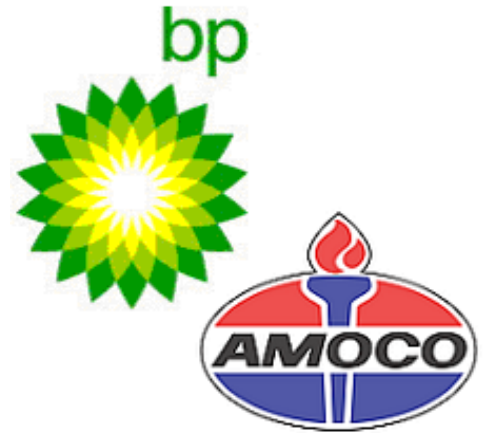


Business Process Management Systems (BPMS) are imperative to business success. Any organization not using some sort of business process system, automated or manual, leaves itself exposed to significant, if not fatal, problems. An integral part of any BPMS is change management. An unwieldy, slow and unreliable BPMS change management component is lethal to business success. Increasingly, businesses must be able to achieve instant change, because in today's world, that is how fast change happens.



“After a successful merger and acquisition initiative, British Petroleum’s IT assets and infrastructure grew substantially—so did their change management headaches. Trifolium provided the pain relief they needed.”

BACKGROUND

Business Process Management Systems (BPMS) are imperative to business success. Any organization not using some sort of business process system, automated or manual, leaves itself exposed to significant, if not fatal, problems. An integral part of any BPMS is change management. An unwieldy, slow and unreliable BPMS change management component is lethal to business success. Increasingly, businesses must be able to achieve instant change, because in today's world, that is how fast change happens.

THE CLIENT: BRITISH PETROLEUM

In 1998, Amoco and British Petroleum (BP) announced that they were joining forces in a historically large merger. Subsequently, the new company announced the acquisition of Burmah Castrol and ARCO, thus creating the sixth largest company on the planet, with revenues of \$148 billion.

The benefits of this merger included increased energy research and exploration, consolidated reserves, and the ability to reduce costs and increase profitability through combined infrastructure and business processes. In 2000, BP announced a goal to cut \$5.8 billion in costs.

THE CHALLENGE

BP had a change management problem. Any change to their IT infrastructure, whether as simple as the installation of new software on a server or as complex as moving an entire call center, had to flow through a complicated internal approval process.

BP's means of initiating, implementing and monitoring change was slow, inefficient and unreliable. The process for managing changes included phone calls, faxes, e-mails and outdated technology systems with correspondence often crossing the globe.

Multiple managers in different locations often needed to approve even the simplest of changes. There was no way to:

- Know that everyone affected by a change was aware of it
- Verify the right people had signed off on the change aesthetics
- Provide an audit trail
- Measure the efficiency of the process

TRIFOLIUM'S SOLUTION

BP's situation called for intense research, creative thinking and immediate action. RevX.net™, a Trifolium partner and an expert in business process management tools, worked with BP to devise a solution; Trifolium then designed and implemented a highly configurable, scalable, multi-tier, object-oriented answer.

This solution, The Global Change Management System, is a sophisticated Java servlet application that uses Java Server Pages (JSPs) to dynamically generate the user interface, allowing for automated change management via any Web browser. With data stored in a robust Oracle 8i database, the system—powered by BEA WebLogic™ and hosted by Sitesmith™ — is web-accessible to BP employees and to select partners who handle change management worldwide.

THE BENEFITS

The Global Change Management System has enabled BP to streamline and improve its change management process, affecting hundreds of sites around the world. Speed, facility and reliability are now the qualities of a system that beforehand was slow, cumbersome and problematic. The system has saved BP time and money, and has helped to ensure that all information technology changes are performed correctly and receive the full approval of all appropriate parties. BP now has a sound, globally available change management system that has reduced costs dramatically. Benefits include:

- A clean system that clearly identifies and describes BP's change management process.
- Fully controlled, automated change management process.
- Programmed notification through a GUI "To Do" list, ensuring appropriate personnel are reminded to participate.
- Higher productivity when collaborating with vendors.
- Detailed audit trail that provides accountability all the way through the change management process.
- A clear way for corporate change review boards to:
 - Audit the success rate of changes.
 - Assess the impact of changes
 - Optimize change schedules

In fact, the new system has been designed to manage virtually any change process across a widely distributed group of employees and partners using the Internet. While BP uses the process for network management changes, it can easily evolve to extend the same functionality to support any other change-driven business process. BP is currently considering ways in which the Global Change Management System solution can be enhanced to serve other needs, so that more users may soon be able to take advantage of this powerful solution, as Trifolium adapts it to suit additional BP business needs.



Speed, facility, and reliability are now the qualities of a system that was beforehand, slow, cumbersome, and problematic.



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