

Project Summary

Project:	Reinforcing Flexibility of SMEs by dynamic business process management – ReFLEX (262305)
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Achieving business flexibility is a necessary precondition for the business development of European SMEs, especially nowadays due to the wide-known adverse effects of the lasting global economic crisis. The business flexibility implies flexibility in the underlying ICT infrastructure and business processes. Moreover, in the current climate, SMEs also need to achieve flexibility in an affordable way, being well aware of the widespread need both for cutting/freezing of expenditures as well as for achieving the biggest possible returns on existing assets.

Business process management (BPM) is a class of software which directly contributes to enterprise performance by driving operational excellence and business flexibility. However, current solutions for BPM are tailored to the needs of large corporations, are expensive, and drive mainly technology flexibility, and not necessarily, business flexibility. ReFLEX contributed to strengthening the competitiveness of the participating SMEs by developing a new BPM model tailored solely to the needs of the SMEs, allowing them to be continuously aware of the changes in their environment and to change/adapt accordingly in order to keep the business processed running on the high performance levels. Indeed, in that way SMEs increased their responsiveness to the new business opportunities (or threats) which is a crucial feature for the business development (even survival) for small fishes in a big ocean of the globalized economy. In order to realize the dynamic BPM, which is now called the ReFLEX Software Solution, a substantial research was performed on the new model for the description of (ad-hoc) dynamic business processes (which now constitutes the ReFLEX Framework Specification). This included the development of a novel workflow engine that executes ad-hoc processes as well as calculation of changes on the fly, in real-time. Finally, the



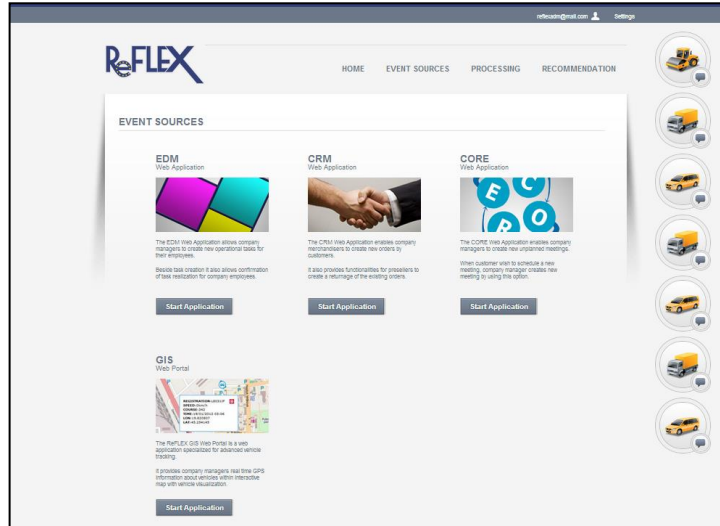
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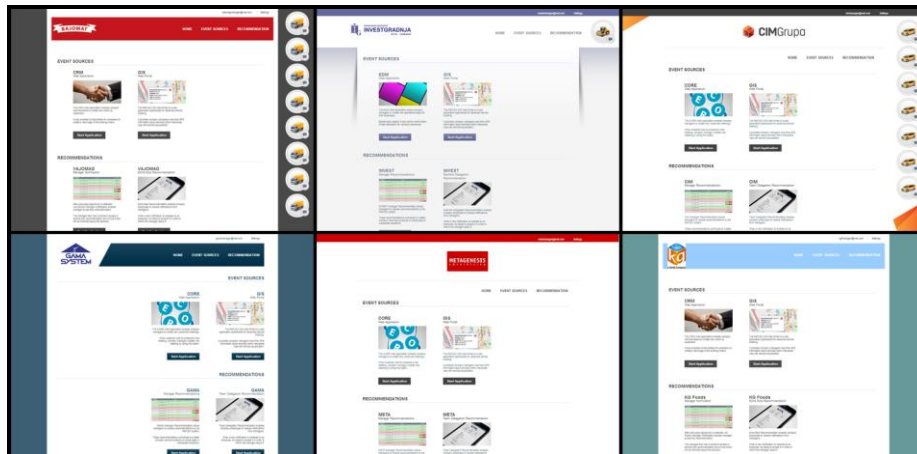
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ReFLEX Consortium developed and validated the business models for its four participating SMEs, which are envisaged in the four versions of the ReFLEX Software Solution (CIM, GAMA, VAJO, and INVEST).

The ReFLEX Software Solution collects information about the running business processes in an SME, detects situations when business processes can be further optimized and recommends actions to be taken by the company manager in order to improve KPIs. The solution comprises of components and event-sources integrated into one holistic system. All the components mutually communicate by exchanging events through the PubSub messaging server, whilst all of them are accessible through the integrated ReFLEX UI component.



In order to fully adopt the ReFLEX Software Solution to the participating end-user SMEs, ReFLEX has been customized according to the specific needs of the food & beverage distribution, civil engineering, and service industries. Therefore, besides the integrated ReFLEX Software Solution, the ReFLEX project also provided the four customized, industry-specific versions of the integrated solution.



Detailed testing of the ReFLEX Software Solution on real-life, real-time data determined that it provides over 95% of correct recommendations with 100% accuracy as well as that more than 90% of those are accepted by the company managers in real-life circumstances.

Learn more about the ReFLEX Software Solution by trying out the ReFLEX Demo Portal at www.ReFLEXforSMEs.eu.

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