



# Six Processes, Six Months: Automating National Procurement Administrative Processes

## Automating Six Processes with Bonita Open Solution

*Our client relies on multiple internal administrative processes, in addition to dealing with thousands of acquisition processes. After deploying Bonita Open Solution, they really reduced the time spent on paperwork for administration. And with Open Source software, we were able to bridge the gap between state-of-the-art technology and a reasonable price.*

– - Santiago Cartagena, Consultant, BMLaurus

## About BMLaurus, Bonitasoft's Partner

BMLaurus has partnered with Bonitasoft since 2011. A company with operations in Ecuador since 2007, BMLaurus specializes in staying on top of and applying new trends in business management in Project Management, Quality Management and Technology Management.

## Business Needs

A national institute responsible for procurement has deployed Bonita Open Solution to automate several of their core administrative processes. They contacted BMLaurus to automate six of their labor intensive processes. The institute's main aim was to control and monitor every acquisition for their Public Administration.

From simple purchases to complex constructions, this national institution handles multiple diverse transactions. Transactions of this scale generate copious amounts of documentation, letters, complaints, inspections, audits, and travel by employees. A tool was needed to streamline these processes by providing a common environment for them. Use of a BPM tool for administrative processes was intended to free up some of the time their staff was currently spending on administration, to allow them to respond faster to contractors and other stakeholders involved in the thousands of acquisition processes. Their aim was ambitious: reduce the amount of time spent on paperwork, and identify and remove bottlenecks in their processes.

With these goals in mind, this institution set out to improve six administrative processes in six months.

Later, the institution extended their contract with BMLaurus to improve and automate four additional core business processes in four months. These new requirements included requests and approvals for the following scenarios: Human Resources processes for vacation time requests, reimbursement and travel requests, import management for when a good or service is not manufactured locally, and incident management for reporting issues with their public acquisition software.

Another process with specific requirements was the documentation process. The institution's documentation process is relatively simple to describe, yet complicated to deploy.

The documentation process starts when an entity, such as government department, submits a request. A request can be submitted for a number of reasons -- for instance, to report an issue with a provider or merchandise.

Once the request is submitted, the system needs to ensure a document or license for the vendor is not expired, and that the vendor or provider is indeed a valid entity. Then the documentation request is routed to one of five possible approvers. The process is complete once the approver electronically signs the request.

How BMLaurus helped this national institution with this specific process is described below.

## The Choice for Bonita Open Solution

BMLaurus considered three types of BPM solutions: custom developed solutions, licensed BPM tools such as Websphere and Polymitia, and Open Source BPM solutions such as Intalio and Bonita Open Solution. BMLaurus found Bonita Open Solution to be the most user-friendly solution and offered an easy means to connect to the institute's ERP & other databases via custom built and customizable out-of-the-box connectors.

Bonita Open Solution was also very cost effective compared to proprietary vendors. In addition, they appreciated the professionalism and business model of Bonitasoft. They valued this open source solution with both community support, and commercially available support from Bonitasoft's experienced Professional Services team who have worked alongside the research and development team for more than three years.

The institute's staff also took three days of remote training to apply process modeling.

## One process example

Recall that the documentation process starts with a request.

Once the request is submitted, Bonita Open Solution consults Alfresco, an open source content management system. Through the BMLaurus-customized Bonita connector to Alfresco, Bonita Open Solution confirms the identity of the vendor and checks the vendor's license status. Then Bonita Open Solution uses complex business rules to route the documentation request to one of five possible approvers: Legal, Operations, Control, Principal Authority, or Human Resources. BMLaurus even built custom applets to enable document attachment and uploading, along with other applets for digital signatures and questions during the process.

The process is complete once the approver electronically signs the request.

This documentation process, though simple, also required complex integration into several backend systems. In addition to Alfresco, BMLaurus also connected Bonita Open Solution to the institution's ERP system, Adempiere. All of the institution's contracts document a specific vendor code which is registered in their ERP.

This allows them to track the number of documents they receive. The custom built connector to the ERP also enables Bonita Open Solution to make complex calculations for other processes, such as determining the amount of money (per diem) an employee receives depending on the city he or she travels to.

## Key Results

BMLaurus deployed six processes with Bonita Open Solution since their contract with the national institution in January 2012. Given their success with Bonita Open Solution, the institution has requested that an additional four process be deployed.

Since the institution's Human Resources team is no longer manually handling tasks such as making calculations of employee's per diem payments for travel, they are now more productive and can focus on other responsibilities.

Using Bonita Open Solution, the institution has reduced the amount of paper involved in processes now that so much of their request and approval is completed online and with digital signatures.

There are approximately 300 employees the institution.. From the General Secretary to the Junior Assistant, all of the employees have used Bonita Open Solution to request, approve, or manage a particular process.