



Flying high with Symbio:

SATAIR brings BPM architecture on course with Symbioworld

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Work processes on track

Today, all employees access Symbio via a standard browser-based interface and, depending on the respective role concept, can perform various functions. For example, the SATAIR annual goals are stored on the overview page. "Furthermore, every user has access to the so-called Functional Map, which divides the company into the areas Manage Company, Develop and Source, Sell, Fulfill and Enable. Via each of these areas, users then navigate to the processes relevant to them," Baaden continues.

There is also a full-text search function that displays all elements that match the search term, such as processes, roles, systems or descriptions. For example, an employee can search for his or her role as a "warehouse employee" and then, among other things, the parent workflow "Inbound Shipment" with the associated processes is automatically displayed. A favorites list also allows quick and easy access to the most relevant processes, documents and other information throughout the system. In addition, all employees have the opportunity to continuously exchange information about individual processes or process steps via numerous collaborative functions such as subscriptions and favorites.

Model, edit and release processes in a systematic way

But Symbio is not only well accepted by the employees. For the process architects themselves, everyday work has also changed for the better. Baaden: "With ARIS, we had to create jpeg files of every released process, which were stored on a sharepoint server. The colleagues could therefore only view the corresponding process as an image. They now log in with Symbio and can then select the processes in the various graphics within the interactive web interface. In this way, all linked information can be called up directly. Around 1,000 processes have now been integrated into Symbio. This was also possible because the respective process owners can now be directly integrated. According to Baaden, processes can now be designed and published much faster and more efficiently, since those responsible can also take care of the approvals more quickly. "Professional process management depends on communication between specialist departments and process experts, and Symbio is our link here".

In order to comply with the individual requirements of SATAIR, Symbio was customized according to the words of Baaden by means of an extended configuration: Among other things, the solution offers an additional attribute to store comments and additional information about the processes. In addition, a six-eye principle now applies in quality management: If an author releases a process, it is automatically transferred to a group for quality managers. This ensures that all processes are checked for consistency and published. "With Symbio our process architects are much more flexible. We have comprehensive functions and can design Symbio according to our needs without having to approach Symbioworld".

Beyond the horizon

Facts, which is why SATAIR can now already dedicate itself to the coming tasks: To stabilise all processes in order to achieve a certain level of value - the so-called Maturity Level. Therefore, SATAIR now implements a service with Symbioworld, which automatically checks all processes before publication, so that either the missing information can be stored or the processes can be published immediately.

As a next step, SATAIR plans to introduce a standardised document management system. The aim is to create a highly efficient platform for all processes, systems, documents and internal learning worlds - in short, the entire knowledge of the company - based on Symbio. It should support and assist the employees in their everyday life, promote cooperation and facilitate the exchange of knowledge. The result will then be a completely integrated, digital workplace that makes all content and information available to employees at the right time and place.

Key data:

Company: Satair A/S

Industry: Aviation industry

Head office: Kastrup, Denmark

Website: www.satair.com

Project requirements

- Migration of the existing ARIS processes
- Detailed mapping, management and tracking of processes
- Documentation of the individual project steps
- Proof of certifications and training
- Fair price model
- All employees work on a common interface

Solution

- Short-term migration of existing ARIS data through standard migration projects and ARIS converters
- Extended configuration of Symbio: Additional attributes for processes

The most important advantages

- Seamless transition from ARIS to Symbio without lengthy training
- Uniform browser interface for all employees
- Shorter throughput times through efficient release processes



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