



# BizSmart™ Business Case: Defense and Security Forces

BizSmart™ can help the organization that needs to streamline its business processes by putting together: the flow of tasks and operations under a set of business rules, the people who are responsible for certain tasks, and the applications that are used in order to complete a task.



INNOVIS S.A.

377, Syngrou Ave.  
Paleo Faliro  
17564  
Athens, Greece

Phone: +30210 9484182  
Fax: +30210 9484394  
E-mail: info@innovis.gr





## Modern-age security requirements and the technology of process automation

Safety requirements of the 21st century create a new environment for the contemporary defense or security organizations. The effective confrontation of modern challenges can henceforth be achieved if technology is placed in the service of defense organizations. BizSmart™ is the most suitable software tool for business process management, with the help of which a defense/security force can describe, execute, monitor and manage a broad range of processes, administrative, or operational.

### BizSmart™: automation of administrative processes

Here are some examples of administrative processes, which can be automated with the help of BizSmart™:

- procurement process
- management of requests for training and traveling
- transfers of military men
- recruitment - etc

Example—Procurement process: all predefined work-steps are electronically represented on the graphical working environment of BizSmart Process Designer. Afterwards, the above steps are linked with all responsible persons or organizations that participate in the procurement process. BizSmart™ allows the responsible department to be directly informed about the status of the procurement process, as well as to intervene in the way of implementation.

Administrative processes in a defense or security organization may require the collection and transmission of a big volume of documents, from different offices and departments. BizSmart™ is the ideal software tool, which enables the correct information to be routed to the most suitable jobtitles, without time delays and errors, always based on predefined processes.

### BizSmart™: automation of operational processes

Examples of operational processes, which can be automated with the help of BizSmart™ are the following:

- collaboration of units (e.g. distribution of documents, transmission of commands, concentration and transmission of messages, etc)
- organizing reaction after locating an incident (e.g. briefing and co-ordination of forces on fire extinction, or on search and rescue of military personnel, civilians, etc)
- technical support (e.g. damage repair request)

Example—Technical support: users of BizSmart™ can optimally exploit even satellite and/or mobile networks and appliances and participate in the implementation of the process, irrespectively of their geographic location. As an example, the engineer of a damaged vehicle located on a geographically isolated area, may trigger the predefined process of damage repair and order of material, receiving and transmitting all necessary information through messages, via a satellite telephone appliance (Iridium, Inmarsat) or via a GSM mobile telephone.

Thus, immediately, accurately, safely and in minimum time, all involved parties can be informed, responsible individuals be given directions, all right materials be ordered from storehouses or from suppliers, according to predefined processes and with no phonetic communication that can either be uncertain, lead to confusion, or cause the transmission of counterfeited/mistaken information, etc.