



- > **Lowest Total Cost of Ownership from repeatable BPM solution across multiple departments.**
- > **Improved employee performance and reduced operating costs from self-service and inter-departmental communications network.**
- > **City business processes reduced from weeks to hours.**
- > **Multi-million dollar improvements to City's financial performance.**

City of Philadelphia Leverages Anexinet BPM Expertise to Create a “Business Process Center of Excellence”

The Challenge

Unwieldy, time-consuming paper-based processes, “stovepipe” systems, and compartmentalization slowed the business of the City of Philadelphia. For example, it took an average of 27 days to process a new hire through the City’s human resources, payroll, and workforce-management systems. The City’s Police department had to write off millions of dollars to bad debt every year from failure to make collections for reimbursable overtime. Billings were “lost in the system” with little or no tracking and reporting capabilities. Similar inefficiencies plagued other City departments, leading the Mayor’s Office of Information Systems (MOIS) to seek a remedy.

The Solution

Through a Request for Proposal process, the MOIS selected Metastorm and their premier partner Anexinet for a Business Process Management (BPM) solution. Anexinet provided a comprehensive “Business Process Center of Excellence” (BPCE) approach that would enable the City of Philadelphia to phase in BPM across nine departments comprising of more than 1,300 employees. Leveraging the Metastorm e-Work platform as the core component to integrate paper forms, e-mail, proprietary applications, and legacy systems, Anexinet developed a universal Web-based interface capable of supporting and unifying business processes across departments. Anexinet’s BPCE approach reduces development time and costs to provide a repeatable BPM solution across departments with reusable integration components and common branding for Web forms and pages.

The Benefits

Anexinet’s repeatable BPCE solution across departments provides the City with comprehensive BPM capabilities at a very low Total Cost of Ownership. After an initial BPM project for the Human Resources Department, multiple projects could be undertaken concurrently in collaboration among Anexinet, the MOIS, and individual department heads. All projects enhance the City’s online presence for employee self-service and inter-departmental cooperation. Department by department, the City of Philadelphia is improving performance, reducing operating costs, and working more efficiently over the unifying e-Work network. In the Human Resources Dept, the previous 27-day new-hire process now takes less than a day. In the Police Department, the collection rates are expected to improve as much as 85% in the first year alone, recovering up to \$2 million annually that was once being written off as bad debt. Equally impressive results are being reported by other departments already integrated into the City’s new Business Process Center of Excellence.



The City of Philadelphia occupies an unusually prominent place in American history. More than 200 years after the Declaration of Independence and Constitution were both written in Philadelphia, the City is a major commerce center with health care, education, law, manufacturing, banking and insurance among major industries. Philadelphia is a city of neighborhoods covering 135 square miles which are home to approximately 1.5 million residents served by approximately 100 departments within City of Philadelphia government.

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