

Gartner Announces Winners for the North America Gartner Business Process Management Excellence Awards 2014

***Winners to Present Case Studies at the Gartner Business Process Management Summit
December 10-12 in Las Vegas***

STAMFORD, Conn., November 14, 2014 — Gartner, Inc. has announced the winners of the Gartner Business Process Management Excellence Awards 2014 in North America. The Awards program highlights world-class BPM programs and projects that deliver business results by broadly sharing their successes, challenges and insights. This year's winners are:

Cisco – Global Service Supply Chain

Cisco's Global Service Supply Chain (GSSC) is radically changing the way repairs and parts are managed worldwide, driving "order to return" and "source to stock" process improvements while gradually re-architecting specific business service areas on a shared iBPMS-based business operations platform. The new command center program alone delivers about \$3M/year savings. Indeed, this program's success has reinvigorated a change-friendly innovative culture at Cisco and exemplifies how BPM discipline and technology can be the platform for an adaptive enterprise.

Crawford & Company

Crawford & Company uses a common iBPMS based platform to accelerate operational decision-making and the translation of those decisions into rapid action – yet still enforce corporate policies and procedures required for insurance BPO – even while speeding up implementation and later change. Results from 30+ project include enabling mobile adjusters, coordinating repair suppliers to fix damaged properties faster, 70% faster invoicing, orchestrating responses better in a new command center, and supporting new revenue producing business units. This consistently innovative approach across a variety of projects shows BPM excellence.

Johnson & Johnson (Janssen and Ethicon)

As the manufacturer of thousands of healthcare products used worldwide, Janssen and Ethicon, subsidiaries for Johnson & Johnson, are obligated by both Credo and regulation to ensure all marketing materials are approved and supported, particularly given the rapid shift and complexity of the marketing landscape to digital and multi-media promotion. Janssen and Ethicon delivered a comprehensive digital asset lifecycle management strategy to streamline multiple processes, scale globally, and support thousands of internal and external stakeholders who submit, review, annotate and approve assets prior to release to an integrated library of approved assets. This solution transformed processes to reduce compliance risk, ensuring faster reviews and established a shared services platform, a novel approach within a decentralized culture.

Each award winner will present their case study at the Gartner Business Process Management Summit. For more information about the Summit, visit gartner.com/us/bpm.

Additional information from the event will be shared on Twitter at http://twitter.com/Gartner_inc and using #GartnerBPM.

About Gartner

Gartner, Inc. (NYSE: IT) is the world's leading information technology research and advisory company. We deliver the technology-related insight necessary for our clients to make the right

decisions, every day. From CIOs and senior IT leaders in corporations and government agencies, to business leaders in high-tech and telecom enterprises and professional services firms, to technology investors, we are the valuable partner to clients in over 9,100 distinct enterprises worldwide. Through the resources of Gartner Research, Gartner Executive Programs, Gartner Consulting and Gartner Events, we work with every client to research, analyze and interpret the business of IT within the context of their individual role. Founded in 1979, Gartner is headquartered in Stamford, Connecticut, USA., and has 6,600 associates, including more than 1,500 research analysts and consultants, and clients in 85 countries. For more information, visit www.gartner.com.