NIMBUS Control

About Nimbus

Nimbus is a global software company that develops and implements business process management (BPM) applications to help companies and public sector bodies improve performance, efficiency and compliance. Headquartered in the UK, Nimbus has offices in 10 countries.

Since its inception in 1997, Nimbus has helped over 700 organizations including AstraZeneca, Barclays, Chevron, Cisco, HSBC, JP Moran, Nestlé, RBS, Sara Lee, Sony, ThyssenKrupp and Toyota. It is a trusted business partner amongst its clients and has been recognized by several industry awards including the Deloitte Fast 50.

Nimbus is a Mircosoft Gold Certified Partner (ISV), an SAP Software Partner, an Oracle Partner and a Salesforce.com Partner.

Nimbus User Group

As part of its support and continued development of Nimbus Control, Nimbus has created an international, independent forum for users of its software. The Nimbus User Group shares ideas and information between organizations that use Nimbus Control, discusses its application and benefits, advises on best practice and influences future development of the software. Quarterly meetings are run by members for members, with presentations and special interest groups as well as opportunities for networking.

Process for People

How Nimbus Control makes work easier, faster and more valuable for millions of people

How

When   Approve
Production Plan   Why

Production Planner

How

When   Conduct
Staff Appraisal   Why

Line Manager

How

When   Enable Continuous
Improvement   Why

COO

NIMBUS®
from strategy to reality
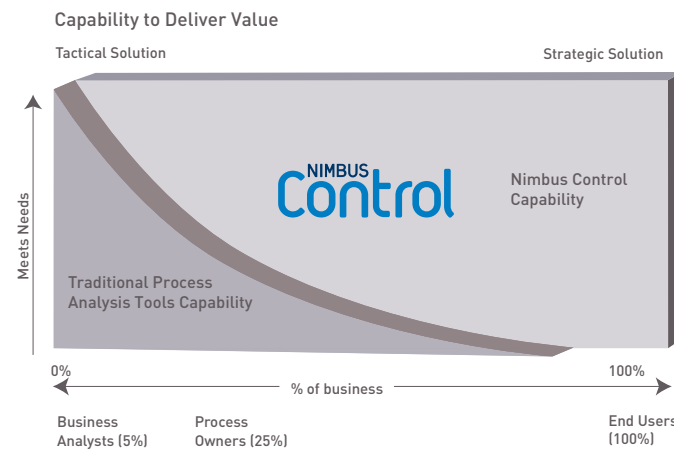
nimbuspartners.com

Nimbus Control

Let's talk process!

The way that your employees work and the operational processes that make up their day-to-day activities, are the most important part of your organization. Indeed, your organization has probably tried process mapping. However, it would be surprising if this had had a consistent, lasting impact. Experience shows that many process mapping projects just don't deliver what they promise. They don't give you the tools that you really need to make process improvements and that allow you to manage change.

People first and foremost

People are the drivers of your processes. Every person in your organization has a part to play in process management. Process management is not just for IT or business analysts. It needs the involvement of everyone or it just won't work. And it is not just a passing phase, for lasting success your attention to process must be a sustained effort.

Nimbus Control has the capability to deliver value throughout your entire organization

Clarity from Nimbus Control

What is Nimbus Control? It's software that lets you manage and transform your business through process management. It does so by letting you fully understand and align all the processes carried out within your organization, and then use them operationally.

We're not talking about process automation here - it's important, but only for a subset of your processes. We are talking about the whole of your operation, where people carry out the majority of your processes. In fact, it's what really makes your organization work.

> Nimbus Control will enhance your organization's performance and profitability by saving time, effort and cost.

Process for the people!

The processes Nimbus Control captures are designed to be understood and used by every person in your organization – and it stays that way. They become the simplest and easiest way to understand how you work.

What will Nimbus Control do for me?

Nimbus Control will give your organization the capability to own, manage, improve and use every process. This understanding and clarity is essential when facing new initiatives and future challenges. Why? Because every initiative and challenge will involve changes to the way people do things, and understanding where you are is a pretty good platform from which to plan where you need to go. A platform that allows you to manage process and manage change.

This sounds a bit different from just any old process mapping tool, doesn't it?

The best place to start

Using Nimbus Control to identify, define and capture specific operational processes (and the information and data associated with them) is simple, straightforward and fast.

It allows you to make intelligent choices as to which processes are mapped (just the appropriate ones or those that need to be fixed) and to what level. Nimbus Control accelerates process capture even more by involving key participants in those workshops, enabling the team to "capture processes at the speed of conversation".

> The simplicity and speed of live workshops means you see processes captured on screen before your eyes.

Workshops that are alive

Designed to be used in live process capture workshops, Nimbus Control facilitates and accelerates the identification, definition and capture of selective operational processes on screen, linking to them, any associated data and information.

With the appropriate people involved, you gain consensus there and then on actions, responsibilities and roles. This involvement ensures participant's buy in. Using Nimbus Control saves time, effort and costs – both in terms of the application of this approach and as a consequence of resulting process improvement and successful adoption of change.

And another thing: the thought of process mapping might make your heart sink, but the simplicity and speed of live workshops means you see processes captured on screen before your eyes.
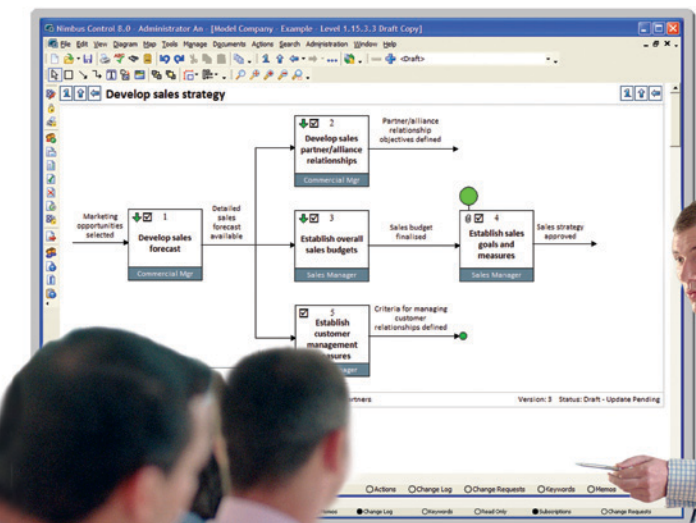
> Using Nimbus Control we've captured absolutely everything you need to know about how to run your store
>
> **Ashley Cook, Business Operations Director, Carphone Warehouse**

Aligning the findings

When the relevant processes have been captured, Nimbus Control allows associated roles, information and performance metrics to be linked to the appropriate point in the process. By capturing this, you have the means to fully understand the purpose and impact of each process.

And this understanding ensures that processes that don't work or aren't satisfactory can quickly be identified and optimized.

Conduct live process capture workshops

Getting in deeper... Process improvement

So, using Nimbus Control, you have clarity. You thoroughly understand the processes you have mapped, and have linked associated data with them. You have a starting point for operational change. What now?

Just getting to this point will have enabled you to identify improvements to processes. And the transparency that Nimbus Control brings means that process owners can continue to drive change and improvement by easily involving all stakeholders.

Other approaches

What's more, Nimbus Control supports common process improvement approaches. Perhaps you are using Six Sigma, Lean or TQM? Essential to all of these is the thorough understanding of operational processes.

Take an example: Six Sigma may be applied to separate initiatives within your organization to drive process improvements in those areas. The use of Nimbus Control brings context to these initiatives and ensures that the gains are real (the problems are not moved elsewhere) and maintained.

> I am presented with Six Sigma tools every day. Nimbus Control is the first I have found that genuinely supports the most critical aspect of Six Sigma - that is, to clarify and drive end-to-end process management and improvement. It also helps ensure gains are locked-in, through ongoing measurement and monitoring support.
>
> **Pete Pande, President of Pivotal Resources and author of 'The Six Sigma Way'**

Functionality from ABC to XML

What else do you need? Well, Nimbus Control offers a range of tools to meet the specific requirements of your organization or initiative.

Scenarios allow you to test alternative process flows. Or you might want to undertake business impact analysis. By adding cost attributes to activities and assigning rates to resources, Nimbus Control delivers Activity Based Costing.

And it generates a wide range of customized reports, delivered in the format of your choice, whether CSV, HTML or XML.

So, Nimbus Control meets the needs of process improvement specialists. However, its important to remember that sustainable business improvements depend on user adoption. In this respect Nimbus Control excels.

Activity Based Costing to identify efficiency and cost savings from process optimization

Cost: $67.75 (Activity Total = $74.55)
Cost Per Day: $8,231.25

Nimbus Control - provides your enterprise with a consistent, collaborative approach to process management, around which you can aggregate many initiatives and perfect the art of process management. We call this an **Intelligent Operations Manual**

Managing change

As your organization makes improvements, and as it evolves to meet new challenges, things change. As such the processes, and related information, will have to change as well.

Sounds like a lot of administrative time and effort, especially when people have their jobs to do. But Nimbus Control manages version control, logs changes, sends automatic notification to, and acknowledgement from users, and provides a full audit history.

> If we had had Nimbus Control in place with our processes up-to-date when we started the restructure, we could have executed it in half the time we did
>
> **Billy Evans, Head of Derivative Settlement Operations, JP Morgan**

Your single source of truth

If you don't have one source of information that is easily kept up to date, then your processes won't be maintained and no-one will trust them or see them as reliable. So they won't get used.

The single source of truth created using Nimbus Control becomes self-sustaining.

Processes are accurate and maintained, and because changes are communicated, employees stay engaged. Processes are fully audited so that you can see what has been changed, when and by whom.
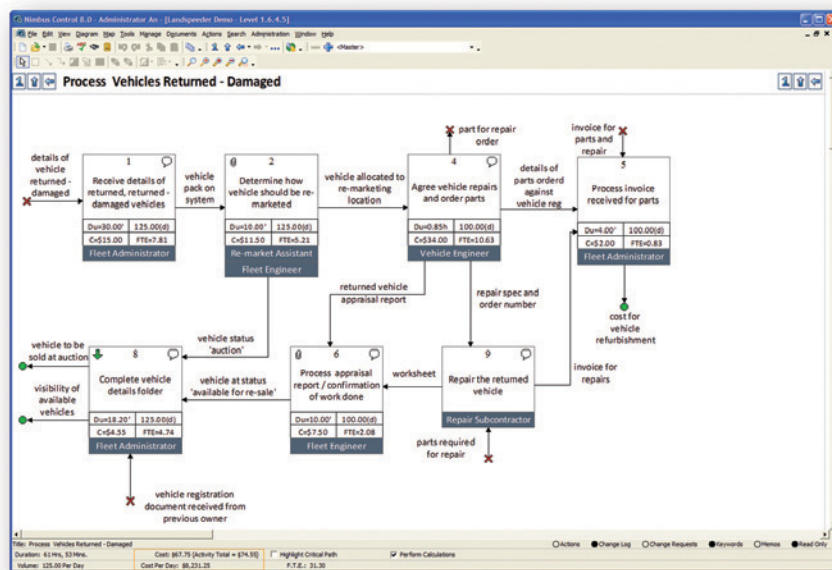
Personalized delivery via a collaborative portal puts process information at the fingertips of employees, simply through a browser.

Compliance, technical and other frameworks

Your organization is subject to external compliance frameworks - such as ISO9000, ISO17799 and CMMi. It will inevitably possess a number of technical frameworks: SAP process and transaction structure, for instance.

Having the tools to understand and manage the relationships between processes and these frameworks is essential. Not least because these frameworks change in ways that affect your processes. By enabling you to manage each of these frameworks individually, Nimbus Control allows you to analyze and understand how and where these changes impact on process.
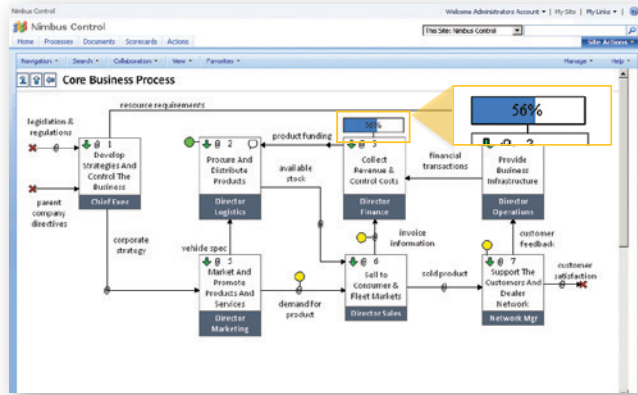

Initiatives which seek to improve enterprise performance (such as those shown here) require at their core a thorough understanding of the business processes involved.

For successful adoption the enterprise must devise a way to capture, communicate and enhance the processes, not merely document them in static form.

What chance is there of perfecting "the art of business process management" if each initiative follows it's own silo'd approach to BPM? Requiring that employees look at different content, in different formats, in different places?

Hardly a recipe for success, but all too often the reality before enterprises adopt Nimbus Control.
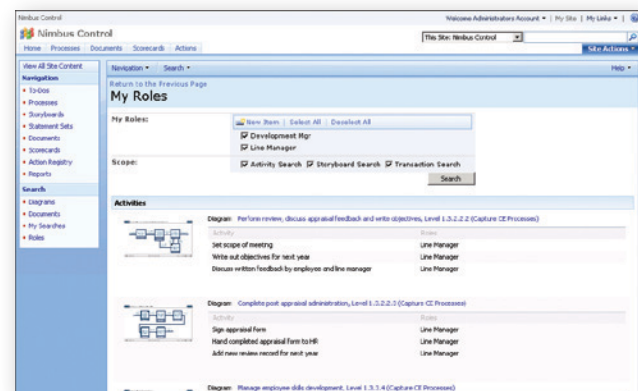
Nimbus Control delivers performance metrics in a process context

Adoption counts

The main reason for developing Nimbus Control was to provide organizations with an approach that would stick and get results. In any organization it is inevitable that there will be multiple initiatives, projects and business changes. With so much being thrown at key personnel, how do you get them to deliver the results?

The true value of any initiative comes when processes are consistently adopted and executed within the organization. To enable this, Nimbus Control delivers personalized access to process, performance and operational information via a collaborative portal.

From the moment a process diagram is saved or modified, authorised users can see it via the portal. Such instantaneous publishing accelerates collaboration, so that those involved (in creating and authorising the content) can work together to refine and approve it, and then deploy to all authorised users. Put simply, Nimbus Control makes process information easy to create, maintain and access, and when it is accessed it becomes valuable.

Each user has personalized and dynamic access to their relevant processes

---

Nimbus Control has really helped us to see. We've achieved really dramatic improvements in terms of processing time and reduction of outstanding debt.
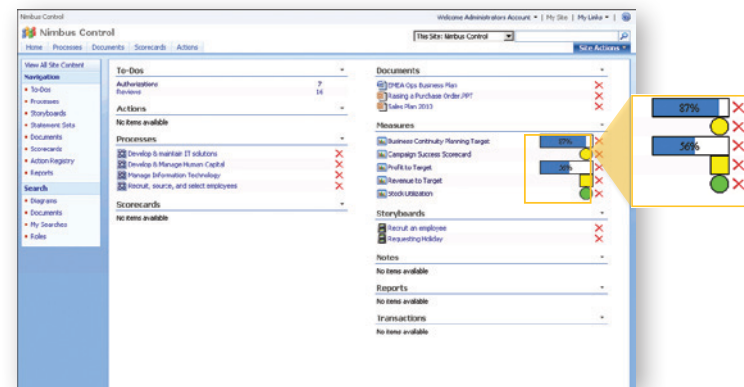
Eddie McDermott, EMEA Operations
Director, New Balance Athletic Shoes

Integrated Performance Management

You understand your processes, now you need to understand how well they are performing. Visualizing performance metrics in the context of the process makes this easier.

Nimbus Control integrates live performance metrics and links to scorecards within the process. Scorecards can be simple spreadsheets or advanced business intelligence software from companies such as SAP, Microsoft and IBM Cognos.

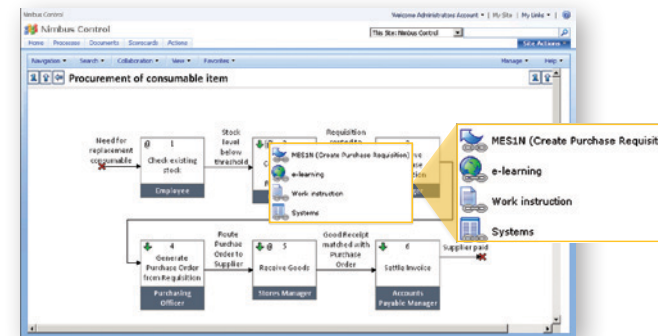The benefits – one place to understand what you do and how it is performing.

Personalized dashboards deliver process performance and management information

Sweat that asset!

Your processes are now a valuable asset, be sure to leverage them.

Having defined, analyzed and improved your operational processes, the working knowledge that has been built up within Nimbus Control has become a considerable asset, so make the most of it!

Many of the projects and initiatives your organization faces now and in the future have one thing in common: they need an understanding of the way that processes within your organization work.

Enrich process diagrams with powerful attachment options including: documents, system links, web links and flexible data tables and compliance information.

Pass it on

A few areas where you can leverage this information and knowledge include:

Performance Management
By integrating performance metrics and scorecards into processes that are being measured, Nimbus Control provides the tools and the process knowledge to enable you to manage your organization effectively.

Outsourcing
The process knowledge you have acquired in Nimbus Control allows organizations to accelerate the outsourcing process and dramatically improve the management of the resulting environment and service level agreements. And for those organizations providing outsourcing services, it allows the integrated management of service delivery and closer relationships with clients.

Improvement initiatives
By using Nimbus Control as a platform for mapping, measuring, and improving processes, you can optimise projects. It's a proven platform for all process improvement initiatives, such as CMMi, Six Sigma, Lean, EFQM, etc.

Regulatory compliance
If like most of our clients you are faced with increasing and more stringent regulatory compliance, Nimbus Control will help you build a more sustainable and robust compliance approach, as part of day-to-day operations. What's needed is complete transparency of how you operate, including all compliance requirements, risks, business controls and responsibilities. Nimbus Control provides all of this, including workflow "Actions" to drive control attestation, audit and remediation tasks to the individuals concerned.

Software implementations such as ERP
It's widely acknowledged that the most successful enterprise software projects are those which perfect their approach to change management and user adoption. Treating such a project as an IT project is a recipe for failure.

Using Nimbus Control is the ideal way to engage business people and process owners in an ERP project. And thanks to Nimbus Control's innovative capability you can integrate the process model to the business application. The result is an intelligent operations manual which exactly explains how the system supports your business. For SAP customers - Nimbus Control's SAP Certified integration with SAP Solution Manager will help you maintain the integrity of system links and documentation.

To see further examples of how customers are supporting their business transformation and business excellence initiatives using Nimbus Control, visit **www.nimbuspartners.com**