

ARIS SLASHES DOCUMENTATION TIMES AT EVONIK INDUSTRIES



Customer

Global industrial group Evonik Industries AG operates in over 100 countries, with revenues of 13.1 billion euros and a headcount of 39,000 as of 2009. The group's activities in the fields of specialty chemicals, coal-fired and renewable energies, and residential property offer outstanding opportunities for profitable growth. Evonik is a global leader in the field of specialty chemicals.

Industry

Chemicals

Opportunity

Best-practice processes from Europe and the U.S. were implemented and adapted to local requirements.

- All processes were documented using ARIS Business Architect (now called ARIS Architect) and linked to SAP® Solution Manager transactions
- A process Web was built with ARIS Business Publisher (now called ARIS Publisher) to serve as a central information platform for training use

Solution Set

ARIS

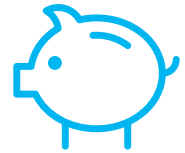
Key Benefits

- Substantially reduced process documentation times, resulting in lower costs
- Effective communication within the regionally distributed project team
- Efficient implementation of user training



REDUCED PROCESS DOCUMENTATION TIMES

LOWER COSTS THROUGH HIGH-LEVEL OF PROCESS



SHORTER FAMILIARIZATION TIMES

A lack of uniform representation standards and file formats for processes made it difficult to gain a cross-sectional view of the enterprise and prevented the development of a shared understanding of processes and process management.

The negative impact of this became particularly clear when preparing for an SAP roll out in Greater China.

"ARIS Design Platform reduced documentation effort and made the workshops more efficient ... [and] slashed familiarization times because there is now a shared process understanding across the group."*

— **Thomas Goebel** | Corporate IT, Evonik

* (now called ARIS Business Process Analysis Platform)

Key components

- ARIS Business Architect (now called ARIS Architect)
- ARIS Business Publisher (now called ARIS Publisher)
- ARIS Business Architect for SAP (now called ARIS for SAP Solutions)

Business challenges

Evonik Industries relies on SAP software to run its international operations. Key objectives of the Tong Yi (Chinese for “unification”) SAP implementation project in China included shorter documentation times and standardized process documentation, with the aim of reducing the number of process harmonization workshops to a minimum. The resulting documentation base would be used for future projects and help create a shared process understanding.

The constant demand for training created an urgent need for comprehensive process documentation in China. An easy-to-understand representation format was required that could be made available on the Web but still allow direct access to SAP systems. Another prominent aim was convenient process documentation that could be easily understood across the globe—not least because key knowledge providers were not always personally available for the project. Together with these requirements, the ARIS support team focused on creating a standard process representation for their Chinese colleagues to reduce familiarization times with regard to new processes.

Successful solution using ARIS products

Following a rigorous review and comparison of all the products on the market, Evonik opted for the ARIS product portfolio. The ability to use the same standard platform across all international locations, plus the intuitive way processes are displayed, convinced the company that ARIS would enable it to handle SAP roll out more efficiently. A further benefit was IDS Scheer’s global presence, which would ensure local support where needed. This was particularly useful in the case of the Tong Yi project in China, which was embedded in Evonik’s IT environment and supported by IDS Scheer China.

Best-practice processes from Europe and the U.S. were implemented and enhanced with features specific to China. Based on the Evonik process model, the relevant chemical processes were implemented with the aid of SAP Solution Manager. All processes were documented using ARIS Design Platform (now called ARIS Business Process Analysis Platform) and linked to SAP Solution Manager transactions. The integration with SAP Solution Manager was important because ARIS enables a link between modeled processes and their mapping in SAP without using SAP standard content.

Evonik deployed ARIS Business Publisher to build a process Web that will serve as a central process information platform for training purposes. It also has the potential to be developed into an interactive Web 2.0 process platform, with users actively contributing to the design process.

The centralized database successfully supported the Tong Yi harmonization workshops and allowed local adaptations to be efficiently implemented.

Customer benefits

Harmonizing process representation with ARIS led to a shared understanding of processes across the group’s international operations, while the high level of process reusability in SAP projects reduced costs as well as process documentation times. ARIS also improved the quality of IT project documentation and enabled better integration of business and IT views.

The process Web’s importance as a central process information platform is highlighted by merged media training modules covering subjects, such as the Evonik process model and IT compliance. These video sequences explain the process Web content and encourage user involvement.

“Thanks to the uniform global documentation standard, we will be able to further reduce documentation effort in follow-up projects. And because the ARIS platform is so flexible, we can analyze a process from different perspectives, which ensures a high level of acceptance across the various departments,” says Dr. Markus Armbruster of Evonik Industries’ corporate IT department.

“This project has seen Evonik create a BPM framework that delivers a uniform role model and shared understanding of processes, thus providing efficient support for process management activities. A key factor in the success of this framework has been the use of a standardized process design and communication platform.”

In addition, transparent documentation and a broad-based process understanding have resulted in shorter familiarization times for new users and more flexible deployment of IT employees.

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