9th TOLERANT Whitepaper

Digitisation with BPM ITEROP – Cross-industry applications

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Key points

1.

Accelerate agility and digital transformation
Optimise your digital initiatives and respond more quickly to market changes, new technologies and customer requirements.

2.

Increase efficiency across all business processes
Simplify and automate processes – from product development to service delivery.

3.

Automate standard and compliance workflows
Reduce processing times, costs and error rates – while improving regulatory compliance.

4.

Enable more intuitive and faster customer experiences
Offer modern, seamless digital interactions – secure, reliable and user-friendly.

5.

Achieve operational excellence – flexible, scalable and ready to use in record time
Thanks to a low-code approach, processes can be modelled, tested and put into production in just a few days.

6.

Promote seamless collaboration – for greater efficiency and effectiveness in everyday work
Business departments, IT and external partners work on a shared platform with consistent data and workflows.

1.0 Digitalisation in companies with the 3DEXPERIENCE platform

1.1 Low-code platform for agile process digitalisation

An effective response to the challenges of digital transformation is the use of a low-code platform that connects IT and specialist departments more closely. The 3DEXPERIENCE platform in combination with BPM ITEROP offers exactly this possibility:

It enables companies of all sizes and in all industries to automate manual processes, flexibly integrate regulatory requirements and minimise risks.

Key features of this solution support accelerated digitalisation and greater agility:

- **Low-code BPM:**
  With graphical process modelling (BPMN) and minimal programming effort, business departments can design workflows themselves, while IT ensures governance, security and integration. Development cycles are drastically shortened, and new requirements can be implemented in days instead of months.

- **Rapid implementation:**
  Pre-built modules and standardised interfaces allow processes to be put into production in the shortest possible time.
  Initial use cases – such as onboarding, service processes or approval workflows – deliver immediately visible added value.

- **Flexible process design:**
  Processes can be adapted at any time without interrupting ongoing operations.
  Changed legal requirements, new customer expectations or market conditions are immediately reflected in the workflow – without long release cycles.

- **Integration of existing systems:**
  BPM ITEROP integrates seamlessly into existing IT landscapes and connects data between ERP, CRM, production, and management systems.
  This ensures that information flows smoothly, silos are broken down and transparency is increased.

- **Bridge between business departments and IT:**
  Business and IT departments work on a common digital basis.
  Business users can configure processes independently, while IT ensures quality, compliance and integration.
  This promotes interdisciplinary collaboration and eliminates manual handover points.

2. Accelerating agility and digital transformation

In all sectors – from industry and commerce to public organisations – agility and digital transformation are key factors for sustainable success.

Today's companies are under constant pressure to adapt, driven by technological innovations, changing customer expectations and dynamic market conditions.

Legal requirements and industry-specific standards (e.g. data protection, quality management, sustainability) are also constantly evolving and demand flexible, digitally supported processes.

Only through the consistent digitalisation of core processes can organisations meet these challenges.

Modernising outdated systems and automating manual processes may seem costly, but it offers enormous advantages: greater efficiency, faster responsiveness and an improved customer experience.

Despite all the barriers to implementation, digital transformation remains essential to remaining competitive in the long term.

The aim is to increase the agility of the organisation – not only through new technologies, but also through a networked mindset in which processes, data and people interact on a common platform.

2.1 Practical examples from various industries

What does agile digitalisation look like in practice? Three examples illustrate its benefits:

> **Automated customer onboarding:**
In many service industries – from energy suppliers to educational institutions to healthcare – the onboarding of new customers or members can be completely digitised. Data validation, identity verification and approval are automated, reducing processing times by up to 80%.

> **Digital approval processes:**
Production and administrative companies benefit from standardised, automated review and approval workflows. Documents are checked digitally, responsible parties receive automated tasks, and decisions are documented in a traceable manner.

> **Compliance & quality assurance:**
Requirements from standards (e.g. ISO 9001, ESG reporting or supply chain laws) can be mapped as digital workflows. Changes are imported centrally, checks are performed based on rules, and evidence is available for auditing at any time.

Conclusion
Accelerating agility means adapting quickly to changes in the market, customer requirements and regulations.

Digitalisation with the 3DEXPERIENCE platform and the low-code BPM solution BPM ITEROP is an effective way to achieve this.

Automation, integration and flexible adaptability accelerate processes, improve quality and shorten innovation cycles.

The result:
An agile, future-proof company that actively shapes change, reliably meets regulatory requirements and offers its customers modern digital experiences – regardless of industry or company size.

3. Increased efficiency across business processes

Many companies face the challenge of harmonising fragmented IT systems and manual work steps.

Different data sources, departmental boundaries and media breaks lead to friction losses, redundant data entry and a lack of transparency.

The solution lies in an integrated digitalisation platform that connects processes, data and people.

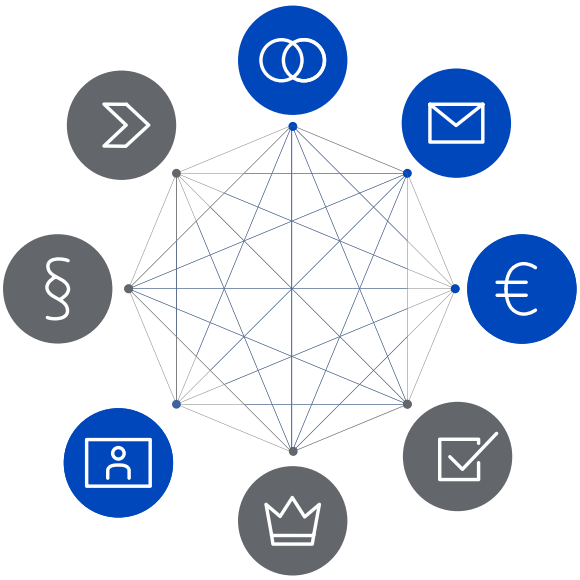
The combination of the low-code BPM solution BPM ITEROP and the data quality and compliance tools from TOLERANT Software creates a uniform basis on which front and back office, production and administration can work together seamlessly.

This results in integrated end-to-end processes that avoid media breaks, eliminate sources of error and significantly increase quality and efficiency at the same time.

3.1 Consistent processes through integrated data quality

A key success factor for efficient business processes is high data quality right from the start. Only when master data is correct, consistent and up to date can processes be automated and decisions made reliably.

This is where BPM ITEROP and the TOLERANT products work together perfectly. Integrated services automatically check whether entries are plausible and complete as soon as the data is entered.



Example:
With **TOLERANT Post (TL Post)**, addresses are checked during entry and automatically completed if necessary. Typing errors or invalid entries are detected and valid alternatives are suggested.
This results in valid address data in real time that can be used in all systems without subsequent corrections. In addition, TL Post keeps address databases up to date by regularly comparing them with official reference data – for example, in the event of renaming, postcode changes or new locations.
This saves a considerable amount of manual effort and prevents outdated or incorrect data records from entering the workflow. Another key point is the avoidance of duplicates: Duplicate customer, supplier or employee data leads to extra work and inconsistencies.

TOLERANT Match (TL Match) automatically detects such duplicates – even if spellings, spacing or typos differ.
This creates a consolidated database that provides a 360° view of people, projects or organisations and consistently avoids duplication of work.
Names and identities are also checked automatically.

TOLERANT Name (TL Name) validates salutations, titles and name structures, ensuring consistent, error-free master data.
This is not only relevant for personalised communication, but also for downstream verification processes such as authorisation or compliance checks. Bank account validation is also helpful for companies with payment processes.

TOLERANT Bank (TL Bank) checks IBANs and bank codes for validity, supplements missing information and thus prevents incorrect transfers or chargebacks – fully integrated into the digital workflow.
The result is smooth processes based on verified, up-to-date data – regardless of whether it is customer, supplier or internal employee data.

3.2 Master data maintenance without media discontinuity

Efficiency is achieved not only through data entry, but also through continuous maintenance of master data. Data is constantly changing – due to relocations, name changes, new locations or organisational adjustments. Automated, cross-system data maintenance ensures that these changes are applied consistently across the board without manual intervention.

A good example is automatic address updating with **TOLERANT Move (TL Move)**:
When a person or company moves, the data record is automatically updated. The software also recognises undeliverable mail or outdated addresses and corrects them before they cause problems. This reliably prevents returns, rework or communication gaps.

All systems – from CRM to ERP to DMS – access the same, always up-to-date data. Media breaks, such as the switch from digital input to paper-based reworking, are eliminated. Information flows automatically between systems, making processes faster, more secure and more traceable.

This close integration of process automation and data quality creates a continuous flow of information: Every department – whether sales, administration, logistics or production – works on the same platform and with the same verified data. Manual correction loops, duplicate entries and isolated data sets are a thing of the past.

Conclusion
The combination of BPM ITEROP and TOLERANT Software ensures a sustainable increase in efficiency across all business processes. Address validation, duplicate checking, identity verification and automated master data maintenance create consistent, error-free processes without media discontinuity.

Companies benefit from:
> accelerated processes,
> reduced error rates,
> a consistent database,
> a better basis for decision-making, and
> significantly lower operating costs.

Employees can concentrate on value-adding activities, while routine tasks are automated.
The result is a data-driven, transparent company that acts faster, works more securely and operates more efficiently in the long term – regardless of industry or company size.

4. Automation of standardised processes and compliance workflows

In almost all industries, rule-based, recurring processes tie up enormous resources – for example, in customer onboarding, supplier approval, contract review or quality assurance.

These processes follow clearly defined rules and are therefore ideal for end-to-end automation.
With the low-code BPM platform BPM ITEROP, such processes can be completely digitised and orchestrated.

Manual work steps are replaced by automated workflows, regulatory requirements are directly integrated, and risks are minimised.
The following section explains how typical processes – from data collection and approvals to compliance checks – can be efficiently automated.

4.1 Digital onboarding and identity verification

Automated onboarding – whether of customers, suppliers or employees – is one of the most common use cases for process automation. All steps, from data collection to approval, can be mapped in a digital workflow.

First, the necessary master data is collected via an online form or an interface. At this stage, TOLERANT modules such as TL Post or TL Name check the data in real time for accuracy, plausibility and completeness.

Incorrect entries or duplicate data records are detected before they burden the system.
An identity or background check can then be carried out automatically – for example, confirmation of commercial data, certificates or security clearances. External verification sources or document scanners (OCR) can be seamlessly integrated via APIs.

If certain criteria are met (e.g. certificate valid, no duplicates), the data record is automatically approved; otherwise, it is forwarded to the responsible person for manual verification.

All results, documents and decisions are stored in the system in an audit-proof manner. This creates a completely digital, traceable process – from the initial data entry to the final approval.

4.2 Automated decision-making processes and workflow control

BPM ITEROP is also ideal for automating decision-making and approval processes. Examples include order approvals, quality approvals, personnel decisions, and technical reviews.
As soon as a request or process is submitted, the system initiates a predefined workflow.

Stored rules – such as budget limits, review criteria or levels of responsibility – determine how the process continues. If all criteria are met, the process can be approved automatically.

Otherwise, the system automatically generates tasks for the responsible specialists or supervisors.
The dual control principle or hierarchical approvals can be directly mapped.

Automation not only ensures speed, but also transparency and traceability: every decision, every comment and every approval is documented.

Standard cases run completely automatically, while more complex processes specifically incorporate human expertise.

The result is accelerated throughput times, consistent decisions and reduced risk of errors – an advantage that is equally noticeable in production, administration and services.

4.3 Integrated compliance processes and digital document processing

A key area of application for BPM ITEROP is the integration of compliance and audit processes directly into the process chain. Instead of handling these tasks separately, they can run as automated sub-processes – for example, in the areas of data protection, supply chain due diligence, quality management or occupational safety.

Regular checks can be automated: At specified intervals, data records are automatically checked against current reference lists or guidelines – for example, certificate validity, export restrictions or safety certificates.

Notable cases are forwarded to the responsible specialists, while non-critical data records are confirmed without manual intervention.

The integration of digital document processing further increases efficiency: Incoming invoices, contracts or certificates can be automatically read using OCR technology. The extracted information flows directly into the workflow – for example, to check amounts, terms or validity dates.

This completely eliminates manual data transfers from PDF or scan files. In addition, risk classifications can be carried out automatically: Based on stored rules, processes can be automatically assessed as low risk, medium risk or high risk.
This classification determines whether a process is completed automatically or subjected to further review. All decisions and results are documented, ensuring that compliance requirements – such as traceability and audit trails – are met at all times.

4.4 Advantages of automated processes

The automation of standardised and regulated processes with BPM ITEROP brings measurable benefits to organisations in all industries:

- **Shorter throughput times:**
  Processes that used to take days or weeks can now be completed in real time or with only a few hours. Internal and external stakeholders receive results much faster.

- **Error prevention:**
  Standardised workflows and automatic checks reduce human error to a minimum.
  Data is processed consistently, and decisions are traceable and objective.

- **Compliance security:**
  Automated verification mechanisms and documented decisions ensure reliable compliance with legal and internal guidelines. Every action is fully traceable – a major advantage during audits and certifications.

- **Cost efficiency:**
  Fewer manual tasks mean lower process costs. Employees can concentrate on exceptions, customer service or analysis, while routine checks run automatically.

- **Scalability and transparency:**
  BPM ITEROP controls who intervenes when and makes the status of each process visible. Dashboards and reports provide real-time information on progress, bottlenecks and utilisation.

Conclusion

With the combination of BPM ITEROP as a process engine and the data and compliance services from TOLERANT Software, companies can automate standardised processes almost completely – regardless of industry or organisation size.

Whether onboarding, approvals, reviews or document processing: all processes are handled faster, more securely and more cost-effectively.
The digitalisation of these core processes leads to higher service quality, better data quality and a noticeable reduction in the workload for employees.

This makes automation not only a driver of efficiency, but also a strategic advantage: organisations gain agility, easily meet their compliance requirements and lay the foundation for continuous innovation.

5. Enabling faster, more intuitive customer experiences

5.1 Why the customer experience is critical to success today

In the digital age, customer experience and service quality are more decisive than ever for a company's success. Whether in retail, industry, healthcare or the public sector, people today expect fast, smooth and personalised interactions across all channels.

Digital services are no longer considered an add-on, but a basic requirement for competitiveness.

Customers no longer compare within a single industry, but with the best digital experiences they know – from e-commerce platforms, mobility apps or online services.

A positive experience therefore determines not only customer satisfaction, but also loyalty, brand perception and revenue growth.

Those who are leaders in customer experience today are growing faster than the market.

5.2 Challenges in traditional processes

In many organisations, traditional processes quickly reach their limits: manual processing, departmental boundaries and outdated systems lead to long waiting times, a lack of transparency and repeated data entry.

Examples from various industries illustrate the problem:

- **In sales**, it often takes days to prepare a quote because information from different systems has to be compiled manually.
- **In customer service**, employees have to make multiple enquiries because there is no uniform view of the customer.
- **In administration and production**, paper-based approval processes slow down operations considerably.

Added to this are errors caused by media breaks, duplicate data maintenance and inconsistent information flows.
The result: frustration on the part of customers, rising costs and declining efficiency. These challenges make it clear that companies need to break new ground in order to operate faster, more transparently and in a more customer-centric manner.

5.3 Role of BPM ITEROP and the 3DEXPERIENCE platform

The combination of the 3DEXPERIENCE platform and the low-code BPM solution BPM ITEROP offers an effective approach to rethinking customer experiences.

The platform forms a central digital infrastructure on which all business areas work together – from sales and production to service and logistics to compliance and IT. This creates a uniform database with consistent processes across all departments.

With BPM ITEROP, workflows can be digitised and automated without extensive programming.
This means that

- routine tasks run automatically,
- manual approvals are supported digitally,
- customer concerns can be tracked in real time.

Low-code also enables rapid adaptation to new requirements – for example, in the event of product changes, market changes or legal requirements. This allows companies to develop new digital touch-points without initiating months-long IT projects.

In short:
The combination of platform and process automation creates the basis for fast, integrated and user-friendly customer experiences that work across industries – from order processing to after-sales service.

5.4 Specific application examples for optimised customer experiences

The advantages are evident in a wide variety of scenarios:

- **Digital order processing:**
  Customers or business partners can enter orders, enquiries or service requests directly online. The workflow automatically checks data, creates documents, triggers approvals and informs those involved in real time. This reduces processing time from days to minutes – with noticeably higher customer satisfaction.

- **Self-service portals:**
  Users can independently access information, upload documents or submit applications via digital interfaces. The system guides them intuitively through the process and provides information on the processing status.
  This eliminates the need for manual follow-ups and makes the service available at all times.

- **Automated service and support processes:**
  Requests received via form, chat or email are automatically classified, prioritised and forwarded to the relevant teams.
  Dashboards monitor deadlines and service levels. Customers receive proactive status updates, which increases transparency and trust.

- **Quality assurance and complaint management:**
  In manufacturing or service companies, BPM ITEROP can control complaint processes entirely digitally.Incoming complaints are automatically documented, responsible parties are notified, and review steps are tracked in real time. Results flow directly into process optimisation – a closed loop that increases quality and customer satisfaction.

These examples show that: Automated, transparent processes can shorten response times, prevent errors and improve services in a targeted manner.

5.5 Benefits for companies, employees and customers

Optimising business processes with BPM ITEROP and the 3DEXPERIENCE platform generates a triad of benefits:

> **For companies:**
More efficient processes reduce costs and shorten time-to-market. Standardised processes ensure quality and compliance. New services can be introduced more quickly because specialist departments can model changes themselves.

> **For employees:**
Routine tasks are automated, leaving more time for more demanding activities. Clear workflows, consistent data and digital collaboration reduce coordination efforts and increase satisfaction. Employees work with modern tools that support them rather than slow them down.

> **For customers:**
They experience fast, simple and transparent processes – whether in service, in the order process or when making enquiries. Digital feedback builds trust, and fewer errors mean higher quality. Short response times and consistent communication lead to a positive overall perception of the brand.

This creates a measurable competitive advantage through excellence in customer experience – regardless of whether it involves end consumers, B2B customers or internal stakeholders.

5.6 Outlook: Competitiveness through digital customer centricity

Customer centricity is not a one-off project, but a continuous transformation process.
Companies must regularly review and modernise their processes and adapt them to customer expectations.
With solutions such as BPM ITEROP and the 3DEXPERIENCE platform, organisations can implement these adjustments flexibly:
New processes are designed, tested and introduced in a matter of days – without long development cycles.

The outlook is clear:
Investing in fast, intuitive customer experiences today secures customer loyalty and innovation capabilities tomorrow. Companies that consistently digitise their processes not only become more efficient, but also more resilient – ready for new markets, technologies and business models.

6. Operational excellence – flexible, scalable and ready for use in record time

6.1 Fast implementation thanks to low-code

In modern organisations, efficiency, transparency and quality are top priorities in day-to-day business. Whether in industry, logistics, healthcare, energy or administration – processes must run flawlessly, scalably and in compliance with regulations.

At the same time, there is growing pressure to respond quickly to change: new legal requirements, market trends, technologies and customer demands call for flexible solutions. This is where the combination of the low-code BPM platform BPM ITEROP and the TOLERANT Software tools comes into play.

Together, they enable operational excellence – the ability to design processes that are permanently efficient, adaptable and controllable.

A key advantage of BPM ITEROP is low-code development: business processes can be modelled and automated using visual tools – without complex programming. Specialist departments can design workflows independently, while IT takes care of governance, security and integration.

This drastically reduces development times: The first automated processes can go live in a matter of days – not months. This enables organisations to respond quickly to new requirements, such as when legal changes, product adjustments or new internal processes become necessary.

Changes can even be made during operation without interrupting processes. This flexibility makes BPM ITEROP a real accelerator for innovation and continuous improvement.

6.2 Flexibility and scalability

In addition to speed, BPM ITEROP offers a high degree of flexibility and scalability. Processes are modelled graphically in BPMN 2.0 and can be adapted at any time as required – through new checks, additional approvals or changed responsibilities. The platform can be used both on-premise and in the cloud and grows with the requirements of the company.
Whether 100 or 100,000 transactions per day: BPM ITEROP processes high volumes reliably and efficiently.

The TOLERANT tools are also designed for scalability. Data validation, duplicate checks and address updates work in real time – even with millions of data records. This ensures that data quality remains consistently high, regardless of the scope of business activity.
The interaction of BPM and data management enables organisations to remain agile while ensuring stable, secure processes.

6.3 Seamless integration into existing IT systems

Operational excellence requires consistent data flows. BPM ITEROP can be seamlessly integrated into existing ERP, CRM and DMS systems via standardised interfaces (REST, SOAP, OData). Data does not have to be entered multiple times or transferred manually.

Information flows automatically between all involved applications – from the customer portal to internal processing to document storage. This end-to-end integration prevents media breaks and ensures that every department works with the same up-to-date information.

For example, changes to customer data, supplier data or production parameters can be transferred directly to all relevant systems – without manual intervention.

The result:
A fully digitally networked company in which processes mesh smoothly and information arrives where it is needed.

6.4 Quality, compliance and control

Operational excellence also means automatically ensuring quality and regulatory compliance. With the combination of BPM ITEROP and the TOLERANT tools, this is achieved on several levels:

- **Automated data checks:**
  TL Name, TL Post and TL Match ensure clean, unique and up-to-date master data. This means that incorrect or duplicate data records are detected and corrected at an early stage.

- **Compliance monitoring:**
  Tools such as TL PEP and TL Sanction automatically check business partners, suppliers and customers against sanctions and reference lists. This minimises risks and automatically ensures compliance with regulatory requirements, for example in the areas of export control, data protection or sustainability reporting.

- **Process monitoring and audit trails:**
  Every decision, approval or process change is documented in the system. Dashboards and monitoring functions provide real-time insight into processes, bottlenecks or rule violations. During audits, compliance evidence can be retrieved immediately – an enormous advantage over paper-based procedures.

This creates a high degree of transparency, security and traceability – the basis for trust and certification. Practical examples from various industries:

- **Production:**
  A manufacturing company automates the approval of machine changes. BPM ITEROP controls the testing and approval steps, while TOLERANT ensures data accuracy. Result: shorter downtimes, faster approvals and traceable documentation.

- **Service company:**
  A service provider digitises the onboarding of new customers. Addresses, contact persons and contract data are automatically checked, approved and created in the CRM. This reduces the effort required for data entry by 70% and virtually eliminates errors.

- **Public administration:**
  Authorities use BPM ITEROP to speed up application processes. Documents, responsibilities and deadlines are managed digitally; queries are handled automatically. The result: transparent processes, fewer backlogs and greater satisfaction among citizens.

Conclusion

Today, operational excellence means more than just cost efficiency – it stands for agility, quality and security in real time. With the combination of BPM ITEROP and the TOLERANT Suite, organisations can digitise their processes in record time, adapt them flexibly and improve them continuously.

The platform ensures that all processes remain scalable, transparent and compliant – regardless of industry, location or company size.

End-to-end automation, reliable data and clear responsibilities create an environment in which efficiency and innovation go hand in hand.

This transforms operational excellence from a theoretical vision into a lived reality – quickly, scalably and with lasting success.

7. Promote seamless collaboration to increase the daily efficiency and effectiveness of workflows

In modern organisations, efficient collaboration is the key to productivity and innovation. But in practice, silos, media breaks and unclear responsibilities often slow down the flow of information.

Departments work in separate systems, handovers are done by email, and important data is scattered across Excel spreadsheets or document archives. The result: wasted time, communication errors and unclear responsibilities.

An effective approach to solving this problem lies in a digitally networked process landscape in which people, systems and data work together on a central platform. With the low-code BPM platform BPM ITEROP in combination with TOLERANT Software tools, processes can be digitised, automated and made transparent across departments. The result: greater efficiency, better coordination and significantly higher quality in day-to-day business.

7.1 Digital processes without media discontinuity

A media discontinuity-free process means that once information has been digitally captured, it is processed consistently across all systems – without changing media, such as to paper or external emails.
BPM ITEROP acts as a central workflow engine that digitally orchestrates all process steps.

An example:
A request, order or service case is captured digitally once, automatically validated (e. , e.g. by TL Post and TL Name) and transferred from there to the next processing steps – review, approval, implementation. Each step is digital, traceable and without duplicate data entry.

Document processes also benefit: Instead of printing out files and forwarding them, approvals, comments or evidence are stored directly in the digital file.

This keeps all communication contextual and transparent. The result is shorter throughput times, lower error rates and complete traceability – a decisive step towards a truly digital organisation.

7.2 Intelligent task distribution and clear responsibilities

A key feature of modern BPM systems is rule-based task control. Instead of assigning tasks manually, the system automatically recognises who has to do what and when.

With BPM ITEROP, processes are forwarded to the appropriate individuals or teams based on responsibility, qualification, or availability. Deadlines, escalation rules and priorities are stored in the workflow.

Nothing is left undone because the system tracks every task until completion. This ensures that every step in the process remains transparent: When someone receives a task, they can see exactly what information is missing, which documents have already been checked and which approvals are still pending.
This reduces coordination effort, avoids duplication of work and noticeably increases process quality.

A typical example:
In a maintenance, procurement or HR process, tasks are automatically distributed – the purchasing department receives the approval request, the controlling department checks budget limits, and the team leader gives final approval. Everything runs according to rules, is traceable and on schedule.

7.3 Transparent information sharing and integration of external partners

Effective collaboration does not end at the company's boundaries. Many organisations today work with external service providers, suppliers or partners who need to be integrated into processes – without compromising data security. With BPM ITEROP, external parties can be specifically integrated: They are given defined access rights or interfaces through which they can upload, check or approve information.
This ensures that all participants remain in the same digital process flow.

Example:
A supplier can upload certificates or supporting documents directly into the workflow; an external specialist can check or comment on reports.
The system automatically documents all interactions, eliminating the need for emails, phone calls or manual transfers. In addition, centralised information provision creates a "single source of truth": all parties involved have access to the same, up-to-date data. This makes contradictory information and version conflicts a thing of the past.

7.4 Accelerated coordination and integrated compliance

A central workflow platform such as BPM ITEROP is not only a tool for process control, but also a digital hub for coordination and governance. Teams can work on processes in parallel, leave comments, track tasks and edit documents together. This replaces time-consuming email loops and reduces coordination losses.
Role-based permissions ensure that it is always clear who has access and what steps are required.
Compliance requirements can also be integrated directly into the workflow: Requirements from data protection, quality management or occupational safety can be stored as mandatory steps.

For example, a process is only completed once all documents have been checked and confirmed.
The system enforces rule-compliant work and logs all decisions in an audit-proof manner. During internal or external audits, this provides seamless proof that processes have been executed correctly and transparently – a central component of modern corporate management.

7.5 Key technological functions: integration, low code, roles & KPIs

To ensure seamless collaboration, BPM ITEROP combines several key technologies:

- **API integration:**
  ERP, CRM or DMS systems are integrated via standardised interfaces (REST, SOAP, webhooks). This allows data to flow automatically and in real time between applications.

- **Low-code customisation:**
  Processes and workflows can be modelled and modified without in-depth programming knowledge. Specialist departments can make adjustments independently, which significantly increases agility.

- **Role-based user guidance:**
  Each person sees exactly the tasks, information and functions that are relevant to their role. This creates clarity, security and clear responsibilities.

- **KPI and dashboard control:**
  Real-time reports and dashboards provide transparency on process performance, throughput times and bottlenecks. Managers can immediately identify areas for optimisation and make decisions based on data.

The result is a platform that not only supports collaboration, but also actively controls, measures and improves it.

Conclusion: Networked collaboration as a driver of efficiency
Seamless collaboration is no longer a "nice-to-have" but a decisive competitive factor. Whether it's internal coordination, supplier communication or service processes, the same rule applies everywhere: those who act faster, more clearly and in a more coordinated manner have the edge.
The combination of BPM ITEROP and TOLERANT Software solutions allows information flows to be automated, tasks to be controlled in a targeted manner, and data quality and compliance checks to be integrated directly into the process.

The result:
- Less coordination effort
- Greater transparency
- Faster decisions
- Measurably increased productivity

Seamless collaboration thus becomes a driver of efficiency for every organisation – regardless of industry, size or structure.

It creates space for strategic tasks, promotes innovation and strengthens competitiveness in an increasingly networked economy.

List of TOLERANT Software products

TOLERANT Software GmbH offers a range of sophisticated tools designed to support companies in various aspects of data management. These products enable improved data quality, compliance with regulatory requirements and more efficient business processes. The following is an overview of TOLERANT's core products and their specific functions.

1. **TOLERANT Match**
   Function: This tool is used to identify and merge duplicates within databases. It enables efficient and precise data cleansing, which forms the basis for reliable analyses and business decisions.

2. **TOLERANT Post**
   Function: TOLERANT Post ensures the correctness and completeness of address data. It supports the standardization and cleansing of address information, which not only optimizes customer communication but also improves the deliverability of postal items.

3. **TOLERANT Bank**
   Function: TOLERANT Bank checks bank data such as account number and sort code and corrects them if necessary. BIC and IBAN are determined automatically.

4. **TOLERANT MPM (Marketing Permission Management)**
   Function: TOLERANT MPM manages the consents and authorizations for marketing activities and ensures that all customer communications comply with legal requirements and customer wishes.

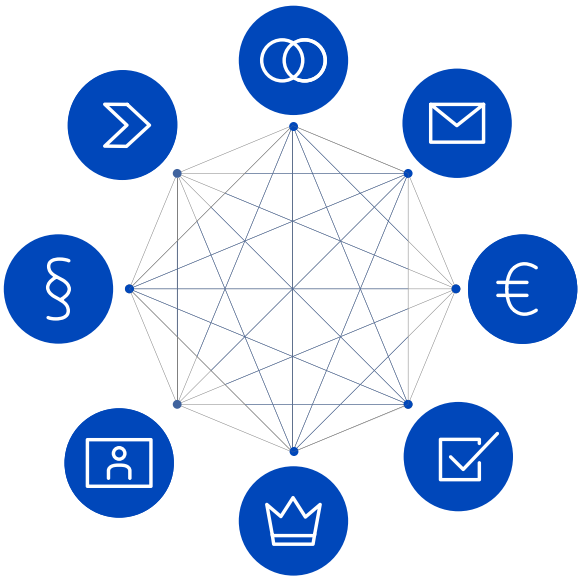
5. **TOLERANT PEP**
   Function: A specialized tool for identifying politically exposed persons (PEPs) in customer and business partner data. It helps companies to meet compliance requirements such as anti-money laundering (AML) guidelines.

6. **TOLERANT Name**
   Function: TOLERANT Name structures name components and generates correct letter salutations so that customers are always addressed correctly.

7. **TOLERANT Sanction**
   Function: This tool checks individuals and companies against national and international sanctions lists. It is crucial for compliance and prevents business relationships with sanctioned entities.

8. **TOLERANT Move**
   Function: TOLERANT Move determines relocation data of unknown recipients and recognizes deceased persons in the address list.

This product range from TOLERANT Software covers a broad spectrum of functions, from data cleansing and compliance monitoring to customer authorization management, providing comprehensive support for data management in modern companies.



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