

# Software AG Process Performance Manager

**Discover, analyze and monitor:  
the road to process improvement**

Key business performance indicators suggest your processes are not operating at maximum efficiency. But where do you begin efforts to refine them? The ERP environment? CRM? The systems in between?

Without a clear understanding of each business process—not just at the design or implementation level but at the detailed execution level—you have no real insight into the root causes of inefficiencies.

Find the bottlenecks and close the gaps with process performance monitoring.

Without visibility into processes, options for process improvement are limited. You could simply rip and replace large sections of IT. Alternately, you could engage an army of consultants and spend millions to have them tell you that you need to optimize your processes.

Or you could deploy Software AG Process Performance Manager (PPM), which can provide you with a clear understanding of your business processes and workflows at the actual execution level. And with that insight, you can determine what steps you need to take to improve overall process performance.

A key component of Software AG's intelligent business operations offering, Software AG PPM can:

- Automatically discover end-to-end processes for greater transparency
- Analyze historical processes to find patterns, anomalies, and opportunities for optimization
- Benchmark processes to identify best practices
- Optimize team and collaboration structures using organizational analyses
- Provide clear and comprehensive insight into the dynamics of all your mission-critical processes

The discovery tools within Software AG PPM provide end-to-end visibility into the processes within your enterprise. The analytical tools provide you with insights into what to monitor more closely.

The process monitoring tools can show you where to make improvements that will drive greater efficiency and facilitate the evolution of more intelligent business operations across the board. They also provide a baseline against which you can view your progress as you refine your processes.

## Key Features

### Automated process discovery

Software AG PPM automatically generates a graphical representation of business workflows based on actual process data that it extracts from your operational IT systems. The graphics reconstruct each process from start to finish—not as they should be, but as they are, which is the crucial insight you need for planning process improvements.

### Historical process analytics

From the graphical representation of your process model you can commence a detailed structural analysis of the process. The model identifies clearly the most important paths and activities in your processes, and Software AG PPM provides powerful analytical tools with which you can identify process weaknesses (such as lengthy processing times and high costs) and problem causes. You can drill into process details interactively and analyze the Key Performance Indicators (KPIs) associated with any process via interactive filter components.

Because the analytical tools in Software AG PPM take advantage of in-memory computing technologies, even large volumes of process information can be analyzed and manipulated in real-time, helping you gain clear insights quickly.

## Used for:

- Process discovery
- Process analytics
- Process monitoring
- Data analytics
- Organizational analytics

### Process monitoring & benchmarking

Software AG PPM supports internal process benchmarking, enabling you to compare process performance across regions, customer groups, internal organizations and other entities. You can compare KPIs such as throughput times and process costs among different regions, for example, or the complexity of the process structures behind these key figures.

With clear insight into the state of your processes, you can identify areas where best practices and specific optimization measures can add immediate value. As you refine your processes, the Software AG PPM benchmark data provides an ongoing point of reference to help you understand your progress.

### Organizational analytics

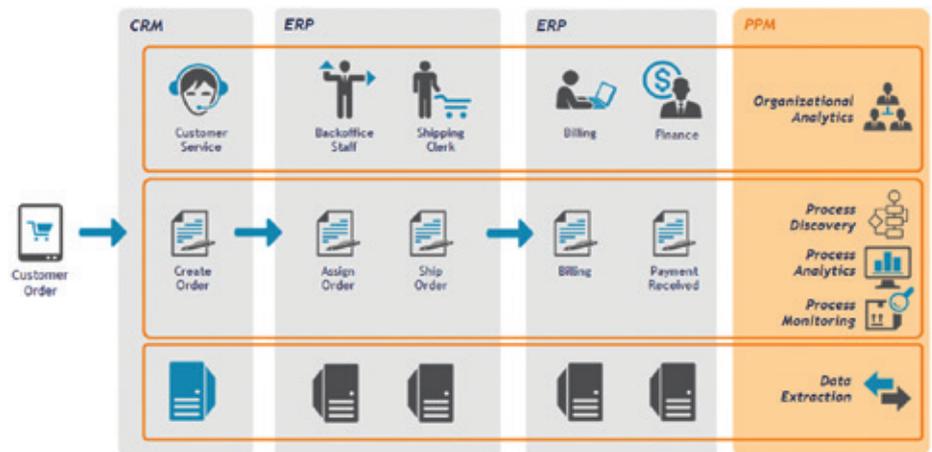
How different organizations within your enterprise interact with your business processes and workflows can affect the performance of those processes. Software AG PPM provides insight into those dynamics, too. It can help you understand the relationships between organizational units, employees and process execution and provide a more nuanced understanding of where and how to refine the process execution environment to achieve the results you seek.

### Easy link to MashZone

With Software AG PPM, everyone involved in your organization's evolution can see the information they need to see through role-based graphical dashboards. You can combine relevant KPIs for a concise presentation of workflow performance, and you can facilitate an understanding of the state of these processes using interactive traffic lights, trend charts, and other insightful indicators.

## Key Benefits

- Discover end-to-end processes automatically across your ERP, CRM and other systems
- Monitor and analyze the performance and structure of business processes
- Identify best practices and specific optimization measures
- Optimize team and collaboration structures
- Easily analyze variations in standard processes
- Effortlessly model as-is processes that provide real-life visualization of processes



PPM – Process visibility to process improvement with discovery, analytics and monitoring



Find out how to power up your Digital Enterprise at [www.SoftwareAG.com](http://www.SoftwareAG.com)

### ABOUT SOFTWARE AG

Software AG helps organizations achieve their business objectives faster. The company's big data, integration and business process technologies enable customers to drive operational efficiency, modernize their systems and optimize processes for smarter decisions and better service. Building on over 40 years of customer-centric innovation, the company is ranked as a "leader" in 14 market categories, fueled by core product families Adabas-Natural, Alfabet, Apama, ARIS, Terracotta and webMethods. Learn more at [www.SoftwareAG.com](http://www.SoftwareAG.com).

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