

JMM: A BPM Case Study

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Joyce Meyer Ministries (JMM) provide life changing global humanitarian aid and missions relief. In 2014, JMM provided more than 31.9 million meals, supporting feeding centers in 33 countries, and they have treated more than 1.6 million patients through their medical and dental initiatives.

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In 2014, JMM identified approximately 30 business processes that could benefit from implementing a business process management suite. The first process they chose to optimize was a process that was very manual and labor-intensive, involving 5 departments, a call center, and external vendors. This process was also critical to securing funds and sustaining operations.