eTOM Accelerator for ARIS

Accelerate your business process transformation initiatives - Free download for TM Forum members.

Communication service providers (CSPs) are going through a fundamental transformation of their business. On one hand, CSPs formed the backbone of society, keeping people connected to vital public-health and safety information. They have also supported enterprises and their employees in work-from-home arrangements, helping to maintain the virtual fabric of families and communities worldwide.

On the other hand, over the past decade, CSPs have been under continuous pressure as their traditional value pools have gradually eroded and new growth horizons have proven elusive. CSPs are at a crossroads: with the introduction of new technologies like 5G, they either take the opportunity to fundamentally reimagine their business or, alternatively, risk another decade of decline.

The Business Process Framework eTOM by TM Forum

TM Forum, the global industry association for CSPs and their suppliers, are collaboratively developing the Open Digital Framework for CSPs to effectively transform into a digital service provider.

As part of that, leading CSPs within TM Forum have defined the Business Process Framework, eTOM, as a critical component to enable successful business transformation. eTOM is a comprehensive, industry-agreed, multi-layered view of the key business processes required to run an efficient, effective, agile and service-focused digital enterprise.

" With ARIS, the team has created structure and put processes and knowledge in a place that anyone can access."

— Proximus – Belgium's incumbent telecom provider

The eTOM framework has three major areas

- Strategy, infrastructure and product

- Operations

- Enterprise management
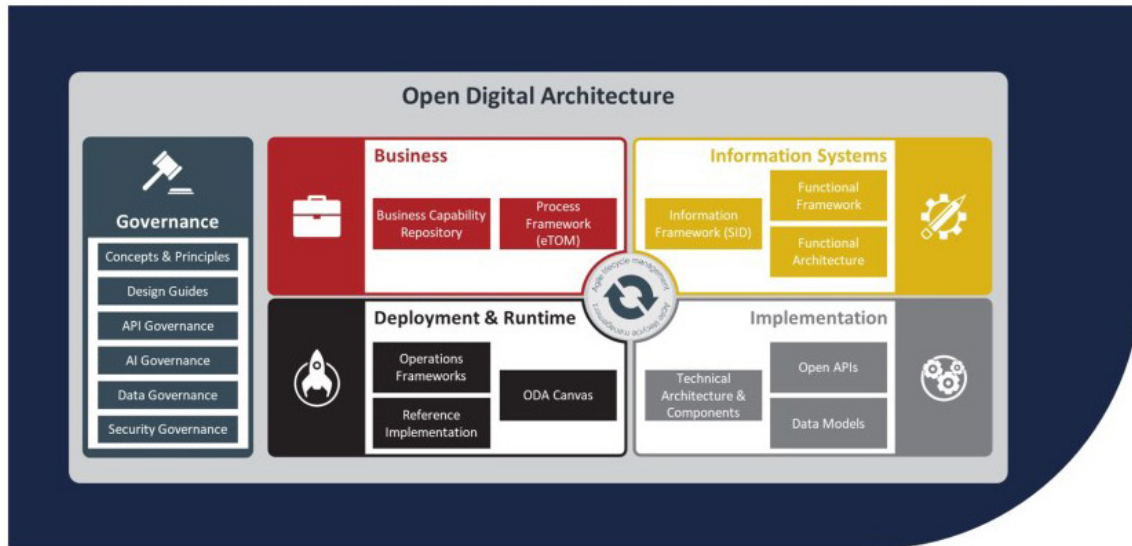
TM Forum's Open Digital Framework

Bring strategy to life

This supports CSPs in various ways in their transformation journey:

1. Creating a common language for use across departments, systems, external partners and suppliers.

2. Adopting a standard structure, terminology and classification scheme for business processes, simplifying internal operations and maximizing opportunities to partner within and across industries.

3. Applying disciplined and consistent business process development enterprise-wide, allowing for cross-organizational reuse.

4. Understanding, designing, developing and managing IT applications in terms of business process requirements so applications will better meet business needs.

5. Create consistent and high-quality end-to-end process flows, eliminating gaps and duplications.

6. Identify opportunities for cost and performance improvement through reuse of existing processes and systems.

It is the TM Forum member community driving the continuously evolving model that is the eTOM Business Process Framework.

Various CSPs have been using ARIS already for many years to translate their strategy into operational models, optimizing and improving their business processes. As a next step, to support CSPs globally in their transformation programs towards digital service providers, Software AG has now implemented TM Forum's eTOM Business Process Framework as a content package for ARIS.

"The efficiency of integrated product development is now up to 30%-an important industry milestone."
— Huaqin Technology

ARIS is available in three different editions to fit the needs of your organization.

Learn more on **ariscloud.com** and start your **free trial now**!

ARIS Basic

- Perfect for starting process design

- Easy to use

- Fast results

ARIS Advanced

- Next stage in productivity

- Most powerful design & reporting options

- Flexible reporting

ARIS Enterprise

- Your enterprise-wide cloud

- Firsthand top-notch innovations

- Enjoy professional ARIS capabilities and customize with extensions

The Enterprise edition can be customized to your needs with ARIS Extensions: Risk & Compliance, Rollout Add-ons, Simulation, SAP® Solutions, Premium Document Storage, SharePoint Integration, 3rd Party Integration, Robotic Process Automation

About ARIS

- ARIS is the only tool that offers true integration between process design, process mining, and risk & compliance.

- Based on 30+ years of business process experience

- Trusted by more than 20 million end users and 10,000+ customers

Biggest BPM community worldwide with more than 750,000 fellow ARIS users on **www.ariscommunity.com**
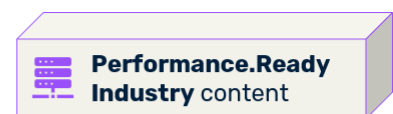
ARIS Content Packages

The ARIS content packages include best practices, blueprints, frameworks and predefined content to help companies accelerate their projects.
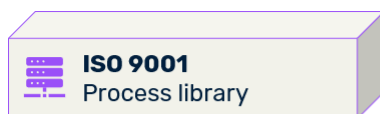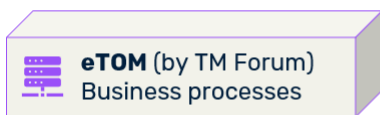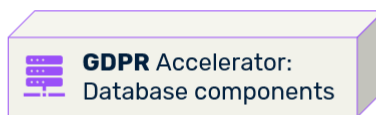
ISO 9001
Process library
- Best practice/blueprint
- Framework
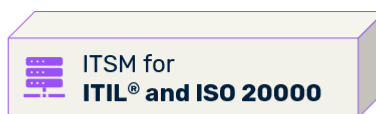
ITSM for ITIL® and ISO 20000
- Considers also latest ITIL v4 version
- Best practice/framework

Performance.Ready Industry content
- Best practice/blueprint
- Predefined content

eTOM (by TM Forum)
Business processes
- Best practice/blueprint
- **FREE** for all TM Forum members

GDPR Accelerator: Database components
- Comprehensive accelerator
- **INCL.** in ARIS Enterprise Server license

TOGAF v9.2
Framework
- Framework
- **FREE** on each ARIS Installer DVD
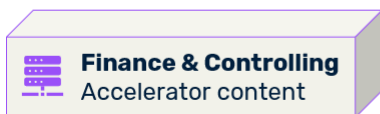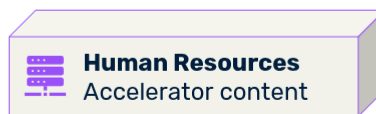
Finance & Controlling
Accelerator content
- Predefined content
- **FREE** in each ARIS Advanced edition

Human Resources
Accelerator content
- Predefined content
- **FREE** in each ARIS Advanced edition

Facility Management
Accelerator content
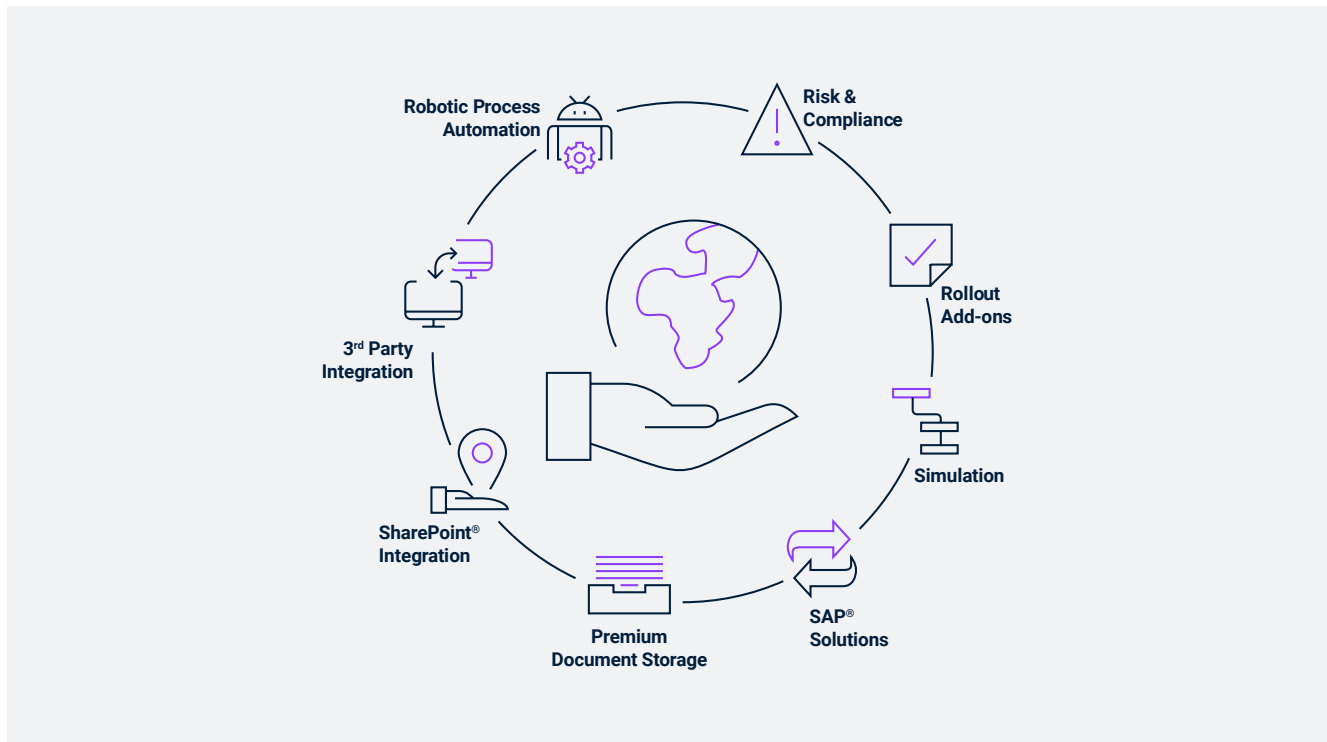- Predefined content
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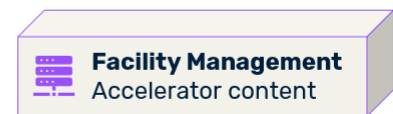
ARIS content packages

This ARIS eTOM content package is available for download for all TM Forum members. It provides a number of essential capabilities for CSPs to become digital service providers.
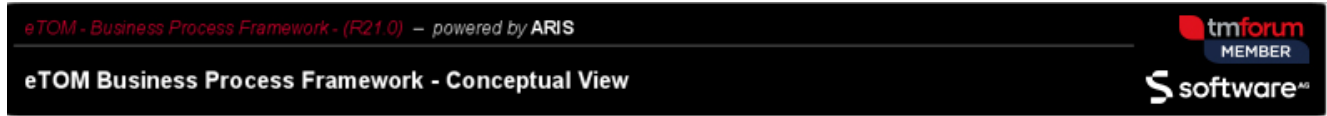
eTOM Business Process Framework – domains and context verticals

More on ARIS Extensions

You can extend ARIS Enterprise just as you need it—according to your needs and projects. ARIS Extensions support your expert use cases.

Risk & Compliance adds capabilities for integration of regulatory demands and operational risks into a single approach and Internal Control System (ICS).

Rollout Add-ons set up and manage confirmation workflows.

Simulation adds capabilities to test what-if scenarios and get information about bottlenecks and improvement potentials.

SAP® Solutions adds capabilities to support holistic implementation and rollout of SAP projects, testing, communication, training and go-live support.

**Premium Document Storage** allows ARIS to be used for storage of up to 1 million documents.

SharePoint Integration supports users to work with SharePoint and ARIS in an integrated manner.

3rd Party Integration allows integration with 3rd party applications based on an API.

Robotic Process Automation adds a "workforce" of software robots to automate repetitive manual tasks and processes, fully integrated into your process landscape, and working in an unattended mode.

What can you expect with ARIS?

Calculate the value of your transformation initiative and see what ARIS can do for YOU! Visit: **SoftwareAG.com/aris-roi**
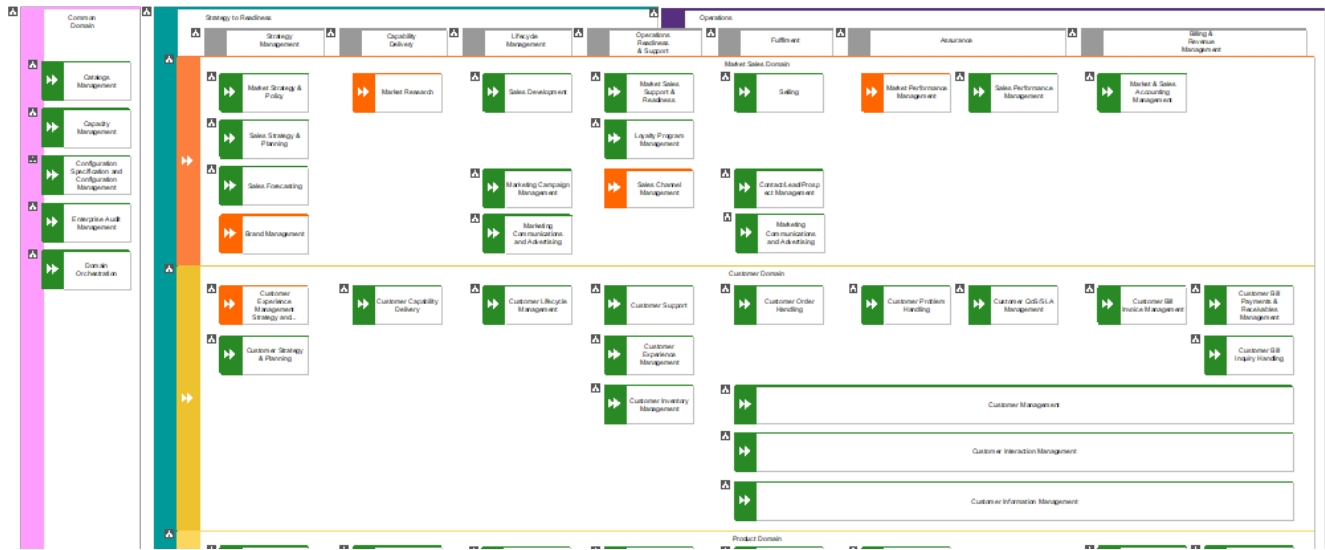
eTOM Business Process Framework – domains and process view

> (…) Thanks to ARIS we have the ability to respond to trends quickly as well as strive for process management maturity at ZTE . So far we have targeted and rolled this out to 16 business domains across the company and there's more to follow."
>
> — ZTE Corporation

How can you get the eTOM accelerator?

You can download the free eTOM accelerator for ARIS from the **Software AG - Download Center** and then import it into ARIS. Navigate to **ARIS Content Packages** under **More Resources** on the left and select **eTOM Framework ARIS Model**.

Download your free package.

If you don't know how to get to the Software AG - Download Center, please get in touch with us.

Enterprises who use ARIS experienced:

⇨ **Reduced time**
More than 3,000 work hours saved per month

⇨ **Improved speed**
Improved process design and deployment from 1–3 weeks to 48 hours

⇨ **Accelerated process time**
4 times faster customer process time

⇨ **Operational excellence**
Transformed 70+ page documents into 3-page interactive workflows

⇨ **Increased efficiency**
Increased overall process efficiency by 50% on average

proximus

HQ Huaqin Technology

vodafone

Deutsche Telekom

swisscom

Telefónica

"ARIS has become an important tool not only for the BT process community but also for our business teams. (...)"
— BT Group PLC

Take the next step

To learn more, contact your Software AG representative or
visit us at www.softwareag.com

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