



**BOC Group**  
Design Your Enterprise



# The Value of BPM and EA Working Together in Driving Digital Transformation in the Philippines

**Global Business  
Impact Series**

Webinar



**Pablo-Roberto Struck**  
BPM & EA Consultant  
at BOC Group



**Ysai Bravo**  
Enterprise Architect Manager  
at Sinag Solutions

# AGENDA

- Introductions and Welcome
- Why BPM and EA are Better Together
- Customer Case Studies
- ADONIS and ADOIT Tool Demos
- Q&A

# WELCOME!



**PABLO-ROBERTO STRUCK**

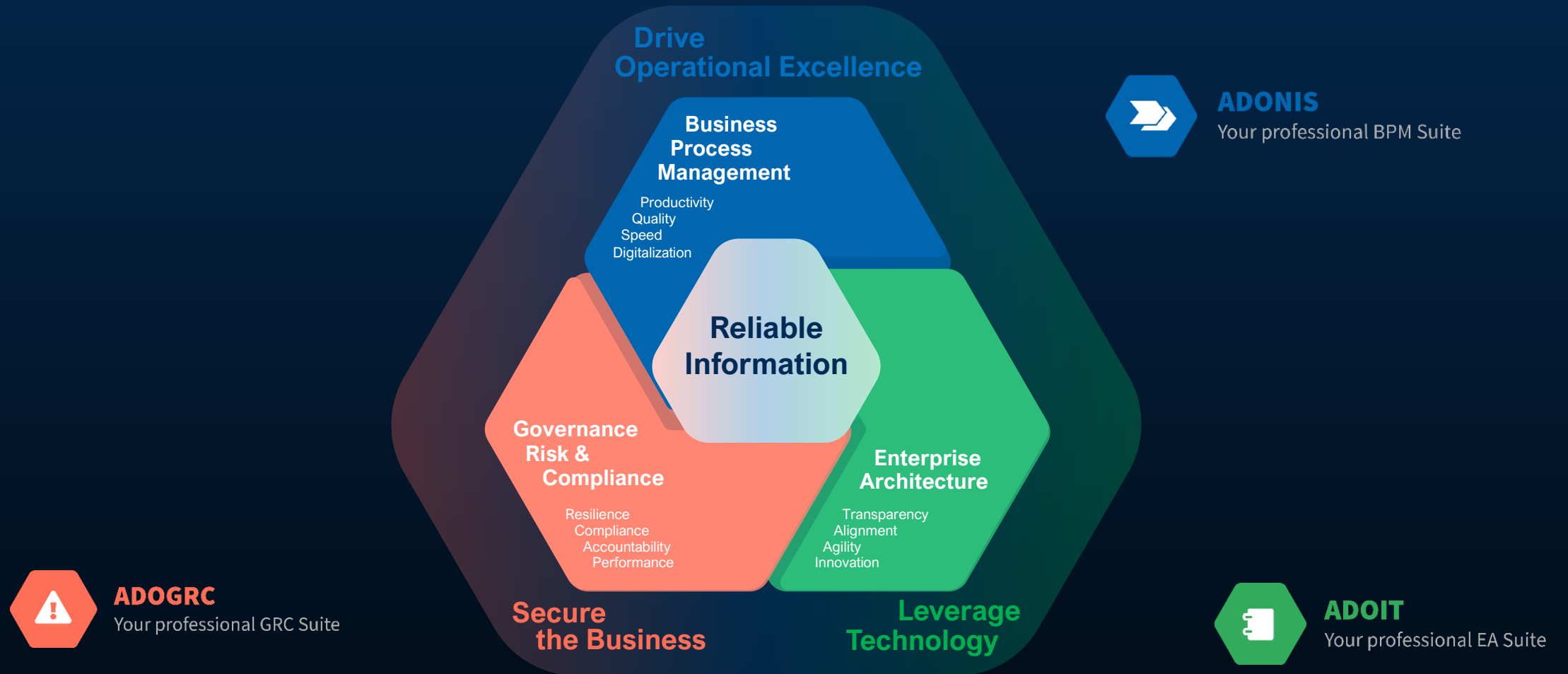
Global Sales Consultant  
BOC Group



**YSAI BRAVO**

Enterprise Architect Manager  
Sinag Solutions

# BOC GROUP | 3 Fields of Action

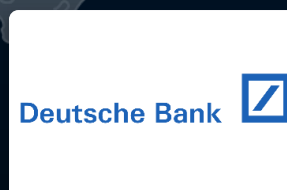


# BOC GROUP | Company Profile

More than  
**1,700 customers**  
worldwide

**37%** Growth  
in Global Business Development

**30** Years  
of Experience



# ABOUT SINAG SOLUTIONS

Sinag Solutions is a Philippine consulting, training, and IT services company, founded in 2012. We specialize in **Digital Transformation, Solution Design, IT Capability Building and Training, Enterprise Architecture (TOGAF®), Service Management (ITIL®), Information Security (NIST, ISO), and Enterprise Architecture Tool Management.**

- Member of **The Open Group** since 2013
- Founding Members of **AEA Philippines**



# WHO SINAG WORKS WITH

## GOVERNMENT



## EDUCATION



## MANUFACTURING & DISTRIBUTION



## HEALTHCARE



## ENERGY & UTILITIES



## FINANCIALS & MEDIA



## CONGLOMERATES



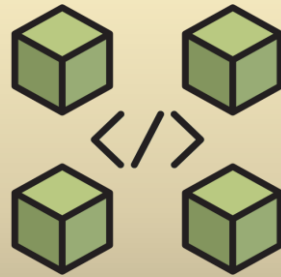
## HUMANITARIAN



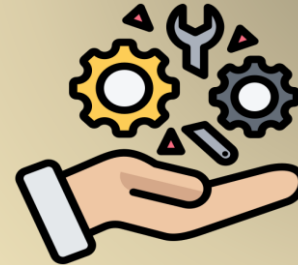
# THE BUSINESS LANDSCAPE TODAY



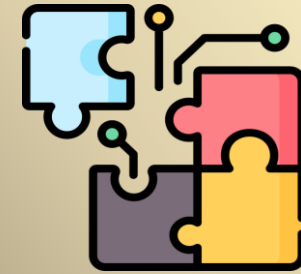
**The Business-IT  
Alignment Gap**



**Fragmented  
Practices**



**Breakdown in  
Execution**



**The Need for  
Integrated  
Transformation**

# THE SYNERGY BETWEEN EA & BPM

**EA sets the direction** – where we want to go and what's needed to get there

**BPM shows the current reality** – where we are now and what's slowing us down

Together, they **bridge strategy and execution.**



# REAL WORLD EXAMPLES

Utility Company



Government  
Agency



University



# UTILITY PROVIDER | KEY PROBLEMS

## **Outdated CRM System**

- Outdated customer relationship management system

## **Lack of Standardization**

- Complexity and variation in processes, specifically on the realm of Billing and Collection and Customer Care because of different policies and organizational structure per area

## **Project Prioritization and Governance**

- With multiple recommended initiatives, it can be difficult to prioritize based on value, impact and feasibility

# UTILITY PROVIDER | EA & BPM APPROACH

## Understanding Operations

- EA provided architectural context and guidance
- BPM provided a deep understanding of the current operations

## Redesigning Operations

- EA defined the future-state CRM architecture, including integration points, data flow, and system components
- BPM used process reengineering techniques to redesign workflows

# UTILITY PROVIDER | KEY OUTCOMES

Improved process  
efficiency and service  
delivery

Process-driven system  
design and implementation

Strategic roadmap that  
prioritized initiatives based  
on value and impact



# GOVERNMENT AGENCY | KEY PROBLEMS

## **Lack of Process Standardization**

- Different offices had varying handling procedures for similar customer-facing processes

## **Stakeholder Coordination Across Bureaus**

- Engaging with all affected offices required substantial coordination, consensus-building, and alignment of different expectations and priorities

## **Decentralized System Development**

- Some bureaus were developing or modifying their own systems independently resulting in fragmented data systems

## **Over Reliance on Email and Manual Handling**

- Applications, approvals, and document issuance were mostly email-based, causing inefficiencies, tracking issues, and error-prone operations.

# GOVERNMENT AGENCY | EA & BPM APPROACH

## Process Standardization and Technology Enablement

- BPM provided detailed mapping of existing processes
- EA ensured digital tools are deployed based on BPM-identified process needs

## Governance and Control

- BPM ensured that bureaus build the right system
- EA ensured that they build the system right

# GOVERNMENT AGENCY | KEY OUTCOMES

Terms of References for  
information systems to be  
developed or enhanced

Artifacts to visualize the  
different applications and  
information the agency use

Process-driven system  
design and implementation



# UNIVERSITY | KEY PROBLEMS

## Outdated, Siloed Systems

- Outdated, fragmented, and heavily customized systems making upgrades and interoperability with other systems costly
- Siloed business processes resulting in manual reconciliations, specially seen across three domains: Human Resources, Finance and Supply Chain, and Student Lifecycle Management

## Lack of EA Alignment

- Selecting target systems before mapping current-state processes led to misalignment

## ERP Implementation Complexity

- Running three parallel system implementations without foundational EA experience

## Analysis Paralysis

- Stakeholders requested excessive process detail

# UNIVERSITY | EA & BPM APPROACH

## Break Down Silos and Enable Integration

- EA helped establish a holistic view of the university's domains identifying how they interact
- BPM mapped and analyzed the actual current-state processes

# UNIVERSITY | KEY OUTCOMES

A standardized reference architecture was developed

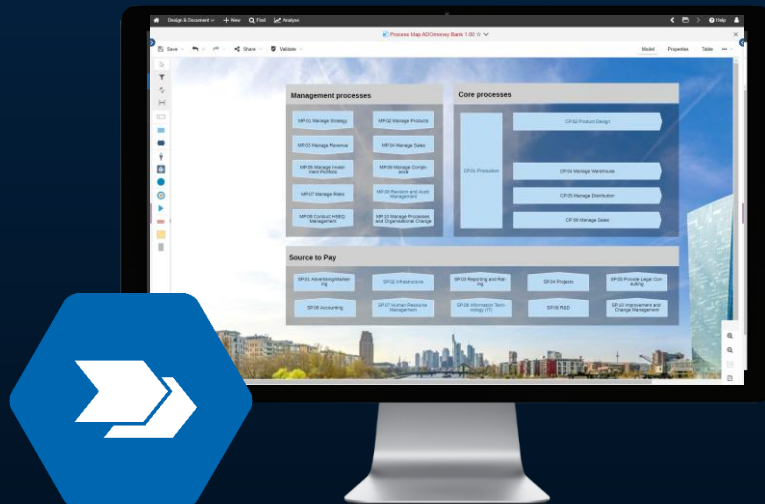
End-to-end process visibility across domains

Recognizing the need for EA and BPM as upstream activities



# PROFITING FROM THE BEST OF ADONIS AND ADOIT

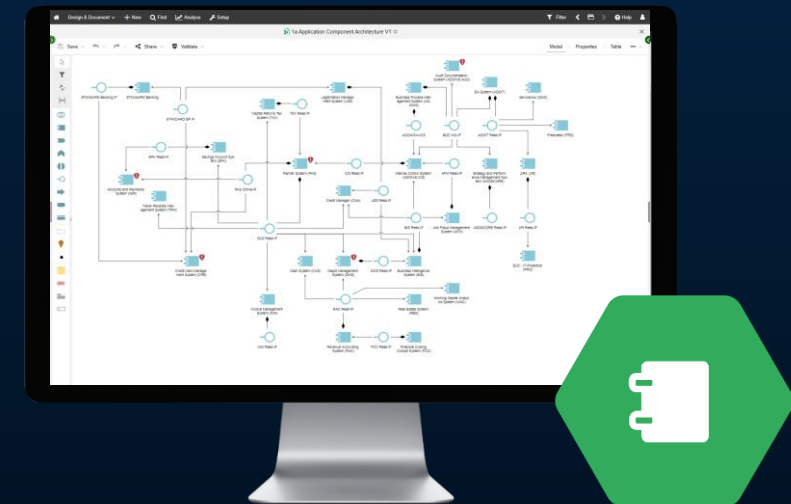
Supporting business transformation by providing a complete and up-to-date picture of business and IT architecture at once.



Business Process Management  
with ADONIS

Application  
Architecture

Process  
Landscape



Enterprise Architecture  
with ADOIT

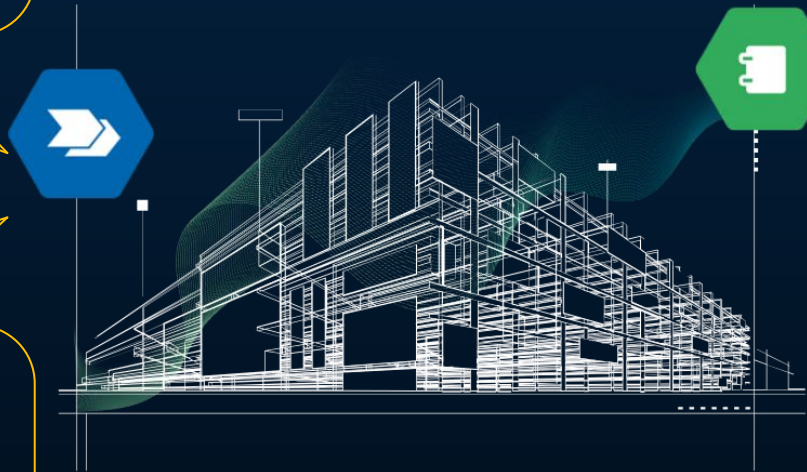
# WHY BPM AND EA MUST WORK TOGETHER

Business Process Management (BPM) ensures effective execution of operations.

Enterprise Architecture (EA) ensures strategic alignment and coherence.

Operating in silos creates gaps between intention and implementation.

Integrated use enables continuous feedback between what *should* happen and what *actually* happens.



# WHAT HAPPENS WHEN BPM & EA UNITE

## Clear Strategic Execution

- ✓ EA defines what needs to change and why.
- ✓ BPM implements the change through designed business processes.
- ✓ Enables seamless transition from high-level goals to actionable processes.

## Full Transparency and Traceability

- ✓ All services and decisions are connected to processes, data, applications, and roles.
- ✓ This enables holistic understanding and faster, better decisions.

## Smarter Change with Less Risk

- ✓ BPM allows simulation and validation before rollout.
- ✓ Prevents misalignment and reduces transformation failure.

## Continuous Improvement

- ✓ Process performance feedback flows back into EA.
- ✓ Ensures architecture evolves based on practical, observed realities.

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### Result:

- Strategy becomes actionable.
- Operations stay aligned.
- Change becomes traceable, low-risk, and scalable.

# STRATEGY TO OPERATIONS & OPERATIONS TO STRATEGY

## 1. Strategy to Operations:



**ADOIT**

Enterprise Architecture Suite



**ADONIS**

Business Transformation Suite

- ✓ A strategic goal targets a capability.
- ✓ EA models provide insight into how the capability works (processes, roles, apps, tech).
- ✓ BPM is used to design and validate processes to support the change.

## 2. Operations to Strategy:



**ADONIS**

Business Transformation Suite

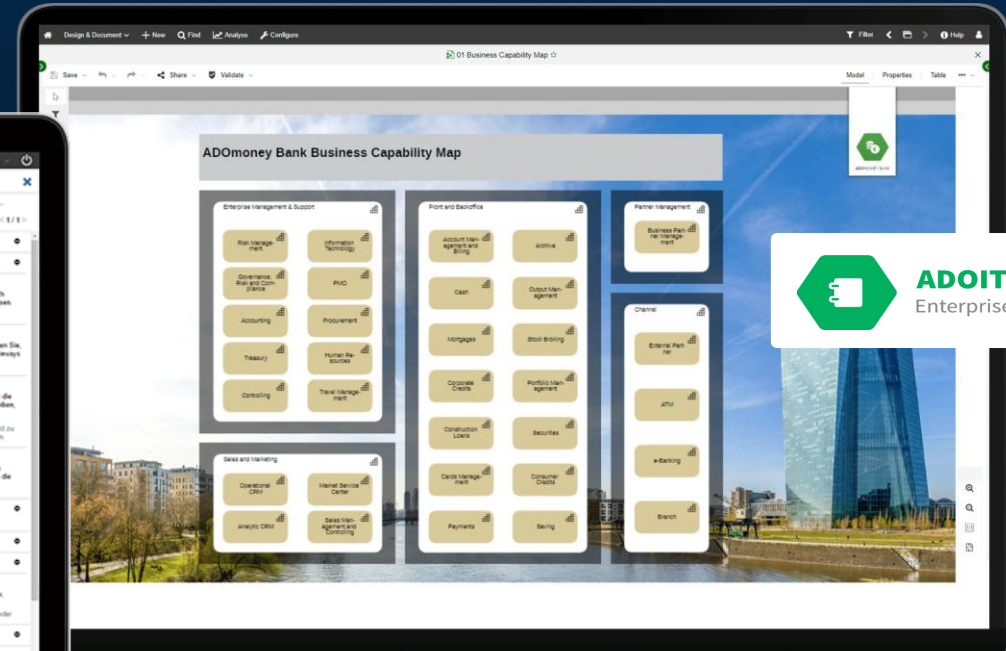
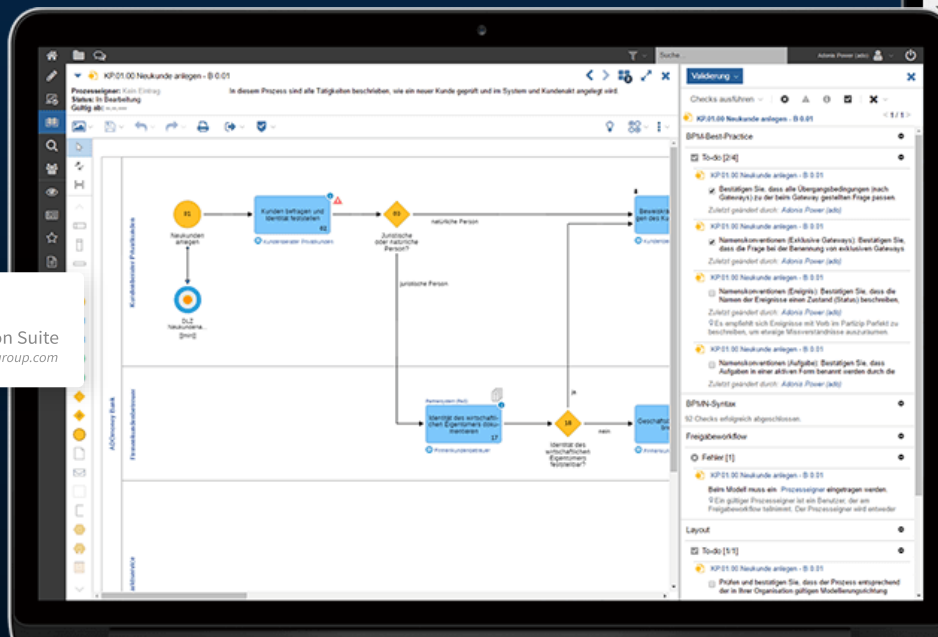


**ADOIT**

Enterprise Architecture Suite

- ✓ Problems with service delivery have arisen.
- ✓ BPM surfaces the issue.
- ✓ EA allows us to connect the issue to applications, data, and technologies — guiding sustainable resolution.

# LIVE DEMO



# Make your business run better.

# QUESTIONS?



**PABLO-ROBERTO STRUCK**

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**YSAI BRAVO**

Enterprise Architect Manager  
Sinag Solutions



**GET IN TOUCH!**

CONTACT REQUEST

# CONNECT WITH US

## AND FEEL OUR HEARTBEAT



Free Webinars and Regional Events  
Trending Topics in BPM, EA & GRC  
Updates, News & Highlights