Geschäftsprozessmanagement: Die Brücke zwischen Business und IT

- Der Prozess
- Die Software
- Die Zukunft des Geschäftsprozessmanagements
Managing Operative Business Processes

- Economic goals
- Quality goals
  - Innovation goals
  - Legal requirements

- Sales processing
- Purchasing processing
- Human Resources processing
- Finance processing
- ...

Österreichischer IT- & Beratertag 2006
Process of Process Management

Process of process management (Meta process)

Process strategy  Process design  Process implementation  Process controlling

Operative business processes

Sales processing  Purchasing processing  Human Resources processing  Finance processing  ...

Österreichischer IT- & Beratertag 2006
BPM: What is needed?

Who? Organisational Model

What about? Process Model

Why? Clear Objectives/Targets

How? ARIS Framework

Whereby? Technology

ARIS Platform
Positioning: Business BPM vs. technical BPM

Business BPM

BP Strategy → BP Design → BP Implementation → BP Controlling

Define → Create → Execute → Monitor

Technical BPM

Österreichischer IT- & Beratertag 2006
Overview: IBM - BPM Aligning Business & IT

IDS Scheer

ARIS Design Platform
Business Process Hierarchy

ARIS UML Designer

ARIS "for IBM WebSphere"

IBM

UML

BPEL

SAP

BPEL

SAP Implementation Content
ARIS Platform - Traditionell Innovativ

ARIS Controlling Platform

ARIS Process Performance
ARIS Audit Manager
...

ARIS Strategy Platform

ARIS BSC Solution
ARIS Business Optimizer
ARIS Business Simulator
...

ARIS Implementation Platform

ARIS for SAP NetWeaver
ARIS SOA Designer
ARIS Business Rules Designer
ARIS UML Designer
...

ARIS Design Platform

ARIS Business Architect
ARIS Business Designer
ARIS Business Publisher
ARIS IT Architect
ARIS Enterprise Architecture Solution
...

Österreichischer IT- & Beratertag 2006
ARIS Platform 2007 - One Look & Feel

ARIS Business Designer

ARIS Audit Manager

ARIS Platform
- 4 Platforms
- 30+ Products/Components
- 20+ Languages
- 5+ Databases
- 5+ Operating Systems
- 2+ Application Server

>> Usability is the Key <<

International usability test with impressive results
95% very and highly satisfied ARIS end-users

cooper

Österreichischer IT- & Beratertag 2006
Software Architectures Are Changing

ERP
Data integration

Best of Breed
Application integration

Enterprise Services
Process flexibility

Repository
(Business Data)

Portal

EAI

CRM SRM SCM . . .

Sales Procurement Finance . . .

Repository
(Business Data)
Three Layers

Business Model

Supplier

Enterprise

Customer

Partner

Business Processes

Engineering

Production

Sales & Distribution Management

Procurement

Material Requirements Planning

Inventory Management

Financial Management

Business Applications

CRM

ERP

SCM

…

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Three Layers

- Business Model Changes
  - New Products
  - New Sales Channels
  - New Partners
  - New Services
  - Acquisition
  - New Markets

- Business Processes Changes
  - New Processes
  - New Departments
  - New KPI’s
  - New Process Flows
  - New Business Functions
  - New Responsibilities

- Business Applications Changes
  - New Information Access
  - Extensions
  - Integration
  - Modifications
  - Composition
  - ...
Granularity of Business Services

Customer Order Processing

Quotation Processing

Pricing

Determine customer credit-worthiness

Basic Business Service?

Read customer number

Read customer address

Basic Business Service?
SOA-Objectives

1. More cost and time effectiveness in standardised access, modification, extension, composition and integration of IT-Systems

2. Higher flexibility, agility, visibility, consistency and productivity of Business Processes

3. Closer alignment between Business and IT

✓ Higher growth in revenue and profit
Multivendor Platform Strategy for ARIS

**Business View**

- **Strategy**
  - ARIS Strategy Platform

- **Design**
  - ARIS Design Platform

- **Implementation**
  - ARIS Implementation Platform

- **Controlling**
  - ARIS Controlling Platform

**Technical View**

- **Enterprise Services Repository**
- **SAP NetWeaver (BPP)**
- **Oracle Fusion Middleware**
- **IBM WebSphere**
- **Microsoft Biztalk server**
- **bea Web Logic**
- **Fujitsu Inter-stage**

**Partners**

- **SAP**
- **Oracle**
- **IBM**
- **Microsoft**
- **bea**
- **Fujitsu**

Österreichischer IT- & Beratertag 2006
SAP Enterprise-SOA Content in Integrated ARIS
Mapping Customer Models with SAP E-SOA Content

Process Landscape
- Management Processes
- Customer Processes
- Supplier Processes

Process Architecture
- Customer Quote Processing
- Order Processing

Process Model
- Quotation Processing
  - Quotation Confirmed
    - Allocate Order
      - Employee
    - Customer Quote
      - Create Sales Order
      - Sales Employee
      - Order
    - Approve Order
      - Sales Team Manager
- Order
  - Create Order
  - Change Order
  - Cancel Order
  - Maintain Order
  - Order

SAP BPP Models
- Customer Relationship Management
- Supply Chain Control

Business Components
- CRM
- Sales Order Processing
- Customer Quote Processing

Business Objects / Enterprise Services
- Ordering in
  - Create Order
  - Change Order
  - Cancel Order
  - Maintain Order
  - Order
The current Architecture of ERP Systems

Company Organisation

- Company
  - Finance
  - Sales
  - Procurement
  - Logistic
  - ...

Software architecture

- SAP R/3
  - Functional
  - FI/CO
  - SD
  - MM
  - PP
  - ...

Österreichischer IT- & Beratertag 2006
In the Future: Two Worlds?

Software architecture

- SAP BPP
  - Process-oriented
  - Order to Cash
  - Procure to Pay
  - Sell from Stock
  - Make to Order
  - ...

Company Organisation

- Company
  - Finance
  - Sales
  - Procurement
  - Logistic
  - ...

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Service-oriented business processes

Service-oriented Business Process Modelling

Oracle Design Time

Oracle Fusion Runtime

Oracle Fusion Runtime

Eclipse, JDeveloper

BPEL UML

Simulation

BPEL Processes

UML Diagrams

Service oriented IT landscape

ERP

SCM

CRM

ARIS Platform

WSDL

Real-life data

Oracle Fusion Runtime

Architecture ARIS - Oracle Fusion Integration

Built-in Integration Services

WSDL Binding

Core BPEL Engine

XQuery XSLT User Tasks ...

J2EE Application Server

(Oracle Application Server, Weblogic, JBoss, WebSphere)
Graphical Process Model from Runtime Data

ARIS PPM

Create quotation
Accept order
Create shipping list
Write invoice
Check payment

Sales staff
Customer management
Clerk
Group leader
Clerk

Flow of documents /events
Inquiry
Quotation
Order
Shipping list
Invoice
Payment received

Adapter
Adapter
Adapter

CRM
ERP
FI/CO

Ordering process
Process sequence
Time

Österreichischer IT- & Beratertag 2006
„Finish Process“ at Volkswagen

Österreichischer IT- & Beratertag 2006
Long cycle time for TOUAREG in week 45 / 2004. Which processes are the reasons?
Topics are Merging

Today

- Business Process Analysis (BPA)
- Enterprise Architecture (EA)
- Service Oriented Architecture (SOA)
- (pure play) Business Process Management

Future

- Enterprise Architecture
- BPA
- Business Processes
- (pure play) BPM
- SOA