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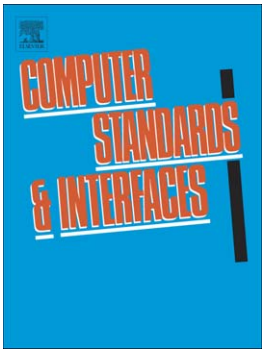

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ACCEPTED MANUSCRIPT

A Survey on Business Processes Management Suites

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Abstract

Over the last decade, processes have become an important asset for daily life in organizations because an adequate Business Processes Management (BPM) of an organization (e.g. software development companies) can help achieve organizational objectives. Especially, it is important to efficiently manage these processes vital for the organizational performance in order to continually improve, therefore increasing productivity and competitiveness within the organization (e.g. software processes in software companies). This management is associated with the process lifecycle and, at present, there are many tools (Business Process Management Suites, BPMS) for managing this lifecycle. However, all BPMSs do not provide full support for this lifecycle what makes it more difficult to choose the right BPMS (according to the needs of the organization). This paper presents a survey on BPMS highlighting each phase of the process lifecycle what enables organizations to compare specific BPMS according to their own organizational objectives. This survey has been carried out using a methodology that combines systematic literature review with quality models. This methodology has been used successfully in other contexts. Finally, this paper also describes how this survey has been instantiated on specific open source BPMSs.

Keywords: survey; business process management suite; open source; systematic literature review; quality model.

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Introduction

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