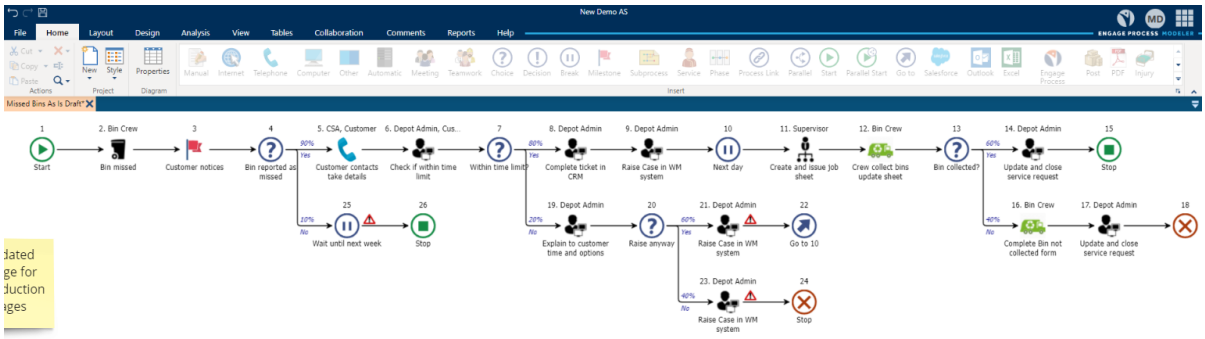
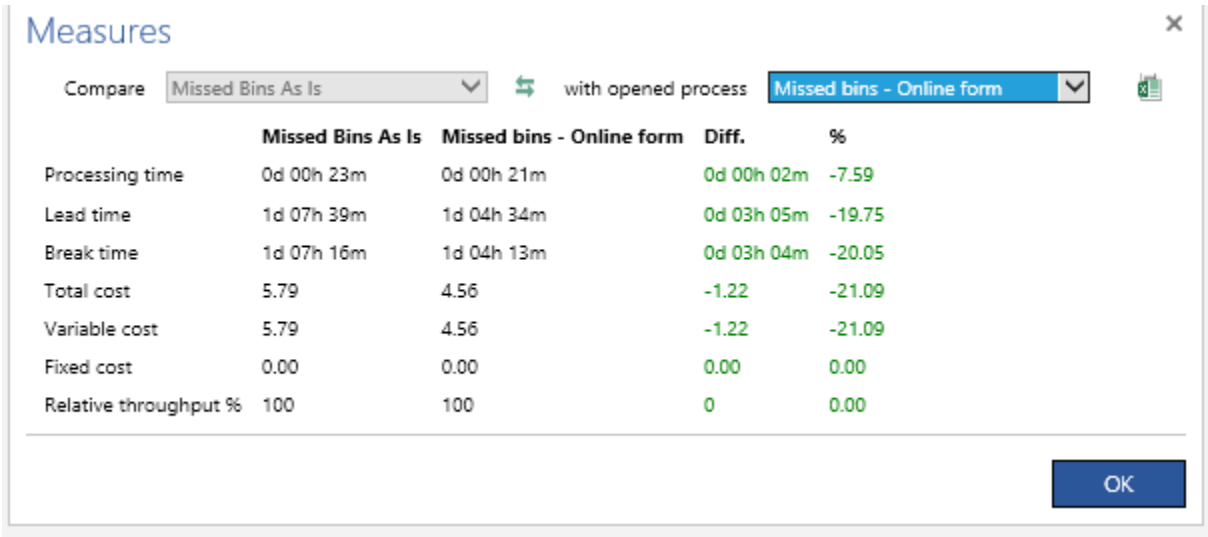
EngageProcess





we are Lean and Agile .com

Service Definition

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INTRODUCTION

INTRODUCTION

As a Business Analyst, ICT Manager or Change manager, you know the importance of business process mapping.

But you also know that it can take ages to create a solid BPM, especially when you need input from several team members and stakeholders.

What if we told you there is a simple, affordable way to work smarter, not harder and improve your results?

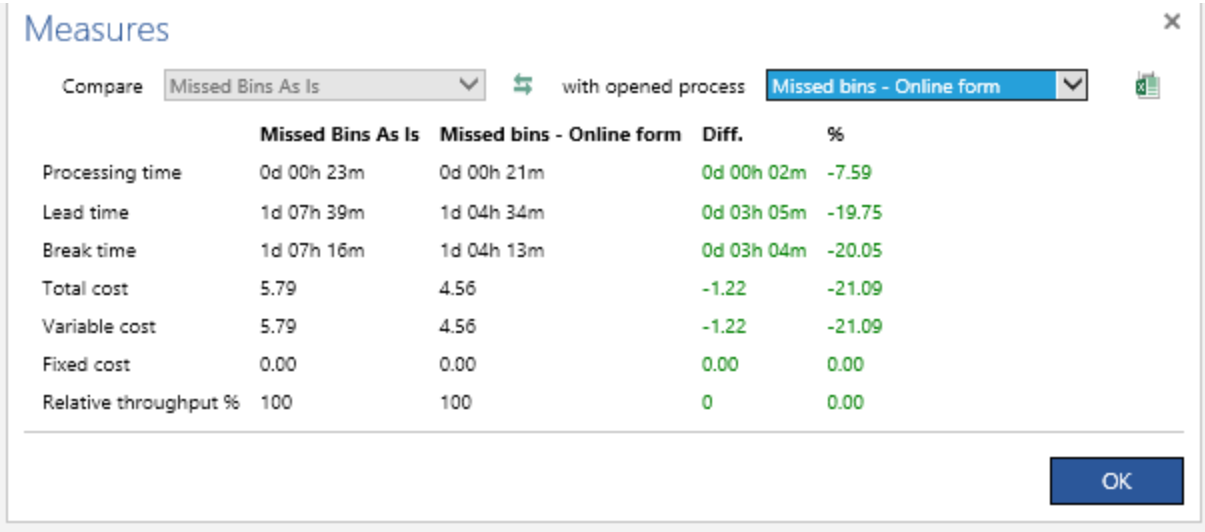
Do you recognise yourself in either of these situations?

- You still use Visio, Excel or Word for process improvement and you spend what feels like ages on each process
- You spend significant time on writes up and collating information in multiple different formats
- You struggle to capture requirements for improvement programmes and projects
- Your improvement team don't have tools that help them deliver their processes better
- You want to engage your entire organisation in a continuous improvement culture
- Engagement with stakeholders takes a lot of time and is difficult
- You wait for days, weeks or even months to get feedback or approval on your processes
- You have struggled to implement continuous improvement
- You still use flipcharts or post-its and spend a lot of time writing them up
- You can't make decisions quickly enough and you end up missing opportunities
- It's hard to create meaningful business cases that quickly demonstrate ROI
- Version control is a nightmare since you have to rely on emailing documents back and forth.

If you can relate to one or more of these situations, then ENGAGE PROCESS™ is the improvement software you need!

A number of years ago we came across a software solution that can help you bring continuous improvement to your organisations. Seeing the many benefits of the platform we

created We are Lean and Agile to partner with Engage Process in the Netherlands to bring the products to the UK Public Sector. The product is used by over 50% of municipalities (LA's) over there and used 50/50 across the Public and Private sectors with companies like Schiphol Airport and the Dutch Post Office utilising it to help to deliver real business benefits.



	Missed Bins As Is	Missed bins - Online form	Diff.	%
Processing time	0d 00h 23m	0d 00h 21m	0d 00h 02m	-7.59
Lead time	1d 07h 39m	1d 04h 34m	0d 03h 05m	-19.75
Break time	1d 07h 16m	1d 04h 13m	0d 03h 04m	-20.05
Total cost	5.79	4.56	-1.22	-21.09
Variable cost	5.79	4.56	-1.22	-21.09
Fixed cost	0.00	0.00	0.00	0.00
Relative throughput %	100	100	0	0.00

OUR APPROACH

When we came across the ENGAGE™ continuous improvement suite it was like a light came on. Having spent many years delivering improvement projects and programmes as an employee of and contractor with many Public Sector organisations, it was clear this product could add significant benefits in the UK. We decided to partner with the company and work to get the UK Public Sector using these and other value add tools and approaches.

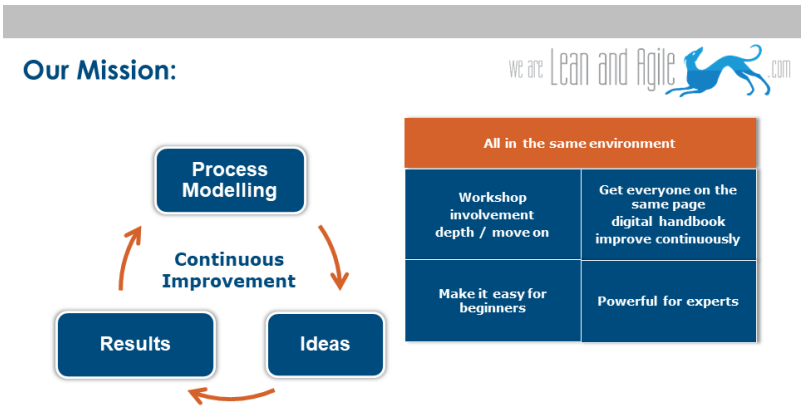
When we started no Local Authorities in the UK were using the software platform and that was back in 2016. We are now working with over 30 and also universities and charities.

Our approach was and still is that we do not want to sell you consultancy, we want to train and develop your people to use the software to deliver continuous improvement in your organisations. We have the public service ethos and want to embed capabilities in your organisations to deliver and embed sustainable continuous improvement.

We are Engage Certified training partners and provide extensive knowledge and experience of using the tools in real transformational projects and programmes. We are unrivalled in the UK in terms of our experience and knowledge of the products.

OUR APPROACH

We believe a continuous improvement culture is the single strategy any organisation needs both now and for the future.





Our Vision

We will deliver only value add services to help organisations continuously improve the way they deliver products and services. We work openly with other suppliers/organisations and are technology and methodology agnostic in our delivery.

OUR APPROACH

Our Mission Statements

- We will support public and private sector organisations to deliver better change and improvement initiatives
- We believe in delivering this by creating sustainable capability within the organisations to deliver and embed continuous improvement thinking
- We will support organisations to grow their own talent by developing staff with news skills and approaches
- We support the public service ethos of delivering value add services at open and transparent prices
- We will work to grow and support our collaborative learning networks of customers such as our Wales and Scotland meet ups
- We will promote and use a best practice pragmatic multi methodology delivery approaches
- We will work in the open and look to share best practice and lessons learned
- We will promote and support collaboration across organisations
- We will support innovation and innovative products/delivery
- We will be technology and methodology agnostic
- We will work openly with other suppliers
- We will look to support and develop the improvement community within the South West (and other regions)
- We will support, defend and protect Greyhounds and Greyhound Charities



Testimonial

Livewire Warrington
Locklynne Hall
Business Director

LiveWire

Thank you for spending 7 days with 30 or so of my colleagues and I. No doubt I speak for all when I suggest that we found the sessions informative, thought provoking and hugely reflective. I think what was particularly clever was being able to create a mental state for the group whereby we could pause from the day job and ask the question, why the hell are doing what we are doing. Obviously, this is the skill of the facilitator I thought you were consistently excellent.

It was hugely beneficial to plot the AS IS process, this allowed all to discover what wasn't exactly right, correct or proper with the current state of play. By your design I suppose, I understood the business perhaps better than I had in the four years I have been here. I began to put the pieces together of why we needed to change and look at pretty much all our processes, differently. It reaffirmed our company's decision to draft you in. It was absolutely the right thing to do.

It was great that so many of our employees were able to contribute to the AS IS and to the TO BE process. It was great that all were fully engaged and I was delighted that you had captured 280 ideas of business improvement articulated by them. That was exceptionally powerful and clearly, they bought in to the workshops delivered by you because you fully encompassing their view, took on their challenge and engaged with their questions. Importantly, the sessions were enjoyable. Too often sessions like these are boring and dull, yours were neither.

Moving forward I am confident that between us we have produced enough valuable material to ensure the contact centre is a success on day one. It's clear what processes the centre will now do and how they will do them. This was my main aim for our work, what does day one look like and how will we do it.

However, the by-product is perhaps 'value'.

The workshops, the conversations, the maps showcase valued added activity, as such I can now see with some certainty where the company is leaking cash and waste. This is significant step and enlightenment for company in adolescence. Learning here and now, adapting our processes with one eye on the horizon, allows the company to plough forwards with confidence, particularly with new developments such as a contact centre.

In terms of value added, I was surprised that you, without prompt, went far beyond the scope of your remit. The website was a prime example, I really appreciated you taking the time to explore the weakness of the current format and I was delighted that you replayed this back to the senior management as a key strategic risk for our company to get a handle on. I think we all knew this was an issue to address, but I think what was useful was the prioritisation of what as an SMT we need address next with the resources available. A great debate.

Finally, thank you for training both Mark and I with the Modeler, no doubt we will be touch when producing our own maps. And I look forward to the upcoming webinar training with you.

> *If you were on trip advisor, I would award 5 stars for style, substance and delivery… and I suspect your already number one attraction In Torbay! Hahahhah.*

ENGAGE PROCESS SUITE

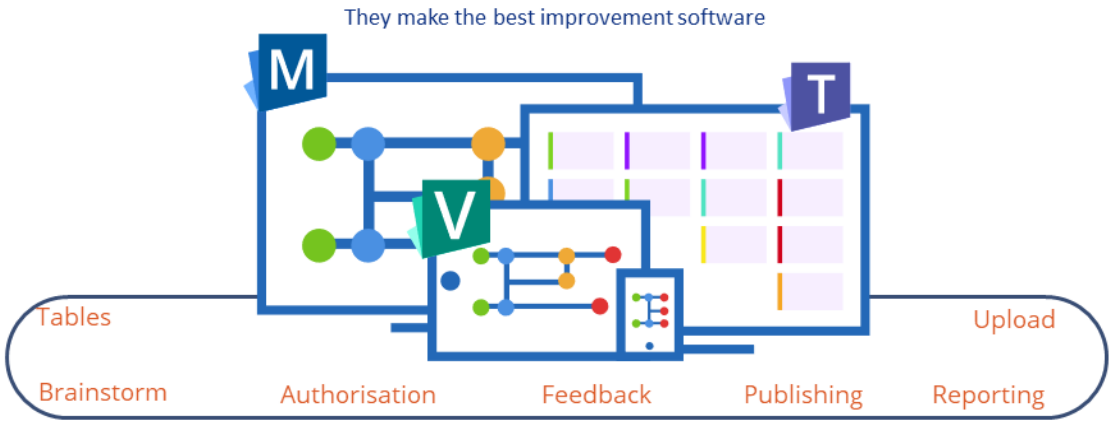
What Is ENGAGE™?

ENGAGE™ is made up of both an ENGAGE™ Process Modeler and other productivity modules to help you implement continuous improvement. Even with just the ENGAGE™ Process Modeler, you can work faster and better to create lean processes. The ENGAGE™ Process Modeler is available on our website on its own, for small businesses and consultants. The Suite provides an enterprise capability suitable for organisations looking to buy from G Cloud so that is what we cover here.

The ENGAGE™ Process Modeler offers the main powerhouse of the suite in isolation. It's the mapping, modelling, analysing and simulation process tool.

ENGAGE PROCESS SUITE

Performance improvement platform



The ENGAGE™ Process Suite offers the Process Modeler plus a range of licensing options giving access to some of the wider modules and the added value of the full ENGAGE™ Process Suite. The license options range from none to all of the additional modules on top of the ENGAGE™ Process Modeler.

The Engage Process Suite is a cloud based, integrated process- and agile transformation platform. The platform targets the full cycle from process discovery and improvement, to execution of change tasks using agile methods.

Our solution is aimed at business users who are looking for a fast and easy way to involve their organisation in the ongoing practice process improvement, aiming to drive better results in efficiency and transformation programs.

HOW CAN THE SOFTWARE HELP US?

How Can ENGAGE™ Help You with Mapping and More?

- You can forget all about flipcharts and post-its. With ENGAGE™ you can build process maps live in the workshops you organise. This way, you get the full input of your team and never worry about missing data or documents again
- Communication with your stakeholders becomes a breeze. You no longer have to wait for them to have the time to meet with you or email you back
- You can share your process maps with your entire team and get instant feedback within the software itself – no more time-consuming emailing back and forth
- Our powerful analysis tool helps you improve your processes, reduce waste and boost ROI at the same time
- All your business models come with integrated costs and benefits
- You can easily build better business cases and suggest improvements faster

Say goodbye to obsolete software. Say hello to ENGAGE™, the one tool you need to map, model and save!

HOW CAN THE SOFTWARE HELP US?

The software helps your analysts deliver the end to end continuous improvement cycle in a faster, more efficient and better way. Your analysts will be able to complete improvements faster and they will be able to spend more time on the value-add work like analysis and improvement and less time on things like write-ups and collating data and information in multiple mediums.

The software enables you to capture all your process information in one place and to enable the key elements of continuous improvement to happen in a modern and engaging way.

- What do we currently do?
- What is the value and to whom?
- What are the challenges and ideas for improvement?
- How can we get all stakeholders to collaborate on process designs?
- How could we improve the current process?
- What are the benefits of change?

The software is based on Lean thinking and has many lean features however it is a powerful process improvement tool irrespective of your methodology. It helps you capture and understand the hidden factory in your current processes.

HOW CAN THE SOFTWARE HELP US?

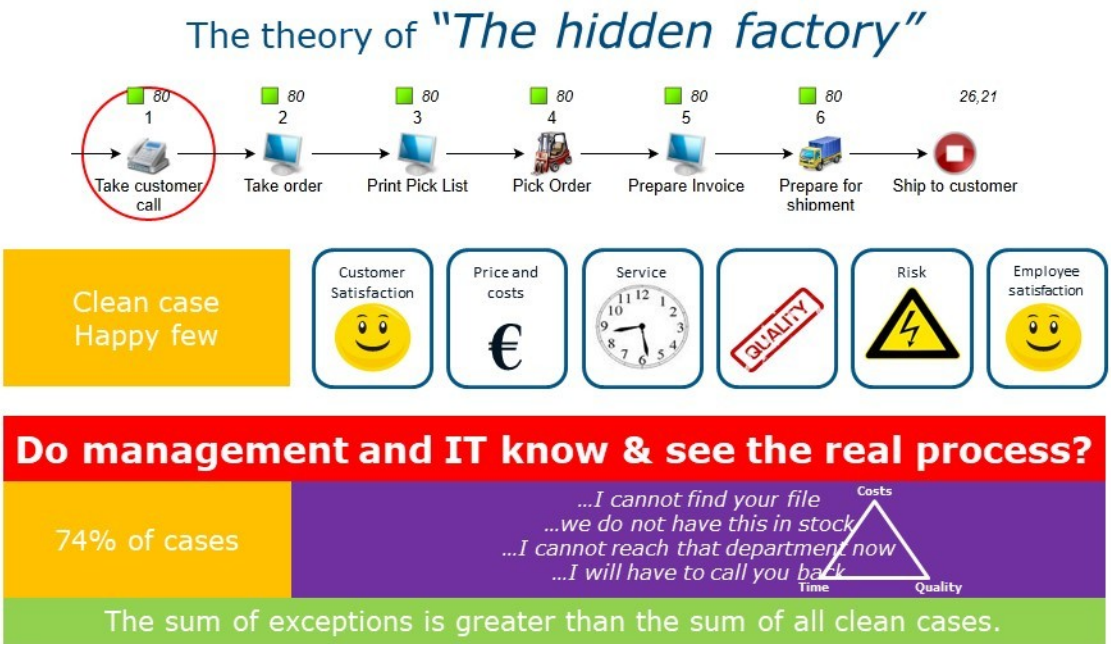
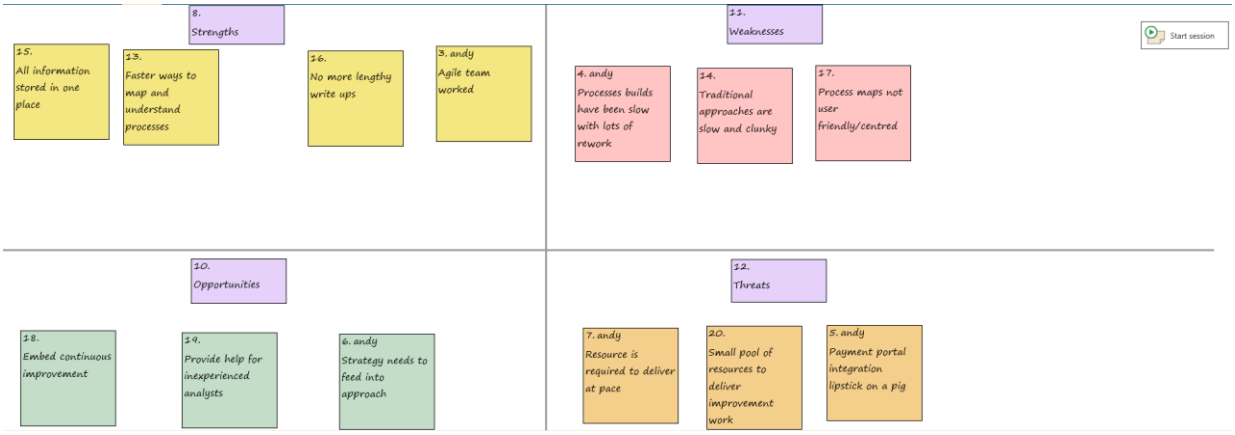


Figure 1 - Only 26% of cases are clean cases. Exceptions make up the rest even in this simple example.

Unlike other process mapping and improvement tools the tool is designed to be workshop friendly. Your analysts will be able to capture processes live in the workshops as well as capturing digital post it sessions for brainstorming, SWOT or other post it sessions.

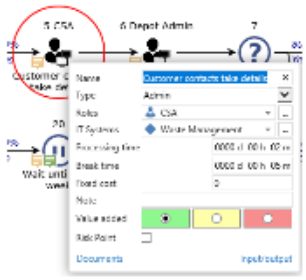


All the process data can be captured in one place and also can be shared digitally for collaboration. As well as normal process data you are also capturing times and costs against steps enabling the calculation of the cost of delivering your processes.

HOW CAN THE SOFTWARE HELP US?

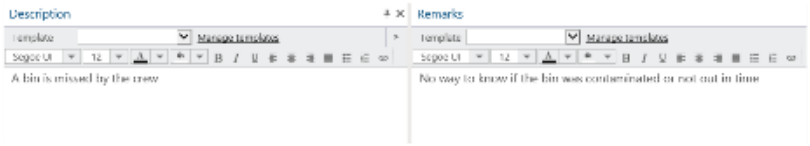
What data can we capture?

1



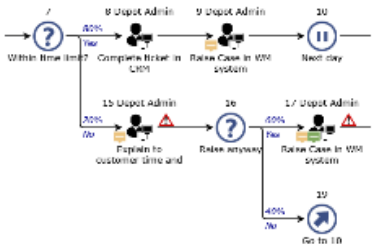
Capture data on process steps

2



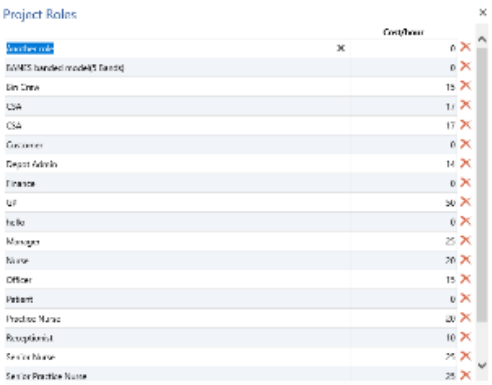
Collect description and improvement ideas on steps

3



Add frequencies to branches

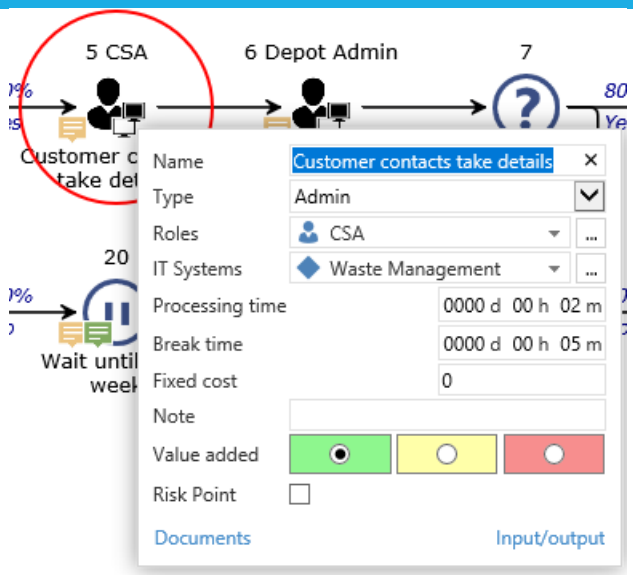
4



Enter the hourly costs of staff

Against each process step you can capture a range of data to help you understand and improve your processes. Firstly, the main process step data:

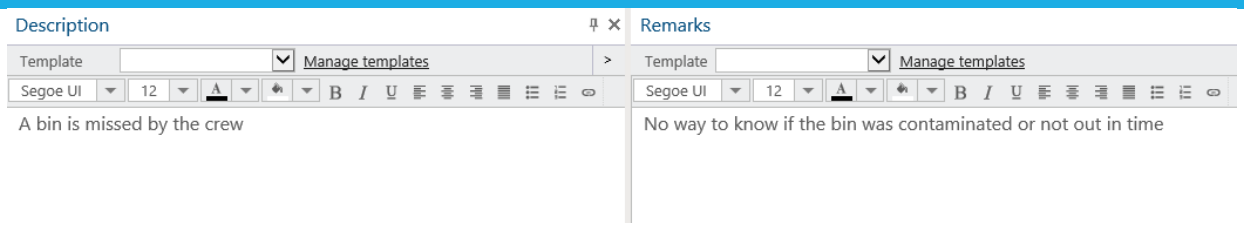
HOW CAN THE SOFTWARE HELP US?



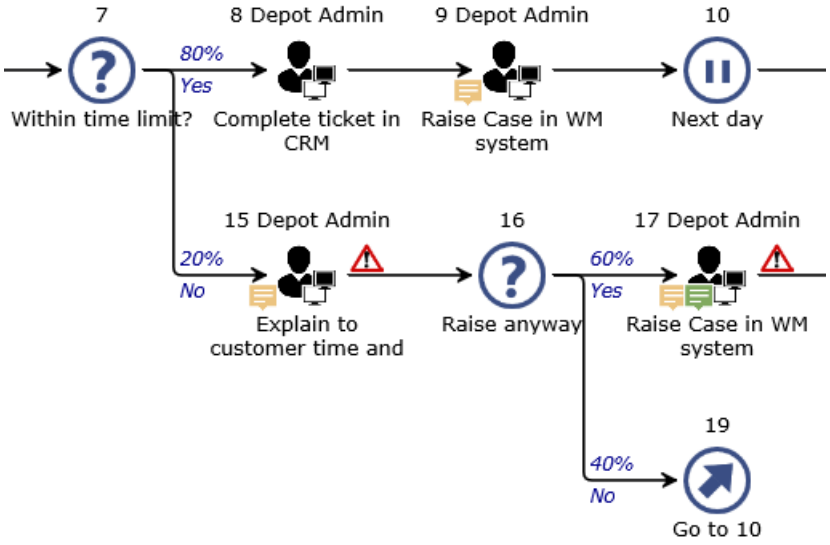
With this you can capture any of the following:

- Name – a short description for the step
- Type – the icon and type of activity (you can customise the icons add/amend them to make them more relevant for your organisation)
- Roles – you can populate a roles table for people involved in the process
- Additional tables e.g. IT Systems – you can add additional tables for data like IT Systems utilised within your processes. This automatically generates new swim lane views and reports
- Processing time – add the time taken to deliver the step
- Break time – add any time the process is waiting prior to processing
- Fixed costs – add any fixed costs to your steps
- Note – add a post it style note to the step
- Value Add RAG Indicator – is the step delivering Customer Value, Business Value or Waste?
- Risk point – add a warning flag for high risk steps
- Documents – add documents or links to information for the step, this could be legislation, detailed work instructions or templates etc.
- Inputs/Outputs – add any process step inputs and outputs
- You are also able to capture a more detailed description and remarks against the process steps. The remarks field is used to capture any issues or improvement ideas you may want to address as part of the improvement cycle

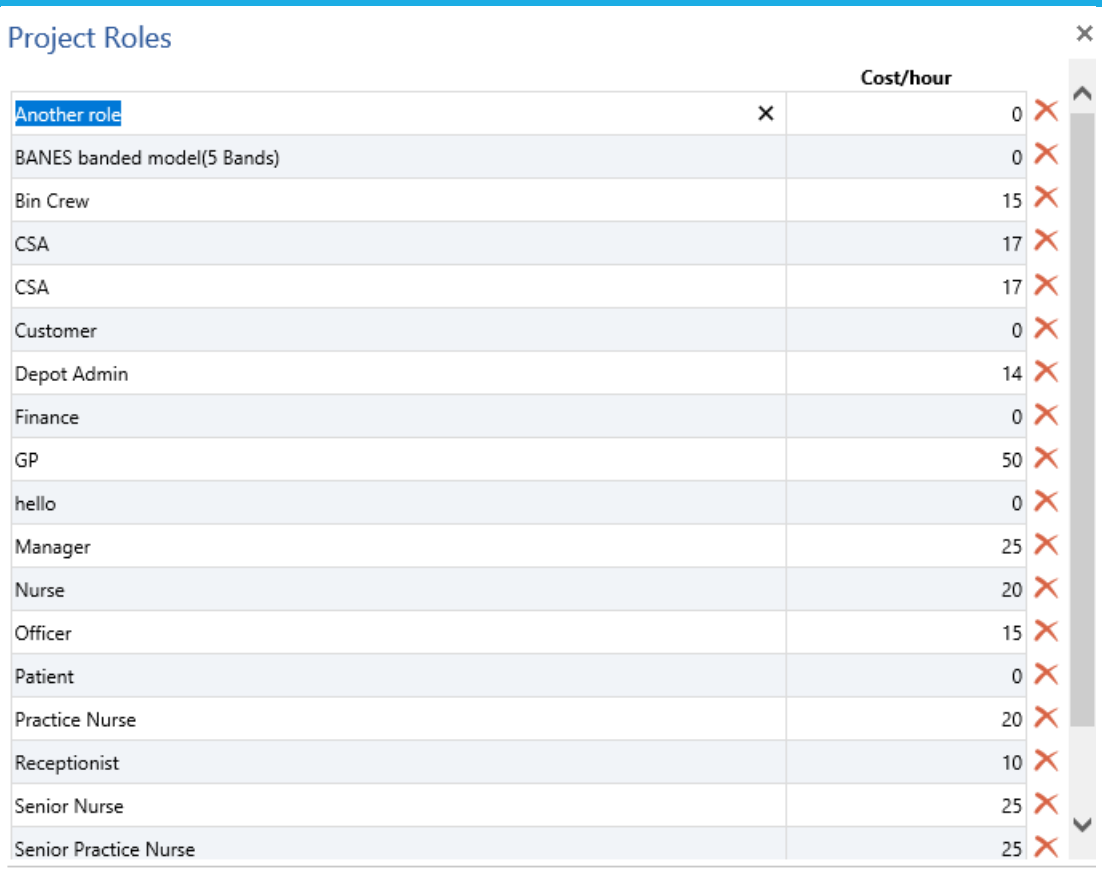
HOW CAN THE SOFTWARE HELP US?



Where a process branches you can capture percentages or actual metrics against the branches.



Updating the roles table to include salary information enables you to calculate your cost of delivering the process.



Additional data can be captured against the processes and also specific tables can be added for different types of work.

It is possible to configure tables for GDPR audits of your processes. This enables you to capture the data required to audit and understand the GDPR implications in your processes. The powerful reporting enables you to output the data captured to excel reports.

Analysing the processes

By populating data against your processes, you are now able to use the powerful analysis tools to help you review and understand the processes from many perspectives.

Adding tables to your processes for things like IT Systems means you now have additional swim lane views. You can turn on or off the various layers of data to give many different ways to display and analyse the process.

HOW CAN THE SOFTWARE HELP US?

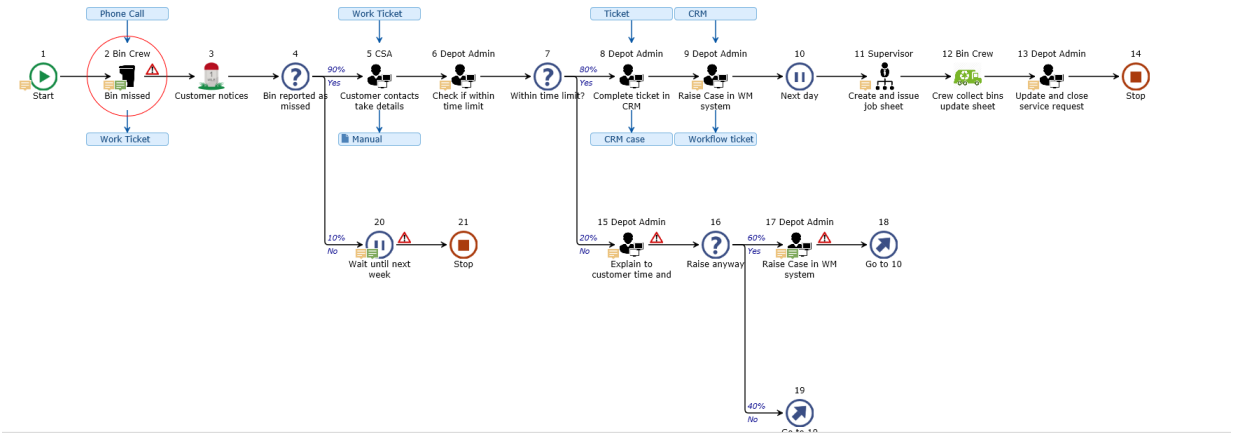


Figure 2 - Value Stream with inputs and outputs

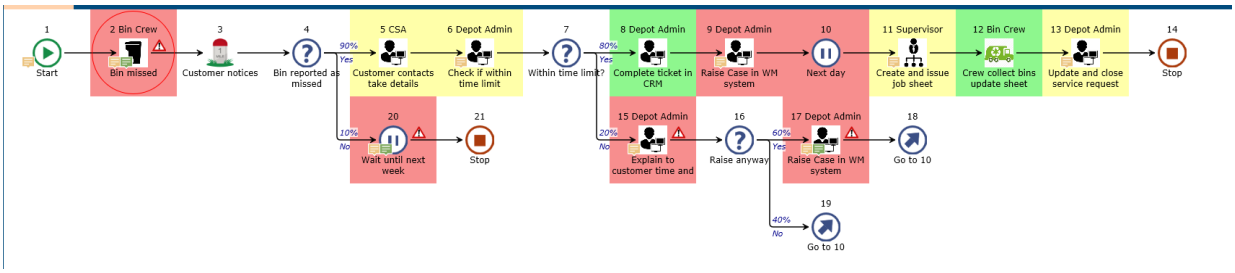


Figure 3 - Value stream with value-add indicators

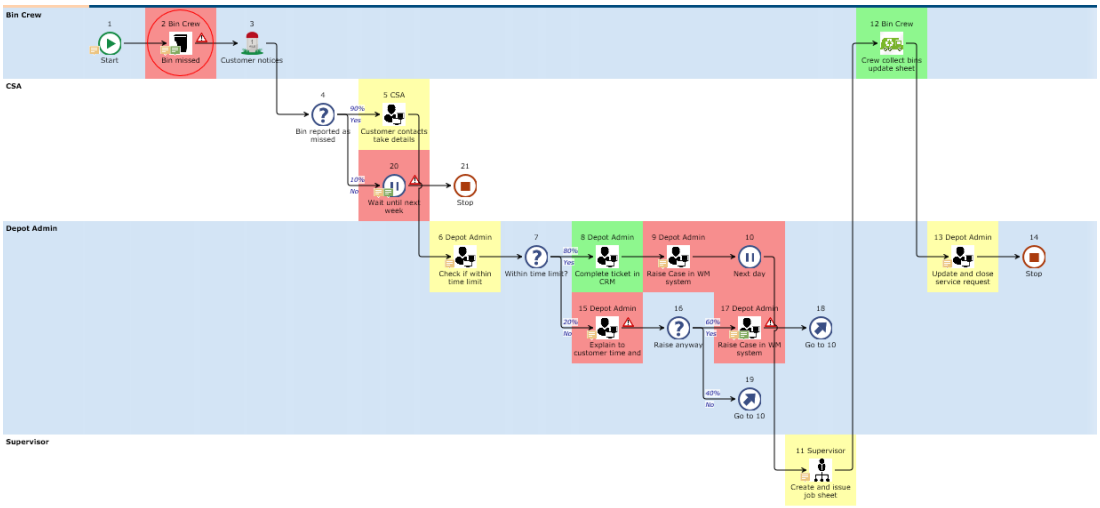
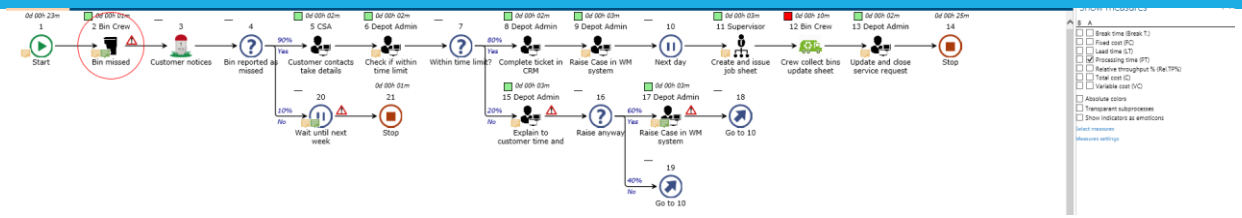


Figure 4 - By roles

You are also able to use the analysis tools to highlight your bottlenecks within the process.

HOW CAN THE SOFTWARE HELP US?

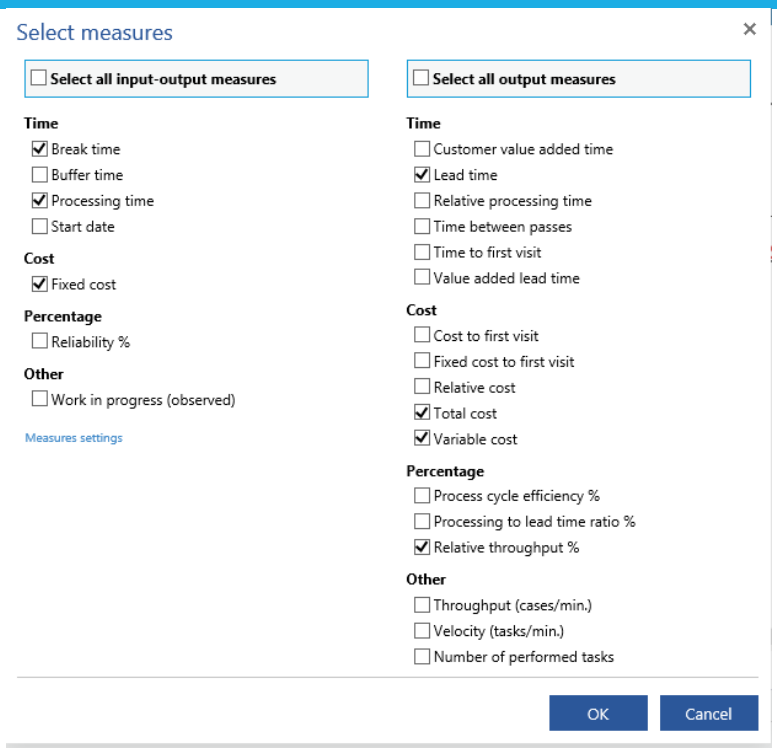


You can also analyse the entire process and individual parts of groups of activities

Results	
Break time	0001 d 07 h 16 m
Fixed cost	0
Lead time	0001 d 07 h 40 m
Processing time	0000 d 00 h 24 m
Bin Crew	0000 d 00 h 11 m
CSA	0000 d 00 h 02 m
Depot Admin	0000 d 00 h 08 m
Supervisor	0000 d 00 h 03 m
Relative throughput %	100
Total cost	6.04
Variable cost	6.04
Bin Crew	2.75
CSA	0.51
Depot Admin	1.88
Supervisor	0.9

There is a wide variety of statistics that can be used to analyse your processes.

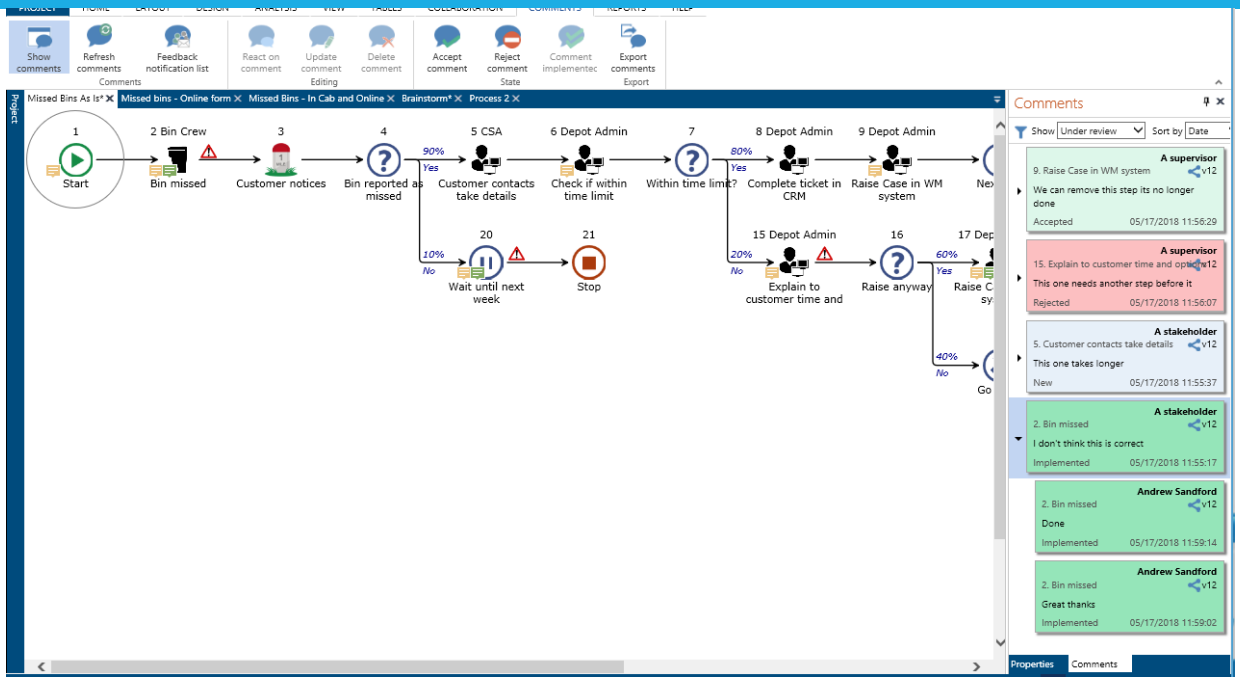
HOW CAN THE SOFTWARE HELP US?



Collaboration

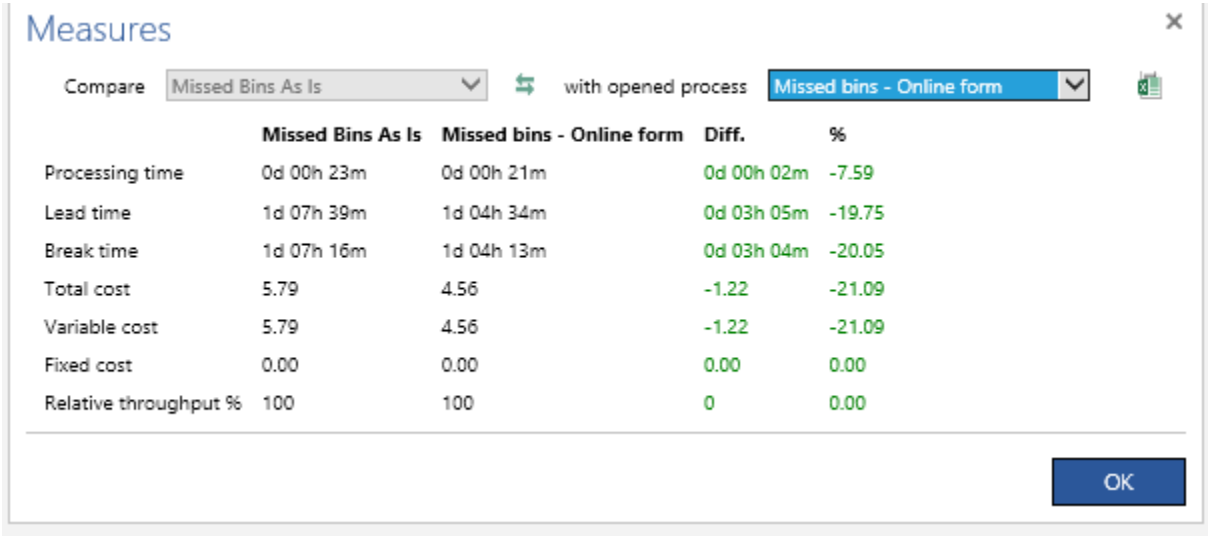
The maps can be shared with the wider stakeholders digitally immediately after the workshop. This enables all stakeholders to comment and collaborate on the As Is and To Be designs enabling engagement and buy in to processes.

HOW CAN THE SOFTWARE HELP US?



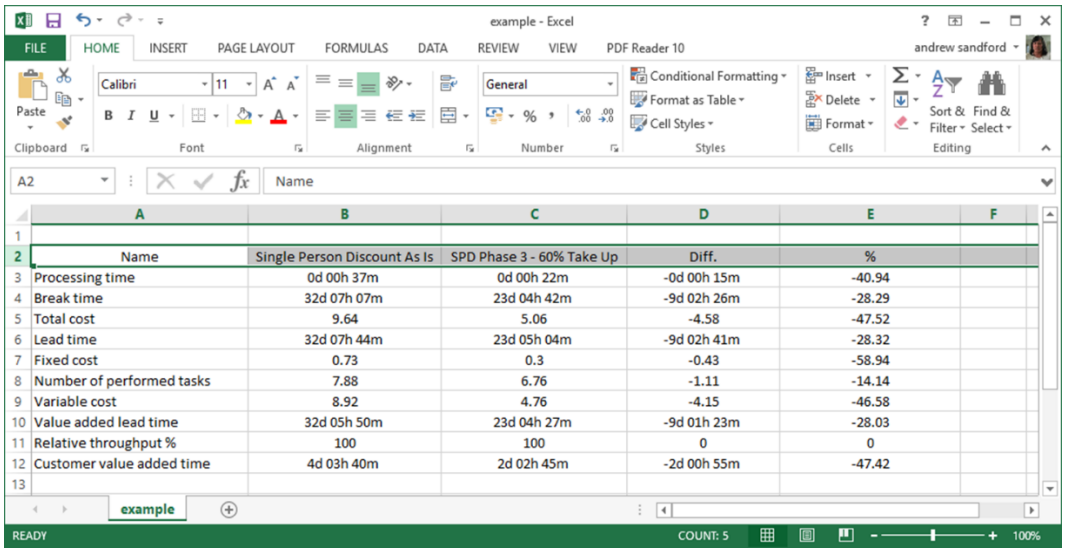
Benefits of Change

Following the capture, analysis, collaboration, and improvement of processes, you can now identify the benefits of changing your As Is process to the To Be. You can apply the same analysis tools to your To Be, but the most important output is the comparison between As Is and To Be to show the benefits. This is the mere click of a couple of buttons in the software.



	Missed Bins As Is	Missed bins - Online form	Diff.	%
Processing time	0d 00h 23m	0d 00h 21m	0d 00h 02m	-7.59
Lead time	1d 07h 39m	1d 04h 34m	0d 03h 05m	-19.75
Break time	1d 07h 16m	1d 04h 13m	0d 03h 04m	-20.05
Total cost	5.79	4.56	-1.22	-21.09
Variable cost	5.79	4.56	-1.22	-21.09
Fixed cost	0.00	0.00	0.00	0.00
Relative throughput %	100	100	0	0.00

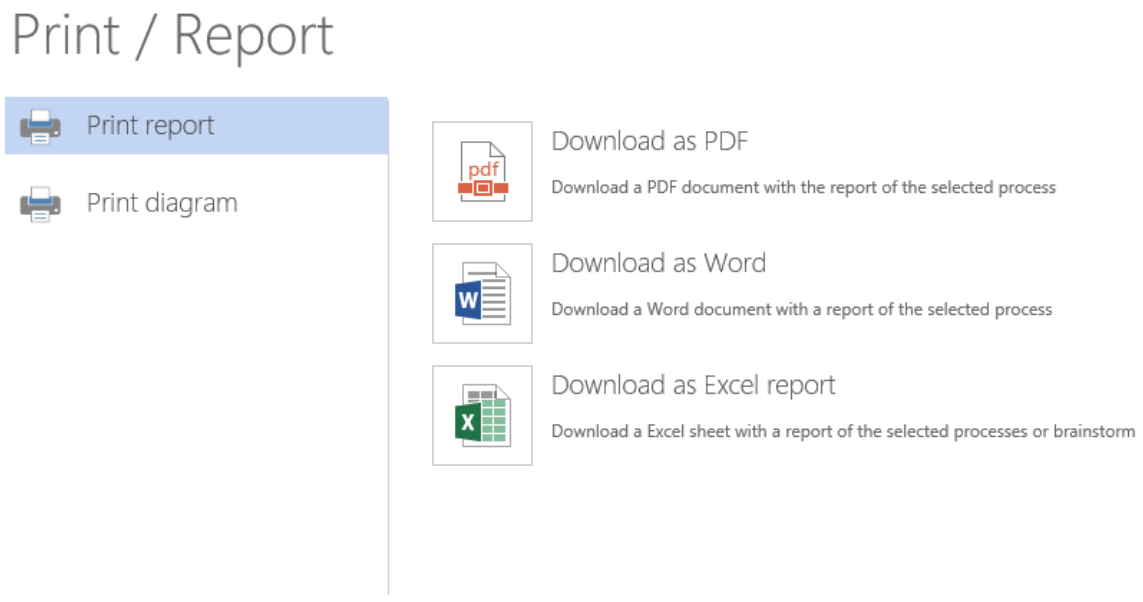
You can also use the excel icon to export the data to excel to populate your reports and benefits profiles.

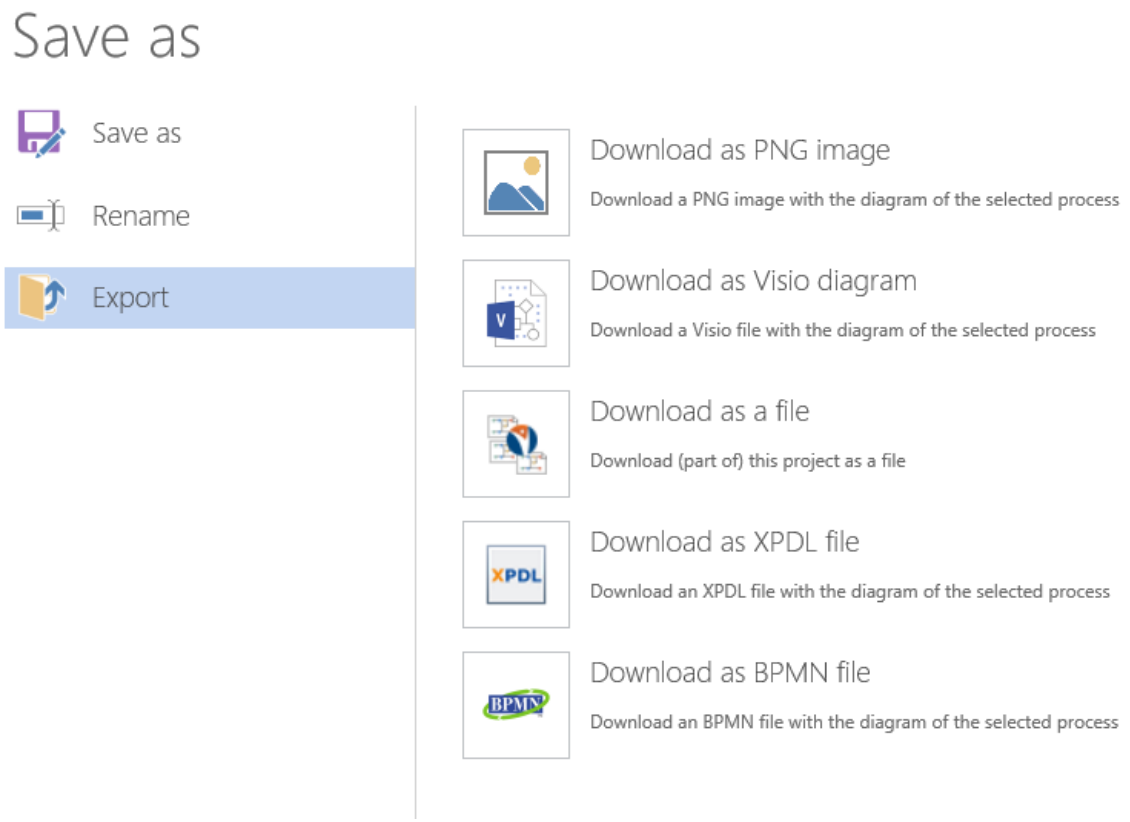


	A	B	C	D	E	F
1						
2	Name	Single Person Discount As Is	SPD Phase 3 - 60% Take Up	Diff.	%	
3	Processing time	0d 00h 37m	0d 00h 22m	-0d 00h 15m	-40.94	
4	Break time	32d 07h 07m	23d 04h 42m	-9d 02h 26m	-28.29	
5	Total cost	9.64	5.06	-4.58	-47.52	
6	Lead time	32d 07h 44m	23d 05h 04m	-9d 02h 41m	-28.32	
7	Fixed cost	0.73	0.3	-0.43	-58.94	
8	Number of performed tasks	7.88	6.76	-1.11	-14.14	
9	Variable cost	8.92	4.76	-4.15	-46.58	
10	Value added lead time	32d 05h 50m	23d 04h 27m	-9d 01h 23m	-28.03	
11	Relative throughput %	100	100	0	0	
12	Customer value added time	4d 03h 40m	2d 02h 45m	-2d 00h 55m	-47.42	
13						

Specification

Following the agreement and definition of your new To Be processes, your maps can be shared with development teams to create your product specifications. This can be done directly within the tool or by utilising any of the powerful export functions.



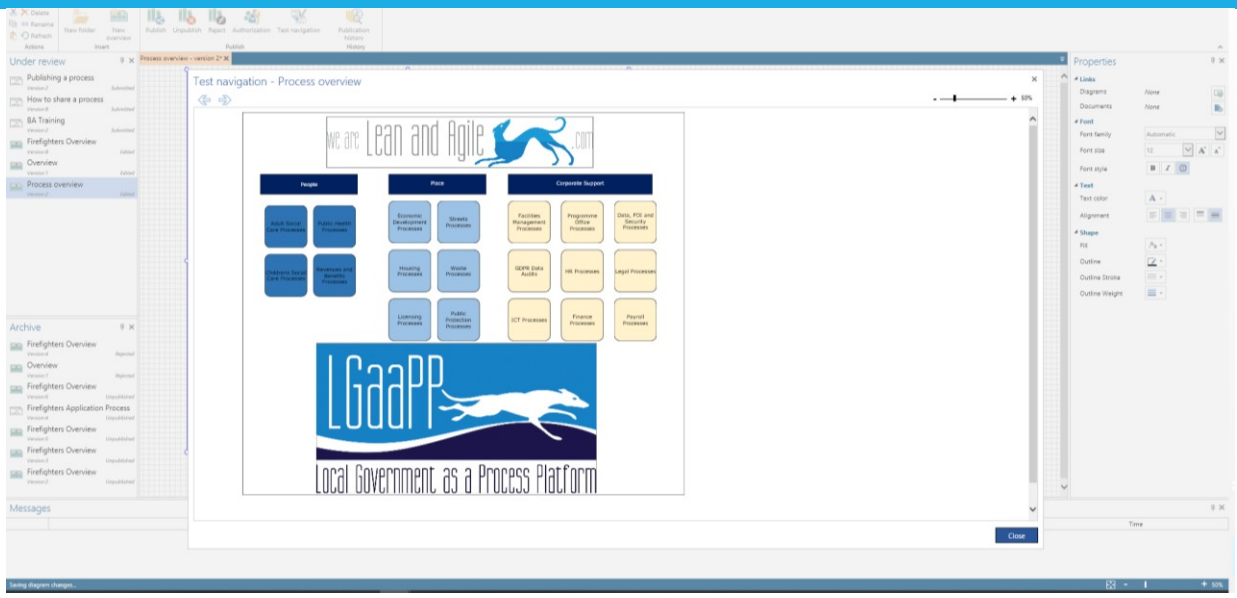


Continuous improvement and beyond

As you implement your new processes, you can now publish your new process to your digital process handbook. This enables you to publish your organisation's processes and to enable users to provide feedback and continuous improvement ideas to deliver the full continuous improvement cycle.

Need to support ISO 9001, audit or training requirements for your team? How about using the publisher to create your single source of process information? Publish all your processes and offer a single source of process information. Combine with the other powerful tools within the suite to further embed a process focus, stakeholder engagement and culture of continuous improvement. Provide drill through the overview to enable easy navigation to processes.

TESTIMONIALS



These are a few examples of the power and the benefits of the continuous improvement platform. Contact us if you have additional requirements or questions.

Email sales@weareleanandagile.com for more information

TESTIMONIALS

Why you have chosen to use this product/s and what have you used it for?

Engage modeler was introduced to me by another local authority and I was interested to find out more which Andy was happy to do. Following a demo of its uses and capabilities we decided to trial it for 30 days which was really useful. During this time we found it to more than useful in both workshop settings as well as for producing process maps back at the office. This has all been in the context of our transformation programme undertaking service reviews across our highways service, adult social care, telephony usage in the MASH, appointment bookings for the registrar's service.

To assist each review we have recruited a team of around 20 service redesign facilitators to lead and support workshops, produce process maps and provide challenge to thinking with the service areas. These facilitators have taken on

the role alongside their day job and have been involved in workshops with teams outside of their area of expertise. The large majority of them have been trained on using the modeler and have been able to make use of it in and outside of the sessions.

What benefits you have realised from its use?

Engage Process Modeler has been well supported with extensive training, online support, and manuals and there is always someone at the end of the end of the phone to help.

The analysis of as-is and to-be process maps in the software helped identify where we had waste in our processes, excessive handoffs and the overall cost of delivering a service as well much more. It has given us more insight, data and knowledge of our processes and consequently how we can improve them for customers. The product provides a one stop shop for process mapping, analysis and improvement with lean principles.

What future projects are you planning to use the product/s for?

We will continue to use Engage Process Modeler for all further service redesign reviews we complete as part of the Transformation Programme, producing AS and TO BE process maps and providing useful analysis of the processes to generate efficiency savings and improvements for customers. These projects will include Planning and Building Control and Parks and Countryside. We also plan to embed the product as part of our business as usual routines and continuous improvement across the organisation.

Kat Neil – Bracknell Forest Council

Bracknell Forest Council

Managing business processes effectively is a difficult challenge for today's organisations, because many of the systems that are used within processes are rigid and difficult to change rapidly. The sheer number of processes in

many organisation means that they are seldom reviewed and not in a consistent manner. It is important that CEC have a flexible, responsive and distributed tool that enables all staff to participate in the mapping process ensuring a cadence of review that can't be obtained with a central function. This model of participation, storage and easy access and collaboration supports the progressive continuous Improvement strategy in place within the CEC.

Any software needs to meet four key criteria:

- *It needs to be a Software as a Service (SaaS) solution to reduce infrastructure implementation and support costs.*
- *It needs to have good analytics capability to provide more "joined-up" insight around business processes. This will provide CEC staff with the ability to seek out new opportunities, model them ahead of time, and then quickly innovate or adapt processes based on data.*
- *It must promote business responsiveness — by mapping at the individual work-item level, at an aggregate level of groups of work items, and at the global process design level. The ability to model and incorporate ad hoc dynamism into processes lends itself to better business responsiveness.*
- *Promote a move away from short-lived, transactional system-oriented processes towards managing long-lived business processes that span people, machine services and things, as well as functional boundaries.*

Steven Sutherland – Programme Manager Edinburgh City Council

EDINBVRGH
THE CITY OF EDINBURGH COUNCIL

THE MODULES

Engage Process Modeler

The Number 1 Lean process modeler in Holland used by public and private sector blue chip companies. With 3000 active users spread 50/50 across public and private sectors. Over

THE MODULES

130+ Local Authorities in Holland (50%) use the tool. Replace post it and paper workshops with live process mapping. It enables you to map your processes in a workshop friendly tool, share your processes immediately after the workshop with stakeholders and encourage greater participation. Do more for less with this Business Analyst friendly tool. Over 30 UK Local Authorities are now using this as well as Central Government, Private Sector, Housing Associations and Charities.

SaaS / Cloud advantages
(software as a service)

Traditional	ENGAGE SaaS
High license costs.	Annual subscription.
1 license per user.	Share subscription in organization.
Server needed.	Not needed.
Costs of implementation.	Up and running in 1 hour, no costs.
Technical support.	Included.
Maintenance fee 20% .	Not needed.
SLA needed.	All support is included.
Install new versions.	Upgrades included 3-4 times per year.

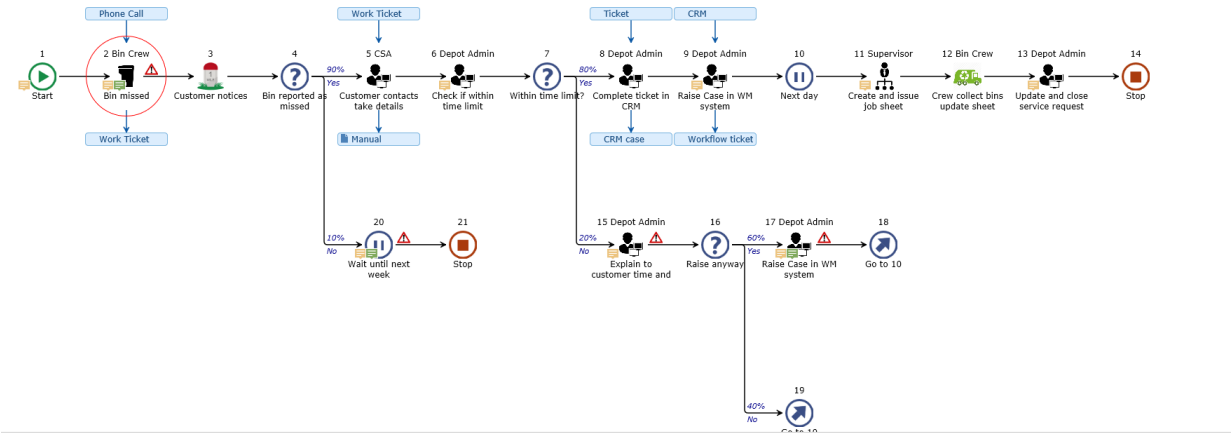
Easy of use

Scalable

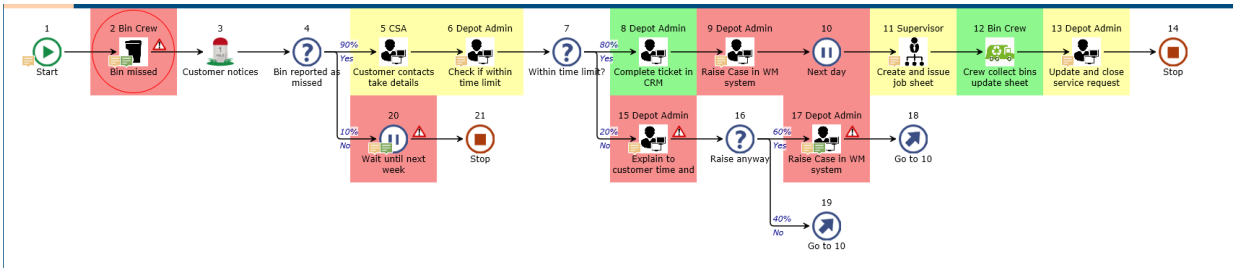
Favorable pricing

ENGAGE PROCESS

THE MODULES

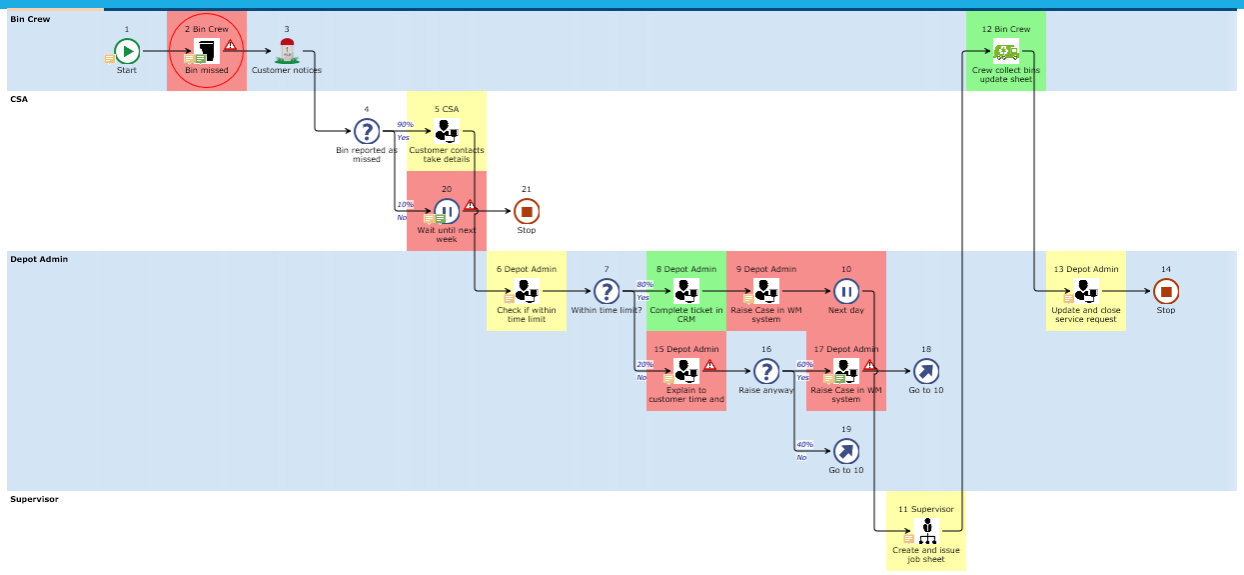


Engage is the most user-friendly mapping tool on the market. Never draw a line, never move boxes around to insert a forgotten step, no need to redraw a map to look at a role or system swim lane, click a button to look at a new perspective. Need to add additional attributes to steps (such as location or phase)? Then just add a table and add it to your process maps.

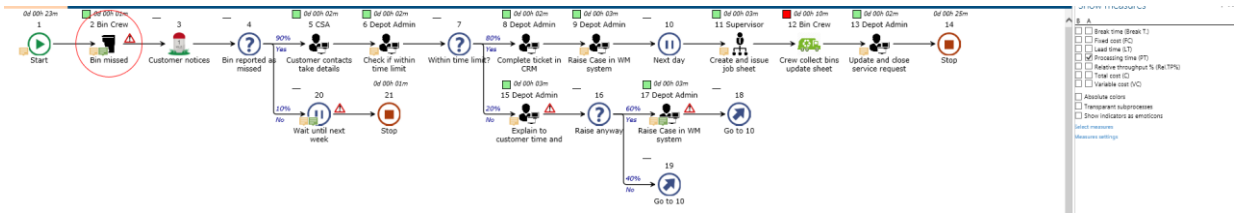


Don't waste time writing up workshops, use those workshops more effectively to focus on the processes and to add break time, costs and processing time to your process steps. Apply a lean approach to your process improvement engagements.

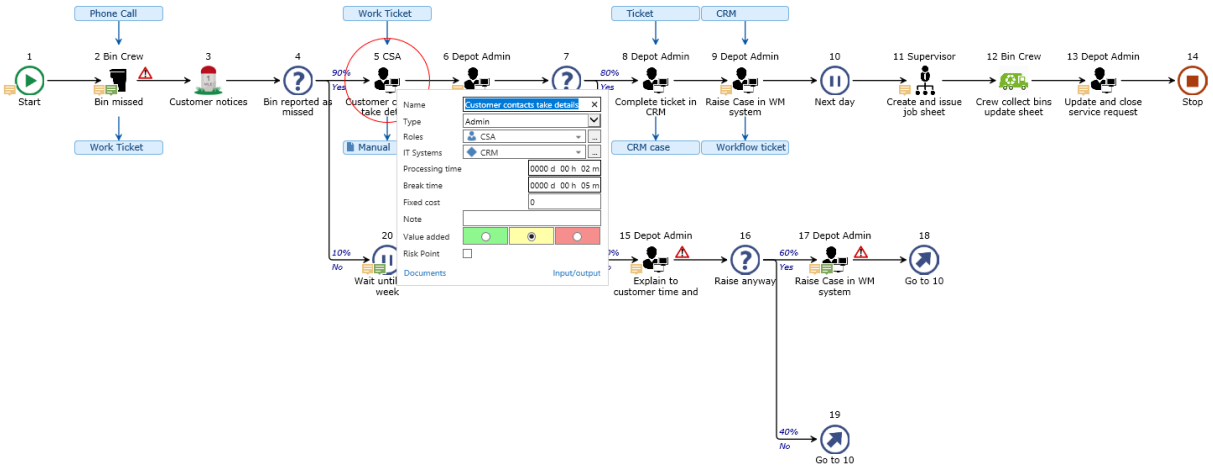
THE MODULES



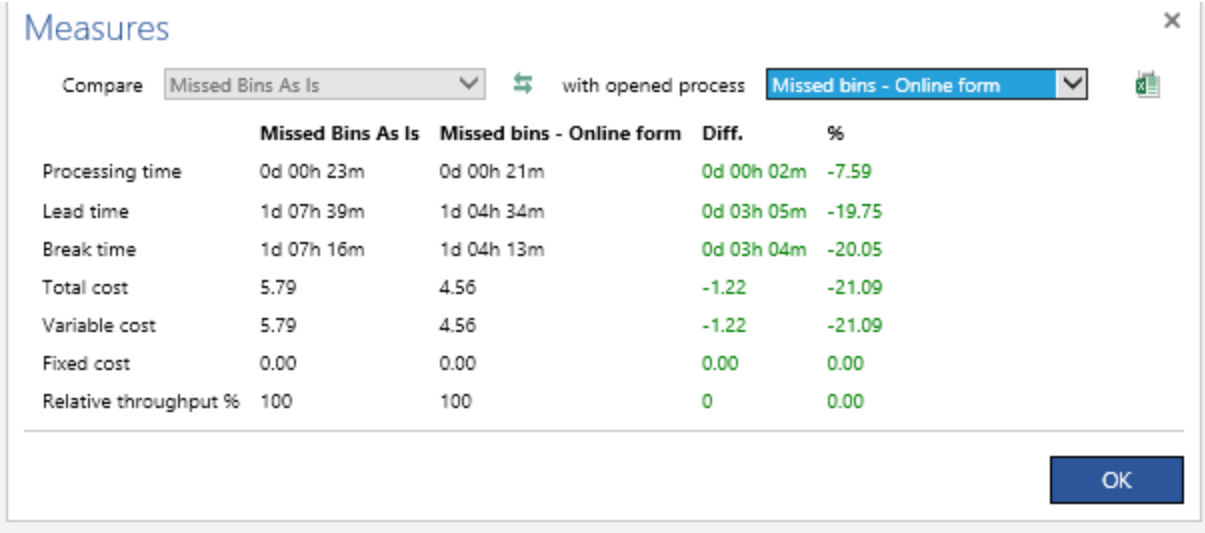
The modeler uses user-friendly business-focused icons to help with engagement and aid understanding. Add a value chain to your process steps and enrich maps with inputs and outputs to your steps. Analyse your processes through multiple perspectives from a single map.



Easily highlight areas of concern and opportunities for improvement in the process viewer.

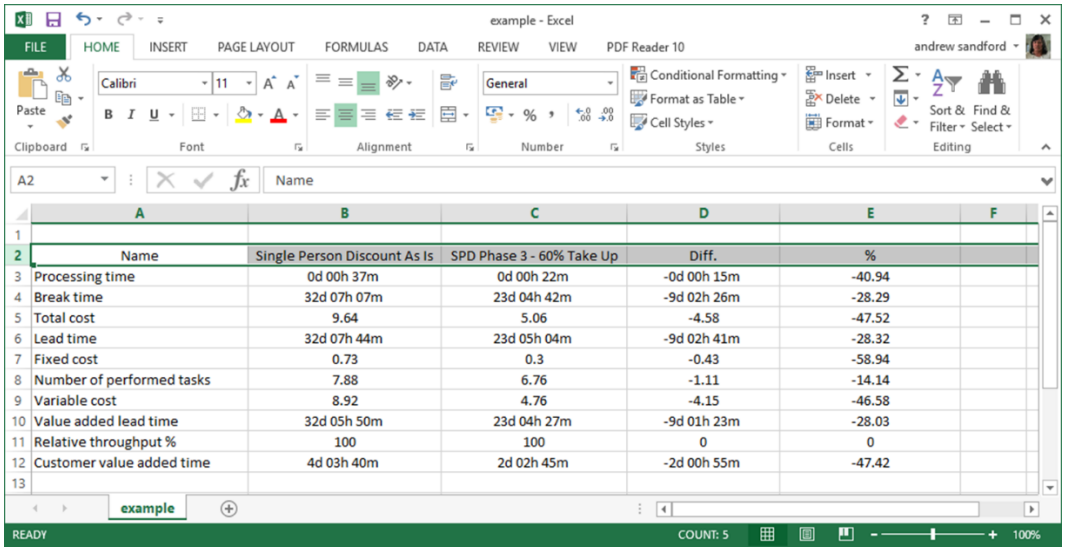


Accurately cost your processes, capturing processing and break times in your workshops. Compare your As Is and To Be processes and make easy business cases for change.



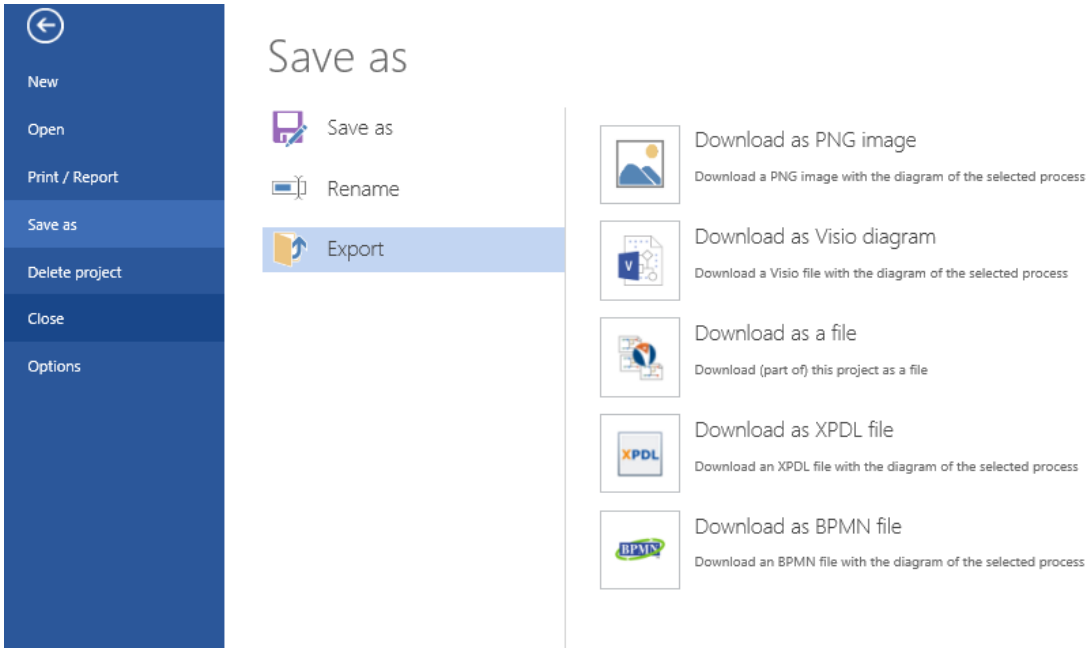
	Missed Bins As Is	Missed bins - Online form	Diff.	%
Processing time	0d 00h 23m	0d 00h 21m	0d 00h 02m	-7.59
Lead time	1d 07h 39m	1d 04h 34m	0d 03h 05m	-19.75
Break time	1d 07h 16m	1d 04h 13m	0d 03h 04m	-20.05
Total cost	5.79	4.56	-1.22	-21.09
Variable cost	5.79	4.56	-1.22	-21.09
Fixed cost	0.00	0.00	0.00	0.00
Relative throughput %	100	100	0	0.00

It's easy to export maps to Visio, pdf or image files and process metrics to excel. Generate your business cases direct from your process maps and compare the costs and benefits of different process improvements or project phases. Justify that investment in new systems or integrations with hard facts.

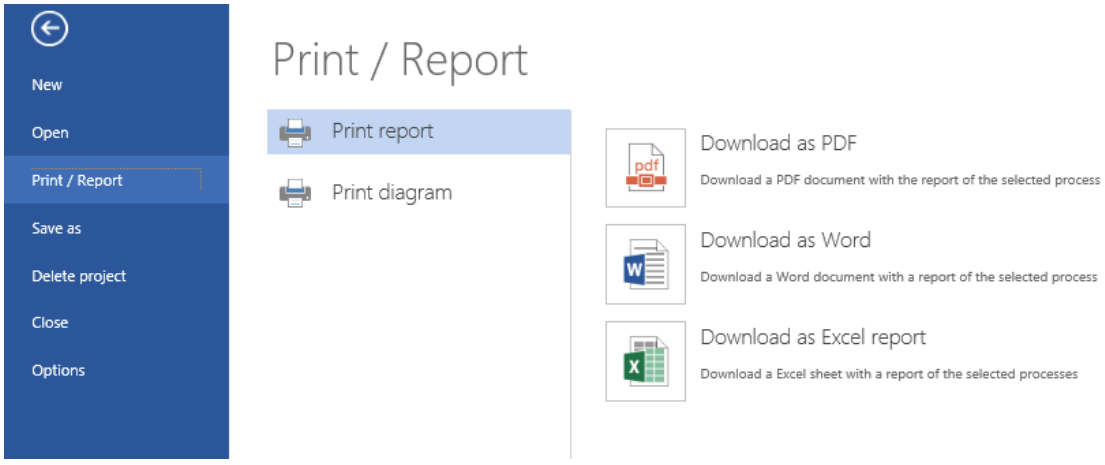


THE MODULES

All this functionality and much more is available in the basic process modeler. You will never go back to visio or to paper after using this excellent mapping tool. Easily export your maps and analysis to multiple formats (word, pdf, visio, excel to name but a few) and compare your As Is and To Be process costs and timescales.



Need to deliver significant business improvements and efficiencies? Then this is the tool for you. Considering integrating or implementing a new system? Then get the real process data and understanding to inform your choices.

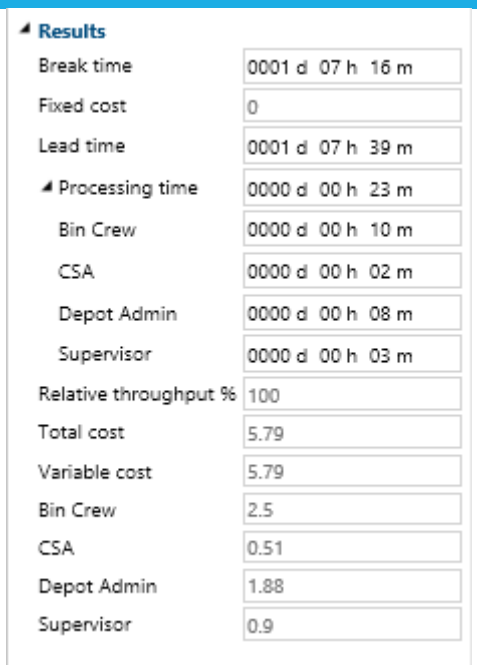


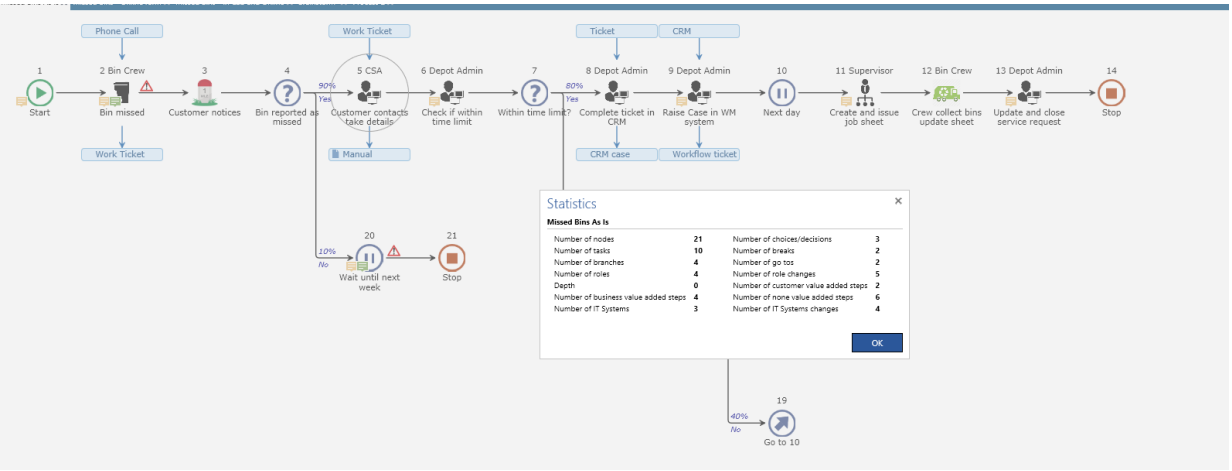
THE MODULES

Benefits

- Accurate capture of process costs and timescales
- Process timescales mapped
- Workshop friendly
- Offline capability
- Analysis tools to assist process analysis and improvement
- Engaging for your stakeholders with user friendly symbols
- Agile process development with no more post workshop write ups
- Easily compare process improvement options with costs and benefits identified
- Share maps straight out of workshops to save time and speed up BPR exercises
- Brainstorm and SWOT analysis through engaging electronic applications for apple, android, windows, blackberry as well as traditional desktop or laptop collaboration
- Easy export to standard formats for report or business case creation
- Model and cost processes and their improvements
- Analyse your processes to understand bottlenecks or to design new service delivery requirements
- Try new options and compare the impact on cost, time and quality
- Cloud based for easy scalability and sharing
- 4 yearly updates at no cost and excellent support at no additional cost
- No onboarding costs and up and running within an hour
- License cost complete covered by time saving for analysts in year 1
- Wider process suite available
- Try before you buy option
- Training and consultancy services available

THE MODULES





We offer a range of license options to allow customers to take none, one, some, or all of the excellent modules available within the process suite to assist your process improvement projects and your process library requirements. The modules within the suite are detailed below and the license options are detailed in the pricing options.

THE MODULES

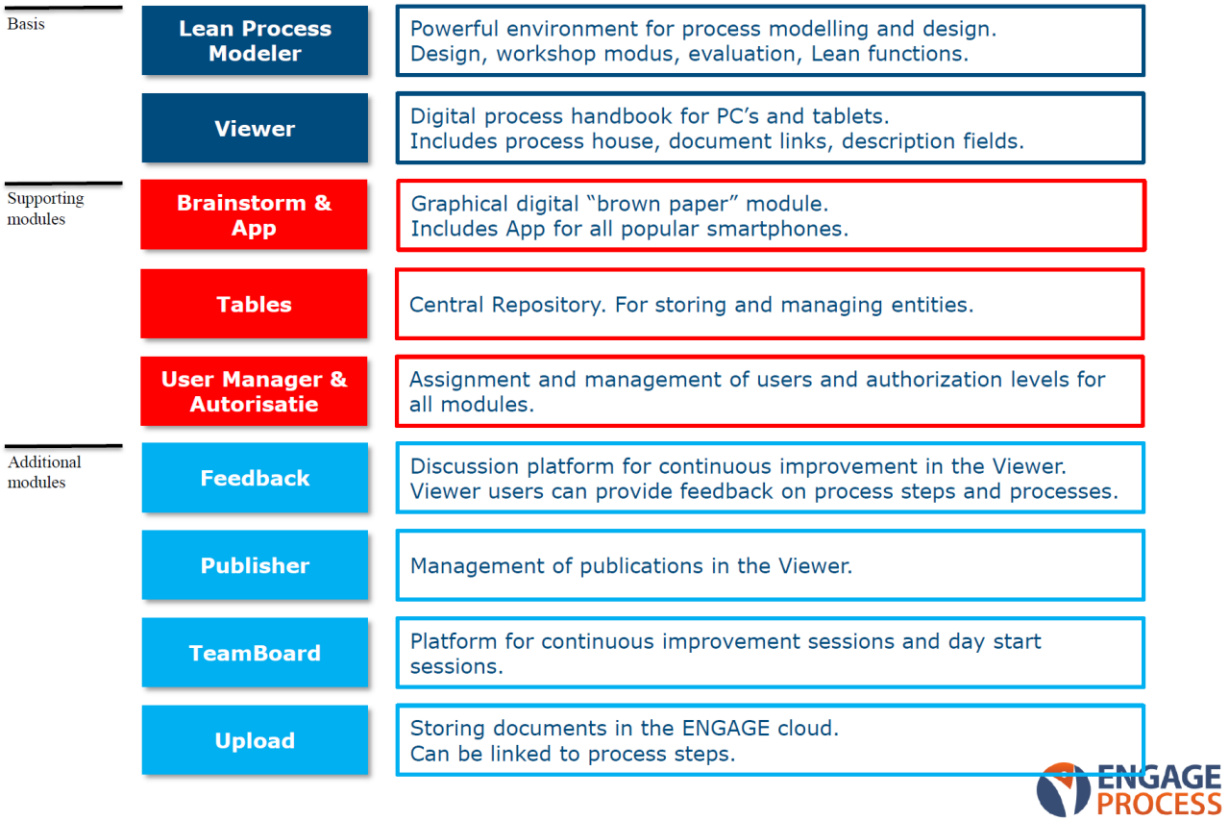
Design criteria

Involvement & empowerment	Workshop centric
Intuitive to follow	Graphical industry icons
Keep focus with non-trained staff	Single screen for ease of use Process modelling
Understanding & focus	Instantly switch between various views Show / Hide options for detail
Hidden factory	Branches, loops and exceptions Drill down functionality up to 50 levels
Business focus	Lean study focus (VA/NVA, bottlenecks etc.)
Impact analysis	Evaluate, bottlenecks, compare, improve in the diagram
Take to work place	Instantly share
Costs, flexibility, pay as you go	SaaS

ENGAGE PROCESS

THE MODULES

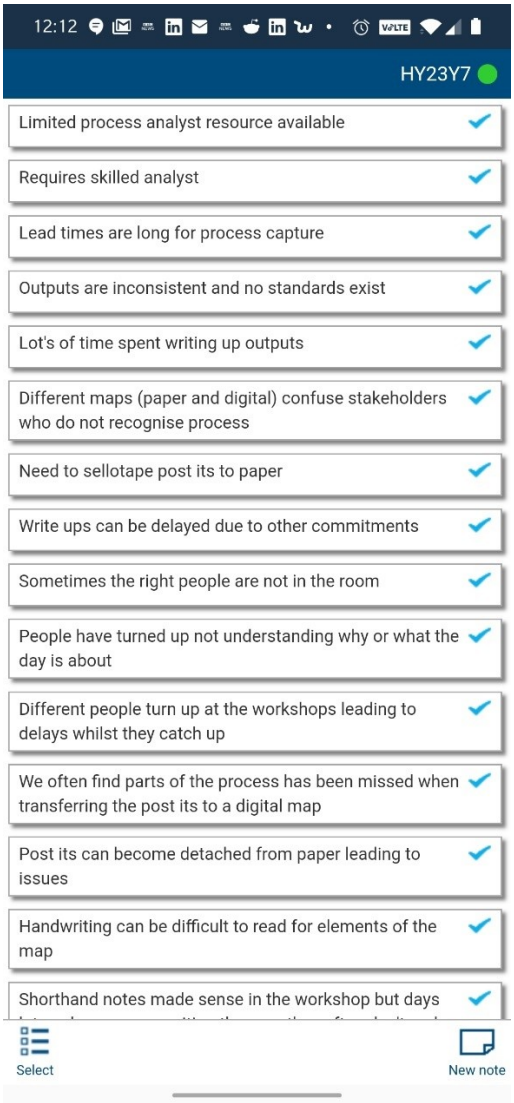
Product overview - detail



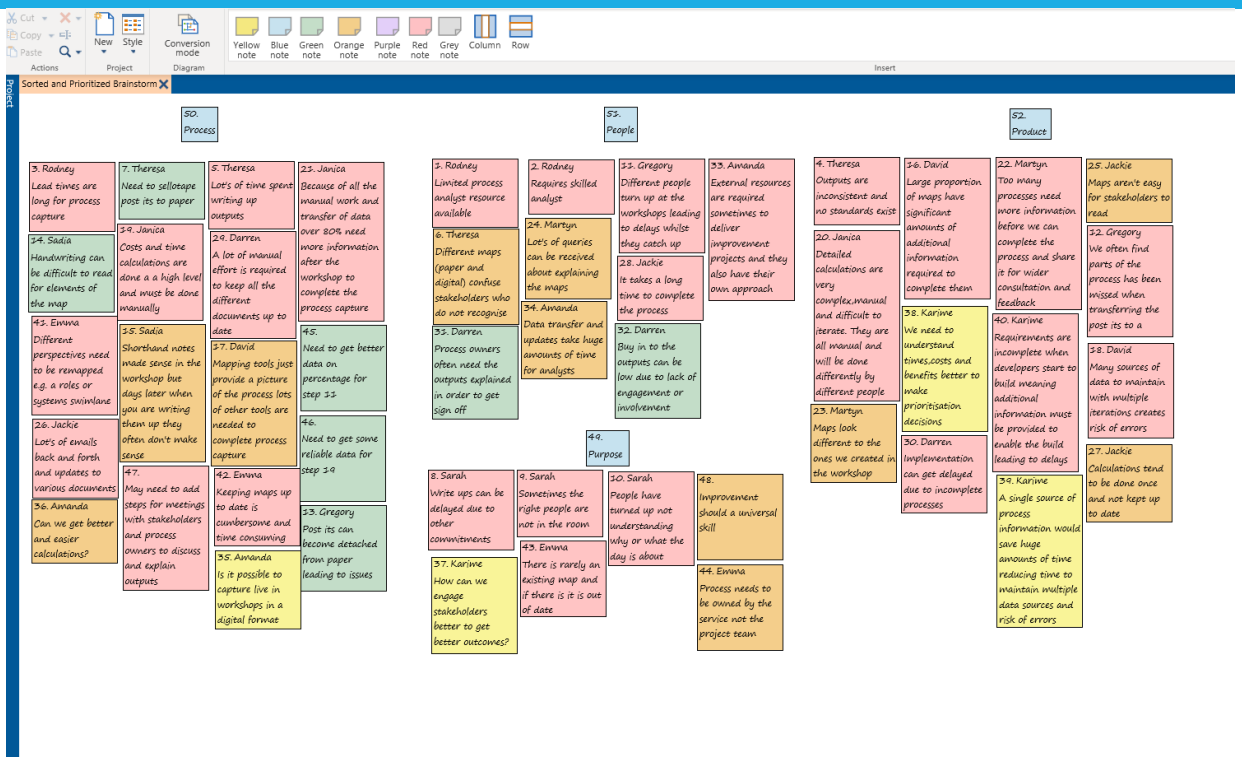
Brainstorm

Enable quick and easy brainstorming sessions via apps for android, apple or windows or through laptop and desktop browsers. Rid yourself of post-its and post workshop write ups. Improve engagement and participation in the workshop by letting users update digital brainstorms via their device of choice. Easily export and share the outputs saving time and effort in report writing.

App

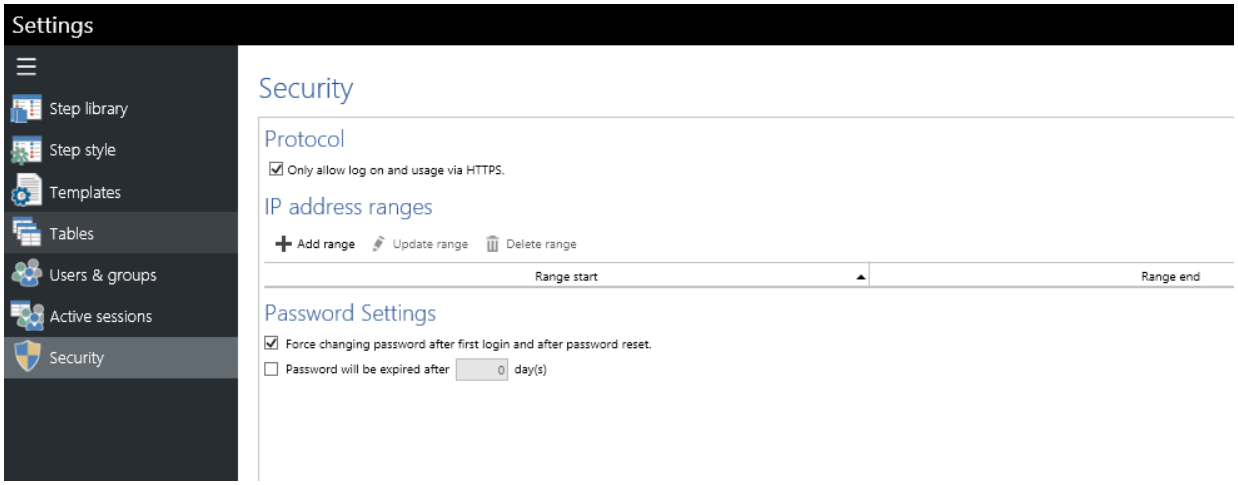


THE MODULES



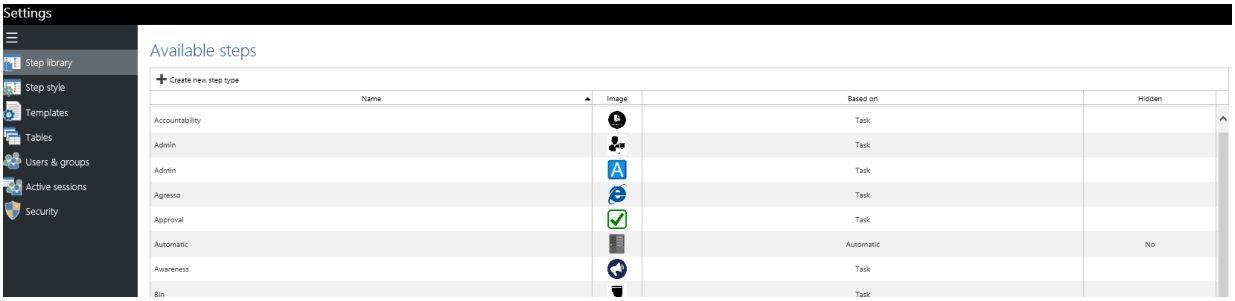
User Manager

Enable granular control over user access to process maps and what they can do with them. Satisfy audit requirements by keeping your processes as secure or open as is required within your organisation. Manage your security requirements and restrict access to specific IP's.



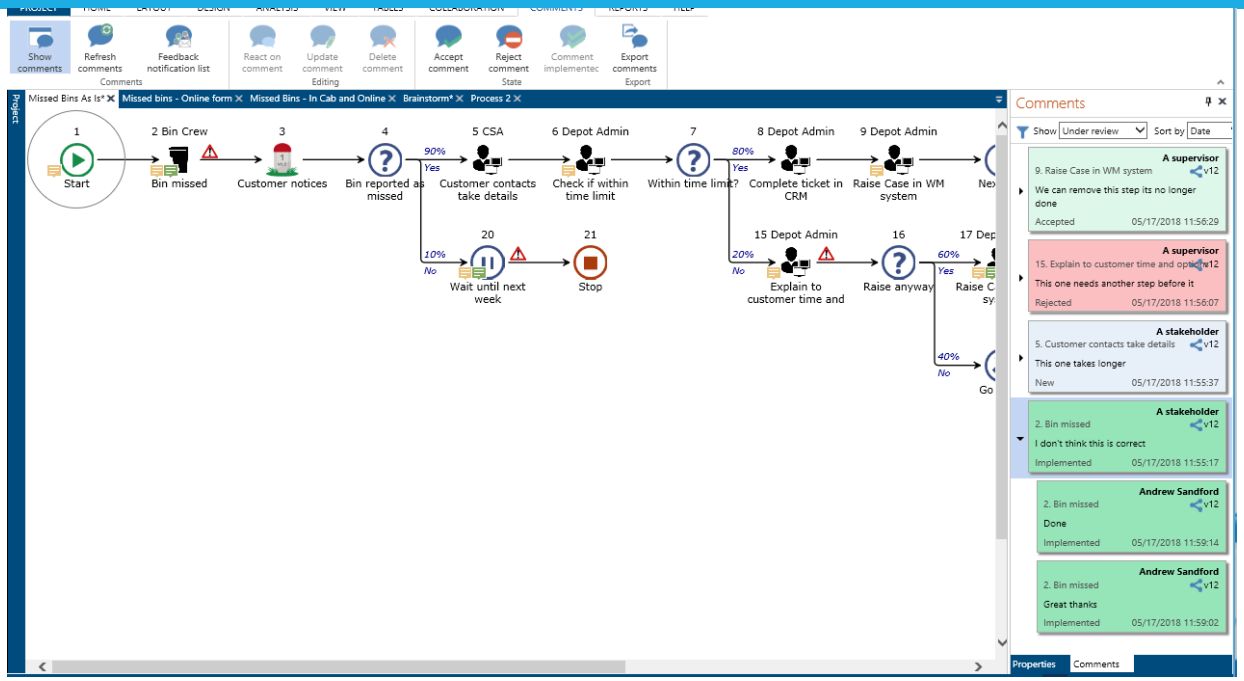
Tables

Need more details to be stored against process steps and more ways to analyses the processes and workflows? Add additional details in new tables via the table manager and add them against individual process steps using the standard interface. Use these additional pieces of information to automatically make new swim lane views for analysis just by adding the table. An example may be to extend the existing process attributes with a table for the location the work is done this can then easily allow you to view a process in a location swim lane. Add bespoke process icons for your organisation or any other details you want to extend your maps with and enhance your process analysis.



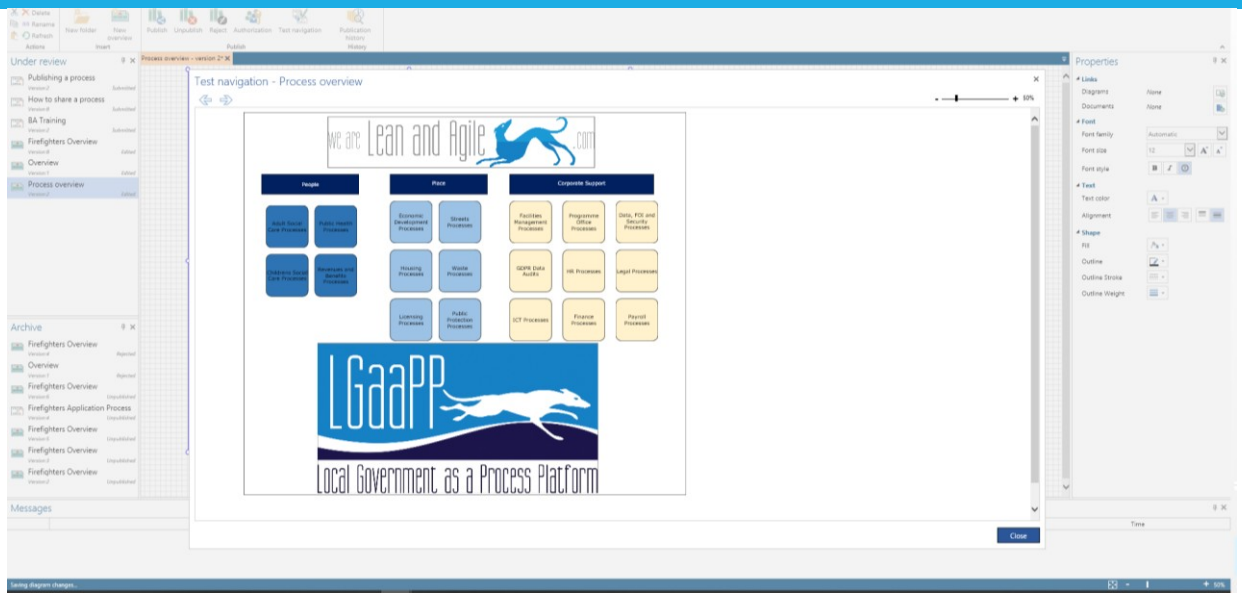
Feedback module

Use the feedback module to allow the process to be published and stakeholders to comment directly on the maps or process steps. Use this feature to stay on top of stakeholder feedback in an agile way and publish maps and corrections prior to the follow up To Be workshops. As the process publisher you receive automatic emails when users make comments. Another complimentary tool within the suite used to improve engagement and make the process improvement process more efficient. Clients are using this tool to truly embed the culture of continuous improvement by making the process under a continuous review and improvement cycle.



Publisher / Digital Process Handbook

Need to support ISO 9001, audit or training requirements for your team? How about using the publisher to create your single source of process information? Publish all your processes and offer a single source of process information. Combine with the other powerful tools within the suite to further embed a process focus, stakeholder engagement and culture of continuous improvement. Provide drill through overview to enable easy navigation to processes.



Document upload

Upload documents and links to your existing process maps enabling a greater level of detail within your maps. Used in conjunction with the publisher this can really bring your processes to life and deliver you an online handbook.

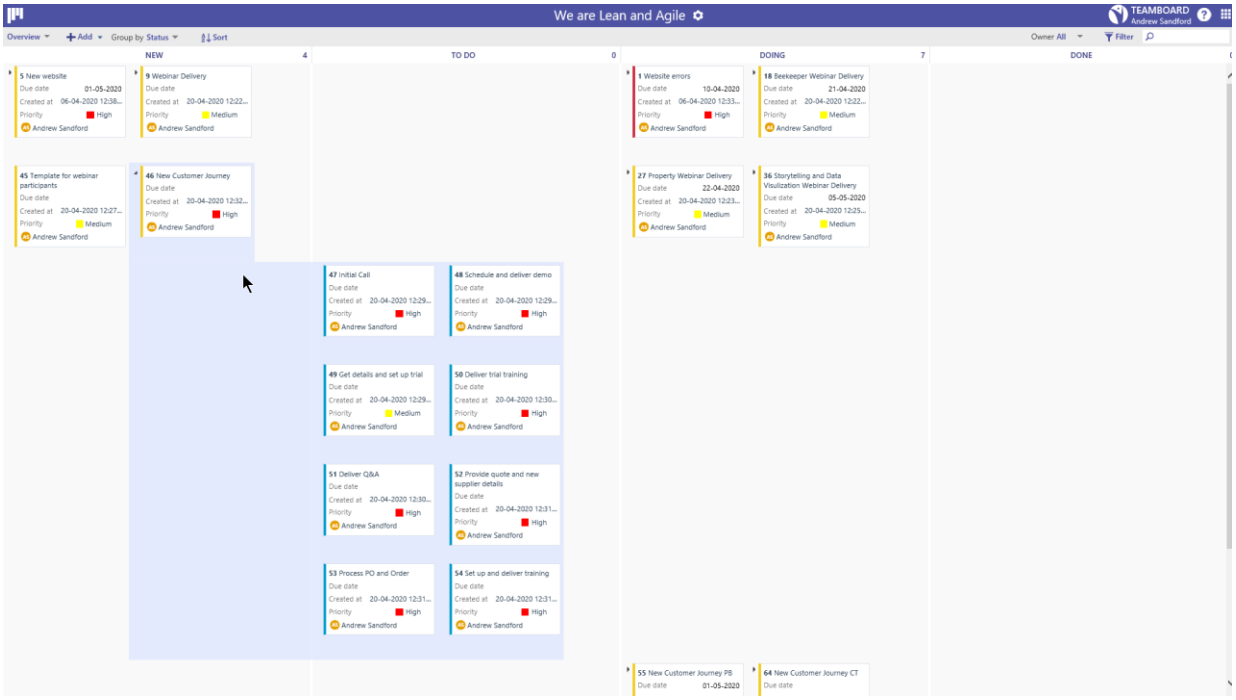
Teamboard

Teamboard is a Kanban board function with a series of different templates you can use such as Audit, Event, Improvement, Ideas etc. This helps you manage your projects with a collaborative online board just like Trello. Unlike Trello the aim of Teamboard is to make your projects easy to manage and track in a collaborative way.

Data collected can be customised to your needs with simple configuration. Also, you can export your boards to excel with just one click.

Results can be filtered and a series of different views are available at the click of a button allowing you to easily review, track and manage your project in a collaborative way.

Standard view



Task board

THE MODULES

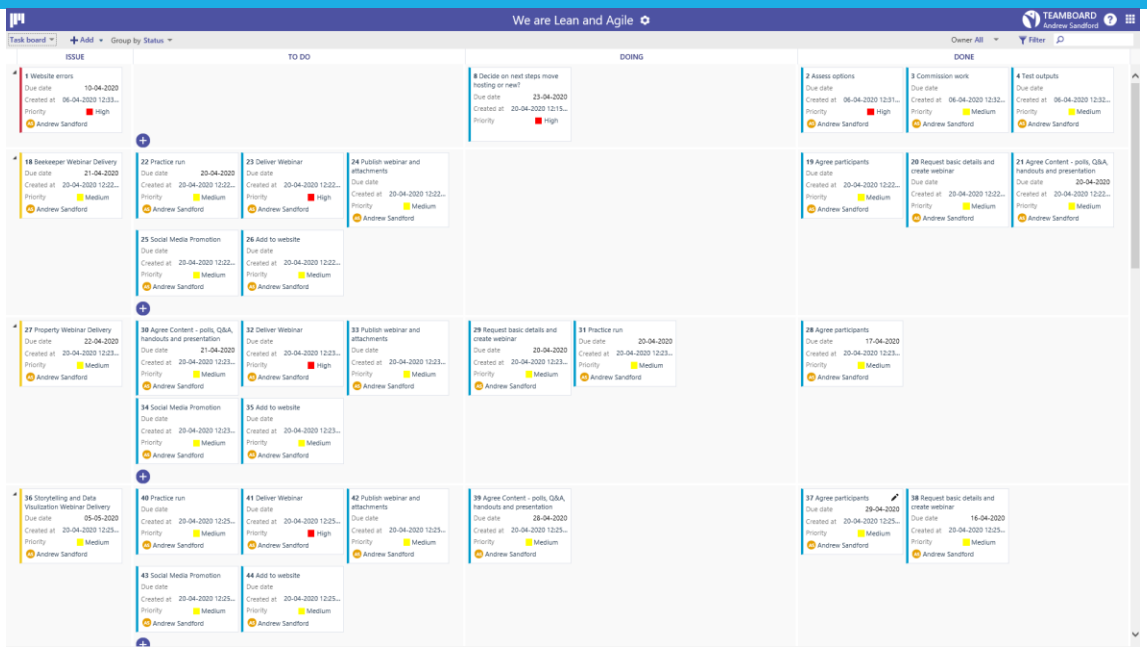
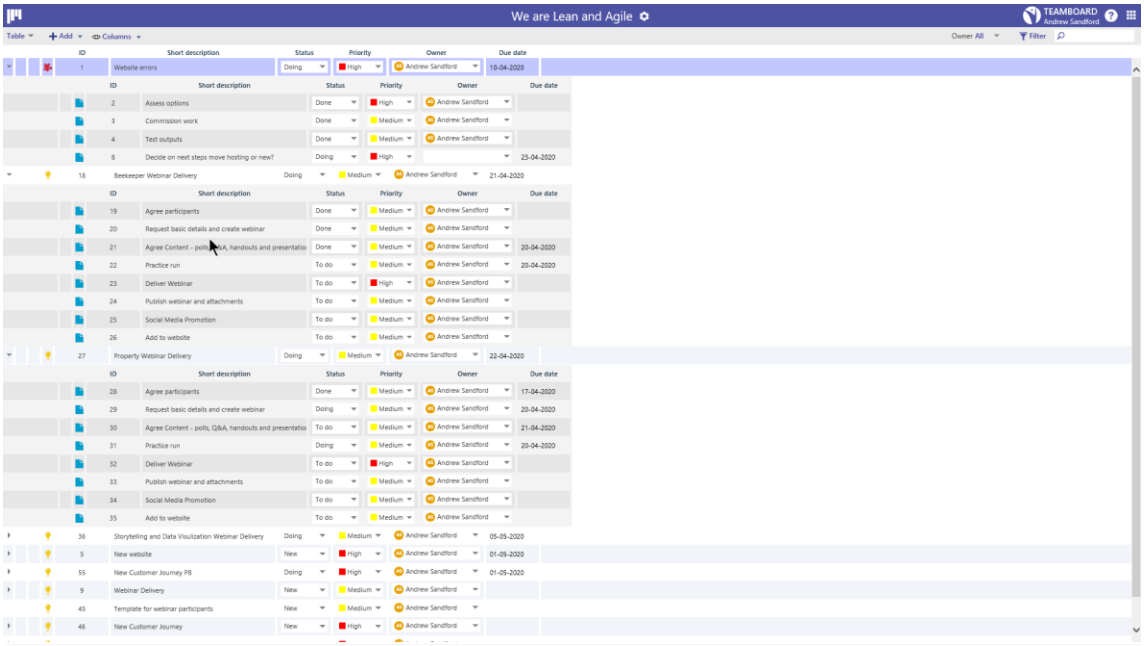
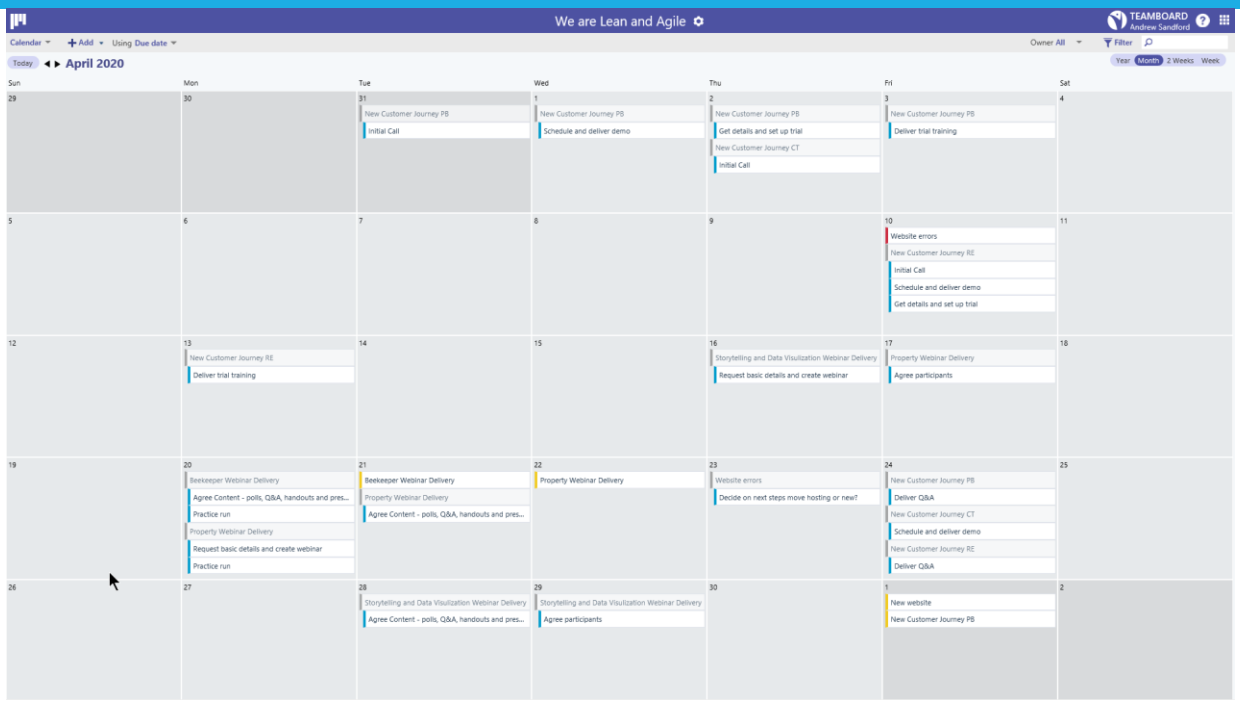


Table View

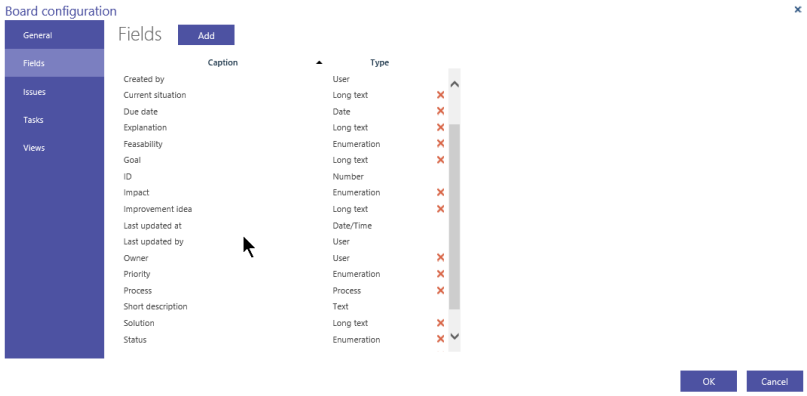


Calendar View



All of these different perspectives are available at the click of a button. You can move and change tasks by dragging and dropping them in any view.

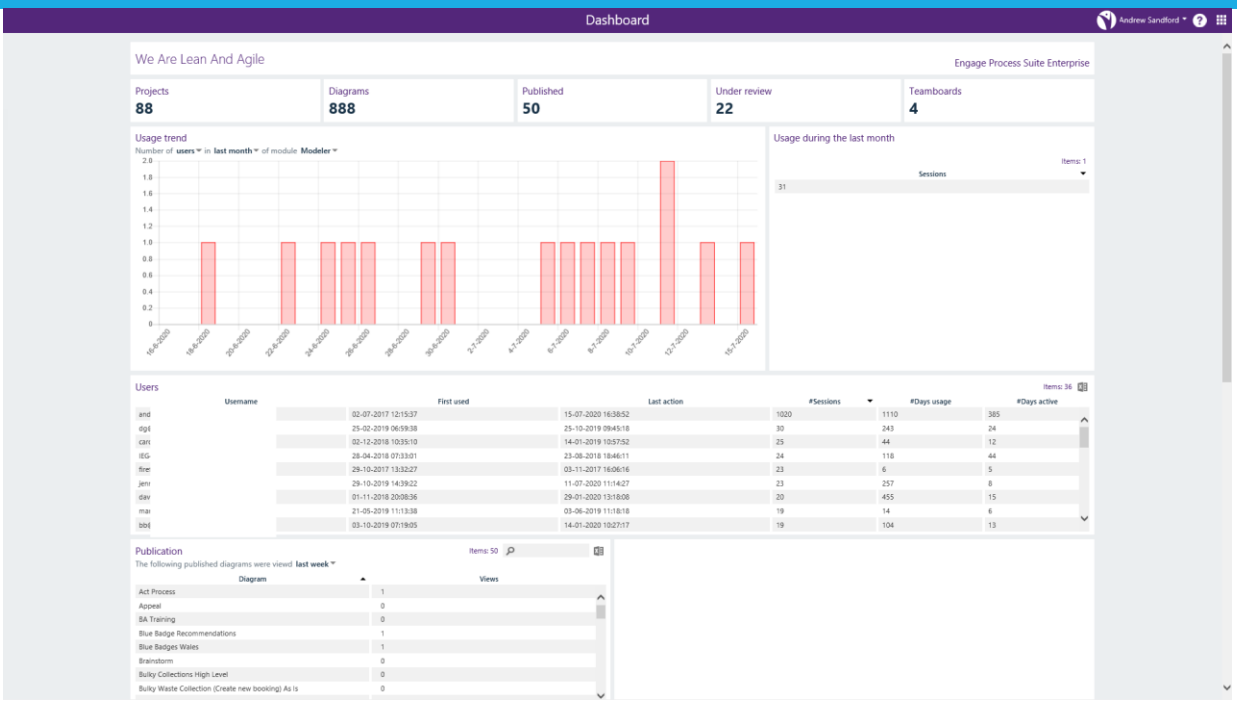
Each template contains different data collection fields which can be customised to your individual organisational needs.



Dashboard (Enterprise Customers Only)

Dashboard offers a data dashboard enabling Enterprise users to manage and monitor usage of the Engage Process Suite.

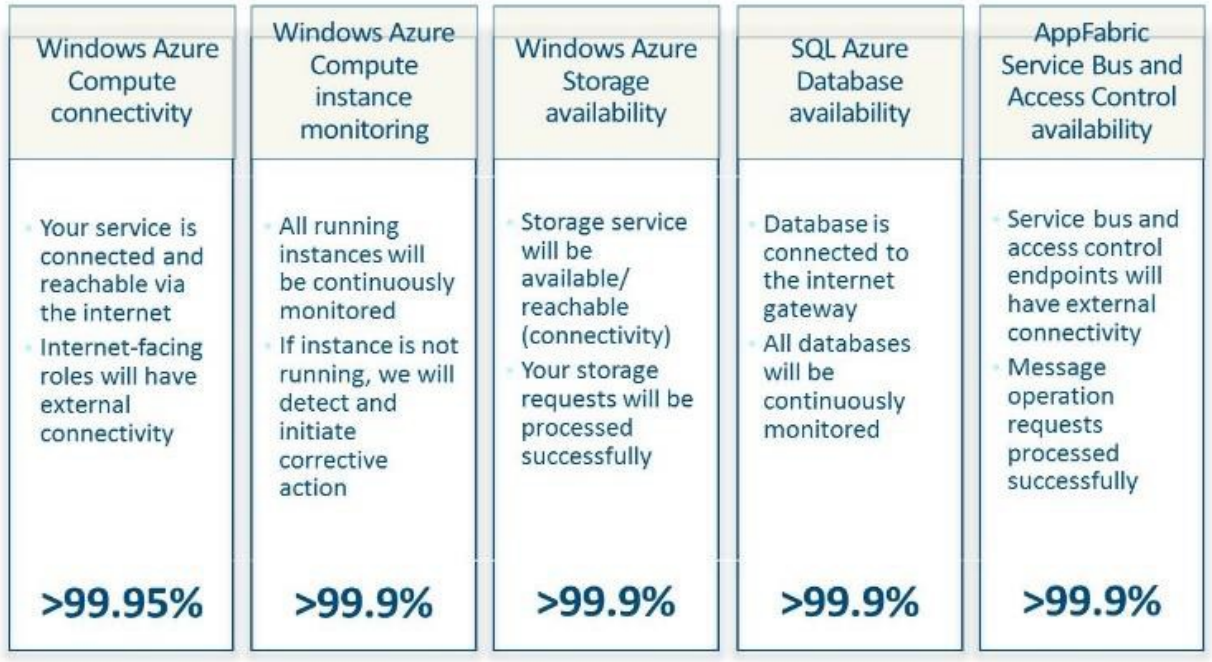
SECURITY



SECURITY

- Engage Process solutions are hosted by Microsoft Azure in Europe. This is one of the most stable and secure hosting environments in the market.
- An overview of certificates held by Microsoft Azure may be obtained via http://azure.microsoft.com/en-us/support/trust-center/compliance/ The solutions of Engage Process can be accessed via https when desired.
- Use of the account can be limited to from within the customers' domain.
- Engage Process has an extensive privacy and security policy.

SPEED OF IMPLEMENTATION



SPEED OF IMPLEMENTATION

With the Engage modeler and process suite you can be up and running within an hour of order. No onboarding is required and off-boarding is completely within your control with easy export to numerous standard file types.

Once you have signed up for a service, we can offer various professional services to ensure you get the best from our products. These professional services include: business analysis; training; project management; process mapping and knowledge transfer. See our SFIA schedule of rates for further detail.

Whether you take the process modeler or the full suite we will offer you top class support and services to enable you to deliver process excellence.

SERVICE LEVEL AGREEMENT

This service level agreement applies to the Engage Process SaaS platform.

1. Definitions

Administrator	One or more employees of customer assigned and trained to be the administrator of the Platform.
Availability	The percentage of time that Engage Process is available to users without interruption. An interruption of less than 1 hour will not be noted as an interruption.
Customer	The organisation that has signed an agreement with Engage Process for use of the platform.
Incident	A general or partial interruption or slow-down of normal use or accessibility of the Platform.
Maintenance	Improvements being made to the Platform.
Office hours	Hours between 09:00am and 5:00pm on working days, CET (Central European Time).
SaaS-service	The use of the Platform via a network, including the hosting of the solution on servers in a data centre, access to the solutions via a website, and support and maintenance of the solutions.
Service Levels	The requirements and services levels which the SaaS service must meet based on this SLA.
Severity Level	The seriousness of an incident.
SLA	This Service Level Agreement.
Platform	The software and its functionality that is offered through the internet to the customer and its users.
Support	Information and suggestions regarding the use of the Platform provided during office hours via telephone, e-mail, a website or via a service desk, aimed at better use of the solutions or at solving user experienced problems.
Training	Coaching and instruction programs offered by Engage Process for users of the solutions.
Users	The natural persons assigned by the customer to make use of the Platform, normally being employees or contracted personnel of the customer.

Working days	Monday through Friday, except for national holidays.

2. General

All agreements regarding availability, service levels, support and incident management made between customer and Engage Process are governed by this SLA.

3. Availability

The platform is available to users 24/7. Engage Process guarantees availability of 99.5%. An interruption or delay in the availability due to planned and communicated maintenance, a force majeure, like a power outage or network outage, is not considered part of this service level.

4. Support

Users of the Platform can contact the support desk via the administrator. Standard user support for each customer is limited to four (4) hours per year. Assistance related to platform availability and product issue resolution is not subject to any time limitation. In the situation that a high level of support is asked and a lack of knowledge for using the solutions is suspected, then Engage Process will propose a user training. The costs for such user training must be paid by Customer. When the provisioning of support requires access to data that customer has stored in the Platform, such as processes and projects, then this support can only be giving after explicit permission from the customer's administrator or principal to access the data.

5. Product consulting and training

Engage Process and its partners offer paid product consulting and training services for customising and setting up the Platform to the needs of customer, and for training personnel of customer in the use of the Platform. Product consulting and training are optional, chargeable services and not part of our standard SaaS support.

6. Releases

Engage Process can add new features and functions and updates to existing features and functions to the Platform. New releases will be issued outside of office hours. The installation of a new release may result in an outage of maximum 4 hours. Customers will be informed, if possible, ahead of time of such new releases if these are relevant to the Customer.

7. Back-up

Engage Process will make 2 different back-ups of all data for dealing with a calamity; a continuous back-up that will be stored for 30 days and a daily back-up that will be stored for 6 months.

8. Customer contact

Engage Process/We are Lean and Agile will initiate a call with the Administrator at least once per subscription year. In addition to these calls, Customer is free to contact the support desk or account management team of Engage Process at any time.

9. Incidents

The Engage Process helpdesk will react to each incident reported by a user in line with the severity levels as mentioned in this SLA. The support desk of Engage Process can only react to incidents that can be reproduced by the user or that are clearly described, including a screen shot of the problem.

Once sufficiently reproduced or reported, the incident will be picked up and the issue solved by Engage Process. Most issues can be solved by Engage Process within a couple of days, after which a new technical version of the solutions is released to all customers. An issue is solved if the issue cannot be reproduced after testing by Engage Process.

10. Severity levels of Incidents

Incidents relate to platform availability or defects, not user training or process queries.

Severity escalation reflects internal governance and does not imply frequent executive involvement.

Level	Definition
3	Severity Level 3 will be assigned to all other incidents, or incidents that have no influence on the accessibility of the solutions. The incident only has limited impact for users. Alternatively: Engage Process and Customer may agree to assign Level 3 to an incident.
2	Severity Level 2 will be assigned when an important function of the Platform is not available or does not work as specified, in such way that normal use of the Platform is no longer possible, even though the Platform is accessible by users. Alternatively: Engage Process and Customer may agree to categorize an incident as Level 2.

1	Severity Level 1 is assigned when a critical disturbance or blockage of the Platform occurs, i.e. the Platform is not available. Alternatively: Engage Process and Customer may agree to escalate an issue to Level 1.

11. Service Levels

The support desk will react to support calls and questions as soon as possible (response time). The support desk will work to resolve issues as soon as possible (resolve time). In case of a severity level 1 Incident, but not limited to such situations, solving the incident will become the highest priority for all involved.

The response- and resolve times listed below represent standard service expectations under normal operating conditions. Not meeting these times will not directly lead to a liability for Engage Process despite Engage Process' responsibility for the quality and accessibility of the solutions. If a response- or resolve time is not met by Engage Process, customers can escalate the issue in line with the levels set in paragraph 10.

12. Response times, resolve times, escalation:

Severity level	Response time, after receipt of notification	Resolve time, after receipt of notification	Escalation / Role
3	Within 5 working days.	T.B.D.	Support desk
2	Within 1 working day.	Within 5 working days.	CTO.
1	Within 1 working day.	Within 2 working days.	CEO.

13. Communication regarding incidents

For any Severity Level 1 incident, Engage Process will communicate immediately to all customers that do or may experience disturbance due to the incident. Engage Process will use its internal dashboards to identify such customers. All severity level 1 incidents will be logged and included in service reporting.

14. End of subscription/ contract

Several weeks prior to the end of a subscription or contract period Engage Process will remind Customer to discuss renewal of the subscription or contract. An automatic renewal

is part of the agreement. When the Customer does not want to extend or renew the subscription, Customer can create an export file in the formats BPMN, XPDL, Word, Visio, or PDF. The Customer can choose to delete all actual data in the run-time environment prior to the end date. Access to the subscription will be blocked at the end date. All data in the back-ups will be kept up to 6 months after the end date.

15. Information Security

15.1 Engage Process strives to always work in line with ISO27001 standards.

15.2 A penetration test (PEN test) is done on the Platform annually. The PEN test will be executed by a CHECK accredited independent party. Any findings from the test that have a high risk will be solved by Engage Process swiftly.

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Email sales@weareleanandagile.com for more information

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