

INTRODUCTION

As our economy stretches, technology continues to play a key role in determining success or failure in the marketplace. And as business processes become tied to computerized business systems, organizations are well-positioned to leverage technology.

Business Activity Monitoring, or BAM for short, is a term that was coined by Gartner analysts to describe software that monitors designated business processes that are managed by computerized business systems, such as Enterprise Resource Planning (ERP) systems or Business Process Management (BPM) systems. BAM allows organizations to monitor and react to key aspects of their business in real-time. This ability to keep pace with the twists and turns of modern business helps organizations sync important business events or anomalous business transactions with the appropriate business response. BAM allows you to resolve issues quickly and competently as they arise.

The need for BAM, or Exception Management as it is sometimes called, has arisen out of the competitive pressure of a dynamic, fast-paced, and globalized economy that requires organizations to leverage information and technology to achieve higher levels of worker value and productivity. Today's companies need to be more agile and more productive than ever in order to remain competitive.

In this paper, we explore how Business Activity Monitoring solutions can help you become more flexible, responsive, and customer-centric by boosting productivity, operational efficiency, and business clarity.

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