



Be Informed general whitepaper

Agile accelerator for digital development



Solutions of the Be Informed platform

Be Informed is an internationally operating digital transformation agency, focused on the automation of knowledge work. The Be Informed platform is a proven accelerator for digital development, implementing automated processes, customer journeys, compliance and orchestration. Our platform lays the foundation to advance your IT, without being restricted by legacy systems and without impacting the entire infrastructure. We create solutions handling complex situations and that allows cost reduction, quality improvement, and better user experience for our customers and their clients. We do this together with our partners to provide the best advice in the field.



Our Solutions

Automated Processes

Automate decision making, no matter how complex

Automation is essential to establish a hybrid digital workforce. It enables business owners to capture their work methods and knowledge in a non-technical way. By eliminating repetitive tasks from their schedule, they can focus on their core activities. This is where automation comes in: by transforming rule-based repetitive work into automated processes, you reduce costs, increase efficiency, and deliver better services to customers. Even simple standard processes often turn out to have many permutations. Our declarative models and goal-oriented algorithms are the answer to this challenge making the platform a sustainable solution leveraging extensive integration capabilities.

Customer journeys

Guide customers effortlessly to the desired outcome

Set up a context-driven customer experience; across all touchpoints, channels and services. Our solution sits above existing IT-systems to bring huge amounts of customer data together. The first step is to integrate the personal context into the process. This captures the emotional, behavioural and situational drive of your customer.

It goes beyond the last purchase; it's the entire context someone experiences. By connecting different systems and detecting patterns in all available data you can strip down the customer journey to the optimized route guiding targets to the desired outcome. You are in control and able to change the customer journey model as you wish. Changes in the model are made easily, quickly and are instantly available for your customers.

Compliance

Easily embed consistency and compliance

Compliance is mandatory but to be compliant as a business can be a big hassle. Regulations are ever-changing and quite complex to integrate in operational processes. Be Informed offers a proven approach to create an efficient, cost-effective, and consistent compliance program which can easily be altered when circumstances require this. The Intelligent Controls Framework provides stakeholders with a precise overview of all applicable requirements and needed controls for a specific activity, asset or location. With Be Informed you are able to recognize changing regulations, to implement policies in operational processes, and to check if policies and regulations are applied correctly. As a result you can demonstrate all business activities are safe and compliant in their context.

Orchestration

Advance automation without impacting your IT

In digital development legacy systems can be a major setback. The Be Informed platform helps to utilize your legacy and get the most from this significant investment. Wrap it up, bring valuable data together, and turn it into something new: secure, stable, adaptable and without any data loss. The starting point is not an individual channel or legacy system. It's the result you wish to establish. Work your way back to connect legacy systems and digital channels and achieve the goal. Orchestration sets the basis for end-to-end automation and automated decision making, by securing the stability of legacy IT and existing data while speeding up processes and above all, evolve to this day and age. Orchestration is an essential part of any digital strategy to manage the complexity that comes with big data, legacy IT and emerging AI, whilst trying to digitally evolve your business. The Be Informed platform allows you to mix all of these elements together.

Meet our Customers

Reference case

+Compliance Solution of Witteveen+Bos

“Be Informed doesn’t have a wait-and-see attitude, which you often encounter at development companies. We went for a different approach; develop together, listen to each other and make a creative contribution from both sides. Co-creation has been central throughout the development of the +Compliance Solution, which contains an overview of environmental legislation and regulations, linked to installations and a map, an overview of actions, and data import and export possibilities. We offer this to our clients in the industry to support them in handling compliance and to make it easier to meet environmental laws, regulations, and policies.”

René Jansen, Head of Environmental Law and Permit of Witteveen+Bos.



Background of the platform

The Be Informed platform handles all levels of complexity with a meaningful, semantic approach, applying declarative models and goal-oriented algorithms to structure decisions. Advanced goal-oriented inferences are used. This is comparable to a satellite navigation system: based on a pre-defined destination the optimal route is constantly recalculated on the concept of backward chaining. Our platform operates in exactly the same way. It also functions as an overlay, resulting in access to multiple systems in for instance finance, supply chain, procurement, accounting, HR and customer service. By bringing data together without impacting your IT you enjoy a non-invasive integration of information. This orchestrated end-to-end automation gives employees time and space to focus on their own impact and create value.

Would you like more information on the technical specifications of the platform?

Scale and complexity

The Be Informed platform is designed as an engine for applications establishing automated processes, customer journeys, compliance and orchestration. Scalability and dealing with complexity are two of our core values. To give you an idea of the extent, we share some numbers of our platform.

- 1.2 M lines of code.
- 17 Countries.
- 15 years of experience.
- 20% Growth in two years



Brains of Be Informed

Our developers are born with the talent to transform complex processes into digital solutions. Context driven outcomes, automated decision making, rule management, and integration of information is

their second nature. That’s why we proudly call them our engineers. And they are ready to meet you!

The Be Informed platform is a proven accelerator for digital development, implementing automated processes, customer journeys, compliance and orchestration.

Would you like to discuss the possibilities of our platform for your compliance process?

You can reach us during working hours (CET) at:

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You can reach our UK office at:

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Would you like to be called back? Please leave a message on our website:

www.beinformed.com.