



BBVA

Migrating to a container-based Cloud BPMS platform at BBVA

Antonio Valle

Global Head BPM Architecture

BBVA



BBVA realizing
opportunities

Migrating to a container-based Cloud BPMS platform at BBVA

Antonio Valle
Global Head BPM Architecture BBVA

Marcos Regidor
Principal Solution Architect, Red Hat

30th Oct, 2018

Presenters Intro

Antonio Valle, BBVA **Global Head BPM Architecture**

In his current role he manages and lead the team that develop and maintain the BPM Platforms that serve the different countries where BBVA operates.

Marcos Regidor, Red Hat **Principal Solution Architect**

In his current role he helps BBVA to achieve their Digital Transformation journey leveraging Red Hat Open Source culture, PaaS, IaaS and Middleware Solutions in the different countries where BBVA operates.



Asia-Pacific
 China
 Hong Kong
 Japan
 Singapore

7,999
 branches

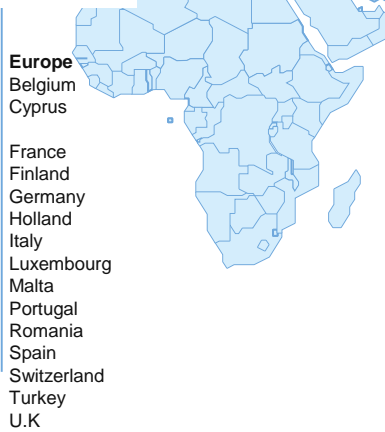
31,396
 ATMs

126,357
 employees

...ntity or the volume of activity is not significant, are not included



South America
 Argentina
 Bolivia
 Brazil
 Chile
 Colombia
 Paraguay
 Peru
 Uruguay
 Venezuela



Europe
 Belgium
 Cyprus
 France
 Finland
 Germany
 Holland
 Italy
 Luxembourg
 Malta
 Portugal
 Romania
 Spain
 Switzerland
 Turkey
 U.K

Asia-Pacific
 China
 Hong Kong
 Japan
 Singapore

€ 690
 Billions of total assets

75
 Millions of customers

>30
 Countries

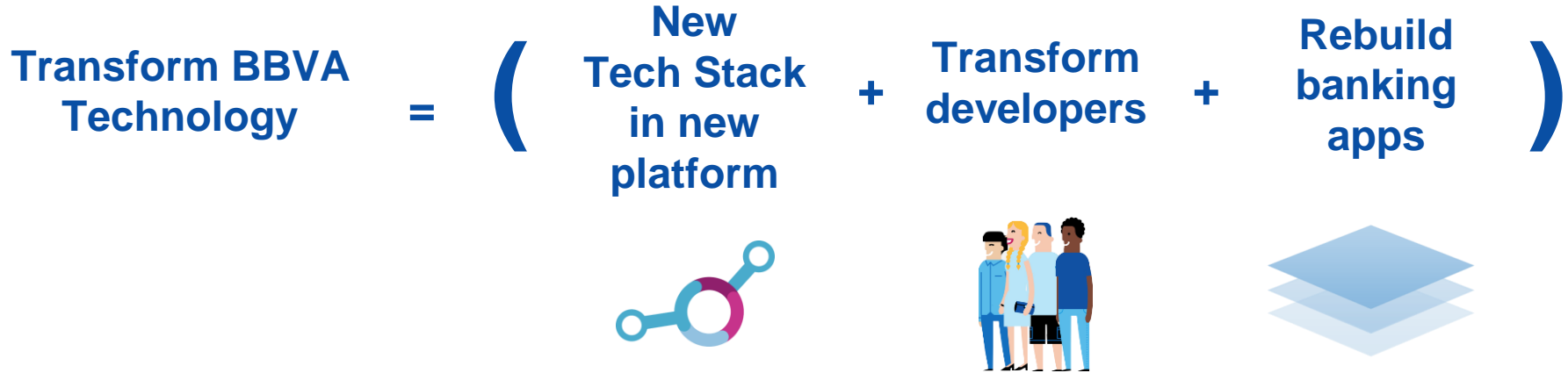
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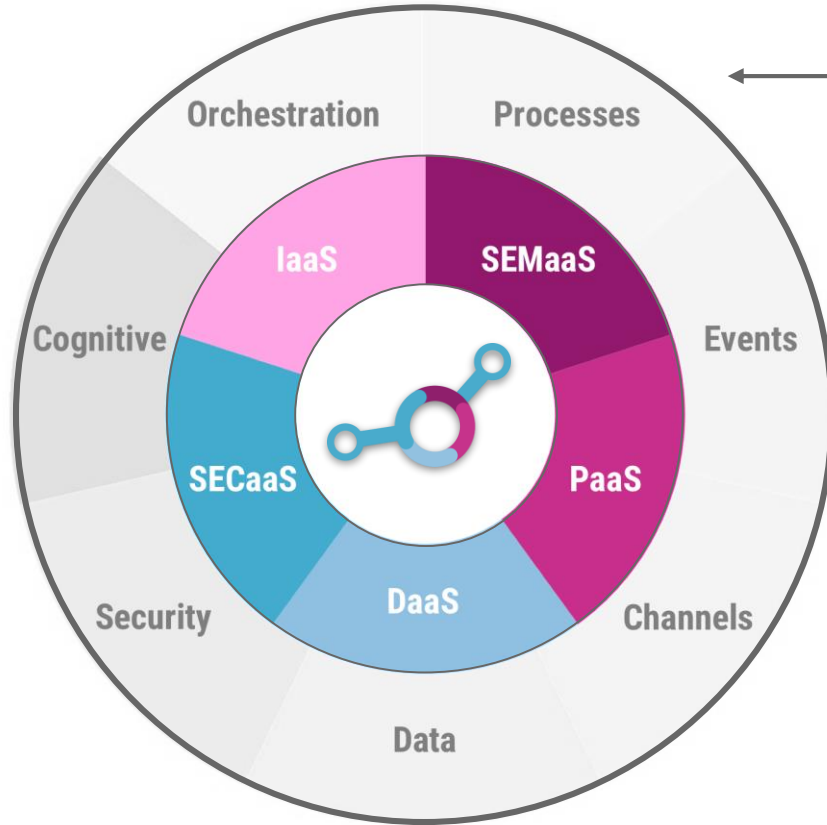
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BBVA Transformation

The pillars of transformation in BBVA



BBVA Platform



BPMaaS

Discipline to enable a global platform to design, execute, document, measure, monitor and control business processes and rules inside BBVA Cloud Platform

What was needed?

The transformation...



Global **Multilocal** complex and heterogeneous products and platforms: lack of seamless experience



Manual processes loosely controlled with **ad-hoc measures**, reactive and slow with **poor agility** to launch new products or improvements rapidly



Know-how externalization, siloed local teams, no 'Global Community' approach



High **maintenance and operating cost**, non scalable, manual operation

What was needed? BBVA Requirements

Our objective is to build a platform to enable truly digital processes automation...

Global Cloud Platform

1

As **global** as possible, **auto-provisioning**, **auto-scalable**, with a high degree of reuse and **same developer experience**

Automated

3

Fully automated processes and **self-served standard** and **interoperable** (end-to-end operational alerts/metrics, logs and traces)

Lifecycle and API

5

Processes life cycle depending on the related app (devops embedded).
Improve reuse with a Global API Catalog

Real time

2

Enable highly **distributed monitoring for processes and tasks** (event based) **reducing time, costs and errors**

Open Source

4

Leveraging **open-source** technologies based on subscription model to **avoid vendor lock-ins**. Low cost computing

Talent

6

Hyperskilled in-house **Talent**, **Global communities**, **agile teams** collaborations.
Ninja Academy, Tech University

BPMaaS - The disruption journey



BPMaaS - The disruption journey



2015



Oct

New organization

- Multidisciplinary Team
- BPE and BPA
- ARQ Tec. (Devops)
- Agile teams

BPMaaS - The disruption journey



2015



Oct

2016



Mar

New organization

- Multidisciplinary Team
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Build the vision

- Detailed As-Is country by country
- Assessment products
- Hyperskilled in-house talent
- Global communities

BPMaaS - The disruption journey



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Strategic partnership BBVA REDHAT

- Early Adopter Plan
- Architectural design

BPMaaS - The disruption journey



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May

First release BPMaaS

RHPAM 7 GA
Launch initiatives Training
(Tech University, Ninja)

BPMaaS - The disruption journey



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2018



Oct

Go Live BPMaaS!

Global enablement streams
Intercept flow and migration plan

BPMaaS - Advanced process automation capabilities

Global Designer



Global API



Business Console



Business KPI



Process Monitoring



Process Engine



Decision Manager
Engine



User Management



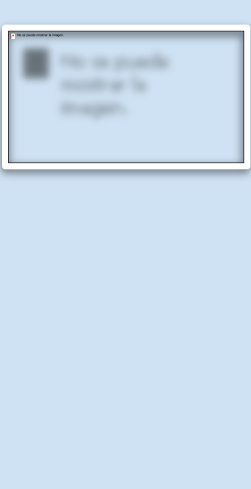
Automated
lifecycle



BPMaaS - End to end process automation

BPMaaS - End to end process automation

Analyze




BPE
Business User

Analyze



1. Global Process Catalog


 BPE
Business User

BPMaaS - End to end process automation

Analyze



1. Global Process Catalog
2. BPMN2 standard

 BPE
Business User

BPMaaS - End to end process automation

Analyze



BPE
Business User

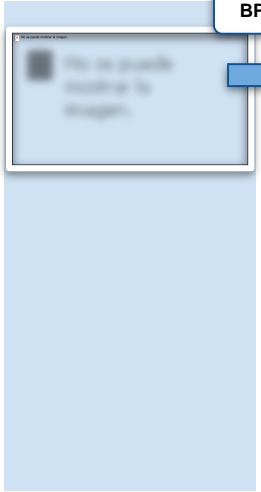
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BPMaaS - End to end process automation

Analyze



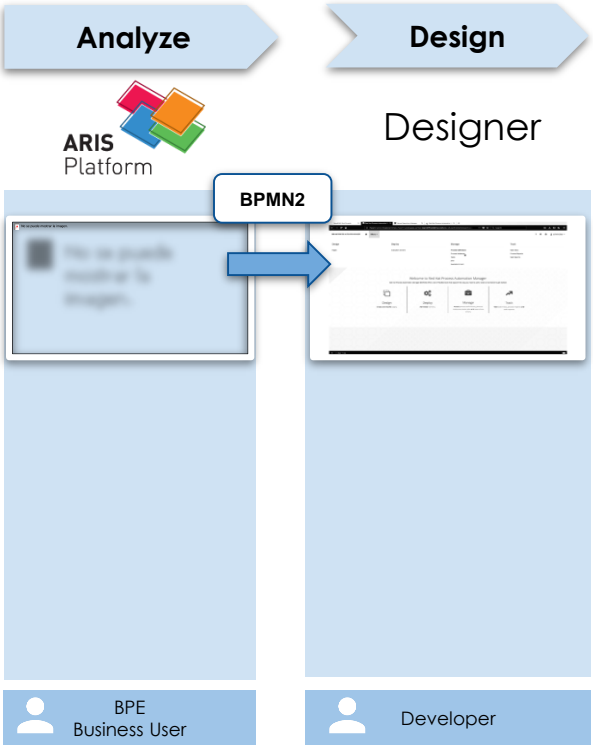
BPMN2



BPE Business User

- 1.Global Process Catalog
- 2.BPMN2 Standard

BPMaaS - End to end process automation



- 1. Global Process Catalog
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BPMaaS - End to end process automation

Analyze

Design



Designer

3. Same developer experience

 BPE
Business User

 Developer

1.Global Process
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BPMaaS - End to end process automation


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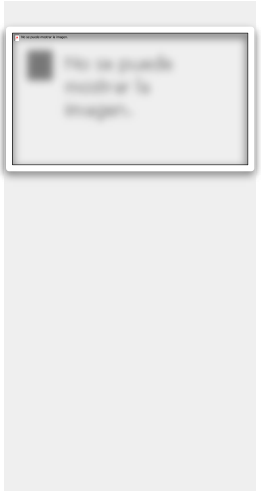
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BPMaaS - End to end process automation



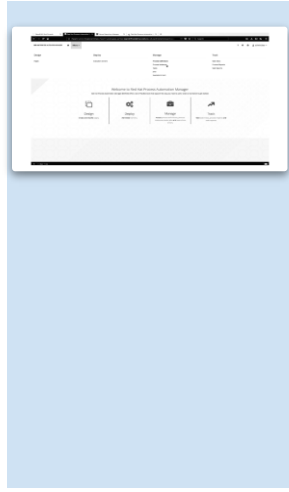
ARIS
Platform



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Business User

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globaldevtools

Bitbucket

Jenkins

Jfrog Artifactory

BPMaaS - End to end process automation

Analyze

Design

Build

ARIS
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5. Automated lifecycle

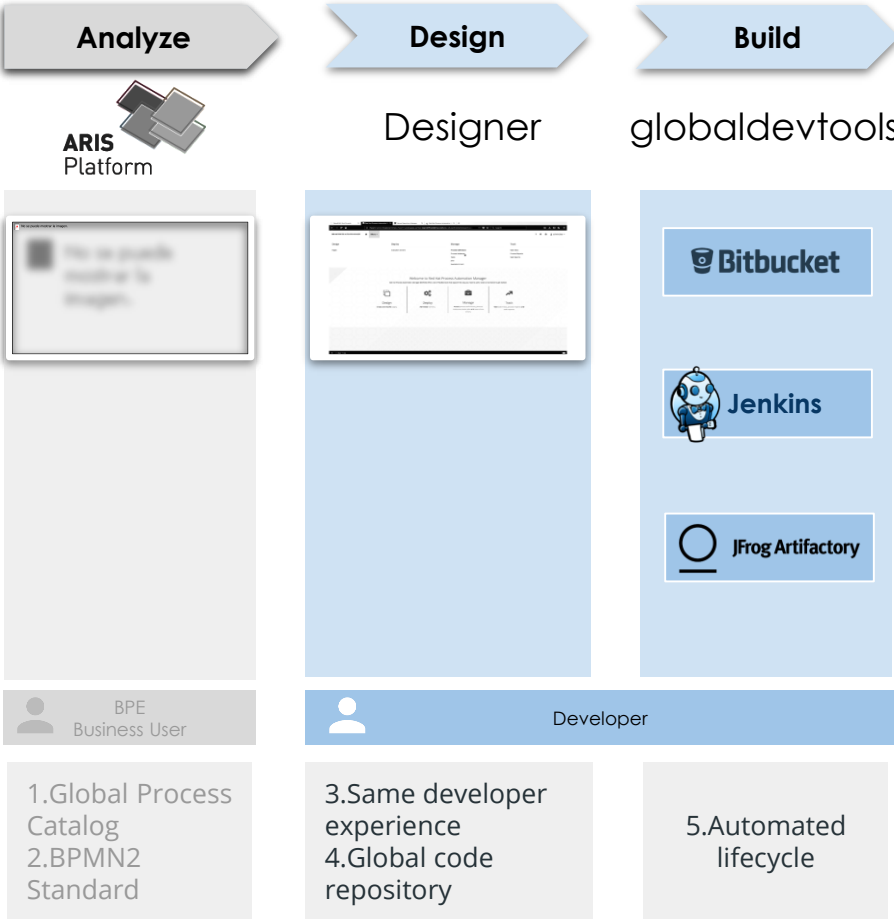
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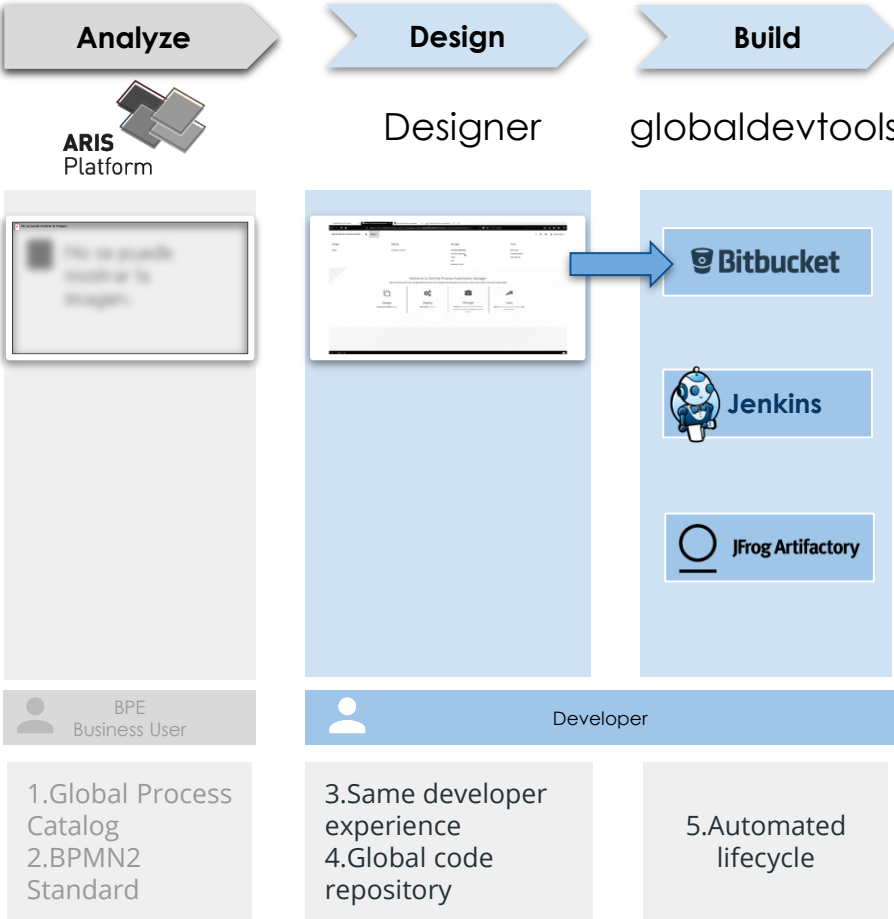
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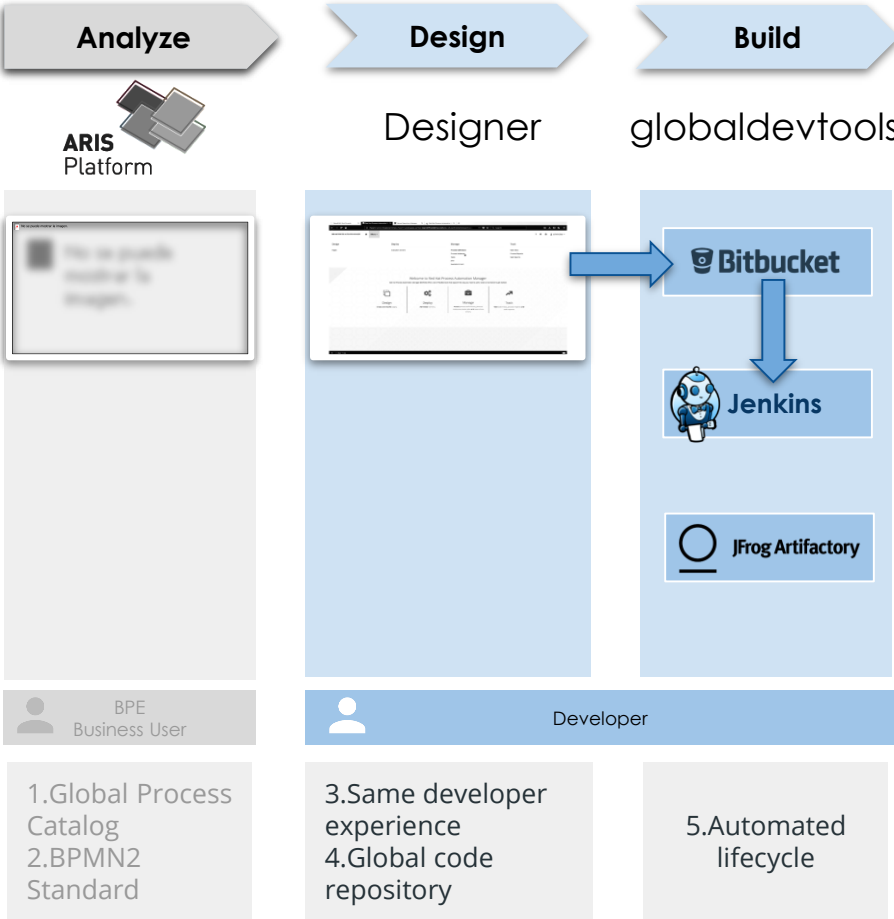
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```
graph TD; Bitbucket --> Jenkins; Jenkins --> JFrogArtifactory; subgraph globaldevtools; Bitbucket; Jenkins; JFrogArtifactory; end
```

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BPMaaS - End to end process automation

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Execution



Console / App

APP Namespace
1

Engine

Process Model

Process Model
Version

Cloud Services - BPMaaS

Business User / Process Owner / Ops

BPMaaS - End to end process automation

Analyze

Design

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6. Isolated applications

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8. Auto * (provisioned, scalable, ..)

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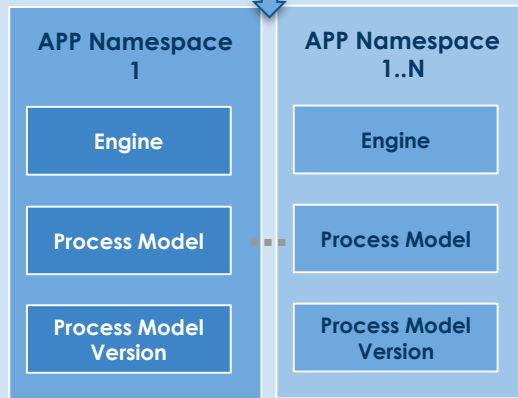


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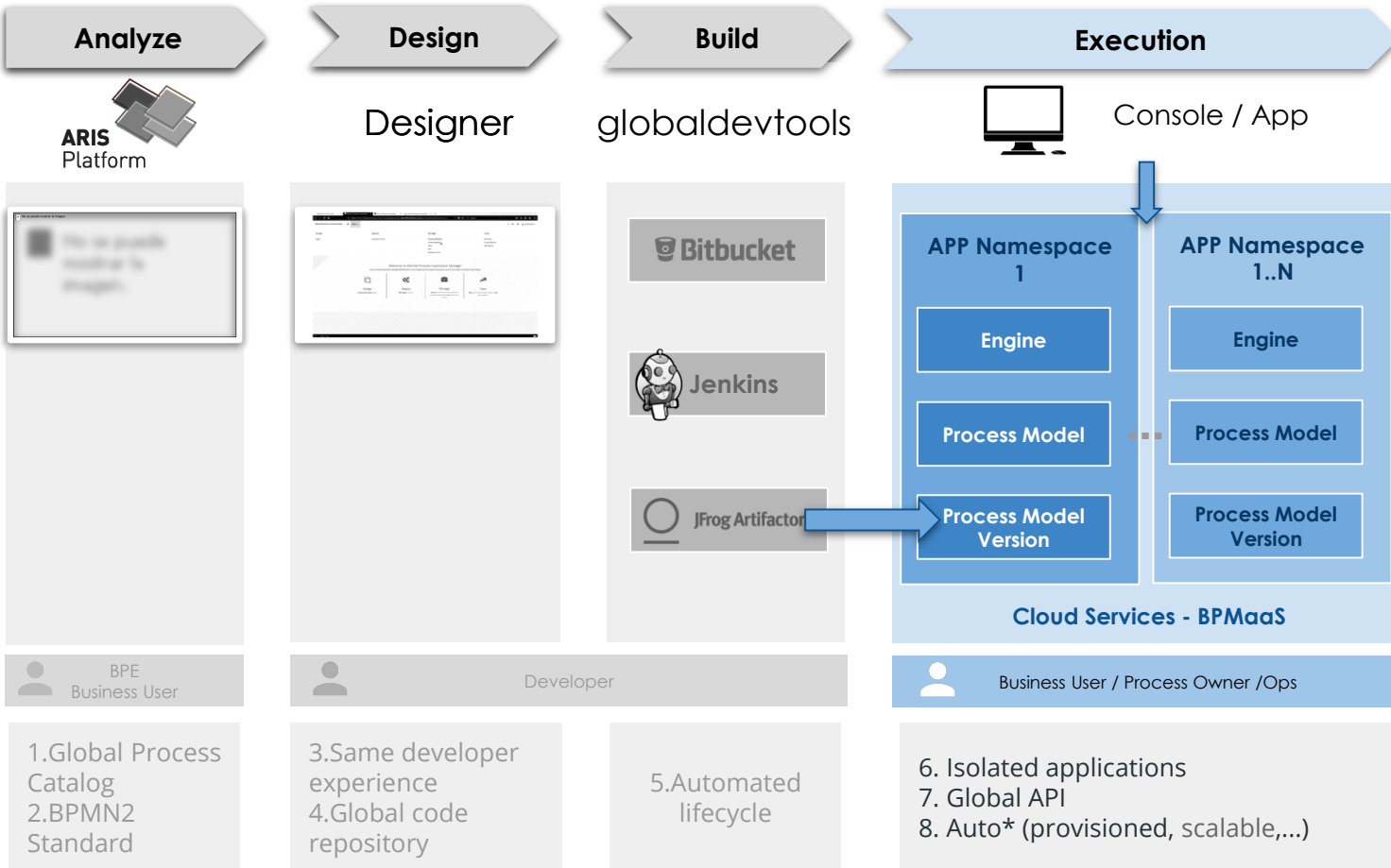
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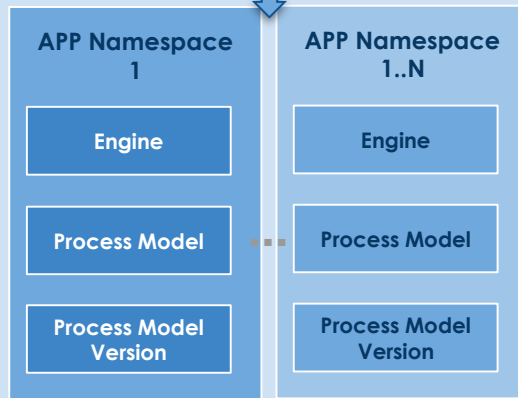


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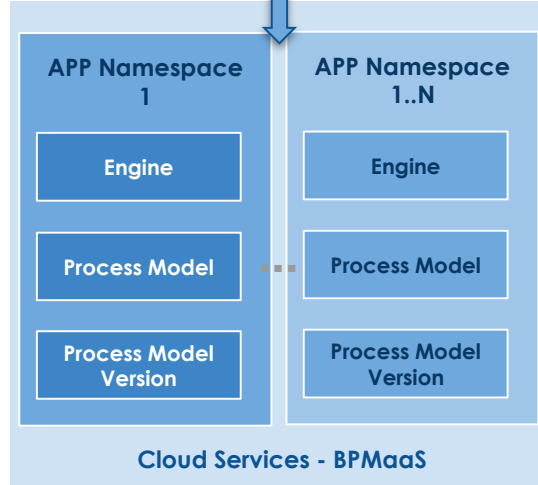


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Execution



Console / App



Business User/Process Owner /Ops

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Monitoring



KPIs

MU Metrics

SEMaaS

BPMaaS - End to end process automation

Analyze

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globaldevtools

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Console / App

Monitoring



9. Real time monitoring

Cloud Services - BPMaaS

SEMAaS

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BPMaaS - End to end process automation

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9. Real time monitoring


10. KPis generation

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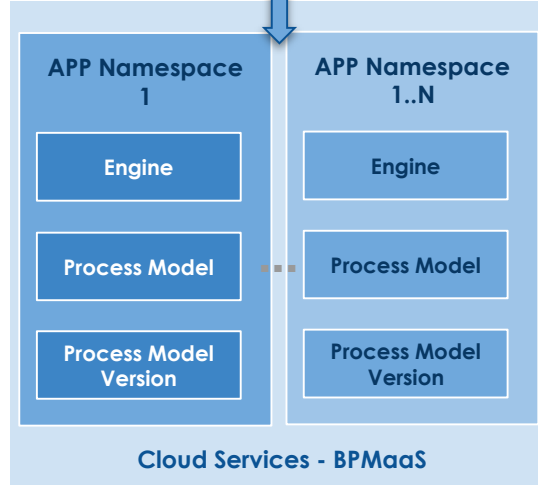


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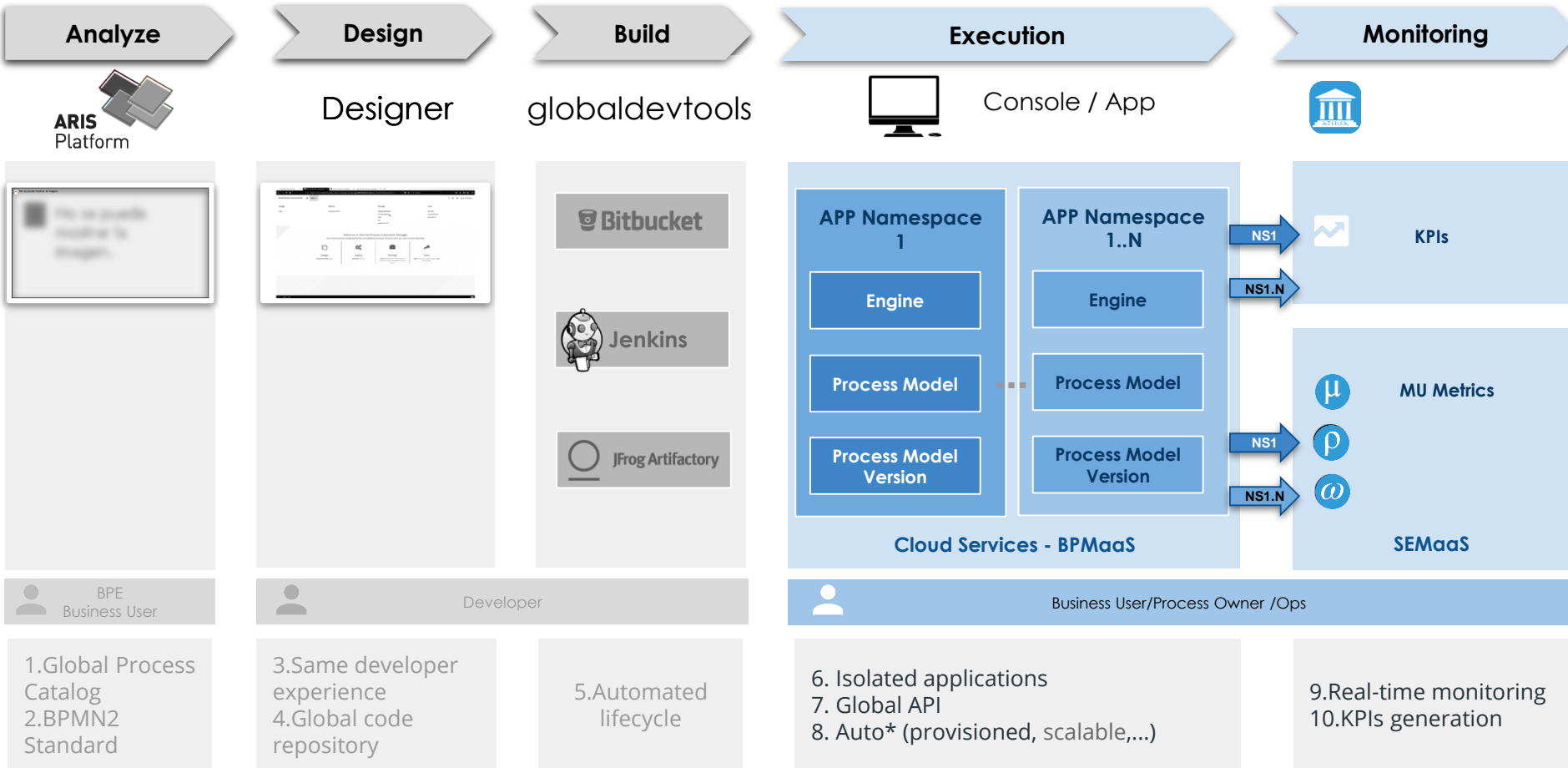
KPIs

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SEaaS

- 9.Real-time monitoring
- 10.KPIs generation

BPMaaS - End to end process automation



How we get there? Collaboration Set up

Product Manager visited BBVA on January 2017 with these outcomes:

Initial Functional Gaps Assessment

1

First set of functional requirements identified and defined as “Gaps” were explained and understood by Product Management

Initial Architecture Gaps Assessment

2

The requirement to deploy RH BPM on top the Openshift were initially assessed

FDE Role

3

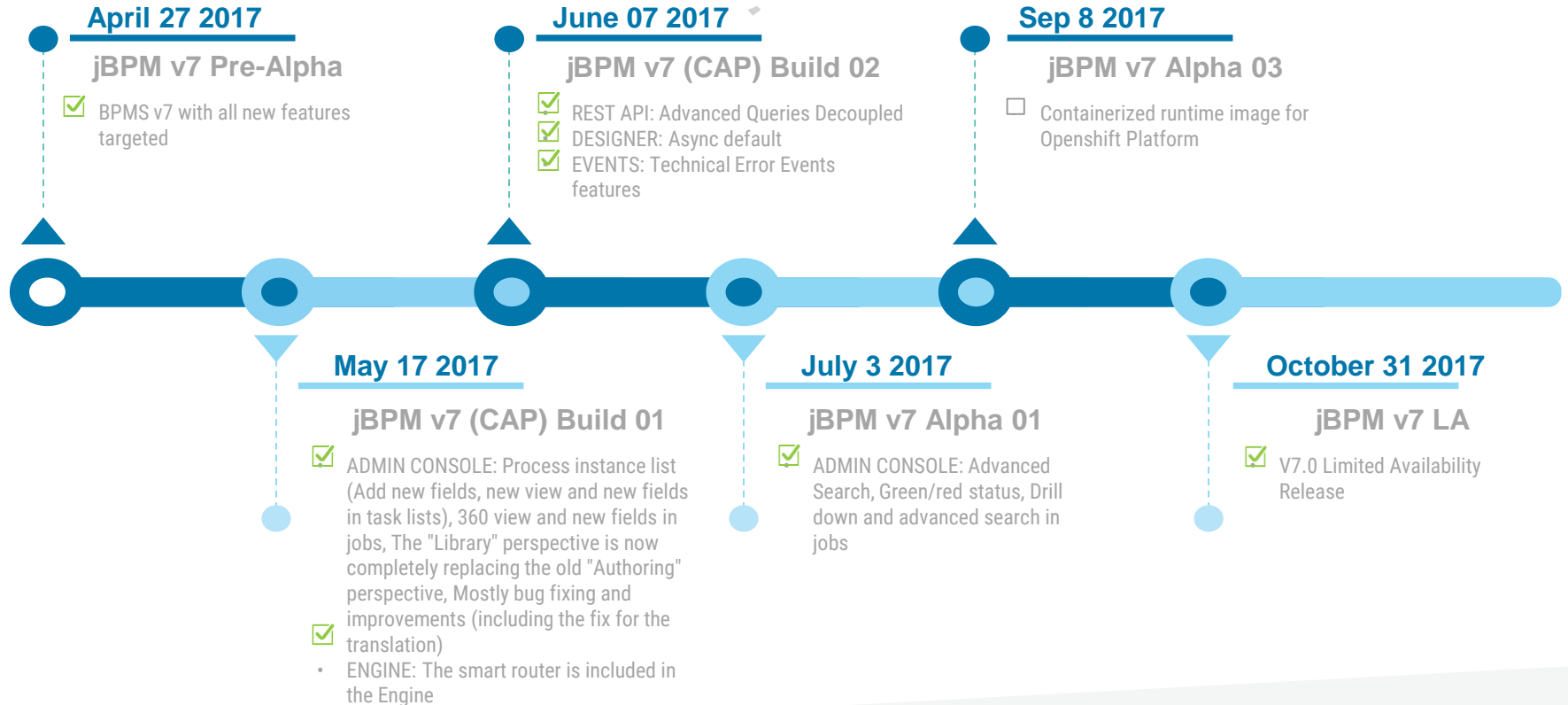
Proposed to add a new role in the Project: Forward Deployed Engineer to act as the voice of BBVA in the Engineering team and enhance collaboration

LA Version and Releases plan

4

PM Delivered a releases plan with a Limited Availability Version special release to be used to start to develop processes.

Initial releases plan

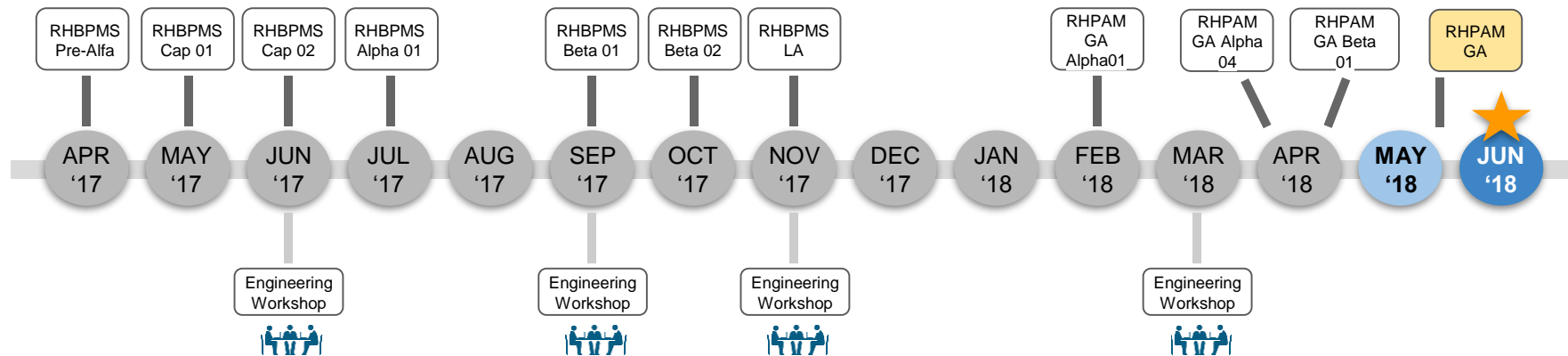


Process automation platform - RoadMap

RHPAM v7

2017

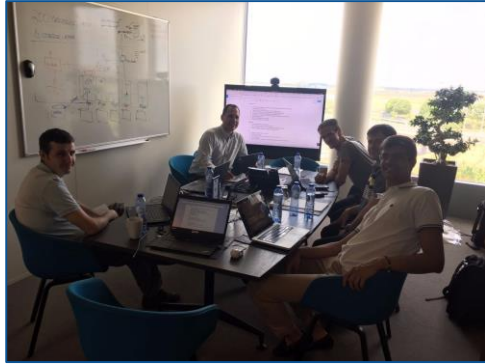
2018



BBVA BPMaaS: Release 1 July '18

- Delivering the Platform
- Support to Pilots

The Journey till now: Workshops Performed



June 2017 - Brussels, Belgium



September 2017 - Madrid, Spain



November 2017 - Madrid, Spain

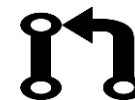


November 2017 - Mexico City, Mexico



March 2018 - Madrid, Spain

Working together to build RHPAM v7



How we have done so far?

Pull Request Sent

+79

Pull request sent by BBVA

Pull Request Accepted

+71

Accepted and incorporated into the product

Enhancement highlights

- Better support of BPMN2.
- Management console improvements.
- Error management. Detailed information about errors.
- Additional info to the events API. Now a complete information abouts events is available at Process & Task listeners.
- New mappers and query builders for custom queries.

“**FDE**” Red Hat role working on-site at BBVA with process automation team

New “ADE” role in BBVA working with FDE and Red Hat engineering team

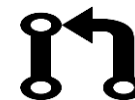
Focus on the resolution of critical gaps identified in line with Red Hat engineering team

Prioritization of new features and bugs with Red Hat engineering team

Workshops with Red Hat engineering team & product management ensuring product alignment

BBVA is involved with UX team to ensure product vision

Working together to build RHPAM v7



How we have done so far?

What's next?

- Better coverage of BPMN2 standard.
- Improvement in collaborative work at design time.
- Enhance the capabilities of BPM designer. Provide a new wizard for gateway expressions.
- who knows?

BBVA is involved with UX team to ensure product vision

Lessons learnt and future goals

Our objective is to build a platform to enable truly digital process automation...

1

Communication for Use Cases common understanding: Workshops all together

2

There is always area for improvement: new gaps and how to deal with it

3

Designer and Process Modeling requirements first, runtime after that: Process Lifecycle

4

Engage end user/customer since the beginning

FUTURE

Improve/Industrialize processes migration from other tools and platforms

BPM Platform as source of lots of event types to be processed in the Analytic platform.



BBVA

Muchas gracias

Antonio Valle

Global Head BPM Architecture

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