

FACTI Modernizes Operations on Intalio|bpms

*Brazilian Technology Foundation Builds a Nimble Organization on
Intalio|bpms to Better Serve Clients*



Customer	: FACTI (Fundação de Apoio à Capacitação em Tecnologia da Informação)
Industry	: Technology Services
Product	: Intalio bpms
Application	: Organization-Wide Business Process Automation

FACTI (Fundação de Apoio à Capacitação em Tecnologia da Informação) was established in 1996 by the Brazilian Association of Electrical and Electronics Industry (ABINEE) and Brazilian Association of Software and Computer Services (ASSESPRO)

and duly accredited by the Ministry of Science, Technology and Innovation (MCTI) and Ministry of Education (MEC). FACTI supports and executes technology-based research and development (R & D) projects, acting primarily as a foundation to support

intalio|bpms
*The Modern Way to
Optimize Business Processes*

the CTI (Center for Information Technology Renato Archer), one of the research units of the MCTI. Its team, comprised of engineers, systems analysts, physicists, chemists, physicists, and various other skilled

professionals, conducts research and development activities, technology transfer to industry, processes, products and services, consulting and training, maintenance and support, certification, trials and tests.

The Business Challenge

FACTI works with government agencies and companies in Brazil on technology projects in many different industries. It needed to be leaner and more agile to handle extremely high demand for its services and to deliver them in a cost-effective manner.

FACTI recognized the importance of business process modeling in order to further enhance the agility of their operations and monitor all ongoing projects and services in

an automated manner. It needed to build a culture of continuous improvement that enabled it scale with demand without compromising on quality.

After an extensive evaluation cycle spanning multiple vendors and technologies, FACTI selected Intalio|bpms for its comprehensive functionality, ease-of-use and extensive domain expertise working with a variety of organizations around the world.

The Intalio Solution

FACTI worked with Intalio Brazil to build a solution to automate its business processes, and relied on expert advice from Intalio to optimize business process modeling and automation. These refined processes are easily adaptable to evolving business needs. Critical stakeholders across multiple

departments collaborate on mapping existing business processes and identify areas for future improvement. They come together to validate that the processes are working as designed after deployment. Therefore, simplicity and ease-of-use are critical elements for the solution.

Intalio Impact: Smoother, More Flexible Processes Mean Better Market Response

FACTI was able to rollout its new automated business process solution built on Intalio|bpms to its entire organization ahead

of schedule. Key benefits of the new system include:

60% reduction in the time to map and deploy new processes across the organization.

50% reduction in the time to approve requests for projects from external companies.

Real-time visibility into the state of operations and effective monitoring and control of business processes.

Smooth operations spanning internal and external (customer-facing) activities performed by members of various departments.

Greater agility in implementing continuous improvement programs and in responding to changes in the external business environment

About Intalio

Intalio – The Modern Way to Build Business Applications. Intalio's suite of products enables businesses, large and small, to rapidly build business applications that are cloud-scalable and mobile-enabled to support an agile response to their market. Our standards-based software can be found powering over 1000 businesses including some of the largest in the world like Deutsche Bank, General Electric, NTT, Irish Revenue Commission, Singapore Airlines, Facebook and Google.

Intalio is headquartered in Palo Alto and has over 100 partners and world class investors. To learn more about building modern applications, visit www.intalio.com.

intalio

28 State Street
Boston, MA, 02109, United States

+1 (650) 596- 1800 (voice)

+1 (650) 644- 3365 (fax)

info@intalio.com