BUSINESS PROCESS MANAGEMENT

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QualiWare

QualiWare
Delivering Collaborative Architecture Improvements and Compliance Management

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Head of Customer Success

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Business process management (BPM) is often perceived as a software solution, but it encompasses a thorough approach that links all the disparate facets within an enterprise. Through BPM implementations, businesses hope to gain an accurate and comprehensive understanding of their current state and build an optimized roadmap for delivering desired outcomes. However, most organizations rely on multiple platforms to effectively consolidate siloed data, which becomes increasingly tedious when deploying new technologies or processes.

Enter QualiWare, a leading BPM firm that offers a management tool that provides a unified and consistent overview of all business data and insights across an organization. Through its solution, QualiWare boosts enterprise architectures and simplifies decision-making for business owners. It also enables compliance managers to strengthen quality controls and audits. Simultaneously, QualiWare allows enterprise architects to create change management strategies and facilitate employee collaboration on business transformation initiatives.

"QualiWare professionally manages business and compliance while linking the operational, financial, strategic, and risk management facets of a business with their data architecture to offer end-to-end transparency and control," says Rune Brodersen, head of customer success at QualiWare.

QualiWare provides a comprehensive strategic modeling solution that facilitates the creation of highly customized processes from conception through implementation. Some of its critical features include intelligent knowledge sharing, unmatched work management, and improved collaboration and communication across corporate boundaries. It also offers content search capabilities to locate vital datasets quickly, leaving users more time to effectively organize and label crucial information. The platform provides unrivalled flexibility, allowing businesses to choose a preconfigured solution or create an easy-to-use front end with an interface that can be used by non-technical staff.

Everyone in an organization can create business process networks and workflow diagrams directly from QualiWare's web modeler browser with an intuitive and user-friendly visual drag-and-drop design feature. The platform boosts agility, resource management, and business excellence by accurately monitoring an organization's design, implementation, and strategic initiatives. QualiWare also streamlines customer management through its personalized journey maps, relevant documentation, and continuous engagement management. Essentially, the platform connects all the systems, roles, goals, and other business objects to help clients gain a deeper understanding of how small changes can affect their business while its accurate and data-driven simulations improve their adaptability to market changes.

QualiWare offers multiple licenses for architects, process-responsible employees, and everyone within an organization. For architects, decision-makers, and specialists, the QualiWare Architect license unlocks everything intended for professionals who model data strategies across the process, information, application, organization, and technology facets. The plus license, for operation-responsible employees, allows them to take an active part in the process without technical skills, improving overall collaboration. QualiWare also supplies a collaborative license for all employees, facilitating them to gain ownership of their work, suggest improvements, and effectively collaborate with personnel from disparate departments. These capabilities can be easily unlocked based on a client's specific requirements.

Recently, QualiWare helped Vodacom South Africa, a leading telecom company, with their governance and compliance (G&C) and operational support services (OSS). In this instance, Vodacom sought reliable avenues to earn ISO and protection of personal information (POPIA) certifications while addressing the complicated compliance mandates and ensuring maintenance of high service standards. Initially, the telecom giant was managing their audits and implementing improvements through a manual, spreadsheet-driven process, which was cumbersome and inefficient. Once QualiWare was onboarded, Vodacom could establish a central repository for their audit management, non-conformance troubleshooting, and mitigation of ISO-related risks. They also leveraged the QualiWare Governance Workflow Engine to ensure change requests were managed and implemented on time.

This success perfectly exemplifies QualiWare's aim to continue developing feature sets that allow its clients to achieve their goals and turn their vision into reality from a single platform. **CA**

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The annual listing of 10 companies in Europe that are at the forefront
of providing Business Process Management solutions and transforming businesses