Many companies are coming to realize that collecting KPIs on a data-driven basis without linking them to the processes has little impact on efficiency or customer satisfaction. Conventional business intelligence can be enhanced by applications that closely tie analytical functionality to business process monitoring and controlling.

ARIS Process Performance Manager (ARIS PPM) is a tool that enables enterprises to monitor and analyze the performance and structure of their business processes. ARIS PPM drives the continuous optimization of your internal and external workflows, thus making a key contribution to your business success. After all, what cannot be measured cannot be improved.

Success = customer satisfaction + efficiency
Alongside the quality of their actual product or service offerings, companies find that the ability to meet customer requirements with regard to response times, flexibility, and service excellence – at a realistic cost – is becoming increasingly crucial for their bottom line. In addition to internal analysis and optimization, the relationship between customers and suppliers is defined in many industries by service level agreements (SLAs), which require constant monitoring.

Transparent processes and organization
ARIS PPM helps you assess your business processes in terms of speed, cost, quality, and quantity – and to identify optimization opportunities. You benefit from a comprehensive overview of business workflow performance that covers two perspectives:

- Quantitative, based on the measurement of objective process indicators
- Qualitative, based on a graphical visualization of the actual structure of your transactions (down to individual transaction level)
Automated analysis via “reconstruction” of actual processes

Typically, companies deploy a range of heterogeneous IT systems to provide end-to-end support for a given core process. By combining process-relevant data from your systems (e.g., ERP, CRM, workflow/legacy systems, etc.), ARIS PPM can reconstruct the execution of each transaction from start to finish. This allows you to display individual transactions in graphical format (e.g., as process chains), as well as to calculate KPIs, such as, throughput times, deadline compliance, supply capability, response times, process costs, change frequency, etc.). Aggregating separate transactions based on certain criteria – for example, “all standard orders over the last three weeks for product group A with order volumes > X euros” – makes it easy to identify optimization potential in your processing activities. This enables continuous monitoring of objectives and provides the ability to respond to deviations from planned figures at any time.

Interactive Performance Dashboard

ARIS Performance Dashboard presents the monitoring results in an attractive and management-friendly manner. The combination of process maps and associated KPIs provides an intuitive view of the company’s current performance situation. With the aid of state-of-the-art visual technology, even non-expert users can navigate from an aggregated overall view through to the causes of deviations from planned objectives.

Advanced Analysis module

Using automated analysis methods, the Advanced Analysis module enables process owners to rapidly search for unusual patterns and transactions with high optimization potential. Intuitive wizards save time when running analyses to detect hidden weaknesses (e.g., identifying outliers, excessive fluctuation, and dimension combinations that deviate significantly from planned levels (e.g., region, customer group, products, etc.). These analysis options enable users to identify optimization potential fast.

Instance Controlling module

ARIS PPM’s Instance Controlling component ensures that if live processes encounter problems, it doesn’t go unnoticed. All current transactions are monitored individually across system and organizational unit boundaries to detect any deviation from planned values.

Organizational Analysis module

The Organizational Analysis module is an analysis tool that allows a “behind the organizational chart” view of actual operations and processes from the perspective of organizational units, groups, and teams. Graphical displays clarify communication flows and relationships between units, enabling users to identify who is performing a particular task, how often, with whom, and to determine the response/throughput times. These insights support optimization that goes beyond pure process changes.

Areas of use

It is increasingly regarded as best practice by companies across all industries to automatically and objectively analyze their business processes and use the results for both internal optimization and documentation of their customer-facing performance. ARIS PPM is therefore successfully used enterprise-wide for monitoring and controlling and for tracking compliance with service level agreements related to core processes, such as:

- Order processing
- Procurement
- Maintenance and repair
- Transportation and logistics
- Loan processing and securities transactions in the financial sector
- New insurance applications and claims management

In addition, many IT organizations are now more aware of their own processes and adopting reference models, such as, ITIL, COBIT, etc. Because such organizations are forced to undergo continuous optimization, ARIS PPM is used here to analyze processes in areas, such as:

- Incident management
- Problem management
- Change management

Software architecture

ARIS PPM is a browser-based, cross-platform client/server solution built on Java. Data is extracted from operational application systems and assembled in a central process warehouse, where it can be analyzed using a graphical frontend.