Impact**

*BPMN transformed complex workflows into a shared visual framework, reducing ambiguity and enabling the Defense and National Security Sector client to respond with speed, accuracy, and confidence.*