

Process Intelligence Brief

HOW TO IMPROVE BUSINESS PERFORMANCE WITH PROCESS INTELLIGENCE

DO YOU KNOW HOW YOUR PROCESSES ARE PERFORMING?

- Can your teams see the Key Performance Indicators (KPIs) they are interested in?
- Do you know your process behavior end-to-end and across all systems, like ERP and CRM?
- Can you analyze your processes so you can identify and solve deficiencies?
- Are you able to do process benchmarking to find out your best and worst practices?
- Does an early warning system alert you when something is about to go wrong?
- Can you easily detect pattern, trends and exceptions in your processes?

Improve business performance with process intelligence

Be event-driven: our Process Intelligence Solution seamlessly integrates four valued technologies- Business Intelligence (BI), Business Activity Monitoring (BAM), Complex Event Processing (CEP), and Business Process Management (BPM).

With the Process Intelligence Solution, Software AG supports the entire BPM lifecycle – at decision time and during run-time, to analyze the past and monitor execution of processes in real-time. Companies can discover and resolve the root cause of a problem instantly. They can even predict problems before they have an impact. Deep insight into past, current, and future business performance is essential to guide process improvements.

With process intelligence, you can:

- Increase knowledge through mashup dashboards
- Ensure transparency through automated process discovery
- Solve process deficiencies with historical process analytics
- Identify best practices by providing process benchmarks
- Optimize team and collaboration structures using organizational analyses
- Resolve problems before they impact the customer through real-time process monitoring
- Identify event patterns, trends, and exceptions
- Continuously monitor KPIs and Service Level Agreements (SLAs)



THE SOFTWARE AG DIFFERENCE

Our Process Intelligence Solution uniquely combines:

- **ARIS MashZone** for easy combination and analysis of data and KPIs without programming by using business mashups
- **ARIS Process Performance Manager** for automatic discovery of operational processes and to provide process analytics and benchmarks regarding speed, cost, quality and quantity
- **webMethods Optimize for Process** to give business managers real-time insight into processes via intuitive, KPI-based monitoring, alerts and analyses
- **webMethods Business Events** enables companies to extract meaningful events, detect patterns and outliers, and compute forecasts from live and historical data on-the-fly

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
Lack of timely and clear reports <ul style="list-style-type: none"> Ad hoc reports are impossible to create; IT is overloaded with requests Management lacks “big-picture” reports Internal and external data/KPIs can not be combined in one dashboard 	Mashups enable you to quickly and easily combine data/KPIs for analysis Employees can evaluate data/KPIs on their terms without any programming knowledge Increase knowledge through information sharing and collaboration Improve decision-making with easy access to aggregated information that is easy to interpret
Visualizing end-to-end processes <ul style="list-style-type: none"> You can not see process behavior end-to-end across systems, like ERP and CRM 	Use automated process discovery to reconstruct each transaction from start to finish Graphically depict how processes operate end-to-end across different systems Avoid modeling processes manually
Inability to identify process weaknesses <ul style="list-style-type: none"> Lack of process analytics keeps you from identifying dependencies, process deficiencies and correlations between KPIs 	Use process analytics—intuitive filter panels save time in identifying process weaknesses Display different process and performance views on a single screen See multiple analysis results simultaneously to determine how to improve process quality, time and costs
Need to benchmark processes <ul style="list-style-type: none"> Best-practice processes can neither be identified nor compared with poor performers 	Compare process scenarios across regions, customer groups, sales, product groups and more Identify and roll-out best practices in your organization
Lack of process collaboration <ul style="list-style-type: none"> It’s tough to see where teams are collaborating on business activities 	Automate organizational analysis Examine real-world relationships between people, business units and processes See how to improve collaboration See which team is creating the best-practice processes
No warning of performance issues <ul style="list-style-type: none"> Lack of real-time, event-driven monitoring to see process performance No warning when a problem is about to occur 	See process performance in real-time Receive proactive alerts if something is about to go wrong Analyze current transactions and respond to critical events in real-time Head off potential issues to prevent customer impact Continuously extract meaningful events, detect patterns and outliers
Lack of visibility due to huge amount of data <ul style="list-style-type: none"> Difficulty to integrate, correlate and manage millions of business events from a variety of systems 	Compute forecasts from live and historical data Continuously analyze business data and adapt immediately to changing conditions Process new events on-the-fly Extract the relevant information to take the right action at the right time by leveraging CEP

PROOF OF SUCCESS

More satisfied customers—Switzerland’s leading provider of communications and IT solutions, Swisscom, uses process intelligence to monitor orders and measure related KPIs, such as throughput times. All process participants contribute to process improvement, which results in faster throughput, fewer cancellations, and happier customers.

Measurable quality improvement—The world’s largest dairy ingredients exporter, Fonterra, now knows the status of any order at any time, from the time the order is placed, from international shipping to its arrival at the customer’s. This supply chain

transparency solution based on Business Activity Monitoring (BAM) technology leads to annual multi-million dollar benefits.

Problems solved faster—IT service provider Tieto wanted to resolve customer problems within defined cost and quality objectives. With process intelligence, Tieto knows why bottlenecks occur and handles up to 300,000 incidents a month with greater efficiency.

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

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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