



Evaluation of BPM Tools

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BACKGROUND: In recent decades, the processes became an asset in day-to-day organizations. With specific tools the organizations can have an adequate and efficient business process management (BPM). However, there are some issues inherent to the use of this type of tool, such as the diversity of BPM tools. One problem related to the diversity of BPM tools is to discover too late that the tool chosen is inappropriate for their organizational goal.

OBJECTIVES: Due the diversity of BPM tools, the appropriate selection of a tool by an organization becomes increasingly difficult. In this sense, the main objective is to propose a classification based on a set of technological criteria, of the BPM tools studied, in relation to each phase of the BPM lifecycle.

METHODOLOGY: To obtain a greater knowledge about the BPM tools, an evaluation study will be carried out on four BPM tools. In this context, the methodology to adopt will be as follows:

- A survey of BPM tools and technological criteria;
- Identification of a case study (business process in retail);
- Evaluation of BPM tools for the case study;
- Analysis of the results obtained;

RESULTS AND CONCLUSIONS: Currently, the BPM tools represents an opportunity for organizations, in this way, the results of this evaluation will help the organization in the decision-making when to acquire a BPM tool.

Keywords: Business Process, Business Process Management, BPM tools