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[Do Social and Mobile Need Strong Processes?](#)

Craig Leppan | Ovations Group

While we will all agree that Social and Mobile customer engagements are all the rage, I would argue that few of these are integrated onto the processes that matter to the customer experience they are supposed to enhance. Many of ... [Read more](#)

[TLA and BPM; How Three-Letter Acronyms Pose Risk of Failure](#)

Kevin Feldhus | Perficient Inc.

Recently, I attended a company conference where the discussion topics ranged from new technologies to business process management. I was the speaker for the business process management topic and was not scheduled to speak until ... [Read more](#)

[Outsourcing Cartoon of the Week: Conventuality](#)

Matthew Heffron | Sourcing Sage

Every week a new outsourcing cartoon.
This week's cartoon is about: Conventuality.
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[20 Buzzwords Associated with BPM](#)

Nischala | Wipro

Over the last few weeks, I had the opportunity to go through the web sites of several BPM product vendors, BPM Solution Providers, BPM Consulting Companies and BPM Third party vendors... After a point, I was left wondering if... [Read more](#)

[Byusiness Process Management or Business Process Manag...](#)

Kevin Feldhus | Perficient Inc.

Definition A: Bysiness process management – the process of working really hard without a clear understanding of how the outcomes contribute to the organization or working in an ineffective manner, following directions that ... [Read more](#)

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[7 Tips for Improving Customer Experience](#)

Janne Ohtonen | Business Coach

Would you like to create better customer experience for your organization's customers by changing your business processes? Here are seven ideas what you could do to take your customer experience to the next level: Make a ...

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[Why Did The Facebook IPO Fail?](#)

Anders Bang Christoffersen | Danish Defense

I thought that the IPO of Facebook would go through the roof – so why didn't that happen? Is it because I didn't invest my money – probably not. That led me to think, what is the actual business model ...

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[Outsourcing Cartoon of the Week: Compatibility](#)

Matthew Heffron | Sourcing Sage

Every week a new outsourcing cartoon.
This week's cartoon is about: Compatibility.

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[Why do BPM Projects Fail?](#)

Nischala | Wipro

In my journey in the world of BPM over the past several years, I have seen many BPM projects fail. And today as I analyze the cause for these failures, a few unexpected ones stand-out... But before I get into ...

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[Why all projects should include BPM and OCM](#)

Ola Elverskog | Business Dynamics Svenska AB

Most companies and public sector organizations spend a huge amount of money in projects every year in order to develop their business so that it will work better. The projects vary from internal efficiency boosting projects to ...

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[What Jello and BPM have in common](#)

Kevin Feldhus | Perficient Inc.

Life may be like a box of chocolates to quote Forrest Gump from the movie "Forrest Gump", but business processes are like a bowl of Jello. Here is my analogy. When you make Jello, the first step is to boil ...

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[Do Not Underestimate the Wow Effect of BPM!](#)

Anders Bang Christoffersen | Danish Defense

I have been working on a huge Business Process Management project for some time – selling the project has been a major task. For some time I have wondered how to make this sell so that all would understand ...

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[Outsourcing Cartoon of the Week: Sales Hire](#)

Matthew Heffron | Sourcing Sage

Every week a new outsourcing cartoon.
This week's cartoon is about: Sales Hire.

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[Processes, Procedures, Work Instructions – what's the differ...](#)

Craig Reid | The Process Ninja

It's often all too easy to bundle "processes and procedures" into one statement as if they are a single entity. Of course, they aren't, but ask a dozen people what the difference is and you are likely to get a ...

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[Process Size – It's All About Management Capacity](#)

Sanoj Kutty | The Information Manager

Back in February 2011, Peter Schooff of eBizQ.net asked a very important question, "How big is a process?" The very insightful comments that answer the question bring forth many interesting perspectives on the size of a process ...

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[Aligning Revenues, Costs and Customer Service with BPM](#)

Janne Ohtonen | Business Coach

In the business process management (BPM) world the ability to simultaneously grow revenues, reduce costs and improve service is called a Triple Crown. It is a direct consequence of implementing advanced process management ...

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[Back in My Day and BPM](#)

Kevin Feldhus | Perficient Inc.

Ok, I admit it I am getting older. During a dinner conversation with our three boys earlier this week, we had a discussion about technology and technological trends. The proof I am getting older – I started a sentence with ...

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[Outsourcing Cartoon of the Week: Insecurity](#)

Matthew Heffron | Sourcing Sage

Every week a new outsourcing cartoon. This week's cartoon is about: Insecurity.

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