

ARIS PPM CREATES PROCESS TRANSPARENCY AND SLASHES ORDER THROUGHPUT TIMES

Challenge

- Monitoring of all processes in the system, with problem alerts
- Transparent process management and proactive reporting
- Measurement of KPIs
- Direct access to process information
- Complete project documentation

Solution

- Establishment of ProCore process web
- Process documentation via ARIS Business Architect; Web export via ARIS Business Publisher
- Implementation of ARIS PPM
- Use of ARIS Bridge

Benefits

- Increased customer convenience, helping to reduce customer churn
- Improved, faster analysis
- Optimized processes, changes instantly visible
- Proactive approach
- Changes and enhancements can be made quickly and flexibly.



swisscom

With 5 million cell phone customers, 5.3 million fixed lines, and 1.6 million broadband connections, Swisscom is the leading telecommunications provider in Switzerland. In 2007, the company's 19,844 full-time employees generated revenues of CHF 11.1 billion. It offers a full range of mobile, fixed-line, and IP-based voice and data communication products and services. Swisscom also provides IT infrastructure outsourcing and communications infrastructure management services.

Get There Faster.™

“All participants in the process can now contribute proactively and have the same awareness of the actual KPIs. We saw a huge reduction in throughput times with the new process monitoring functionality.”

Markus Witschi | Operations Manager for SMEs | Swisscom AG

Business Challenges

The unsatisfactory order process reporting options created the following problems:

- Frequent, time-consuming internal queries, often triggered by customer queries
- No proactive monitoring of orders possible
- Analysis of existing data either extremely difficult or impossible

Frustration levels were high, both internally between departments and externally among IT partners and customers. Ultimately, the company's reputation suffered, resulting in lower sales.

A solution was clearly needed and had to achieve the following objectives:

- Monitoring of all processes, with problem alerts
- Transparent, fast, and meaningful reporting
- Proactive approach involving simple creation of reports on a decentralized basis by the relevant employees
- Easy measurement and display of KPIs, such as throughput times and number of orders
- Direct access to process information for customer service, sales, partner management, and management
- Project documentation comprehensive enough to facilitate subsequent projects after minimal familiarization time

Solution

Having evaluated eight different process monitoring solutions, Swisscom opted for ARIS Process Performance Manager (ARIS PPM), with ARIS Bridge as a generic adapter. The new system went live as planned on October 31, 2007.

The ARIS PPM featured sophisticated process analysis functionality and a smart connection to the source system via the ARIS Bridge. Benefits:

- Functionality: Excellent match with the requirements
- Cost: Outstanding value for money; investment protection
- Fast project implementation

- High degree of flexibility: Connection to other source systems possible whenever required
- Minimal project risk: Functionality validated through the prototype created during feasibility testing

ARIS Platform Products

During the project, Swisscom set up ProCore, a Web platform with standardized access for process management, design, performance, interface documentation, and project procedure activities. The process documentation was created with ARIS Business Architect and made available via Web export using ARIS Business Publisher.

ARIS PPM was deployed to monitor order transactions, contracts, interface processes, and source system error reports. It extracts data from the source system relating to orders and contracts, including the complete provision of DSL access, from signing the contract at the point-of-sale through to billing. The source system data is converted into a graphical process representation, which improves understanding of the workflow and links to any data at a click of the mouse. 70 users, including 15 power users, work with the tool. Via full-color bar charts, dials, and line graphs, ARIS Performance Dashboard shows order throughput times in a way that is easy for non-expert users to understand.

A partnership with Basle-based EZE Technologies Ltd. led to the deployment of ARIS Bridge, which taps into the source system database and provides data for the monitoring software. ARIS Bridge features a high degree of flexibility in terms of release adjustments and model-based documentation, which was incorporated into the process web.

Customer Benefit

Even before project completion, the various reports, evaluations, and comprehensive process analysis work undertaken led to important insights, enabling management to quickly take the appropriate corrective action. It was soon clear that process monitoring had been taken to a new level. Key improvements:

- Quicker analysis times: Analysis used to take days, sometimes weeks
- Broader analysis spectrum: Users benefit from evaluations that were previously either extremely difficult or impossible to produce.
- Use of analysis for process optimization: The insights gained can be leveraged to improve processes. Changes are instantly visible.
- Proactive approach - fewer cancellations, increased customer satisfaction and transparency. Reports are easy to understand and appropriate measures can be proactively introduced.
- Changes and enhancements can be made quickly and flexibly, and implemented with a high degree of transparency.

A return on investment (ROI) was expected within 18-24 months, according to a benefit analysis performed on March 31, 2008.

KEY COMPONENTS

ARIS Process Performance Manager (PPM)
ARIS Performance Dashboard
ARIS SOA Architect
ARIS Business Publisher

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

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

© 2011 Software AG. All rights reserved. Software AG and all Software AG products are either trademarks or registered trademarks of Software AG. Other product and company names mentioned herein may be the trademarks of their respective owners.