

# Introducing AkTIVIEW™

**AI-POWERED ADAPTIVE PROCESS MANAGEMENT  
FOR COMPLEX AND COLLABORATIVE USER TASKS**

# Aktiview™

AI-powered process  
management  
brings you **major**  
efficiency and  
effectiveness **gains**

**+40% faster**  
**+20% cheaper**  
**+30% quality**  
**↓↓↓ risk**  
**+++ people**

# AI-powered Adaptive Process Management

**Tacit** Connexions  
AI that performs like an expert

## PROBLEM:

How do you increase **process visibility and control** in work management situations where the process itself is '**know-how**'-based and **highly varied**, and needs to accommodate the impact of real-world changes **on the fly**?

## SOLUTION:

**Aktiview** provides user-friendly **process set-up, execution and management** for virtual, agile, or just-in-time **Knowledge Working Individuals and Teams** who collaborate using **multiple, complex, adaptive, dynamic processes**



# AI-powered Adaptive Process Management vs Conventional Workflow

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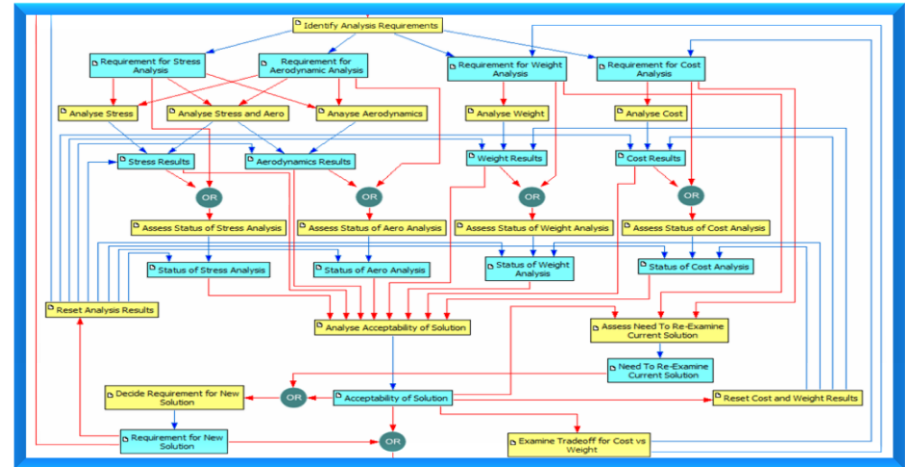


## Conventional Workflow

- Ideal for linear 'robotic' type processes where every cycle is the same
- Will not handle change or exceptions
- Needs Business Analyst and/or programmer to configure and maintain
- Available as COTS, Open Source or with proprietary content from multiple vendors

## AI-powered Adaptive Process Management

- Ideal for complex non-linear processes
- Each execution of the process can be different
- Incorporates expert understanding, 'know-how' & insight
- Responds to real-time changes as they happen
- Handles exceptions as a human expert would
- Only requires flow charting skills for set-up and update
- Based on international semantic standards



# Where to use it and why?

## Targeted at:

- ➔ Knowledge worker individuals and teams (virtual, agile, just-in-time collaborations), making real-time decisions based on their expertise, and carrying out a variable number of iterations around key process steps
- ➔ Each cycle through a process is likely to be different - e.g. Providing legal advice, Systems design, Engineering design changes, Concessions Management, Bid/Proposal production, etc
- ➔ Accommodating impact of real-world changes on the fly
- ➔ Dynamic selection of next process step
- ➔ Rapid incorporation of shifting operational objectives into the executable process
- ➔ Requiring only flow-charting skills for maintenance and upkeep – no need for experienced software specialists

# Where to use it and why?

## **Delivering:**

- ➔ Quality improvement and optimisation: re-work cut dramatically
- ➔ Control, Governance and Audit
- ➔ Interoperability & Integration: sharing & re-use

## **Achieving:**

- ➔ Cost savings
- ➔ Cycle time reduction
- ➔ Standards compliance
- ➔ Organisational agility
- ➔ Improved Communication

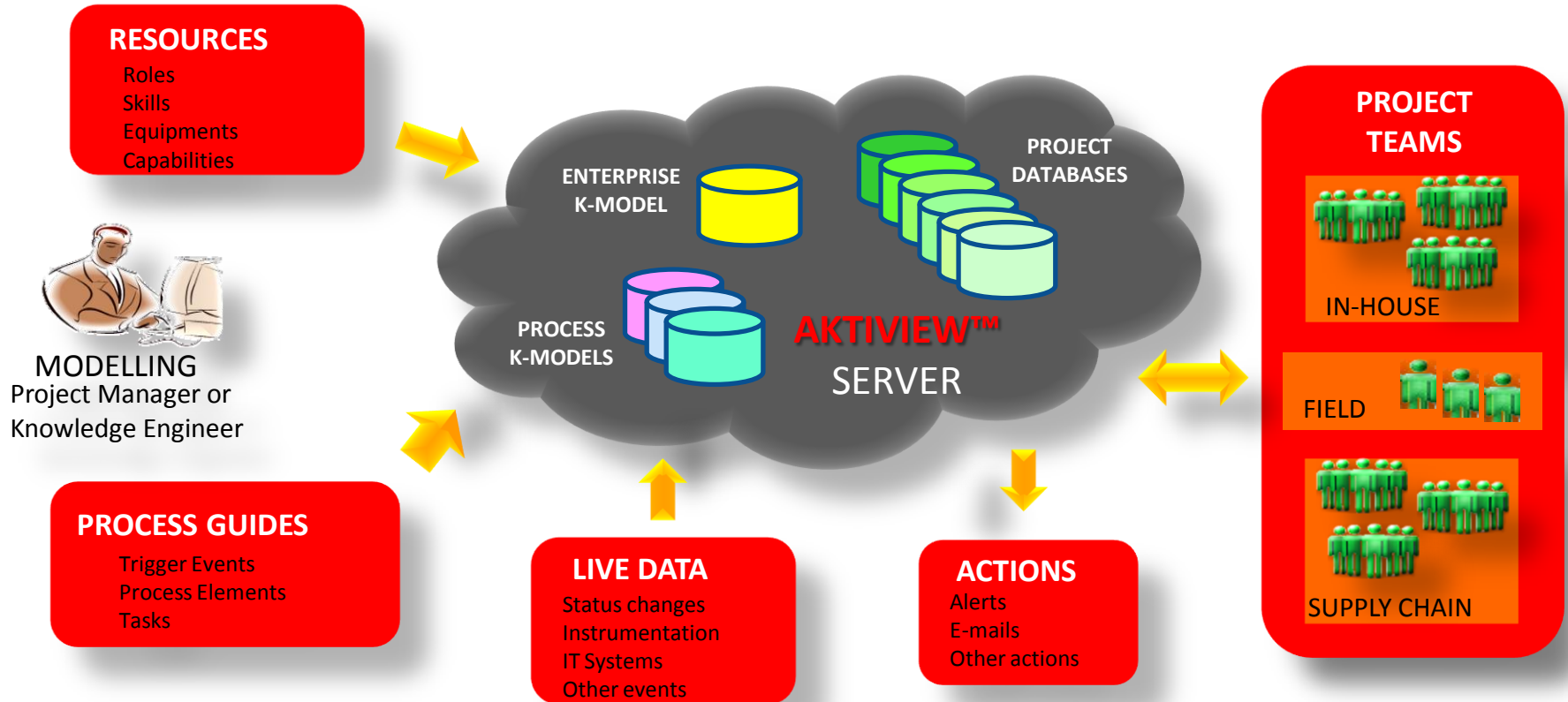
# Potential 'knowledge working' applications

## Extracted from: APQC Process Classification Framework

- **Strategy** – M&A, due diligence, Competitive analysis, Developing Business Architecture
- **Product /services** - design and developing products/services, configuring / planning/ monitoring products/services for clients, (e.g. network provisioning for customer networks), Product/ service launch
- **Sales and Marketing** – marketing / promotion campaigns, account management, event management, Market launch, Channel partner evaluation/development
- **Operations** – New product Introduction, new service introduction, Lessons Learned
- **Customer service** – Customer Get Well programmes
- **Legal/ Commercial** – M&A, Major contracts, property acquisition, Fixed asset acquisition, Senior people due diligence, Patent portfolio, .....
- **HR** - Recruiting, Performance & Development, Training course portfolio management /development , internal event management
- **IT** - User configuration, Architecture / System design, Disaster recovery, System upgrade / migration, System portfolio planning
- **Finance** - Auditing, Treasury, IPOs, Share issues, Bond issues
- **Property** - portfolio planning, conveyancing, lease reviews, disaster recovery
- **Compliance** - Inspection preparation
- **Procurement / Purchasing** – supplier evaluation, Tender evaluation, developing Partnerships/ agreements
- **Asset management** – capital procurement, installation commissioning and test, estimating large capital projects
- **Change** – implementing change
- **Outsourcing** – Transitioning responsibility to/from an outsourcer
- **Professional Services** - most work
- **Engineering consultancy / architect** - most work
- **Telecoms** - network architecture design, product portfolio planning, major account transition, Major account service management
- .....

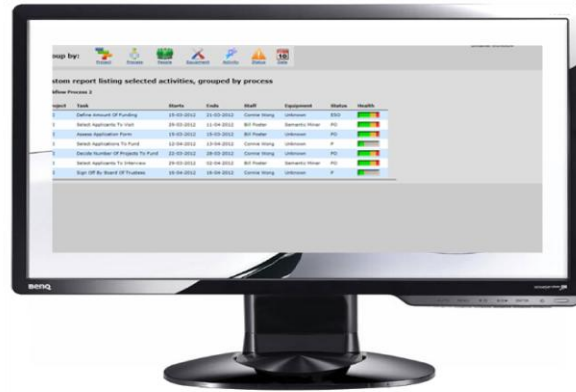
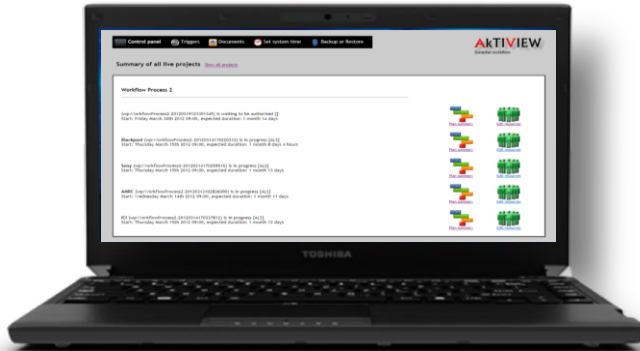
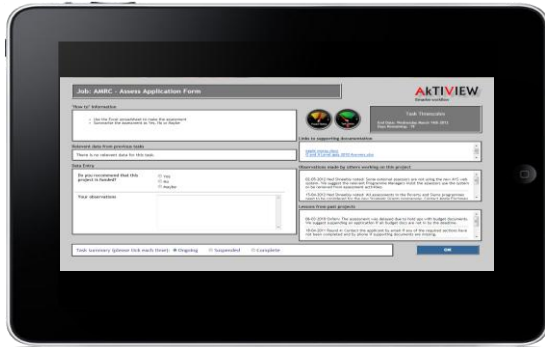
# High level system view

**Tacit Connexions**  
AI that performs like an expert



# Tacit Connexions

AI that performs like an expert



## System Requirements

- Any standards-compliant browser on SmartPhone, iPad, laptop or desktop (Windows or OSX)
- Middleware runs on Windows Server

# Easy to set-up, use and modify

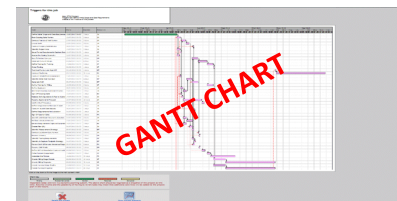
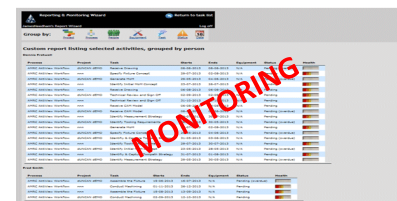
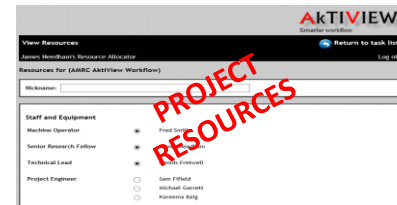
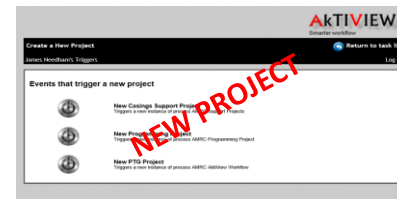
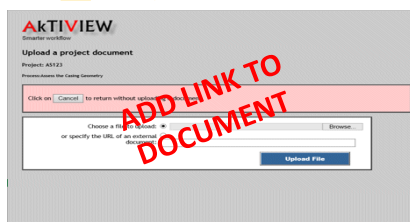
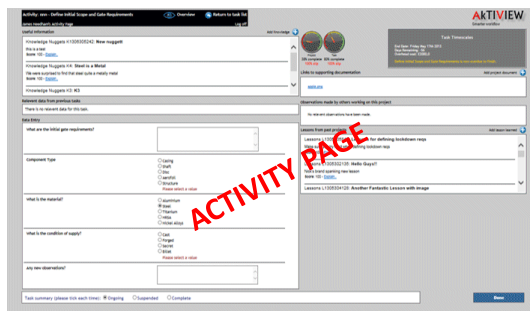
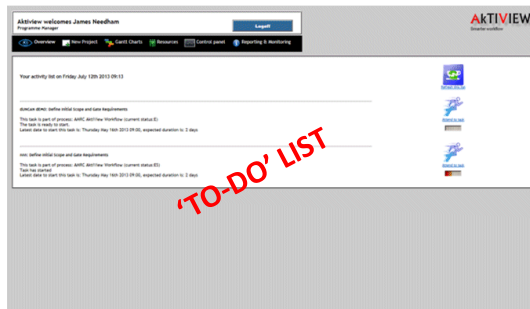
## Rapid Set up

- Light-weight, process and enterprise knowledge models
  - Intuitive and diagram-based
  - Auto updates the live process following editing
- Ideal for knowledge-based, non-linear adaptive processes
  - multiple loops and decision point splits
  - entered data adjusts the process in real-time
  - no manual process revisions required
- Auto/manual resource allocation
- Easily integrates with other datasets and applications e.g. for full reporting and analytics
- Layered security architecture - 'need-to-know' access
- Short training course

## Agile Execution

- Multiple, concurrent complex processes
- Personalised, prioritised task list for each allocated resource
- Context-related "How to" instructions
- Automatic form generation
- Directed data capture
- Direct access to previously entered data, documents, lessons learned, and observations
- Live Gantt Chart and diagram updates
- Real-time activity and resource reporting and monitoring
- Auto generation of alerts, emails, other system actions
- Back-up & Restore

# Aktiview Demo configuration



# Summary of Benefits - 1

BENEFIT	REASON
SAVE TIME WHEN SEARCHING FOR INFORMATION	All information relevant to a particular activity is shown on the user's Activity Page (including information that has been retrieved proactively using an advanced search method)
SAVE TIME WHEN CREATING DOCUMENTATION	The tool can manipulate and configure the data that has been entered during a project to create charts, tables, lists and instructions (or populate document templates)
BETTER TIME MANAGEMENT	People can see all the activities they have, key dates and symbols alerting them of slippages
IMPROVED METHOD OF CAPTURING LESSONS LEARNED	Lessons learnt can be entered as and when they occur, and auto-tagged with project attributes
IMPROVED USE OF LESSONS LEARNED	Relevant lessons are presented when they are most needed (using an advanced search method)

## Summary of Benefits - 2

BENEFIT	REASON
IMPROVED PROCESS OF KNOWLEDGE TRANSFER	Hints and advice required for a task are easy to enter and are presented when most required
BETTER DECISION MAKING	People are given all the relevant information required for decisions and can learn from similar situations in the past
FEWER PROGRESS MEETINGS	People know what is happening on a project (e.g. what other people have been doing and timescales)
BETTER METHOD OF MONITORING PROJECTS	(i) Gantt charts are auto-generated and coded with colours showing project/activity status, (ii) Each activity can be examined to see what happened and when; (iii) resourcing problem can be identified before they impact on the project
IMPROVED COMMUNICATION	What people do, their comments and the documentation they produce are all readily available

# Summary of Benefits - 3

BENEFIT	REASON
IMPROVED CAPTURE OF DATA	Data is entered in a unified way, stored in a unified way, and auto-tagged with project attributes
EASIER TO FIND OUT WHAT HAS HAPPENED IN THE PAST	(i) Advanced search methods can find similar situations from the past and present them when most required; (ii) everything about a project is stored and can be displayed and analysed using a range of monitoring functions
EASIER TO FIND OUT WHAT HAS HAPPENED IN OTHER TEAMS	Advanced search methods can find similar situations from other areas of the business
QUICKER METHOD OF GETTING UP TO SPEED ON A PROJECT	Easy access to a history of everything that has happened on a project and hyperlinks to all project documentation
IMPROVEMENT IN ON-THE-JOB LEARNING AND LESS NEED FOR TRAINING COURSES	Expert advice and know-how is stored and is proactively presented when needed along with relevant training/reference material
BETTER MANAGEMENT OF RESOURCES	Monitoring charts show the percentage of time people and equipment are allocated across projects

Could you use **Aktiview**?

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While you're here,  
why not arrange to  
view our  
**demonstration  
software?**



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## Contact Tacit Connexions

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