ARIS | WHAT’S NEW?
USER GROUP NORDIC

Helge Hess
ARIS Product Management / Marketing
TRANSFORM.MANAGE.CONTROL

Manage Constant Change

Control
How your organisation actually performs

Transform
How to win in the market

Manage
How to run your business

Business Model & Strategy
Processes & Decisions
Customer Journeys
Products & Services
Organization & People
Information & Data
Systems & Internet of Things
Risks & Controls
Enterprise Digital Twin

- Digital representation of organizational units, their assets and processes
- Digital representation of physical objects and systems
Digital representation of organizational units, their assets and processes

- VISUALIZE interdependencies
- TRANSLATE the strategy into initiatives and outcomes
- CONNECT with real-life data
- SIMULATE changes and EVALUATE the effects
- IMPROVE continuously

twin.softwareag.com
DEFINE YOUR “BUSINESS OPERATING MODEL”
PROCESS MATURITY

Level 5  Continuously Managed Enterprise Digital Twin
Level 4  Measured & Controlled Processes
Level 3  Governed & Deployed Processes
Level 2  Structured Repository
Level 1  Documented Processes
Level 0  No Process Documentation
LARGE ENTERPRISE SCENARIOS
ENTERPRISE MANAGEMENT SYSTEMS

- Guidance – Distribute knowledge across the organization with role-specific access
- Simple and fast onboarding of new employees
- Establish quality in global business processes
- Ensure compliance, certification & trust
- Achieve global process roll-out in the context of (SAP) standardization
- Continuous change management

120,000 ARIS users at a Brazilian Bank
100,000 ARIS users at a UK-based retail company
90,000 ARIS users at Dutch-based tech company
PERFORMANCE
STARTUP, QUERIES & SPREADSHEETS

up to 30% reduced startup time for Connect Designer

15-85% reduced time for executing Queries

up to 90% reduced time to open a Spreadsheet model
LARGE ENTERPRISE SCENARIOS

Integration with MS SharePoint 2016

Intelligent Document search (to find only approved versions of documents, ..)

Mirroring the display for Right-to-left languages (Arabic, Hebrew, Persian, and Urdu)

Accessibility through enhanced keyboard controls
STANDARDS and WEB-BASED MODELING
Processes
<table>
<thead>
<tr>
<th>Business Model &amp; Strategy</th>
<th>Processes &amp; Decisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Journeys</td>
<td>Products &amp; Services</td>
</tr>
<tr>
<td>Organization &amp; People</td>
<td>Information &amp; Data</td>
</tr>
<tr>
<td>Systems &amp; Internet of Things</td>
<td>Risks &amp; Controls</td>
</tr>
</tbody>
</table>
THE UNDERSTANDING OF BUSINESS MODELS

Design and Analysis of Business Models
BUSINESS MODEL DEFINITION

Customer Journeys
Identify digitalization opportunities by visualizing the ecosystem of your organization

Business Ecosystems
Discover touchpoints and moments of truths along the customer journeys

Business Model Canvas
Define your Digital Business Model

Customer Relationships
Key Activities
Value Proposition
Channels
Revenues
Costs
Key Resources
Key Partners

Touch Point Map

Legend

Legend

Employer Site
Health Insurer Site
Google, Third-Party Sites
Social Media
Friends and Family
Print Media

1. Commercial consumers begin the process by looking through their employer’s coverage options. Young family members will not enroll employees who choose plans. Employee reviews are a key component to ensure that plan.

2. The shopping process begins at the health insurance company site, informing more about the plan and its benefits. If there are plans from multiple companies, the user can review.

3. Consumers use Google to research non-employer based options. and/or health insurance companies and compare the options.

4. Consumers review the plan options on the websites. The process continues until the user selects a plan that meets their needs.

5. Young families re-enroll and provide information to their employer. If the process continues, Young families may consider enrolling in the plan.

6. Young families may consider re-enrolling in the plan. Young families may consider re-enrolling in the plan.

7. The process ends when the Young family member see a list of doctors within the employer’s site or through the plan website.
BUSINESS MODEL DEFINITION

Business Model Canvas
Define your Digital Business Model

Customer Journeys
Discover touchpoints and moments of truths along the customer journeys

Business Ecosystems
Identify digitalization opportunities by visualizing the ecosystem of your organization
ECOSYSTEM MODELING
CUSTOMER JOURNEY MAPS
Business from another Perspective

Customer Journey Steps
Customer Touchpoints & emotions
Touchpoint Ownership
Opportunity or Weakness
Touchpoint input and output
Touchpoint measures
Touchpoint initiative
Touchpoint channel

Business from another Perspective

Customer Advisory Service

19% of your customer touchpoints are Pain points
50% of your customers are pleased
1 of your internal processes are affected by pain points of this customer journey

Software AG
INTEGRATED SEMANTIC CHECKS

How to solve the issue?

Click through step-by-step. See what is wrong and how to solve the issue.

Quantitative results

Flags for errors warnings notes

INTEGRATED SEMANTIC CHECKS

How to solve the issue?

Click through step-by-step. See what is wrong and how to solve the issue.

Quantitative results

Flags for errors warnings notes
TRIGGER-BASED REPORTS AND SEMANTIC CHECKS

Improve modeling efficiency, quality and maturity by automating tasks, e.g.

- **EXECUTE SEMANTIC CHECK WHEN SAVING**
- **MAINTAIN IMPORTANT ATTRIBUTES WHEN PLACING OBJECTS / CONNECTIONS OR WHEN SAVING**

Define automation in Architect and roll out to all modeling clients.
CONNECT the DESIGN with the REAL WORLD

BUSINESS AND IT ALIGNMENT
PROCESSES FOR EXECUTION
AUTOMATIC TRANSFORMATION & ROUNDTIPPINGING

ARIS

BPMN roundtrip
Business / IT review

BPMN roundtrip
based on BPMN 2.0 standard

webMethods

BPMN compatible workflow execution engine

Business Design  Solution Design
THE OMG CHECKLIST

Design capabilities: Can all models of a test suite be modeled with a correct result (types, attributes, visualization)?

Export: Can the designed models be correctly exported (file validity, types, attributes)?

Import: Can all models of a test suite be imported correctly (visualization, objects, types, attributes)?

Roundtripping: Can imported models again be exported without any loss of information?

ARIS is one of three tools with top results (100%) | 33 tools evaluated overall

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Tool</th>
<th>BPMN 2.0</th>
<th>Import</th>
<th>Export</th>
<th>Roundtrip</th>
<th>A Results Submitted</th>
<th>B Results Submitted</th>
<th>C Results Submitted</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software AG</td>
<td>ARIS Architect 10.0.2</td>
<td>✔ Diff</td>
<td>✔ Diff</td>
<td>✔ Details</td>
<td>24/24</td>
<td>8/8</td>
<td>18/18</td>
<td>✔</td>
<td></td>
</tr>
</tbody>
</table>

**BPMN 2.0 IN ARIS**

**Main Model Types**

- BPMN collaboration & process diagrams represent control flows and message flows involved in collaborative processes.
- Enterprise BPMN collaboration & process diagrams enrich the standard by typed lanes. Lanes can state roles, organizational units, application systems, etc. that are already maintained in the ARIS library.

**Swimlanes**

- Pools graphically show participants or processes in a collaboration diagram.
- Lanes demonstrate organizational and technical responsibilities, typically within pools.

**Enterprise BPMN Lanes**

- Pool
- Lane
- Organizational unit lane
- Organizational chart lane
- Role lane
- Position lane
- Group lane
- Application system lane

**Control Flow Elements**

- Event
- Task
- Call activity
- Sub-processes
- Gateway

**Further Elements**

- Message
- Text annotation
- Data object
- Data store
- Group

**Events**

- Start events: demonstrate where a certain process will start.
- Intermediate events: affect the process flow. They do not start or end the process.
- End events: demonstrate where a certain process will end.

**Example: Applicant selection**

**Flows**

- Sequence flows: represent the order of activities that are performed within a process.
- Message flows: show the flow of messages between pools.
- Associations: link information with elements.

**Gateways**

- Inclusive gateways: represent alternative but also parallel paths in a process flow. Difference to exclusive gateway: All condition expressions are evaluated.
- Exclusive gateways: are decisions that represent alternative paths in a process.
- Complex gateways: demonstrate complex synchronization behavior, conditions, and situations.
- Parallel gateways: are used as branching points within the process. Alternative paths are based on occurring events.

**Sub-Proceses**

- Sub-processes: represent activities which include activities, gateways, events and sequence flows.
- Ad hoc sub-processes: represent activities with no sequence relationships.
- Event sub-processes: operate event-handling within a process and are typically related to exceptions.
- Transaction sub-processes: demonstrate coordinated activities such as a business transaction, a rollback, or a compensation.

**Activities**

- Activities are included as steps in a process.
- Call activities: demonstrate points in the process where global processes or tasks are used.

**Data**

- Data objects: provide information about what activities require to be performed or what they produce.
- Data stores: demonstrate stored information that will last beyond the process.
- Messages: show communication contents between participants.
ARIS AS AN OMG CHAMPION
DECISION MODELING NOTATION (DMN)

DMN 1.2 Decision Modeling
DMN import & export
Decision tasks in BPMN

Easy & structured decision modeling
Professional process automation
ARIS FOR SAP® SOLUTIONS
INTEGRATION WITH SAP SOLUTION MANAGER 7.2

SAP® Process Design and Blueprinting

Testing of SAP® Solutions

Training and Go-Live of SAP® Solutions

Communication of SAP® Solutions

1. Exchange BPMN process diagrams
2. Synchronization of Executable Library and scoped branches
3. Wizard-based support (in ARIS Connect Designer) for
   - modeling SAP functions
   - creating SAP-related documents and SAP executables (such as transactions and Fiori apps)
4. Integration with SAP Enable Now
PROCESS-DRIVEN MIGRATION TO SAP® S/4HANA
ARIS IS WELL-ALIGNED WITH SAP ACTIVATE

ARIS GUARANTEES
1. Transparency and understanding of status quo (processes, system)
2. The cornerstone of a successful migration to S/4HANA
3. Efficient SAP testing, training and operation

ARIS
Process Mining & Software AG
Redocumentation

ARIS
design clients & Performance. Ready

ARIS
design clients & ARIS Process Governance

ARIS
Test Designer, ARIS Process Governance

ARIS
Connect & ARIS Process Governance

ARIS
Connect & ARIS Process Mining
Creating of SAP training materials based on ARIS process models
USER EXPERIENCE IS KEY
DELIVERING INFORMATION

Diagrams

Charts

RACI

Table

Steps

Textual

Custom Plugin
SMART MODELING
EXCELLENT VISUAL QUALITY WITH EASE

Guided alignment
→ Significantly reduced layouting effort

New object panel

Copy / paste from repository to Connect Designer

Improved click and place

Use of attribute groups for faster selection

Jump from ARIS Connect Designer to Portal View
SINGLE-SOURCE-OF-TRUTH FOR EVERYONE WITH EMBEDDED VIEWS

Embed ARIS Connect within external applications (e.g. Atlassian Confluence) to reach the daily work environment of business users; publish the

- Diagram
- Steps view
- Overview fact sheet

within the 3rd party portal as simple as embedding a video player from popular video platforms like YouTube.

Easy spread of business knowledge

Share ARIS Connect apps in other systems like for instance *Atlassian Confluence*
PERSONALIZED NAVIGATION AND VIEWING

Highlighting your details

Your tasks; happy path of a process

View generation 2.0 – Focus on the right details (e.g. E2E process)

Thumbnail view, Search in diagram, Navigation

Easy & fast viewing / search
Sales order processing (as-is)

- Contract processing
- Contract finalized
- Check sales contract and documents
- New vehicle sales contract
- Sales contract and documentation complete
- Sales contract and documentation deficient
- Connect documentation in cooperation with sales rep
- New vehicle sales contract
- Documentation corrected
MOBILE WORK INSTRUCTIONS

- How-to videos
- Working instructions
- Safety policies
- Roles involved
- IT-System information

ARIS Repository & Document Storage
**SPEECH-BASED INTERACTION WITH ARIS**  
**ARIS FOR ALEXA® DEMO AVAILABLE THE SKILLS STORE**

<table>
<thead>
<tr>
<th></th>
<th>Alexa, ask ARIS:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Who is the Head of Procurement?</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Show me the processes, Controlling is involved in.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Which process step has the longest throughput time?</td>
<td></td>
</tr>
</tbody>
</table>

Gartner forecasts a growth of speech-based virtual personal assistances of nearly 600% by 2020 (from 2015)
APPLE SUPPORT
PROCESS MODELING ON MACOS WITH SAFARI

Apple support for
Connect Viewer &
Connect Designer

MacOS 10 &
Safari 11+
YOUR WAY TO GDPR COMPLIANCE

PREPARE your organization

EVALUATE processing activities

IMPROVE your organization

ENSURE compliance

Monitor project status and results

Processing Activities related to the unit
Number of activities related to the current unit
7

New Processing Activities related to the...  Number of new activities in the given time per...
+1

Processing activities with new incidents
Number of processing activities with incidents...
0

Total incidents for the unit
Total number of incidents for activities in the a...
4

Processing Activity Description
Sales order processing (as is)

Key Data

Description
Sales order processing follows the contract processing after finalizing a contract. Within this process, the sales contract and documents are checked again as well as the customer- or matter data, after the the regional sales manager approves the delivery process. The process ends by informing the customer about the status of the order and sends a confirmation from the team sales leadership in charge.

Processing Activity Data

Time of generation: June 28, 2017 11:08 AM
Owner: Peter Stein
Last Change: June 28, 2017 11:08 AM
Last User: Valerie de Angelis

© 2018 Software AG. All rights reserved.
THE WAY TO GDPR COMPLIANCE

PREPARE your organization
- Run readiness survey
- Set up data, IT & process inventories
- Build Records of Processing Activities (ROPA)
- Enrich Processing Activities (PA) information

EVALUATE processing activities
- Qualify PAs for Data Protection Impact Assessment (DPIA)
- Assess PA risks
- Run DPIA for high-risk PAs
- Evaluate need for improvement measures

IMPROVE your organization
- Mitigate GDPR risk
- Implement or adapt processes & systems
- Establish GDPR compliance policies in the organization
- Implement incident management system

ENSURE compliance
- Test internal controls & risk mitigation measures
- Sign off business organization hierarchies
- Plan & execute internal GDPR audits

Separate PAD questionnaire templates for controller and processor

Questionnaire template for DPIA
- DPIA Dashboard
- DPIA Report
GDPR COMPLIANCE WITH ARIS

1. Questionnaire template for **Data protection Impact Assessment** (DPIA)
2. DPIA **Report**
3. DPIA **Dashboard**
4. Separate PAD questionnaire templates for **controller** and **processor**

*Compliance Manager*
*Data Protection Manager*
MAKE DATA PROTECTION PRACTICES A HABIT

Turn data privacy protection into a competitive advantage

- Establish data policies
- Evaluate the implications for your industry
- Build a record of processing activities
- Perform data protection impact assessments
- Implement risk mitigation measures
- Establish incident management
- Ensure compliance

GDPR.SOFTWAREAG.COM
MANAGEMENT HEATMAP
BEST PRACTICE VISUALIZATIONS FOR RELIABLE DECISIONS

1. **Visualize risks** in three dimensions

2. Define your **individual** scales, colors & risk categories

3. Derive **actions** for critical risks – jump to ARCM and proceed

4. Filter for specific risk categories and get the details
NEW USE CASES FOR ARIS AWARE

- Strategy
- Internet of Things
- SAP Synchronization
- Risk & Compliance

- Center of Excellence
- Process Performance
- Customer Experience
- Enterprise Architecture
- Business Usage
ARIS IS AVAILABLE IN THE CLOUD

**ARIS Cloud Trial**
- Public cloud
  - Start your first process improvement project immediately
  - Use basic modeling, analysis, admin & standard sharing

**ARIS Cloud Advanced**
- Public cloud
  - You already have experience in process modeling
  - Advanced modeling with own filters, analysis, sharing, administration
  - Manage cross-departmental projects

**ARIS Cloud Enterprise**
- Private cloud
  - Establish a digital transformation journey
  - Enjoy complete ARIS capabilities covering expert modeling & analysis, customized sharing, full administration
  - Incl. SAP, IoT, EA and GRC

30-day free trial!