

WHAT IS A GEM PROCESS MANAGER SOLUTION?

The product contains a comprehensive solution for the invoice approval process implemented on its own GEM Process Manager (hereinafter referred as the GPM).



The main mission of this product is to automate and help to manage processes in the company. The product contains a comprehensive solution for the process of circulation and approval of internal documents and applications with implementation on its own process platform GEM Process Manager (hereinafter referred as GPM).

- GPM is a platform for design, implementation, operation and monitoring processes.
- GPM enables process support with the flexibility of the overall solution.
- The GPM platform is advantageous to use in situations where changes and development of the workflow system can be expected (frequent adjustments of case processing patterns).
- GPM allows to implement process modifications without the need to interfere with the source code of the platform.



THE MAIN EXPECTATIONS UNIQUA CLIENT FROM DELIVERED GPM SOLUTION:

- The UNIQA insurance client acquired a platform for creating process-oriented applications to support and accelerate agile development.
- Process support tools, invoice approval, complaint handling and fulfillment, order processing, employee leave request management, and other tools for a variety of standard business processes.
- The GPM system allowed the rapid implementation of the deployment of the solution and at the same

GEM Process Manager won the IT Product award 2018 in the Enterprise Software category.



WHAT GEM PROCESS SOLUTION MANAGER BRINGS TO THE CLIENT?

GEM Process Manager is a platform for creating process-oriented applications to support and accelerate agile client development. With the deployment of GPM solutions, there is support for processes, faster approval of invoices with the exclusion of lost or delayed invoices, complete handling of complaints, ensuring order processing, management of holiday requests by employees and a number of common business processes.

The system allows the implementation of the solution to be implemented quickly and at the same time allows the processes to be modified at any time. GEM Process Manager by deploying to the client UNIQA pojišťovna, a.s. in the Czech Republic and UNIQA poisťovňa a.s. In Slovakia helped, among other things, to ensure and implement a number of processes within the framework of GDPR legislation within both countries.

time allows to modify the course and solution of business processes at any time operatively and on the client side, who can actively intervene in the processes at any time and modify them or create new ones, etc.

- GEM Process Manager completely deployed at the client UNIQA pojišťovna, a.s. in the Czech Republic and UNIQA poisťovňa a.s. in Slovakia for securing and implementing processes within the framework of GDPR legislation.



WE OFFER A WIDE POSSIBILITY OF USE AND CUSTOMIZATION GEM PROCESS MANAGER SOLUTION, EXPECT:

FLEXIBILITY – the solution is built according to your needs and tailored to the client.

CONNECTIBILITY – the solution can be integrated into surrounding systems, such as SAP, DMS, email server and the like. The GPM platform enables integration with external systems according to SOA principles. GPM processes can expose services and consume the services of other systems.

OPENNESS – the solution can be extended with a number of customizations. E.g. establishing an approval workflow is possible based on an incoming email.

AGILITY – changes in the solution are usually easy and fast and therefore inexpensive. Using the GPM platform, a new variant of the workflow can be verified and evaluated according to the monitored indicators. Subsequently, a new procedure can be introduced for the entire organization, or further optimization of the process can be sought before its production deployment.

EXTENSION – Other processes can be added to the process platform (e.g. GDPR, document circulation management, leave and business travel approval, HW purchase, ...). You can have all processes in one place in one environment.

AUTOMATION – Processes controlled by the GPM platform connect manual activities of users with activities directed by the information system. User activities receive support in the form of agendas and controlled user behavior (offer of available operations in a specific process situation, data requirements before the case enters a specific state).

PROCESS EVALUATION DATA – The GPM platform provides inputs for process management and control: process status overview, process results, duration of individual steps (including data on users responsible for a given process step) and other indicators. Based on the process results, problem steps and the most common delays during the processes can be identified.

GEM GPM, GPM, BPM – Categories and scope IT solutions for B2B

GEM Process Manager (GPM) is a solution from the category of highly advanced BPM solutions for business process management (BPM – Business Process Management) and it is a discipline in the field of business management in medium and large

companies, in which people use various methods to discover, model, analyze, measure, improve, optimize and automate business processes. BPM focuses on improving business performance through business process management.