

Blueprint™

Process improvement is everybody's business.

document

- document like outlining in PowerPoint
- automatically generated workflow diagrams
- structured inputs for simple documenting

manage

- always current, "evergreen" documentation
- process repository with a central location
- access control: set "author" or "participant" view

share

- automatically generated PowerPoint presentations
- notifications tell you what's new
- integration with Lombardi Teamworks



Every company needs to understand and document its processes. Whether for a process improvement project, to create visibility, or train new employees, process documentation is an essential part of a company's process excellence. But why is it so difficult to document those processes? Today's tools aren't designed to be simple, structured, and usable by the average person. Lombardi Blueprint changes that with a tool that documents just like outlining in PowerPoint or Word. Blueprint brings a simple no-hassle method to process documentation and discovery.

Simple, Scalable Documenting

Lombardi Blueprint was designed to let anyone in your company document processes. Users can outline processes as easily as outlining in PowerPoint or Word – tools everyone is familiar with. No extensive training is needed – structured inputs help users focus on documenting instead of determining what to document. Since workflow diagrams are automatically generated, there is no need to learn workflow or process methodologies. And as a web based tool, Blueprint is easily accessible and deployable to users across your company requiring only internet access and a browser.

Blueprint also serves as process repository – a central location to store your documentation. There is no need to manage emails, documents, or versions as Blueprint handles this for you. With such a simple tool, you can now scale your documentation efforts by leveraging users from across the company. No longer does a central team need to consolidate

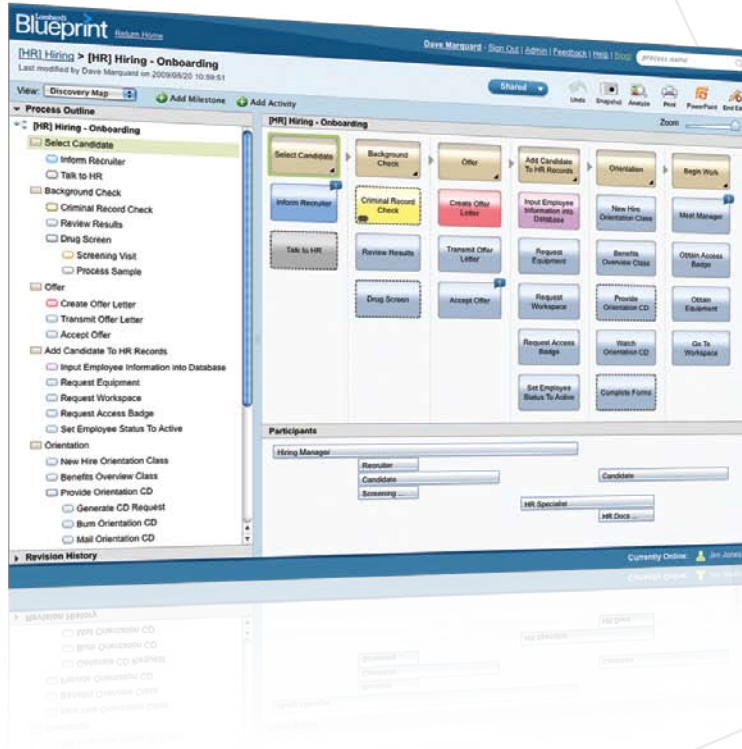
process documentation from multiple individuals and groups to get a coherent view of a process. Now you can leverage the expertise of subject matter experts (SMEs) by having them document their understanding of the process themselves and utilize the central team for best practices and standards. The simplicity of Blueprint makes it possible to document processes even when there aren't dedicated resources assigned to the task.

Process Discovery Simplified

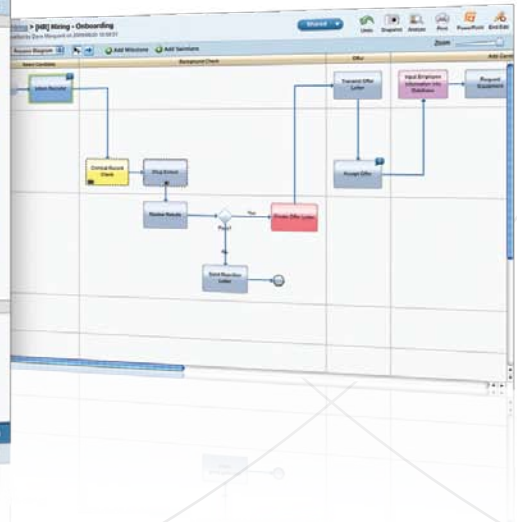
Looking to implement a business process management suite (BPMS), service oriented architecture (SOA), or other large-scale solution? Process discovery is essential to the success of these projects and Blueprint is an ideal tool for this step. Within a few hours, you can deploy and train users to begin documenting their understanding of a process. As a web based tool, the speed of deployment is as quick as adding new users to an account. And since Blueprint is simple and requires little training, companies can leverage everyone involved in the process – from the executive level to subject matter experts and process architects. Start with the high-level process map and drill down into the detailed workflow diagram when ready. And when process discovery is completed, export the workflow diagram using industry standards like XPD and BPMN 2.0. For Lombardi Teamworks users, direct integration is available to subscribe to Blueprint processes directly from Teamworks.

Blueprint™

Process Mapping



Workflow Diagram



Scaling process documentation efforts across an enterprise and partners requires a tool that can “reach” everyone in the business, from the executive level to subject matter experts and process architects. Blueprint provides a way for everyone to get involved by creating a simple structured method to documenting. The process repository provides a central location to manage and maintain your evergreen documentation.

Different Views for Different Needs

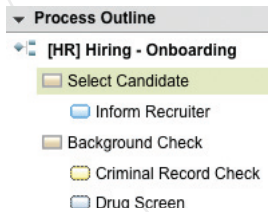
Every process has different levels of information and Blueprint helps users get to the right information quickly with four different views. The innovative process map view provides a high-level view for management review or quick process overview. The workflow diagram provides detailed process information for those interested in every step, exception, or execution detail. The documentation view provides a Microsoft Word-like view ideal for reviewing detailed documentation such as for audits or compliance. The analysis view summarizes problems, ideal for identifying potential process improvement opportunities. And changes made in any view are automatically updated in the other views.

The Process Repository, Accessible Documentation

Blueprint provides a single central location for all your process documentation. Avoid stacks of paper, emails, or documents hidden in unknown locations or with a single person. All your process documentation is available by just logging into Blueprint. And not only does Blueprint save the current documentation but it also saves every version created. Blueprint's level of accessibility also encourages users to utilize, update, and improve process documentation instead of creating it once and never looking at it again. We call this “evergreen” documentation – always up-to-date.

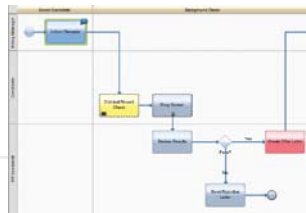
Quickly Document Your Processes

Document business processes quickly using Blueprint's outline approach. No need to learn new modeling languages or tools. Blueprint automatically creates a high-level process map and workflow diagram for you. Structured inputs help capture process details like participants, inputs and outputs, extended documentation, and known problems. It doesn't matter where changes are made – Blueprint keeps everything in sync and automatically updates the other views.



Build Out the Detailed Workflow Diagram

The workflow diagram is automatically created from the process outline. Milestones, process participants, and low-level activities from the high-level process map are carried forward to the workflow model automatically, eliminating the time and effort normally required for duplicate data entry and drawing. Layouts are automatically generated, removing the need to draw anything yet it can also be manually adjusted as desired. Workflow diagrams follow the industry standard Business Process Modeling Notation (BPMN). Changes can also be made directly in the workflow diagram.



Access Rights – Authors and Participants

Blueprint offers both "Author" and "Participant" views. As an author you are able to create, modify and share a process. Participants can view and comment on processes but aren't able to modify or create them. Thanks to access control a user may be an author on one process and a participant on another. Blueprint allows the account administrator to set the level of access, author or participant, for each individual process. For individuals who will only be commenting and offering feedback on processes, but not creating or modifying them, there is a special "participant" license available.

Work Together with Shared Workspaces & Version Controls

Invite team members to collaborate in real-time. The browser is a shared workspace and everyone has instant access to any process. Everyone's view is updated to reflect changes as they occur. Team members can even edit the same process at the same time. Blueprint tracks every change by automatically creating versions, simplifying compliance by creating an audit trail for every process. This allows teams to accept or reject changes and document a process in a way in which everyone agrees.



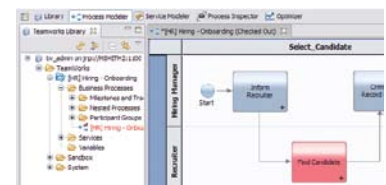
Problem Analysis

Capture problems and their severity and frequency as the process is documented. The analysis view shows the process and step in which the problem occurs and an overall impact score. There is no more speculation on which improvement opportunity has the most impact for the business. It is easy for the team to see where to focus efforts.



Connect Directly to Execution & Optimization

When it is time to take the next step in improving your processes, Blueprint can share processes directly with Lombardi Teamworks, a business process management suite (BPMS), to execute and optimize mission critical processes. The business can now realize the benefits of better control and visibility into key processes while IT gains the ability to scale its process discovery efforts. This provides a "round trip" from process discovery to execution, making it possible for the business to learn where improvement objectives were met and where there is room for more optimization.



“Blueprint is the best tool we’ve used to discover and document processes. We used it during one of our process transformation engagements. It complements our methodology and gives us a new and better way to collaborate with our clients on process discovery.”



Stephen Hamilton, Executive Vice President
Gordian Transformation Partners

Web Based On-Demand Solution

Blueprint makes getting started easy. Point your internet browser to <http://blueprint.lombardi.com>, sign up for an account, and get started. No software to install. No servers to set up. And as a bonus, product improvements, new features, and bug fixes are continuous and automatic. Never have an outdated tool. All you need is internet access and a browser. Supported browsers include Microsoft Internet Explorer versions 6, 7, & 8 and Mozilla Firefox version 3.5 (Windows & Macintosh).

Blueprint Security & Privacy

Security of your information is a top priority for Lombardi. Processes documented in Blueprint represent the intellectual property of Lombardi’s customers. Only users invited by the Blueprint account owner may view and collaborate on the processes stored in Blueprint. Lombardi does not monitor, evaluate, or share processes entered by customers.

Blueprint uses the industry’s strongest SSL encryption (256 bit) to secure traffic between your browser and the server so that no one may electronically intercept the transmission. Blueprint servers are managed in a data center that is staffed 24x7 and secured using closed circuit video surveillance. Only Lombardi support personnel have physical access to Blueprint servers.

Author License

- \$50 per user per month
- Create new processes
- Publish or “Share” processes
- Modify existing processes
- Offer feedback/comment on processes

Participant License

- \$10 per user per month
- Review processes
- Offer feedback/comment on processes
- Unable to create or modify processes

About Lombardi

Lombardi is a leader in business process management (BPM). We offer award-winning BPM technology and services to help our customers, partners and government agencies around the world succeed with their process improvement initiatives.

Lombardi is behind some of the largest, most successful BPM implementations in the world. Our customers include AARP, Aflac, Allianz Group, Applied Materials, Aviva Plc., Banco Espirito Santo, Barclays Global Investors, Chiquita Brands, Dell, Financial Services Authority, Ford Motor Company, Hasbro, ING Direct, Intel, Jaguar Land Rover, Mirant, National Bank of Canada, National Institutes of Health, OAD Groep, Pfizer, PHH Arval, SIRVA, Symantec, UCLH, Wells Fargo, Yale University and numerous governmental agencies. For more information, visit www.lombardi.com.



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