



Product Guide Mavim iMprove

Your Gateway to Collaborative Transformation
and Continuous Improvement

An Introduction

Organizations leverage the Mavim Intelligent Transformation Platform to drive successful transformation programs, increase operational efficiency, and ensure regulatory compliance. However, a persistent challenge lies in the continuous maintenance and consistency of business information across these critical areas.

Many organizations struggle to foster a culture of continuous improvement due to limited engagement and distributed ownership. Traditional BPM software, often requiring specialized expertise, can create barriers to broader participation, hindering the development of a unified strategic view. This leads to a gap: the absence of an intuitive user interface that empowers business users to actively contribute to improvement initiatives.

Mavim iMprove directly addresses these challenges by providing an easy-to-use environment that simplifies the contribution and maintenance of essential business information across diverse Mavim use cases. Beyond process information alone, iMprove emphasizes the accuracy of interconnected data—including strategy, objectives, KPIs, processes, and descriptions for work instructions or operating procedures.

By facilitating broader organizational participation in managing this interconnected data and information, Mavim iMprove ensures that the information vital for continuous performance improvement, regulatory compliance, IT portfolio management, enterprise architecture, and strategic planning remains up to date and reliable. This empowers better decision-making and supports successful transformation initiatives. Ultimately, the platform fosters a culture of continuous improvement by decentralizing content management and enhancing collaboration—providing a familiar and intuitive experience through integrations with Word, Visio, and Excel.



iMprove's User Profile

Mavim iMprove empowers a broad range of contributors across the organization—those directly involved in process execution and improvement—by providing a simplified way to update process documentation without needing to navigate expert-level environments like Mavim Manager. Key roles in this target audience include:

- **Process Owners:** Responsible for the complete management and improvement of specific business processes. They want more control over their process documentation without requiring training.
- **Continuous Improvement Managers:** Focused on fostering a culture of ongoing process improvement within the organization. They need tools that make it easy to identify and implement enhancements.
- **Business Users:** Employees involved in daily process execution. Their insights are valuable for identifying improvement opportunities, provided they have an accessible way to contribute.
- **Workshop Facilitators:** Lead workshops to gather requirements and design processes. iMprove makes it easier to capture and refine process information during these sessions.
- **Partners and Consultants in ERP Implementations:** Professionals involved in implementing ERP systems (e.g., Dynamics 365) use iMprove as a central platform for visualizing future process states, conducting fit-gap analyses, and adjusting processes on the fly.
- **Consultants:** External or internal advisors assisting with process analysis and improvement. They require a collaborative platform to capture and refine information efficiently.
- **Department Heads:** Responsible for departmental performance and operational efficiency. They need visibility into, and the ability to update, their department's process documentation.
- **IT Managers:** Oversee the technology supporting business processes. Accurate documentation helps them understand system dependencies and align IT with business needs.
- **Compliance Professionals:** Ensure organizational adherence to internal and regulatory standards. Clear process documentation helps them assess, monitor, and enforce compliance.

iMprove's User Profile

- **Risk Managers:** Identify and manage risks related to business processes. They rely on accurate process data to manage risk effectively.
- **Functional Administrators:** Handle daily operations in specific functional areas. A user-friendly tool is essential for maintaining accurate documentation.

While the current focus is on content contributors, the long-term vision for iMprove includes enabling end-users (subscribers) to easily access process information. It's important to note that iMprove is not primarily intended for advanced process designers, who require the full capabilities of Mavim Manager. However, users can still create new diagrams—from generic charts to full BPMN—and modify existing ones. This functionality covers over 90% of typical content contribution needs and serves as a powerful extension of Mavim Manager.



Core Value Proposition

Mavim iMprove offers a strong value proposition by empowering more users to actively participate in day-to-day business process management improvement initiatives. The main benefits include:



User-Friendliness and Ease of Use: iMprove features a simple, intuitive interface, making it easy for contributors to get started.



Faster and Easier Content Updates: iMprove enables streamlined editing of process descriptions, metadata (fields), and Visio diagrams by those responsible for them.



Improved Collaboration and Greater Ownership: iMprove fosters direct contributions, feedback, and real-time collaboration on process content, strengthening ownership among process owners and key users.



Centralized and Up-to-Date Information: By simplifying updates and involving more people, iMprove helps maintain a single, current, and reliable source of truth for process information, aiding audit readiness and compliance.



Flexibility and Integration with Familiar Tools: Seamless integration with Microsoft tools like Word Online and Visio Online increases comfort and productivity.



Role-Based Access Control (RBAC): Role-based access control allows precise permissions for viewing and editing content, ensuring data security and governance.



Accelerated Transformation Projects: Faster content updates and better collaboration support quicker feedback loops and decision-making, reducing project timelines.



Streamlined Requirement-Gathering Workshops: The ability to edit Visio diagrams live during workshops makes it easier to capture and refine business requirements.



Improved Approval Workflows: The 'Approval Flow' functionality ensures content quality by routing changes for review and approval before publication, especially when many people are contributing. This feature supports decentralized content contribution while maintaining data governance.

Key Use Cases

Mavim iMprove addresses a range of important business needs and scenarios, helping organizations manage and improve their processes more effectively:

Improved Efficiency and Speed

- **Rapid Adjustment of Process Information:** Process owners and authorized users can quickly and easily change process descriptions, metadata, and Visio diagrams without needing specialized Mavim Manager skills. This accelerates the updating of the Digital Twin of an Organization (DTO) and reduces reliance on a central Mavim administrator.
- **Direct Content Input by Contributors:** Instead of relying on a central team to gather and input all content, iMprove allows contributors to directly update the information they are responsible for within the central repository. This saves time and reduces back-and-forth communication.
- **Faster Publication of Recent Content:** iMprove enables quicker content updates and availability, ensuring that process information is always current. Future updates may even eliminate separate publishing steps.

- **Accelerating Transformation Projects:** The ability to quickly edit content and facilitate collaboration streamlines the process of defining and documenting current and future state processes during transformation initiatives, leading to shorter project durations.
- **Efficient Workshops for Requirement Gathering:** Creating and editing Visio diagrams in real time within iMprove during workshops makes gathering and documenting business requirements more efficient.



Key Use Cases



Enhanced Collaboration and Communication

- **Real-Time Collaboration:** iMprove facilitates real-time collaboration on process information within a shared central repository, reducing the need for inefficient email exchanges. Multiple users can work on descriptions simultaneously using Word Online.
- **Centralized Feedback and Discussion:** The application provides built-in feedback features within the context of process information, improving communication and alignment between different roles involved in process management.
- **Auditable Collaboration and Decision-Making:** All edits and decisions made within iMprove are traceable and auditable, which is valuable during transformations and for reaching consensus on process changes.

Better Data Quality and Accuracy

- **Single Source of Truth:** iMprove reinforces the establishment and maintenance of a single, up-to-date, and reliable source of truth for all business process information.
- **Role-Based Control Over Updates:** Role-based access control ensures that only authorized users can modify specific content, protecting data integrity.
- **Content Review and Approval Workflows:** The 'Approval Flow' functionality ensures that all content changes are reviewed and approved by designated individuals before becoming official, significantly improving the quality and reliability of process information.



Key Use Cases

Increased Compliance and Audit Readiness

- **Always Current Information for Audits:** The ease of updating process documentation in iMprove ensures that information is always current, which is essential for successful audits and compliance.
- **Traceability of Changes:** The audit log viewer within iMprove provides a complete history of all modifications, which is crucial for compliance and accountability.



Empowerment of Employees and Increased Engagement

- **Decentralization of Content Management:** iMprove enables the delegation of responsibility for updating process information to key users and process owners who may not have access to Mavim Manager, fostering a sense of ownership.
- **User-Friendly Interface:** The intuitive interface makes it easier for employees to contribute to and maintain process content, increasing adoption of the platform.
- **More Ownership for Process Owners:** The ability for process owners to directly and easily make changes to their process documentation enhances their sense of control and responsibility.

Key Use Cases

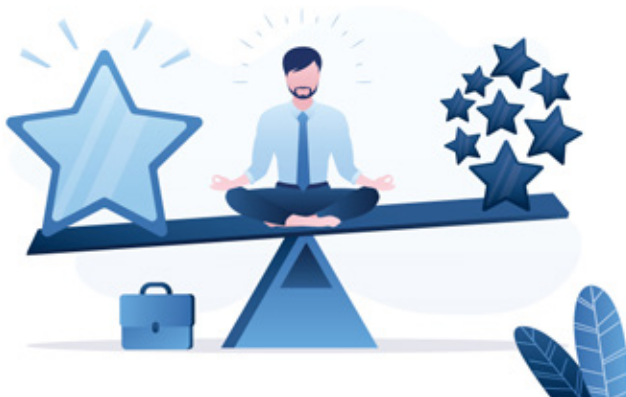


More Efficient Process Improvement Initiatives

- **Accelerated Improvement Projects:** Faster turnaround times for process adjustments and transformation projects lead to quicker availability of accurate information.

Integration with Existing Systems

- **Integration with Microsoft Tools:** Seamless integration with familiar Microsoft tools like Word and Visio improves usability and productivity.
- **Integration with ERP/CRM Systems:** iMprove serves as a central platform for visualizing future states and conducting workshops during ERP/HCM implementation projects. Future integrations with other enterprise applications are planned.



Improved Decision-Making and Insight

- **Accurate and Reliable Data:** Access to a single, up-to-date source of truth allows business users to make better-informed decisions based on accurate process information.
- **Insight into Relationships:** iMprove provides visibility into the relationships between processes and other important elements such as risks, value streams, and profitability drivers.

Key Functionalities of iMprove

Mavim iMprove offers a comprehensive set of functionalities:

- Easy editing and creation of content (fields, relations, descriptions, charts)
- Bulk editing of fields
- Role-Based Access Control (RBAC)
- Feedback functionality
- Audit log and report viewer
- Integration with Mavim AI chatbot (potential inclusion)
- Visio editing and creation
- Approval workflows
- Editing of descriptions using Microsoft Word Online
- Easy updating of process metadata (fields)
- Simple creation and deletion of relationships
- Embedding third-party content through tabs
- Providing Dynamics 365 connectivity
- Webhooks to trigger notifications via Microsoft Teams or Outlook
- Future integration with Mavim AI for AI-enabled insights



Key Features of iMprove

Mavim iMprove provides a set of powerful, user-friendly features designed to support contributors in updating and managing process documentation efficiently:

- **Web-Based Interface:** Users can access iMprove through a browser, eliminating the need for local installations.
- **Content Editing:** Easily edit process and work instruction descriptions, add or update metadata, and enrich content with contextual information.
- **Visio Integration:** View and edit process diagrams directly within the platform via Visio Online. Users can make changes in real time during workshops or meetings.
- **Word Integration:** Use Word Online to edit work instruction content, ensuring a seamless experience with familiar formatting tools.
- **Approval Flow:** Route updates to designated approvers to ensure quality control and compliance before publication.
- **Collaboration Tools:** Add comments and suggestions to content, enabling discussion and feedback from team members.
- **Task Assignments:** Assign content updates to colleagues or team members, facilitating shared ownership.
- **Version Management:** Maintain an audit trail of content changes with version history, supporting traceability and compliance.
- **RBAC and Permissions:** Define detailed access rights at user or role level, ensuring the right people can edit or view specific content.
- **Notifications and Alerts:** Stay informed about pending approvals, assigned tasks, or recent updates to content.

These features combine to make Mavim iMprove a flexible and powerful tool for continuous improvement initiatives across the organization.

iMprove's Strategic Role within the Mavim Ecosystem

Mavim iMprove operates within the Mavim suite, sharing its database with Mavim Manager, which provides the foundational environment for advanced process design and governance. iMprove extends this functionality by offering a simplified interface, enabling a broader audience to contribute to and maintain data within the shared database.

Approved changes made through iMprove are directly reflected in the Manager database, ensuring data consistency. The Portal serves as an organization-wide environment for end users to access accurate information and provide feedback, fostering collaboration and continuous improvement.

Furthermore, iMprove works in tandem with the Mavim Portal by supporting the full content lifecycle—from initial collaboration to ongoing maintenance. While the Portal serves as the destination for finalized, published process information, iMprove enables business users to contribute, review, and moderate content both before and after publication.

This ensures that content moderation, updates, and approvals—typically handled by business personas—are managed efficiently, while information consumers or subscribers engage with accurate and up-to-date content through the Portal.



Best Practices for Implementation

To successfully implement Mavim iMprove, organizations should take a structured yet practical approach. Start by clearly defining roles for content creation, review, and approval to ensure consistency. Involve key users—those close to daily processes—and offer light, focused training to get them started quickly.

Integrate iMprove into everyday workflows by using it during meetings and feedback sessions. Encourage collaboration across teams and foster a culture of shared input.

Keep approval workflows streamlined—balancing flexibility with control—and make iMprove the central hub for all process documentation.

Finally, track usage and quality to identify improvement areas and boost adoption. With these best practices, organizations can use iMprove to drive continuous improvement, stay compliant, and support transformation.



Establish Clear Governance

Define roles and responsibilities for content contribution, review, and approval. Implement a structured process to avoid duplication and ensure consistency.



Onboard the Right Users

Identify and onboard users who are actively involved in executing and improving processes. Provide targeted training to ensure they can use iMprove effectively.



Embed in Daily Workflows

Encourage users to treat iMprove as a natural part of their process management routine. Integrate usage into existing meetings, workshops, and feedback loops.



Promote Collaboration

Leverage iMprove's collaboration features to gather input from across the organization. Create a feedback culture where everyone feels empowered to contribute.



Use Approval Workflows Strategically

Balance agility and control by designing approval flows that suit your organization's needs—neither too bureaucratic nor too informal.



Maintain a Single Source of Truth

Make iMprove the central repository for process documentation, ensuring all stakeholders refer to the same up-to-date information.



Monitor and Improve Continuously

Track usage, completion rates, and quality metrics. Use insights to improve adoption and address bottlenecks in the content management process.

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