

## HARMONIZATION AND STANDARDIZATION OF IT AND PROCESSES WITH ARIS

### Challenge

Océ developed an extremely mixed and complex IT infrastructure over the years. This limited the company's ability to take rapid, decisive action. Océ, therefore, launched the SPINE project. The ultimate objective is to create a more flexible and maneuverable organization, so that Océ can respond effectively and efficiently to the constantly changing circumstances of the marketplace.

### Solution

- Harmonization of business processes and roles
- Standardization of applications and infrastructure
- Creation of worldwide master data

### Benefits

ARIS is the "single point of truth" for Océ, i.e. a central location where all information about the company's processes, organization, applications, data and infrastructure is located.



Océ supplies digital printing systems, software and services for the production, reproduction, distribution and management of documents for professional users across the board in the business community, education, industry, advertising, and graphics markets. Océ is commercially active in more than 90 countries. In Europe, the U.S. and Canada the company has its own research and production branches. With almost 24,000 employees, Océ realized a turnover of €3.1B and a net profit of €78.9M in 2007.

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**“The insight into our worldwide applications portfolio has improved dramatically, which has also enabled us to develop an all-embracing ICT strategy.”**

Jo Bleser | VP Program Director SPINE | Océ N.V.

## Business challenges

Over the years Océ grew into a world player in the field of document management and printing. Acquisitions played an important role in this growth, but created a mixed and complex IT infrastructure. Additionally, the range and diversity of its business processes also expanded. This situation limited Océ’s ability to take quick and decisive action. So the company decided to launch the SPINE project to realize a new, comprehensive IT architecture and a radical harmonization and standardization of its business processes. The new architecture will be based on SAP. The ultimate objective is to create a more flexible and maneuverable organization, so that Océ can respond effectively and efficiently to the constantly changing marketplace.

## Solution and ARIS products

### SPINE

Océ launched the SPINE project by creating greater insight into existing processes and infrastructure. The company used a variety of ARIS tools for this purpose: ARIS Business Designer to model the business processes, ARIS Business Publisher for communication to end users and the project team, ARIS Business Architect for SAP for processes that are interchanged with the SAP Solution Manager and ARIS IT Architect for Enterprise Architecture Management. Océ used ARIS Redocumentation to accelerate the process of making existing SAP usage—including SAP roles and (customized) SAP transactions—directly accessible inside the business processes.

### SAP

In the long term Océ will standardize virtually all its processes using SAP and other standard software packages. But the company wants this to be done in a carefully controlled way. Jo Bleser, VP Program Director SPINE at Océ: “To do this we have to simplify and harmonize our business processes, lay down clear roles and responsibilities, and introduce uniform standards and

methodologies. All the information on processes, organization, applications, data and infrastructure is described and recorded using ARIS. ARIS is deployed as the ‘single point of truth’.”

## Business and IT alignment

“We chose ARIS because there was a need for greater insight and coherence in both the IT department and the business. This is why the SPINE project is a joint program involving both the business and IT, and not just the IT department. As well as creating the desired IT landscape, this also leads to processes that will serve Océ extremely well in the years to come, precisely because they were (re)designed jointly with the business.” To ensure a constant alignment of the business and IT, Océ appointed Business Process Owners to translate the demands of the business consistently into ICT requirements.

## Customer benefits

### Savings

Louis Anderson, corporate application architect at Océ, tells us how Océ discovered that many of its existing processes were not sufficiently documented. “By describing them in detail, it became clear that there were many variations of the same process. That led to needless complexity and extra management. We placed similar processes from different locations side by side, so that we could proceed to harmonize and standardize them. This was done in workshops, and the results were immediately recorded in ARIS. We were able to reduce the number of variations for certain processes by as much as 30 percent. That led to substantial savings in terms of management. We are also able to implement the uniform processes at a lower cost.”

## Comprehensive ICT strategy

Thanks to the ARIS tools, Océ has taken important steps towards a uniform and standardized enterprise architecture. ARIS provides a new set of analytical tools for this purpose and an unambigu-

ous information facility for all those concerned. “ARIS allows us to work in a more customer-oriented way,” says Bleser, “which is one of the most important objectives of the SPINE project. The link between the business and IT is much improved. Using ARIS we can accommodate all the harmonized processes in the SAP Solution Manager. The number of duplicate processes has been drastically reduced, and ARIS is now a permanent component of our activities. At the same time the insight into our application portfolio has improved enormously, and this (among other things) has enabled us to develop a comprehensive ICT strategy.”

## KEY COMPONENTS

- ARIS Business Designer
- ARIS Business Architect
- ARIS Business Publisher
- ARIS Business Architect for SAP
- ARIS IT Architect
- ARIS Redocumentation

## 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.

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