

# eTOM Accelerator for ARIS

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

Fact sheet

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.

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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

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

Learn more on [ariscloud.com](https://www.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, 3<sup>rd</sup> Party Integration, Robotic Process Automation

#### About ARIS

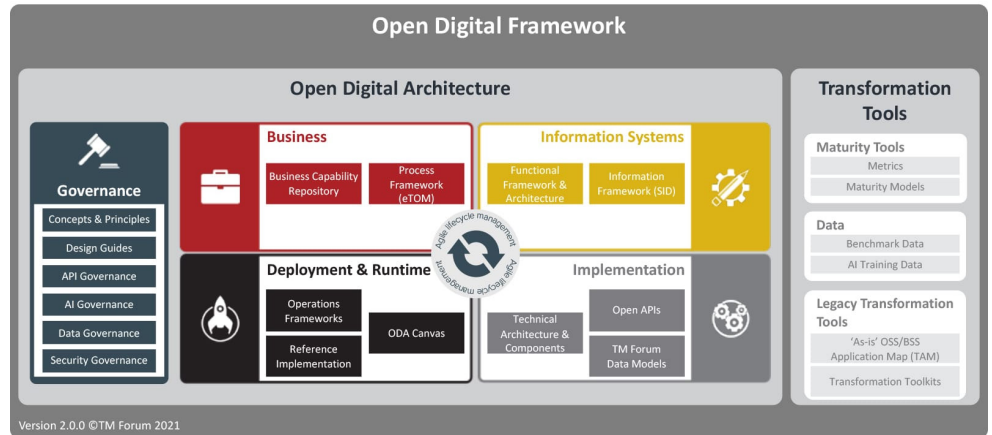
- ARIS combines best-of-breed business process analysis, process mining and compliance
- Based on 25+ years of business process experience
- Trusted by more than 10 million end users and 10,000+ customers

Biggest BPM community worldwide with more than 600,000 fellow ARIS users on

[www.ariscommunity.com](https://www.ariscommunity.com)

## 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.

“In short: ARIS is easy to use, secure and absolutely transparent.”

– OeKB Group

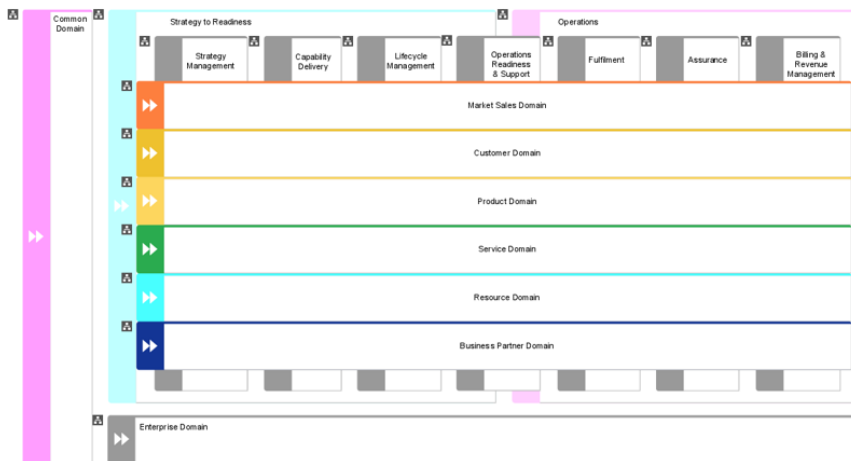
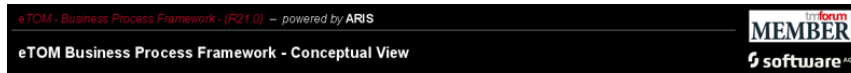
## ARIS Content Packages

The ARIS content packages include best practices, blueprints, frameworks and predefined content to help companies accelerate their projects.

<b>ISO 9001</b> Process library <ul style="list-style-type: none"> <li>Best practice/blueprint</li> <li>Framework</li> </ul>	<b>ITSM for ITIL® and ISO 20000</b> <ul style="list-style-type: none"> <li>Considers also latest ITIL v4 version</li> <li>Best practice/framework</li> </ul>	<b>Performance.Ready Industry</b> content <ul style="list-style-type: none"> <li>Best practice/blueprint</li> <li>Predefined content</li> </ul>
<b>eTOM (by TM Forum)</b> Business processes <ul style="list-style-type: none"> <li>Best practice/blueprint</li> <li><b>FREE</b> for all TM Forum members</li> </ul>	<b>GDPR Accelerator: Database components</b> <ul style="list-style-type: none"> <li>Comprehensive accelerator</li> <li><b>INCL.</b> in ARIS Enterprise Server license</li> </ul>	<b>TOGAF v9.2 Framework</b> <ul style="list-style-type: none"> <li>Framework</li> <li><b>FREE</b> on each ARIS Installer DVD</li> </ul>
<b>Finance &amp; Controlling</b> Accelerator content <ul style="list-style-type: none"> <li>Predefined content</li> <li><b>FREE</b> in each ARIS Advanced edition</li> </ul>	<b>Human Resources</b> Accelerator content <ul style="list-style-type: none"> <li>Predefined content</li> <li><b>FREE</b> in each ARIS Advanced edition</li> </ul>	<b>Facility Management</b> Accelerator content <ul style="list-style-type: none"> <li>Predefined content</li> <li><b>FREE</b> in each ARIS Advanced edition</li> </ul>

ARIS content packages

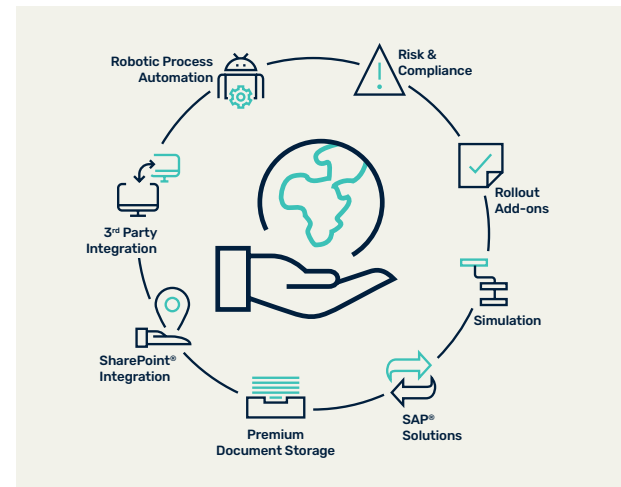
This ARIS eTOM content package is available for download for all TM Forum members. It provides a number of essential capabilities for CSPs to become digital service providers.



eTOM Business Process Framework – domains and context verticals

“Connecting different systems is a cinch with ARIS.”

– Suva



### 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](https://www.softwareag.com/aris-roi)

## 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

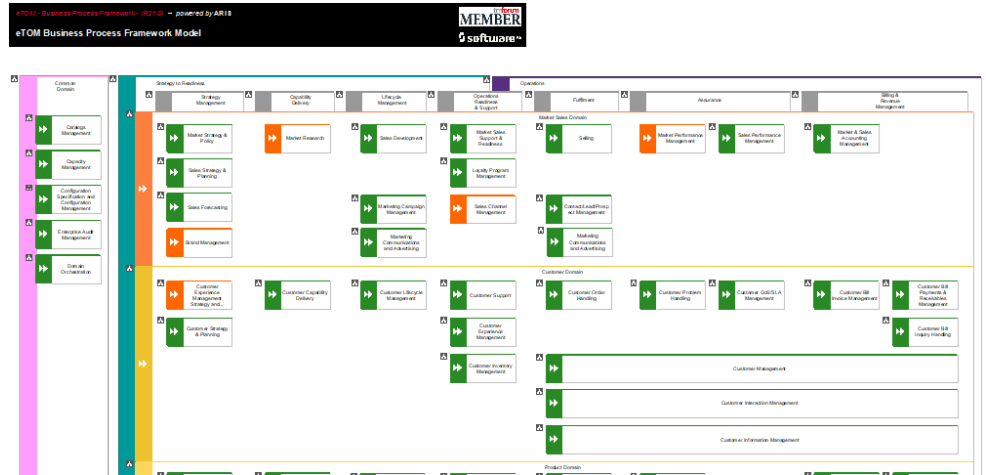
4 times faster customer process time

### Operational excellence

Transformed 70+ page documents into 3–page interactive workflows

### Increased efficiency

Increased overall process efficiency by 50% on average



eTOM Business Process Framework – domains and process view

## 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.

“... Transparency. Efficiency. Better customer experience. These are just three benefits of working with ARIS.”

– Şekerbank

## ABOUT SOFTWARE AG

Software AG began its journey in 1969, the year that technology helped put a man on the moon and the software industry was born. Today our infrastructure software makes a world of living connections possible. Every day, millions of lives around the world are connected by our technologies. A fluid flow of data fuels hybrid integration and the Industrial Internet of Things. By connecting applications on the ground and in cloud, businesses, governments and humanity can instantly see opportunities, make decisions and act immediately. Software AG connects the world to keep it living and thriving. For more information, visit [www.softwareag.com](http://www.softwareag.com).

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