WEBMETHODS
BUSINESS PROCESS MANAGEMENT PLATFORM

Forrester Wave*: Software AG covers all of the bases for BPM suites, with a solid process development environment, intuitive process intelligence capabilities and a leading business process analysis solution.

Do you need to:

• Decrease the manual, human-intensive tasks your process requires?
• Introduce real-time visibility to your end-to-end KPIs?
• Elevate your processes from documentation to a central asset for business and IT?
• Minimize issues created by processes spanning multiple applications, stakeholders and domains?
• Facilitate collaboration through increased visibility and improved communication?

*The Forrester Wave™: BPM Suites, Q1 2013, Forrester Research, Inc.
Save both time and money by introducing exceptional visibility, consistency and agility to your processes.

The webMethods Business Process Management Platform will shine a light on your operations, empowering you to quickly locate issues, implement and change processes, and shift IT focus from maintenance to innovation. The platform improves all critical components of effective business operations.

Process automation and management is provided through webMethods. Additionally, Software AG’s Prime methodology builds upon tested best practices to enable you to thoroughly plan projects and keep them on track.

Tailor your solution to your unique needs by selecting from a full set of optional predesigned processes, governance solutions, 1,500 sample KPIs and more.

The BPM platform works with our Business Process Analysis (BPA) platform to help you achieve process excellence across the entire Enterprise BPM life cycle. It’s also an ideal complement to our Service-Oriented Architecture (SOA) solution, which provides a foundation for process automation across different systems.

**Business needs**

- Automatically orchestrate and coordinate activity to ensure consistency and predictability
- Increase case management capabilities to support knowledge workers and maintain a solid history of issues
- Access real-time, actionable insights into process activity across the entire enterprise
- Facilitate order management, claims management and more
- Increase agility, while speeding time-to-market and maintaining compliance

**Capabilities**

**Process execution**
Plan and execute accurately, resulting in transparent, efficient and adaptive processes.

**Business activity monitoring**
View processes in real time to quickly identify issues and solutions.

**Rules management**
Stakeholders can define and change rules “on the fly” without development work.

**Content interaction management**
Re-use documents, forms, memorandums and shipping papers aligned with automated processes.

**Human interaction management**
Solve challenges of human interaction with processes via task management and collaboration capabilities.

**Complex event processing**
Continuously correlate and analyze high-volume event streams with low latency. Identify patterns, trends and issues as they happen to coordinate effective responses.

**Dashboarding**
Create strategic, situation-based and interactive management dashboards or mashups to monitor and analyze relevant KPIs at a glance.

**Benefits**

**Increase efficiency**
Automatically execute and orchestrate all steps of a process, including those that must be performed by people or systems.

**Improve transparency**
Monitor performance throughout process execution, and take action based on insights gained through real-time analytics and dashboards.

**Identify issues**
Quickly reroute work to other locations, add temporary resources and even create triage processes.

**Improve quality**
Assure simplification and avoid manual errors. Empower employees to follow standardized, optimized processes that reduce costs.

**Implement change quickly**
Call on increased agility to make process changes and develop applications faster. Transform both business and IT via flexible business rules and process intelligence.
Related services

Prime methodologies
Benefit from best practices and methodologies that have been time-tested by your peers in thousands of similar initiatives. This complete life-cycle approach encompasses everything from enterprise strategy to requirements definition to implementation management. It includes a comprehensive solution for BPM governance and program management, enabling you to define enterprise objectives and values and align them with business and IT capabilities.

Optional related services
Services available include BPM discovery, which introduces you to the basic concepts of BPM. BPM assessment gathers primary requirements, creates solution blueprints, evaluates priorities and creates a road map. BPM pilot defines an initial project that demonstrates value and has a scope that can be delivered within 60 days. And BPM implementation analyzes processes, creates an architecture blueprint and implements a solution.

Performance.Ready
This product ships with an industry reference model in ARIS based on best practices for specific industry and cross-industry processes, such as Customer Relationship Management (CRM), Supply Chain Management (SCM), human resources, finance and real estate. Reference models are in many languages and cover more than 30 industries.

Governance solutions
Constantly monitor and optimize business processes after launch with governance processes that come ready to use with a Performance.Ready upgrade.

KPIs
Predefined KPIs and process monitoring parameters allow you to focus on delivering real and measurable business value for each project. Performance.Ready ships with 1,500 KPIs from all process areas. Solution-specific ROI calculators identify time-to-value before a project starts.

Process development
Rapidly create and change processes while collaborating closely with business analysts.

Model-to-Execute (M2E)
Models defined by the business using ARIS can be used as a starting point for IT as executable process models within webMethods Business Process Management Suite (BPMS).

Typical process problems

Problem: Minimal visibility into processes makes it difficult to trace information and determine the best resolution.

BPM solution:
• Gain full visibility into process execution
• Monitor SLAs in real time
• Optimize processes using process performance indicators

Problem: Lack of process digitization means more manual work and disproportionate reliance on staff.

BPM solution:
• Digitize processes and automate process activities
• Easily collaborate with colleagues with full visibility
• Delegate ad-hoc activities and plan absences with notifications

Problem: Poor cross-application connections lead to errors, unnecessary work and inefficiencies.

BPM solution:
• Automated activities and validation eliminate extra work
• Full visibility across multiple applications and domains increases efficiencies and decreases errors
• Role-based and consolidated GUls further increase benefits

Problem: Poor business agility makes change difficult and improvement slow.

BPM Solution:
• Flexible business processes make it easy to react to market changes
• New processes can be created easily by re-using IT services

Problem: Documented and actual processes differ. Because they are done on application level, deployments become impossible.

BPM solution:
• Processes become the central asset
• Deploy one process at a time—applications support the process through integration and SOA
• Applications become functional building blocks for the process

Problem: Business and IT don’t “speak the same language,” making it difficult to share departmental requirements and knowledge, and requiring manual IT follow-up to changes in requirements.

BPM solution:
• Process documentation from the business is used for process model execution in IT
• Changes in business requirements are automatically communicated to IT
• Business and IT work together in a collaborative, governed and seamlessly integrated environment

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About Software AG

Software AG offers the world’s first Digital Business Platform. Recognized as a leader by the industry’s top analyst firms, Software AG helps you combine existing systems on premises and in the cloud into a single platform to optimize your business and delight your customers. With Software AG, you can rapidly build and deploy digital business applications to exploit real-time market opportunities. Get maximum value from big data, make better decisions with streaming analytics, achieve more with the Internet of Things, and respond faster to shifting regulations and threats with intelligent governance, risk and compliance. The world’s top brands trust Software AG to help them rapidly innovate, differentiate and win in the digital world. Learn more at www.SoftwareAG.com.

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BPM in the real world

Cox Communications | The third largest cable company in the U.S. gets proactive about customer service using webMethods BPMS. Business and IT work together to optimize processes so, when technicians arrive at customer sites, they can fix problems 50 percent faster. Most problems, though, are identified and fixed before customers even know about them. The potential savings is $50 million over five years.

“Instead of reacting to problems, now we can start preventing problems before they happen. The success of this application and the success of our relationship with Software AG has been phenomenal in this project.”

— Bruce Beeco | Director, Integration Architecture and Application Architect

Baker Hughes | This top-tier oilfield service company wanted to optimize its Procure-to-Pay (P2P) process. Building on its investment in webMethods Integration Server, Baker Hughes added webMethods BPMS. Now the process is faster, traceable and paperless. Costs are down $5-6 on every bill. Invoicing errors also are reduced—in one instance, an erroneous $40 million invoice was identified and corrected to $40,000 in minutes.

“We shortened processing times, obtained traceable processes and a paperless work environment, thanks to Software AG’s webMethods Business Process Management Suite. In doing so, we also improved overall sales, retention and transparency.”

— Anthony Aming | Project Manager, Baker Hughes

UNIQA Group | One of Central Europe’s leading insurance groups automates the entire process for its Austrian offices—from receiving to processing paperwork—using webMethods BPMS. Processing times are faster—from several days to one to two hours.

“In terms of customer orientation, the first project with webMethods BPMS has already helped us gain clear advantages. And with it, we have formed the foundation for other projects to continually improve our business processes.”

— Karl Unger | Board Member, UNIQA

About Software AG’s Other Integration & Automation Platforms:

webMethods Integration – to get more out of your existing IT infrastructures

webMethods Operational Intelligence – turning situational awareness into operational excellence

Other Integration & Automation Platforms include:

webMethods Integration
– to get more out of your existing IT infrastructures

webMethods Operational Intelligence
– turning situational awareness into operational excellence

webMethods Integration – to get more out of your existing IT infrastructures

webMethods Operational Intelligence – turning situational awareness into operational excellence

webMethods Business Process Management Platform

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