

# Workpoint - BPM with Torque

**Workpoint is the only BPM engine offered in native Microsoft .NET and J2EE versions**

BPM and SOA are quickly emerging as the key new enabling technologies for business agility and the overall enterprise information infrastructure. This fall, Workpoint LLC was formed with the mandate to deliver industrial-strength BPM technology to a broad range of market segments. BPM Strategies talked to Mike Benson, president and chief operating officer of Workpoint LLC, to learn more about the company's direction.

**BPM Strategies: The Workpoint BPM technology has changed ownership. When did the deal take place and what was the reasoning behind the deal?**

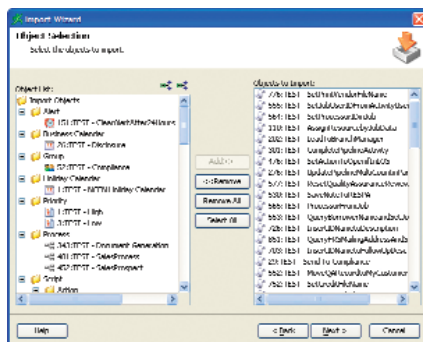
**BENSON:** On September 29, 2006, Planet Group, Inc. acquired the intellectual property of Workpoint™ BPM from payments leader ACI Worldwide (Nasdaq: TSAI). The agreement represents a collaboration of two companies to form a separate Planet Group holding, Workpoint LLC. The new company will focus exclusively on providing advanced BPM technology to the two companies in addition to its Fortune 5000, ISV and BPM suite customer bases.

**BPM Strategies: What will be the direction of Workpoint LLC?**

**BENSON:** Workpoint remains one of the few engines in the BPM space designed from the ground up to accommodate today's combined human/automated process paradigm. We have always believed in Workpoint's just-in-time orchestration model and stateless application interface over pre-compiled models, so we believe that we have the architecture and execution models right. Our plan is to move the technology forward by focusing development on strengthening its service-oriented architecture, business activity monitoring and XML interoperability; three elements essential to providing next-generation BPM.

**BPM Strategies: What should people know about Workpoint LLC?**

**BENSON:** All key Workpoint personnel from ACI have transitioned to Workpoint LLC, keeping together a staff that has been developing and deploying this solution for more than a decade. The new company is also much better positioned to increase investments in product marketing to get Workpoint's message out there.



*The import/export capabilities are extensive*

**BPM Strategies: What does the new arrangement mean for Workpoint customers?**

**BENSON:** First and foremost, our entire organization is committed to the continuation of outstanding customer support, which has been a long-standing trademark of the Workpoint product. Workpoint's 24 x 7 help desk remains in place, staffed by the same experienced and knowledgeable staff that our customers have come to rely on. Workpoint LLC has also made a significant financial



**Mike Benson**

commitment to R&D with one eye on our customers' needs and the other on the future of BPM.

**BPM Strategies: What does the deal mean for others in the BPM arena who are potential Workpoint customers?**

**BENSON:** Historically, Workpoint has enjoyed a major share of its success in large accounts with industrial-strength process management requirements. Accordingly, customers who have selected Workpoint have typically done so following detailed product comparisons and benchmarks. A key element of Workpoint LLC's roadmap, therefore, will be to strengthen its industrial-strength position with specific attention to the evolution of SOA and Composite Processing.

**BPM Strategies: What are the strengths of the Workpoint solution and what differentiates you from other solutions?**

**BENSON:** I think of architecture, execution model and performance first. We also get high marks from our customers for ease of deployment, and the documentation and code sample libraries that we provide. We offer a common administrative JAVA UI for both engines and native UI interfaces for each engine, but do not provide canned user interfaces by industry because we choose to focus exclusively on building a better engine. Workpoint is also interoperable with most major modelers, including Microsoft

Visio, Proforma® Provision, CACI SIM-PROCESS and MEGA Process.

**BPM Strategies: Who are some of the key customers with whom you work?**

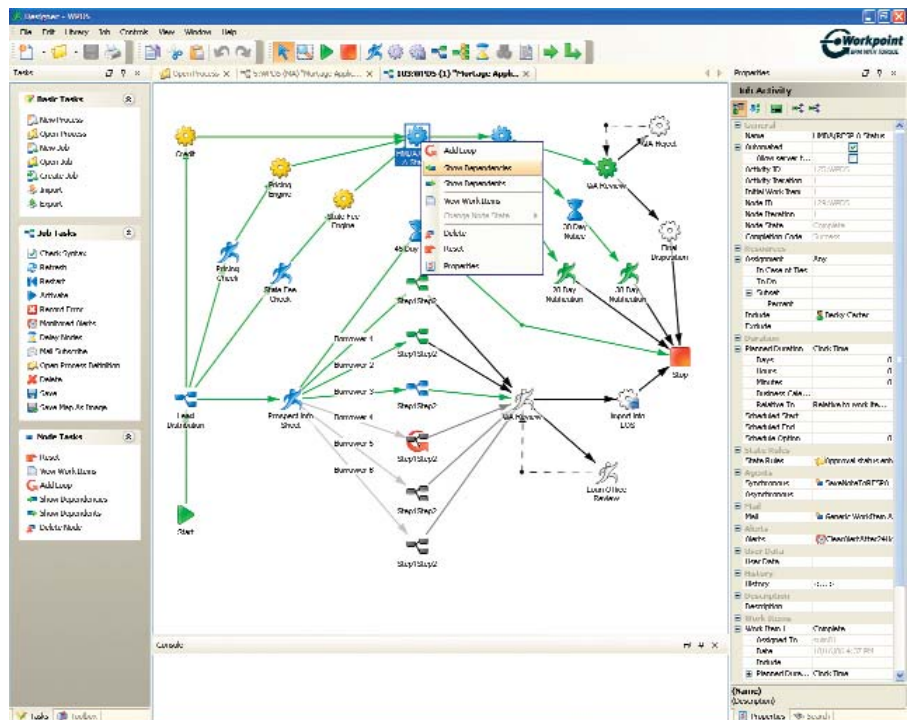
**BENSON:** Workpoint maintains a global customer base, and serves diverse industries, including healthcare, mortgage, banking and manufacturing. Key customers leveraging Workpoint's component architecture to embed within their own applications include ACI Worldwide, Computer Associates™, SunGard® EXP, EMC2®, OnVantage™ Inc, Ovitax and PinkRoccade. Customers implementing Workpoint as a standalone solution to manage internal, end-to-end enterprise processes include New Century Mortgage, South & Associates and Northrop Grumman, among others.

**BPM Strategies: What would you say are the major benefits customers have realized with Workpoint?**

**BENSON:** Whether used as an embeddable component or a standalone solution, Workpoint enables its clients to model, manage, monitor, measure and maintain complex business processes effectively and cost efficiently. Business process logic is externalized from the application, where it can be manipulated by business managers without impact on IT departments and the change latency that goes with that. Organizations that maintain disparate systems and applications embrace Workpoint's JAVA and .NET engine interoperability, scalability and common UI architecture.

**BPM Strategies: Can you give me a specific example of its use?**

**BENSON:** Workpoint enabled a Fortune 500 transportation company to streamline a complex and disjointed contracting system, ultimately saving the company millions of dollars per year. The firm, which generates \$12 billion in annual revenues, contracts to numerous third-parties to repair tracks, supply food and perform environmental cleanup. Since Workpoint was installed, contracting at the company has doubled, yet the contracting department now operates with approximately half its former staff. By streamlining and automating the contracting process with



**Workpoint's GUI Process Designer and Monitor. Both business and IT users can define templates or definitions for business processes**

Workpoint, the company has realized a \$15 million savings to date.

**BPM Strategies: What are the key challenges in the BPM space today?**

**BENSON:** Users will continue to ask for a seamless, expanded definition of BPM, now commonly referred to as BPMS or BPM suites. We know that delivery of large frameworks of this nature by single vendors has been problematic in the past. We believe instead that SOA will provide the framework through which well-defined best-of-breed services will provide BPM as distinct services. We have always seen the engine as the key component and accordingly have maintained focus on delivering the industrial strength we call "BPM With Torque." From the user perspective, companies will seek real-time business activity monitoring with automated process adaptation/modification capabilities. Accessing enterprise data in place will be equally invaluable as these organizations seek to optimize their business processes without necessitating major change to legacy systems. Only best-of-breed BPM solutions will provide these and other services, all required to make organizations agile while enforcing

procedure, rule and policy compliance along the way.

**BPM Strategies: With whom do you hope to work in the future?**

**BENSON:** SOA and composite processing are taking us to a new level of enlightenment. The high-end auto industry does something that I want to do. Mercedes-Benz delivers its high-performance engines from a specialized AMG motorworks division. I want to be the AMG of the BPM industry but, better yet, deliver two high-performance engines that fit any make or model of vehicle. That's the mission.



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