



Your processes made clear





Motivation

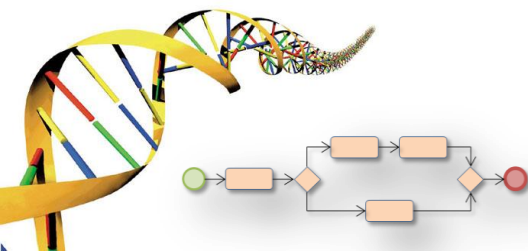
- Real world business processes are IT-supported
- Increasing **people** and **systems** interaction
- Limited and different views of process behaviour
- Processes are **cross-organizational**
- Automated vs. manual execution is hard to understand and manage

“By 2014, 40 per cent of business managers in Global 2000 enterprises will use comprehensive business process models to support their daily work, up from 6 per cent in 2009.”, Gartner BPM Summit, 2010



Goals

- Realize the organizational DNA, the **modus-operandi**
- Control non-predicted behaviour and problems
- Check and measure process **conformance**
- Analyse and monitor **performance**
- Provide **intuitive** information for decision making
- Improve and **optimize** your operational business processes





Users

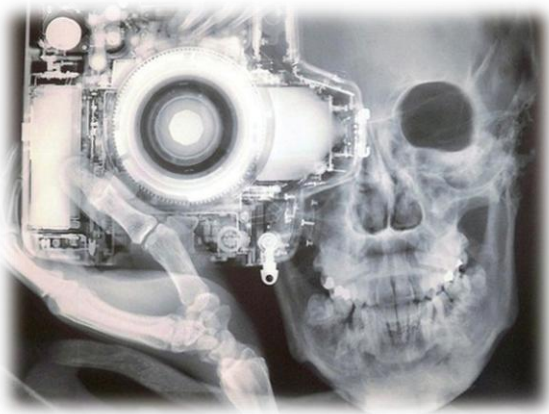
- Manager
- Process Engineer/Architect
- I&D team
- Analyst/Auditor





Manager

- X-ray view of your **real** process execution
- Multiple process **real-time** monitoring



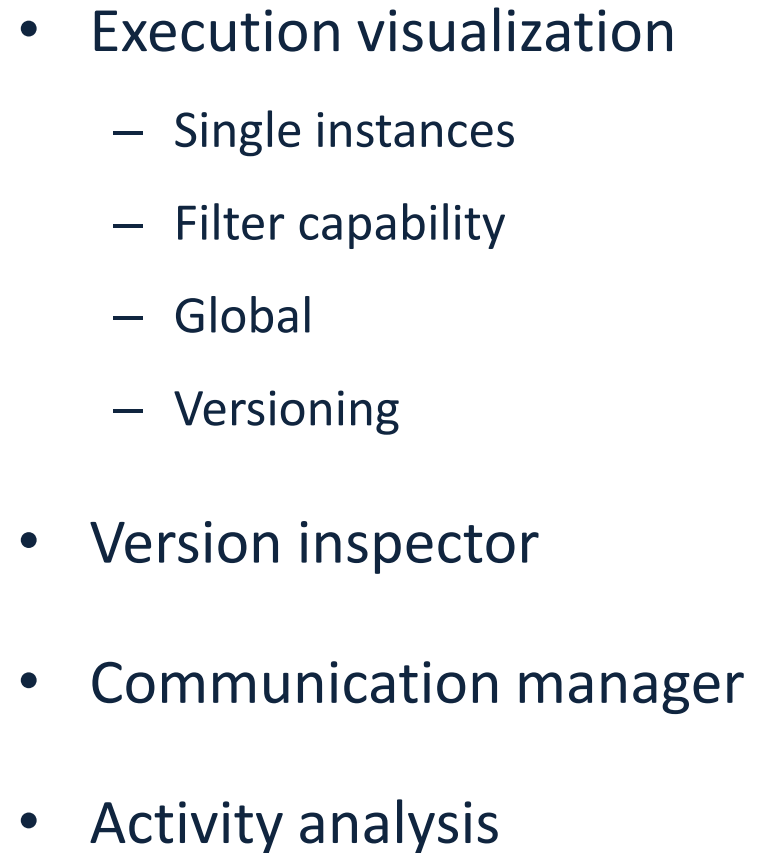
- Alarms and Reports
- Organizational work relationships
- Key performance indicators (KPI)
- Service level agreements (SLA)



Process engineer

- Transparent process model
 - Critical activities, bottlenecks
 - Paths e dynamics
- Performance
 - Global (internal and external)
 - Macro-Activities
 - Activities
- Flow analysis
- Conformance
 - **Real** vs. **expected** execution







Process analyst

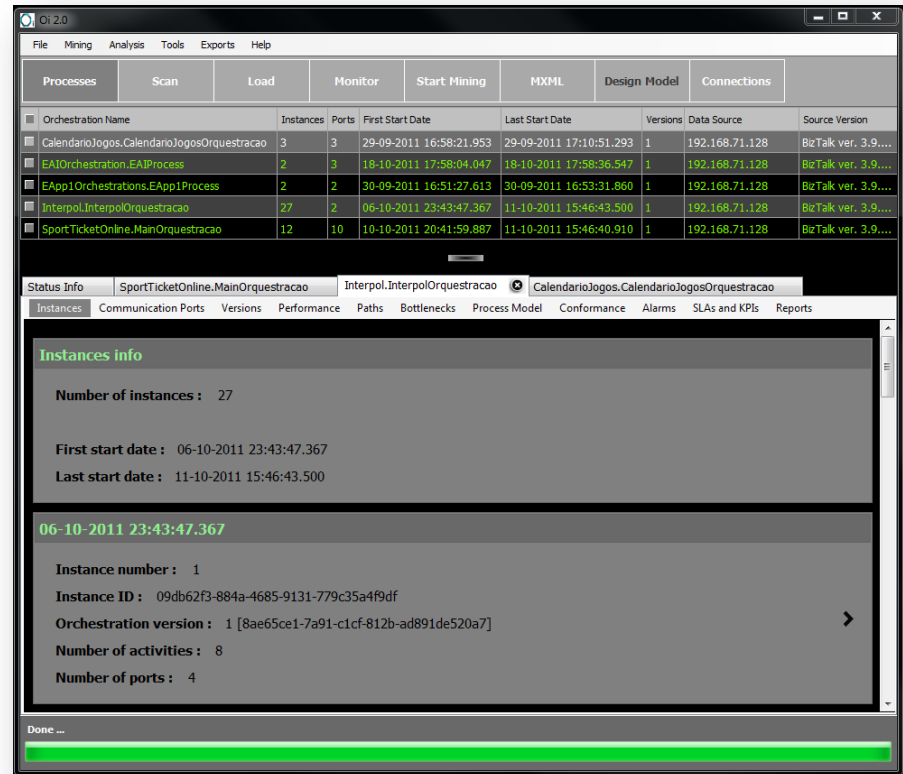
- **Intuitive** real execution process models
- **Enhanced** model visualization:
 - Performance
 - Activity types
 - Bottlenecks
 - Flows and dynamics
 - Conformance
- Reporting





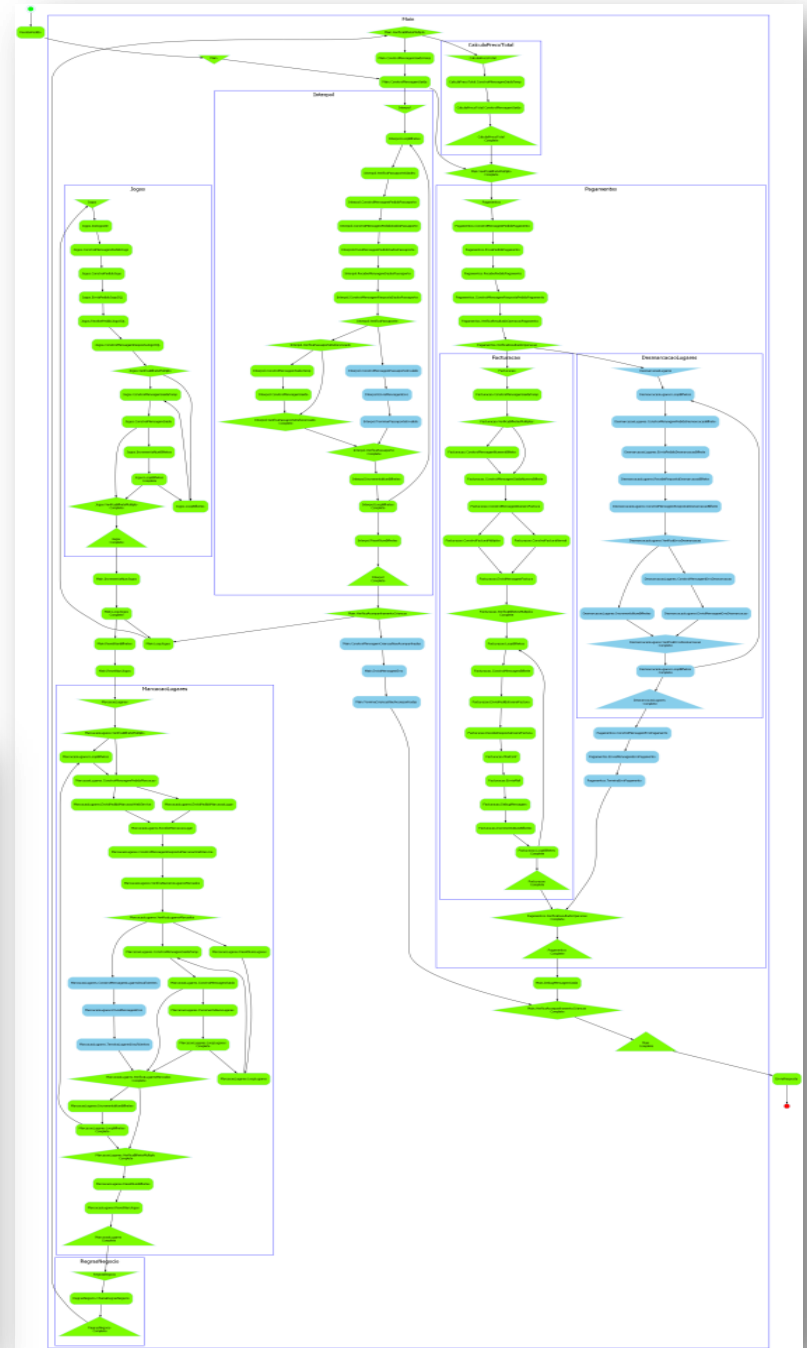
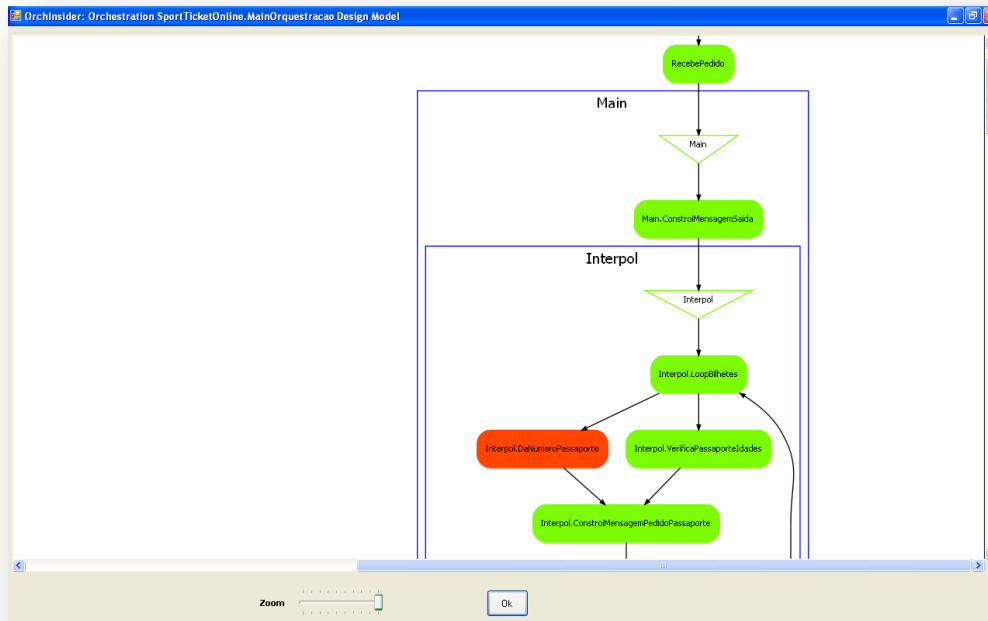
Features

- **Multiple process** analysis and **real-time** process monitoring
- Organizational models
 - ✓ Work flows
 - ✓ Activities and Executors
 - ✓ Work relationships
- Alarms and reporting
- Communications
- KPIs e SLAs control
- Performance analysis
 - ✓ Global
 - ✓ Macro-Activity
 - ✓ Activity





- *Intuitive* graphical reports
 - ✓ **Conformance** analysis
 - ✓ **Version** inspector





- **Enhanced** real execution model visualization

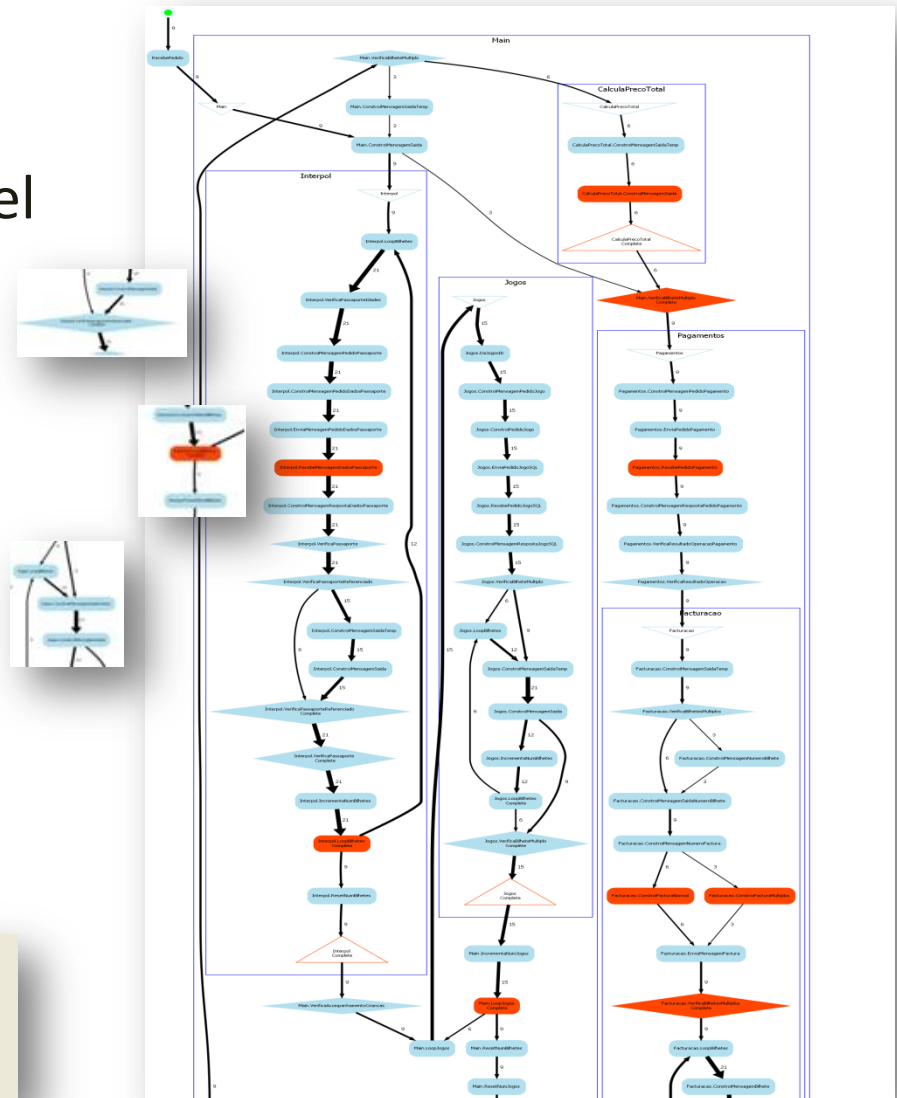
- ✓ Business rules
- ✓ Bottlenecks
- ✓ Flows and dynamics

- Global process performance

- ✓ Internal and external

Orchestration performance info

	Max Time	Min Time	Average Time
Orchestration Time	00:01:48.9870000	00:00:08.3100000	00:00:58.6490000
Internal Activities	00:00:11.0060000	00:00:00.3960000	00:00:05.7010000
External Activities	00:01:37.9810000	00:00:07.9140000	00:00:52.9480000





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