

Process Transformation Brief

HOW TO TRANSFORM YOUR PROCESSES—AND YOUR BUSINESS

READY TO ACHIEVE BUSINESS PROCESS EXCELLENCE?

- When's the last time you analyzed or optimized your processes?
- Are process improvement initiatives in line with your company's optimization aims?
- Can business users design efficient processes that can be implemented effectively?
- Are your processes customer-focused—or driven by internal needs?
- Can your business respond rapidly to changing market requirements?

Optimize your processes—and your business—with our process transformation solution

Processes aren't just something your business does—they are your business! So make sure your processes are designed, optimized and managed to deliver the highest-quality customer service and to meet your business objectives. You can do that with Software AG's Process Transformation Solution.

Based on 25 years of experience in Business Process Management (BPM), the solution is ideal for organizations that want to document, standardize, harmonize and manage as well as analyze and improve their processes. In short, achieve Business Process Excellence.

This all-in-one solution combines software, methodology and expertise to help you:

- Establish effective BPM
- Assure consistent business-driven processes that reduce costs
- Increase process performance, transparency and agility—within and beyond corporate boundaries
- Collaborate across stakeholders to build the best processes
- Analyze and optimize processes throughout their lifecycle, from strategy definition to monitoring process execution



THE SOFTWARE AG DIFFERENCE

Our total solution features:

- **ARIS Platform** to analyze, design and continuously optimize processes
- **ARIS Value Engineering** with proven methods for BPM and process transformation
- **Time-saving content**, featuring out-of-the-box frameworks, best practice reference content and templates.
- **Extensive knowledge and experience** from IDS Scheer Consulting

See how high analysts rate our capabilities at:
www.softwareag.com/awards



Scan to see how to unleash process power.

REAL SOLUTIONS FOR YOUR PROCESS CHALLENGES

| COMMON CHALLENGES | SOLUTION BENEFITS |
|--|--|
| Unlinked processes and strategy <ul style="list-style-type: none"> • There's no link between business strategy and operational behavior and metrics • Process designs don't account for business objectives • Business performance measurement isn't linked to process performance | Translate corporate strategy into business processes Link corporate strategy to process-based Key Performance Indicators (KPIs) Use an enterprise-wide, process-driven balanced scorecard system Trace and monitor achievement against plan |
| Lack of customer-focused processes <ul style="list-style-type: none"> • Processes are internally focused and lack a customer perspective • The customer's view of a process is not intuitive • Process isn't used as a competitive tool | Improve customer satisfaction by focusing processes on value delivery See the value chain and moments of truth from the customer's perspective Establish end-to-end process thinking |
| No transparency into processes <ul style="list-style-type: none"> • Processes aren't well understood—so they can't be analyzed or improved • Unmanaged and undocumented processes increase costs • Risks aren't specifically identified in processes; controls aren't explicit • Documentation is not available to support compliance | Use a design environment that enables controlled, rigorous design and publication Assure stakeholders understand processes using explicit models Give business users dashboards that reflect process—and, therefore, business—performance to make timely decisions Identify risks and build in the appropriate controls Demonstrate compliance with standards and regulations |
| Poor process quality <ul style="list-style-type: none"> • Your business lacks the right process design tools • Processes aren't effectively designed, simulated, tested, reviewed and released • Change management and configuration management are poor • You're unable to harness the power of BPM for day-to-day business management • You lack tools that span the whole BPM lifecycle | Use a platform that supports end-to-end BPM, from strategy definition, design, analysis, discovery, simulation, monitoring, optimization and governance Increase consistency through well-designed common processes Use a single repository to share information about processes, organizational structures, IT systems and data Establish BPM principles to sustain and enhance process improvements Build better processes—faster—using proven frameworks and industry-specific best-practice process models |
| Lack of process focus <ul style="list-style-type: none"> • Business value and customer satisfaction aren't understood in terms of process • There's no culture for ongoing process improvement or excellence | Establish processes as a corporate asset Reduce costs with standard tools and methods Increase efficiency with better use of resources Become a more agile, process-focused enterprise |

PROOF OF SUCCESS

Leading companies around the world use Software AG technology for process transformation. In fact, our customers include 2/3 of the Global 2000. Here are a few examples:

Reducing costs by 30 percent—Aleris wanted to reduce process time and simplify processes. By using ARIS, the aluminum manufacturer analyzed existing processes and costs, designed new target processes and estimated new process expenses. Benefits of using the ARIS tool included a 30 percent reduction in costs over time. The order confirmation process is now twice as fast, and ROI is excellent, thanks to project costs of 36 percent based on annual savings.

Identifying 180 improvements—Cargolux, Europe's largest all-cargo carrier, leveraged our solution to identify ways to improve processes, reporting and data management. The carrier mapped as-is processes and then identified 180 potential process improvements. Project costs comprised only 20 percent of the projected savings.

Using a standardized approach—Pharmaceutical company Boehringer Ingelheim wanted to develop a company-wide approach to BPM to reduce costs. Using our solution, the company set up an international Virtual Center of Competence for BPM and now has unified processes globally. ROI was achieved during the very first project.

Learn more success stories at
www.softwareag.com/customers

To find the Software AG office nearest you, please visit www.SoftwareAG.com.

Take the next step to get there – faster.

ABOUT SOFTWARE AG

Software AG is the global leader in Business Process Excellence. Our 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; and the first B2B server and SOA-based integration platform, webMethods.

We offer our customers end-to-end Business Process Management (BPM) solutions delivering low Total-Cost-of-Ownership and high ease of use. Our industry-leading brands, ARIS, webMethods, Adabas, Natural, CentraSite and IDS Scheer Consulting, represent a unique portfolio encompassing: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services.

Software AG – Get There Faster

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