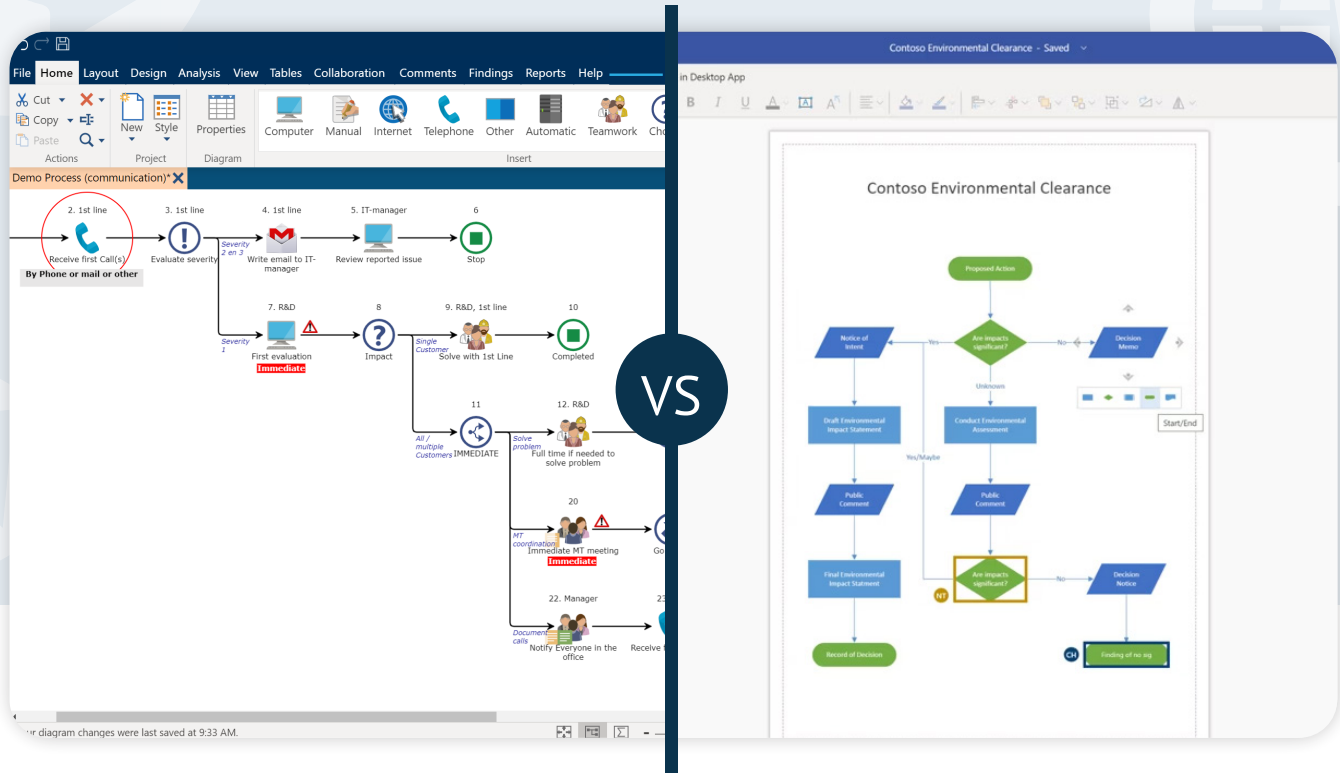




Process Mapping Comparison: Use of **Engage Process vs. Microsoft Visio**

Whitepaper

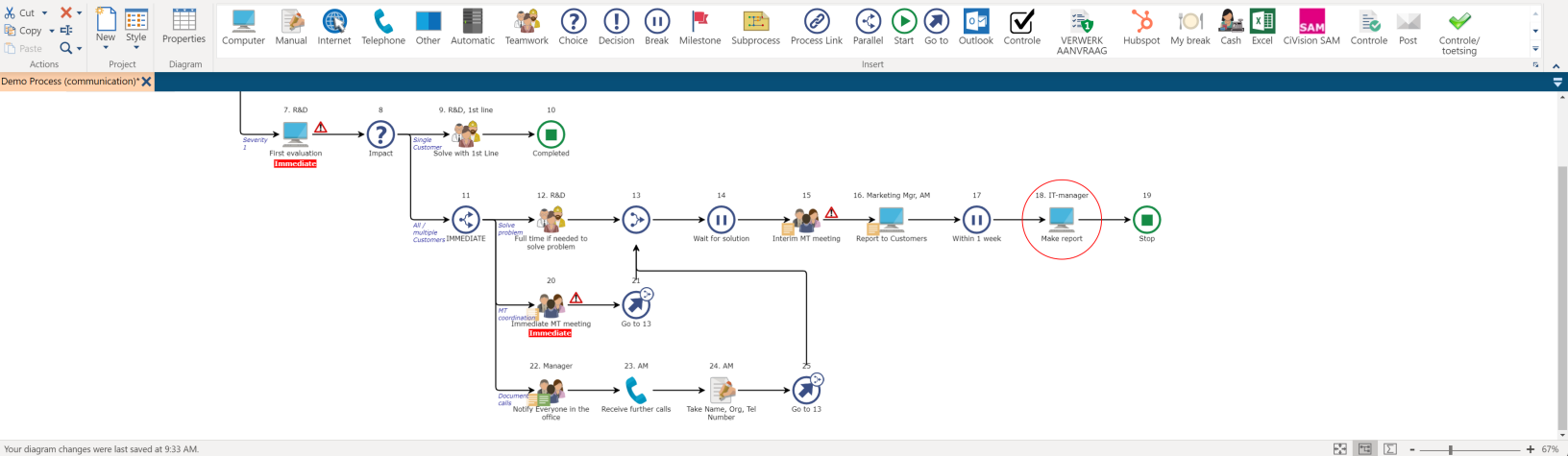




About this Whitepaper

This whitepaper provides an exploration and comparison of two prominent tools used for process mapping – Engage Process and Microsoft Visio. Process mapping is a critical aspect of business process management, allowing organisations to visualise, analyse and optimise their workflows. Both Engage Process and Microsoft Visio offer unique features and capabilities, and this document aims to help organisations understand the differences to make more informed decisions.

Effective process mapping and communication is essential for organisations seeking to enhance efficiency, identify bottlenecks, and streamline operations. It is important for organisations to understand the capabilities and functions of specialised tools in order to achieve their goals and provide tangible savings.



Engage Process: An Overview



Engage Process is a comprehensive process mapping and analysis tool designed to provide a user-friendly experience and promote people-driven change. It emphasizes collaborative process design, real-time simulation, and continuous improvement.

Key Features

- **Intuitive Icons:** Engage Process offers an intuitive interface, utilising recognisable icons to represent process steps and making it easily understandable for both process experts and novices alike.
- **Collaboration Tools:** Facilitates collaborative process workshops with features such as real-time editing and comments, promoting teamwork.
- **Process Evaluation Capabilities (AS-IS and TO-BE):** Allows users to map and analyse processes and changes in real-time, enabling better data-driven decision-making.
- **Integration and DMS:** Integrates with other business software, enhancing interoperability and allowing for attachment of supporting documentation.
- **Process Analysis:** Automatically generates data insights, analysis and comparison between processes at the click of a button. Easily identify benefits in terms of time and cost savings.
- **Swimlanes and Value Streams:** Easily manage views of your process to highlight relevant information, filtering by data such as role or technology used, at the click of a button.
- **Remote Digital Handbook:** Engage Process allows you to create and share process maps to the Viewer for remote accessibility and feedback, in addition to a Digital Process handbook.
- **Accessibility:** Engage Process is cloud-based, with the ability to view and collaborate on processes in real-time.
- **Syntax:** The Syntax Engine in Engage Process offers automatic process design by allowing users to map and alter with simple drag & drop moves. By doing so it ensures you that processes are standardised and technically correct.
- **Show/Hide:** Is a special feature which allows the user to toggle the display of details on their process maps.

Engage Process is particularly beneficial for organisations focused on collaborative process design, continuous improvement, and data-driven decision-making.

Microsoft Visio: An Overview



Microsoft Visio is a versatile diagramming tool that supports various diagram types, including process maps. As part of the Microsoft Suite, it integrates well with other Microsoft applications.


Key Features

- **Simple Interface:** Visio uses shapes and blocks to represent process steps, creating a simple outline for process maps.
- **Integration with Microsoft Suite:** Well integrated with other Microsoft Office applications, making it easy to find.
- **Swimlanes:** Manually map swimlines with your maps.
- **Product output:** Once diagrams are complete, Visio maps may be shared as PDFs throughout the organisation.
- **Accessibility:** Microsoft Visio can be accessed as part of the Microsoft Suite, to use with other licensed users in the organisation.

Microsoft Visio is a generic drawing tool that can be used for process mapping. It is offered as a standard of a Microsoft subscription.


Comparing Tools for Process Management

Ease of Use

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- Engage Process excels in its user-friendly design, making it easy to collaborate and communicate with all stakeholders, and without the need for technical training.
 - Microsoft Visio, while versatile and easily accessible within a Microsoft subscription, is a generic drawing tool with no, or limited process management functions and analytics. May have a steeper learning curve for users unfamiliar with diagramming tools.




Collaboration

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- Engage Process enables real-time collaboration and automated integration of feedback, making it suitable for teams to participate in process improvement on an ongoing basis. It provides a platform for interactive workshops, enabling people-driven change.
 - Microsoft Visio offers collaboration through comments on static forms, and ability to share final PDF maps. Manual updates can be made to integrate feedback.



Simulation and Analysis

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- Engage Process shines in real-time process evaluation capabilities, providing the ability to copy and edit processes to compare the AS-IS (current) and TO-BE (improved) processes, along with automatically generated data insights showing the impact of changes.
 - Microsoft Visio allows you to manually map and save multiple diagrams in a project library, but may lack advanced analytic capabilities.

4 Integration

- Engage Process allows for multiple import and export file formats to ensure compatibility with other business software. Also, hyperlinks are easily used to refer to documents and IT systems in use at your organization.
- Microsoft Visio's integration with the Microsoft Suite enhances the accessibility for organisations already utilising Microsoft tools.

5 Automation (Syntax)

- The Engage Process platform uses Drag&Drop functionality, automatically adjusting dependencies and parallel processes to implement changes made in the process.
- Microsoft Visio utilises manual mapping to create, place and manage process steps.

6 Governance, Risk and Compliance (GRC)

- Engage Process offers extensive data functions that are integrated with the process details, giving strong reporting possibilities for GRC and other management functions.
- Visio offers a strong link with Excel which is often used for reporting and GRC management

In conclusion,

both Engage Process and Microsoft Visio are used for process mapping, each with its own strengths. While Visio offers simple outlines and shapes for a process diagram, Engage Process excels in collaborative design, detailed documentation and real-time evaluation of your processes. When choosing a tool for your process mapping and management, organisations should take care to evaluate their requirements and consider factors such as user proficiency, collaboration needs, and the level of process analysis required.

Engage Process offers:

- ✓ Automated Insights and cost-benefit analysis
- ✓ Reduced risk of manual error
- ✓ Direct comparison of AS-IS and TO-BE processes
- ✓ Digital Process Handbook
- ✓ Real-time process evaluation and comparison
- ✓ Easy to understand and communicate
- ✓ Automated Drag&Drop process mapping with logic check
- ✓ Detail documentation
- ✓ One-click views and value streams
- ✓ Create reports and GRC management

About Engage Process

Engage Process empowers staff to discuss, evaluate and improve processes together. Putting the employee first makes Engage Process a true “human centric” solution. This means proactively exploring and reimagining processes in real time, by the people who are actively working with these processes day-to-day. Processes create the foundation for management programmes such as cost savings, compliance, service (re)design, and digital transformation.

Over 300 organisations in Europe and North America use Engage Process on a daily basis. These include City of Edinburgh Council, Sedgemoor District Council, Brunel, City of Brugge, Firmenich, and Leeds Federated Housing Association, as well as many others in different industries.

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