

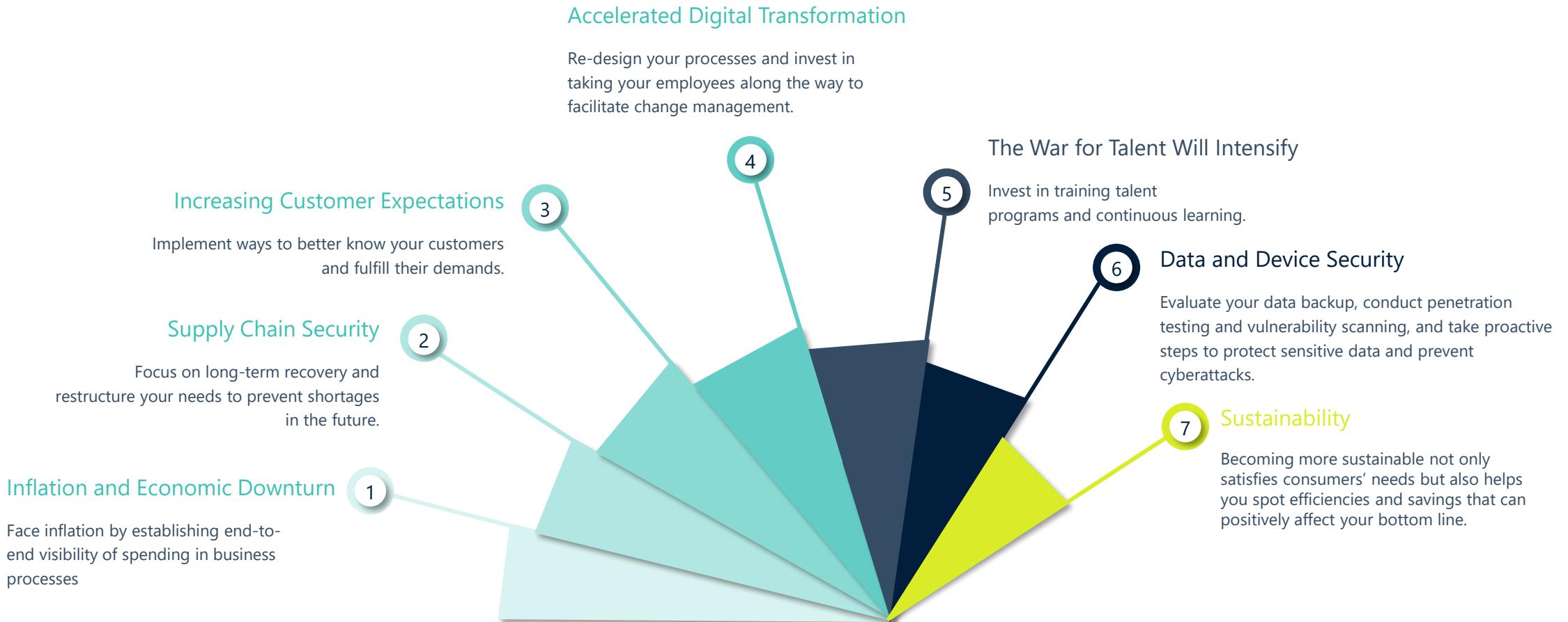
# What's ARIS?

Your all-in-one Business Transformation Suite



# Why change? Why Now?

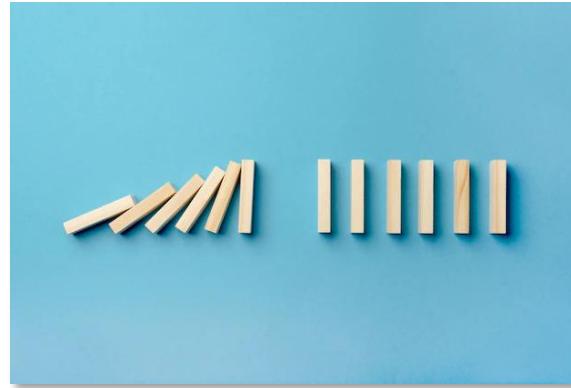
The 7 Biggest Business Challenges Every Company Is Facing by [FORBES](#)



<sup>1</sup>Forbes

# Embracing change is the only alternative

There is no other option



## We're living in the “age of digital transformation”

The ways of working are changing, drastically in some cases.

## Companies face a multitude of tough challenges

Inflation and economic downturns. Supply chains becoming unstable. Sustainability. Cyber attacks.

Recent examples: ChatGPT (released in Nov 2022), “Dying” professions due to automation & digitalization (e.g. taxi driver, mail sorters, lawyers, data entry clerks)<sup>1</sup>

Recent examples: 8.5% inflation in EU (Jan 2023), German study reports 900 Bn. € costs by 2050

## Increasing customer expectations

Delivering a better experience and adding more value are key ingredients in winning the hearts of customers.

Recent examples: Amazon’s delivery stations, Volvo’s AI-based safety system

## We’re facing a “regulatory tsunami”

Stricter rules in doing business and more complex business with need for compliance.

Recent examples: Data privacy (e.g. GDPR), Sustainability (ESG)

# Embracing **CHANGE** is the only alternative

Examples from the real world – Harvard study

“

In an era of relentless change, **a company survives** and thrives **based** not on its size or performance at any given time but **on its ability to reposition itself** to create a new future, and to leverage a purpose-driven mission to that end. That's why strategic transformation may be the business leadership imperative of the 21st century

Source:

[The Top 20 Business Transformations of the Last Decade \(hbr.org\)](https://hbr.org/2018/01/the-top-20-business-transformations-of-the-last-decade)

## Impact of Business Transformation

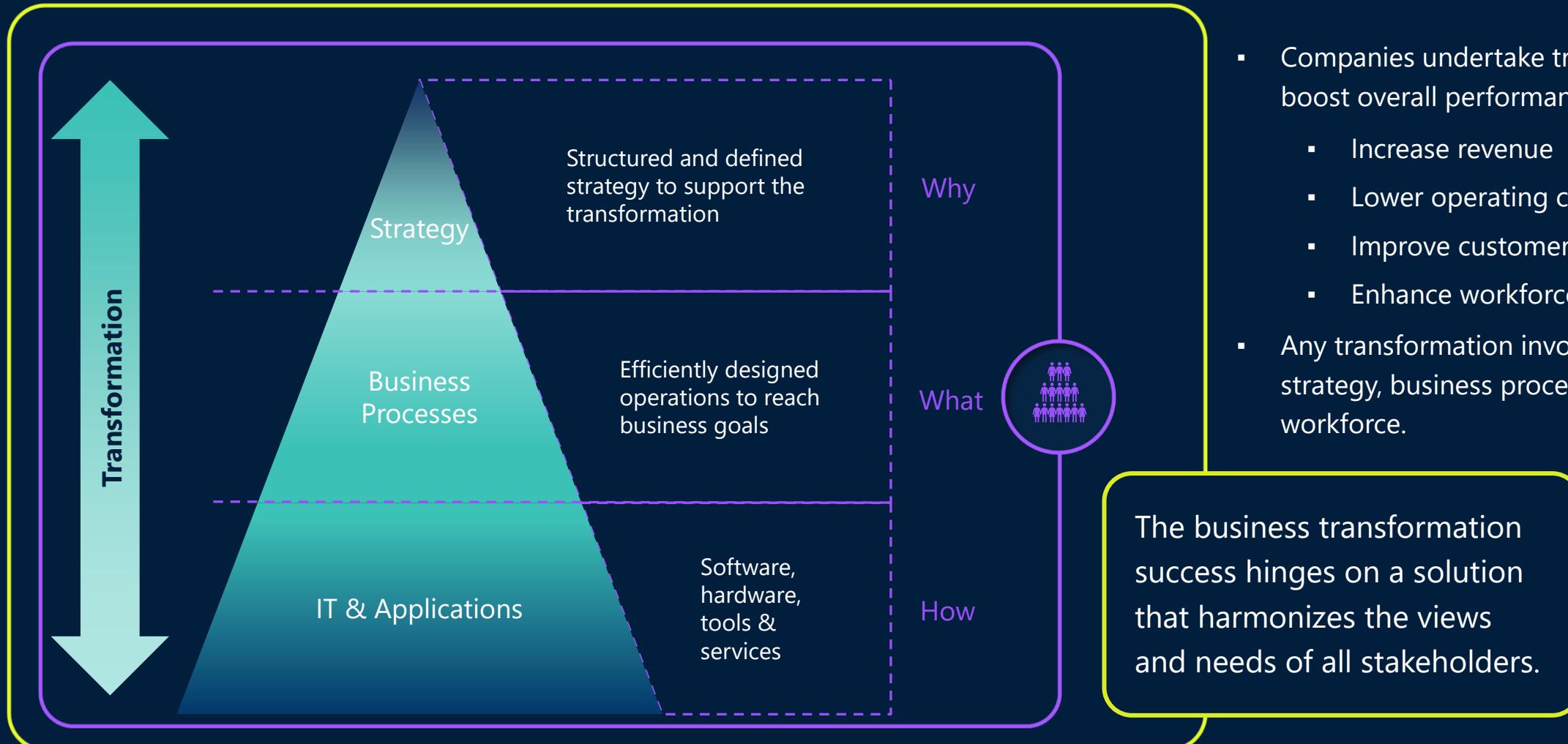
Ørsted's IPO

Net profits > \$3 billion since starting business transformation

Ecolab

Market value > \$55 billion – Among America's top 100 most valuable firms

# What makes business transformation successful?



Source:  
What is business transformation? | McKinsey

# Why ARIS

# Organizations face a multitude of challenges

ARIS: The glue that bonds every area of your company

## What if you could...

- **Gain full transparency** on the reality of your business operations by visualizing the core business processes end-to-end?
- **Improve compliance** with best practices and reduce the risk of fines or reputational damage due to compliance violations?
- **Improve** your **operational excellence** and create an **agile transformation**?

## Which means you could...

- **Speed up your business transformation** by having a full process overview, avoiding isolated problem-solving by siloed teams and fostering communication.
- **Prevent non-compliance violations** and **secure** the quality of **products/services**.
- Enhance **organizational resilience** by implementing **cutting-edge technology** that **adds value** to employees and customers.

## What do you need...

- **A comprehensive suite** providing an E2E process view, enabling you to understand the status quo and communicate change.
- Align **risk & compliance** with the process' **conformance check** to ensure adherence to process definition and business rules.
- Use **generative AI** to accompany you in your daily process improvements and jumpstart your operational excellence.

# Typical Business Transformation Use Cases

ARIS glues project silos allowing complete transparency and an End2End view



## TRANSFORMATION

Enhanced planning, scoping and dependency management from a qualitative and quantitative process-driven viewpoint.  
(Business Transformation, Digital Transformation, Business Model Innovation)



### Customer Excellence

Align the customer perspective with internal processes from a qualitative and quantitative viewpoint.

(Customer Experience Management, Customer Journey Management)



### Operational Excellence

Establishing best-in-class processes based on Business Process Management (BPM) and Continuous Process Improvement (CPI).

(Business Process Management, Process Standardization, Process Improvement, Process Optimization)



### Digital Workforce Enablement

Enterprise-wide rollout of digital policies and operating procedures based on the central process and documents repository.

(Digital Standard Operating Procedures, Process Portal)



### Business & IT Architecture Management

Apply standardized architecture descriptions to manage complexity of business and IT assets and their dependencies.

(Enterprise Architecture, Enterprise Architecture Management)



### ERP Transformation

Derive solution blueprints based on process standards.

(Solution Blueprinting)



### Business Automation

Engage and run automation in line with process standards.

(RPA, DPA, LC/NC)



### Sustainability, Risk & Compliance

Establish a corporate compliance framework to meet a magnitude of regulatory compliance needs.

(ESG, Regulatory Compliance, Operational Risk Management, Operational Resilience)

# What our customers achieved

Get the most out of ARIS

## Leading global bank

Customer on-boarding time reduced from  
**11 days to less than an hour**



## INCREASE PROCESS EFFICIENCY

Improve process performance by using interactive analytics of process performance indicators to quickly identify performance drivers and correlations.



## City administration

Approval times reduced from  
**3 months to less than 21 days**



## ENHANCE QUALITY

Use automated Process Discovery to gain more accurate, always up-to-date process maps and deeper process understanding without process modeling.



## Leading German insurance company

Process costs reduced by  
**more than 20%**



## REDUCE COSTS

Gain deep operational insights to optimize critical business processes, reduce risks, and eliminate operational inefficiency.



## Specialist in payment solutions

Reducing incomplete card applications saves  
**hundreds of thousands of Swiss francs**



## ENHANCE PERFORMANCE

Evaluate and control business performance, set goals, and correlate process performance with key success factors.



# According to the Forrester Consulting\* TEI study

FORRESTER®

With **ARIS** you can get...

**301%**

**Return on investment**  
over three years

**Almost \$8m**

Three years of total benefits

**\$2.0M**

time savings in strategy & operations

**\$1.2M**

time savings in transformation & change

**\$3.4M**

increase in productivity from operational excellence

**\$599k**

in business process analysis time savings

**\$639k**

in infrastructure cost savings



To read the full study, go to [www.softwareag.com/arис-tei](http://www.softwareag.com/arис-tei)

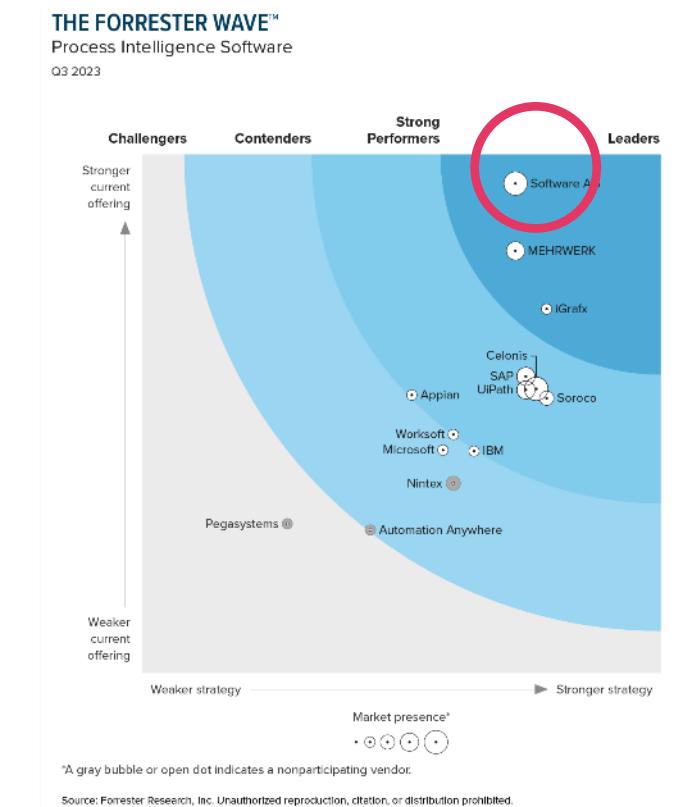


# Leading Analyst Rankings

Leader 3 times in a row and twice in the same year!

## ARIS is a Leader

## Forrester Wave Process Intelligence 2023



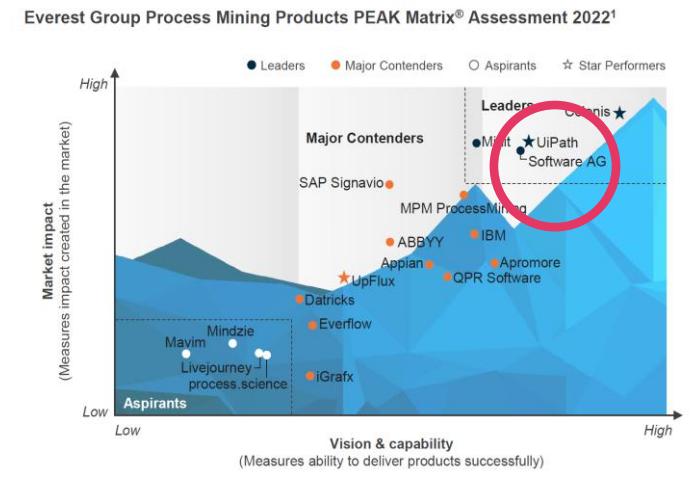
## ARIS is a Leader

# Gartner MQ for Process Mining Tools 2023



## ARIS is a Leader

## **Everest Group PEAK Matrix 2021**



# ARIS fits all your needs



**ARIS** is the only **business transformation suite** that gives companies full control over all areas of their operations, from strategy to execution, allowing organizations to achieve **operational excellence** that is both sustainable and compliant.

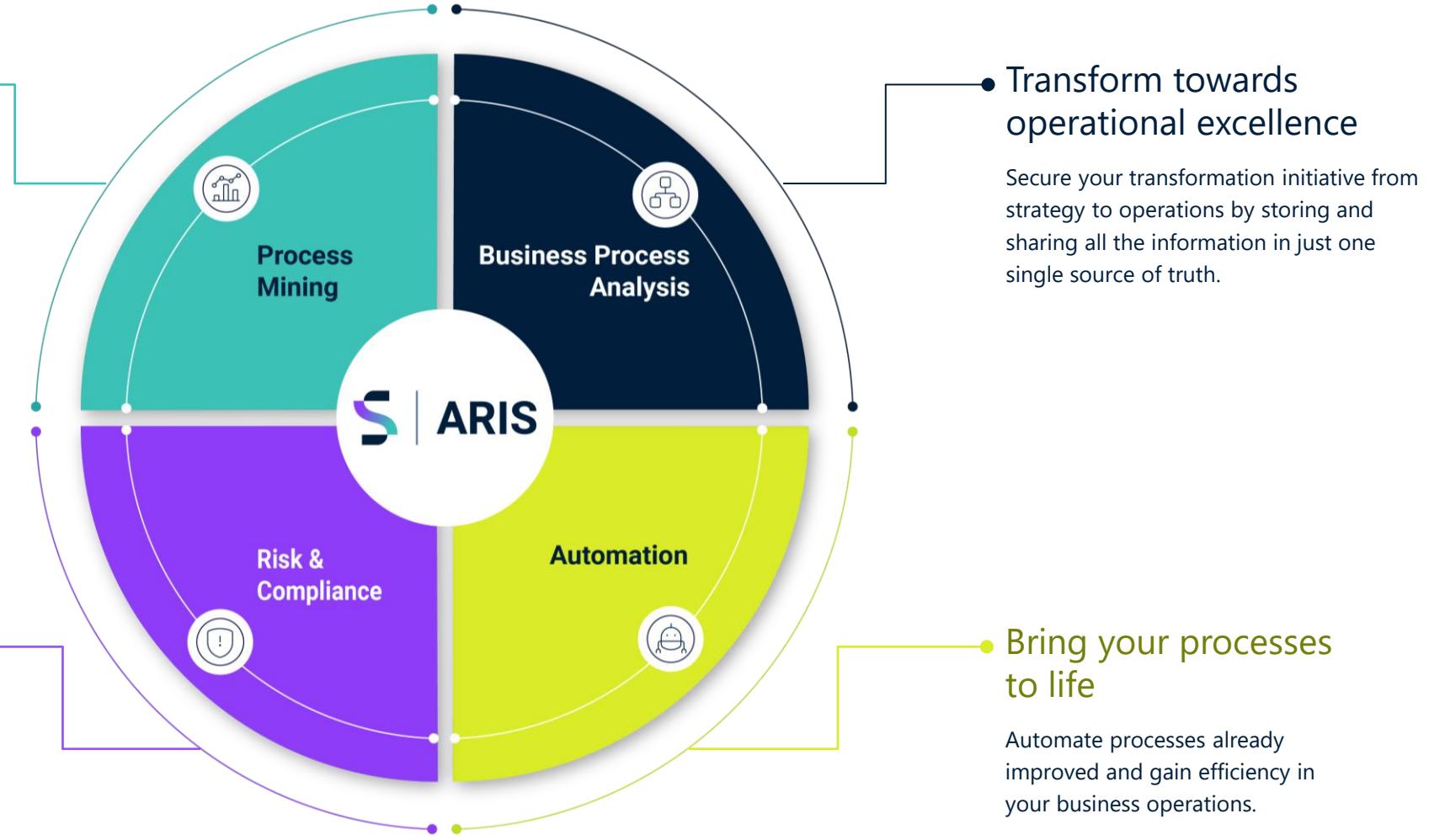
ARIS offers an **independent** and **all-in-one suite** that grows with our customers' needs.

# ARIS Transformation Suite Overview

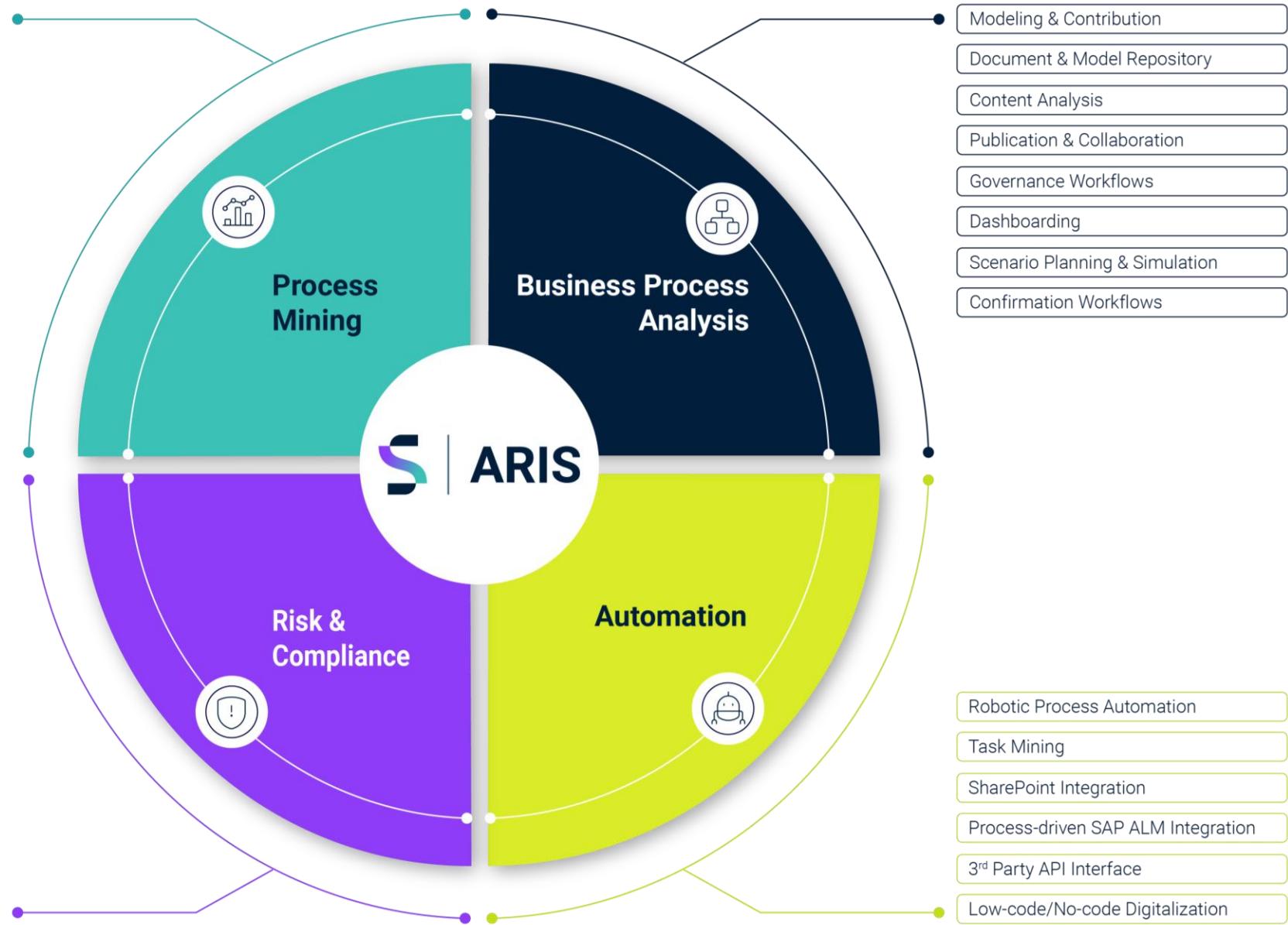
Run through your transformation lifecycle with a one-stop-shop for your "one way of working"

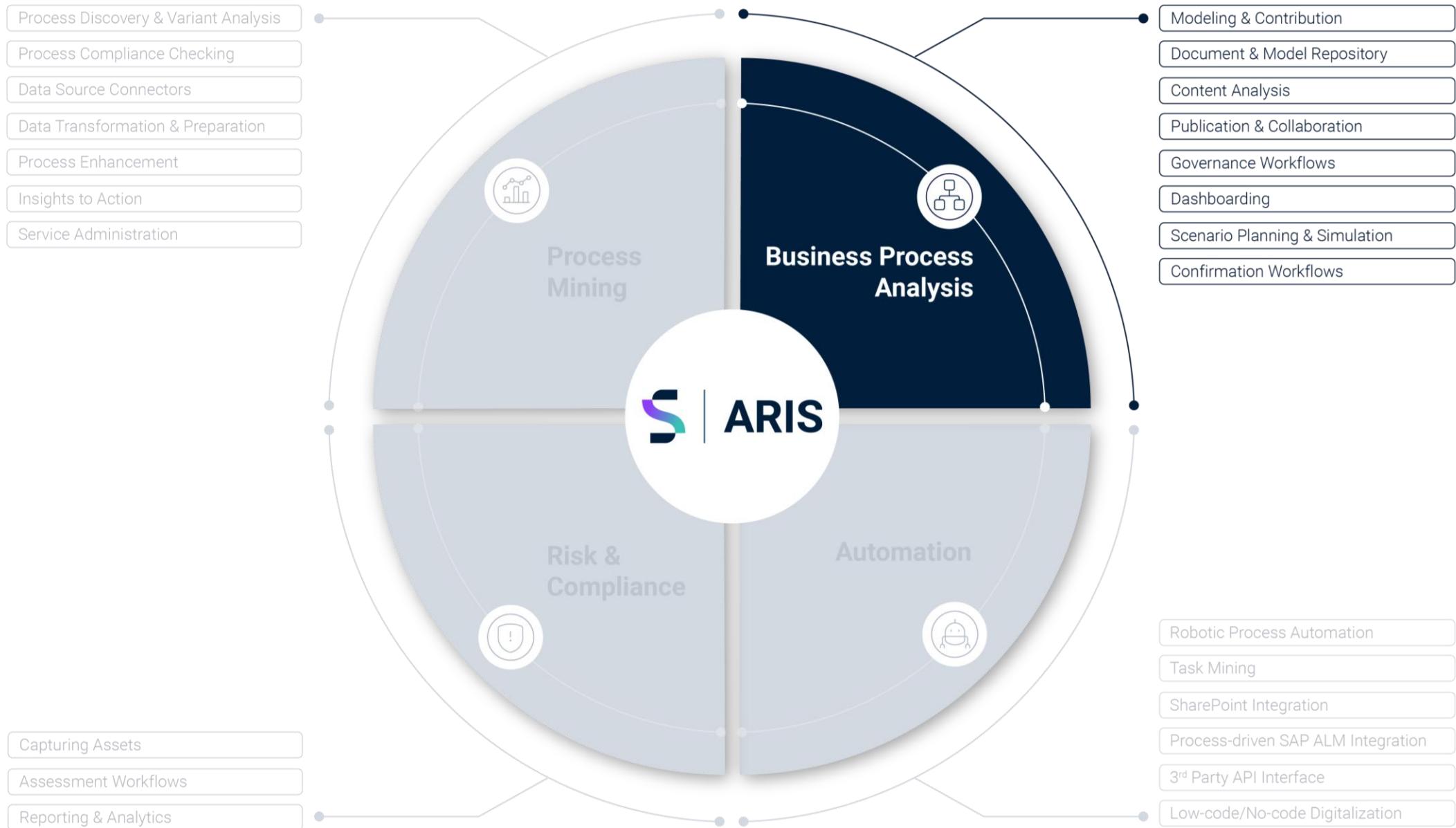
Optimize your business with deep process insights

Measure and control the actual execution of your processes, discover bottlenecks and implement measures in no time.



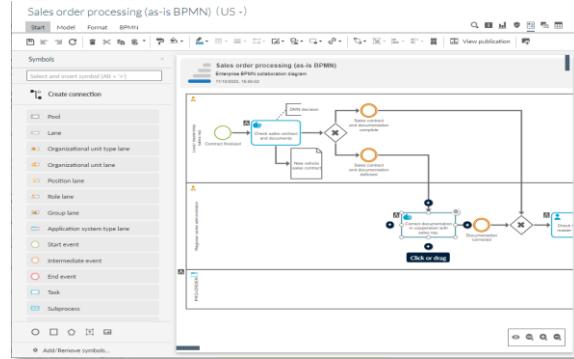
- Process Discovery & Variant Analysis
- Process Compliance Checking
- Data Source Connectors
- Data Transformation & Preparation
- Process Enhancement
- Insights to Action
- Service Administration





# Business Process Analysis

Bring strategy to life

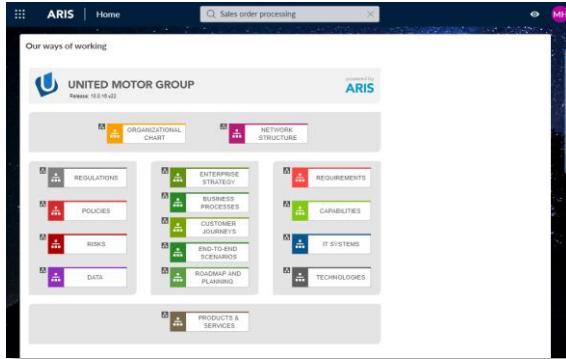


## MODELING & CONTRIBUTION

- Use business notations or OMG standards (BPMN 2.0) to quickly create models.
- Defined teams can contribute to the content during the process of modeling.



**Effortless creation of process models.**

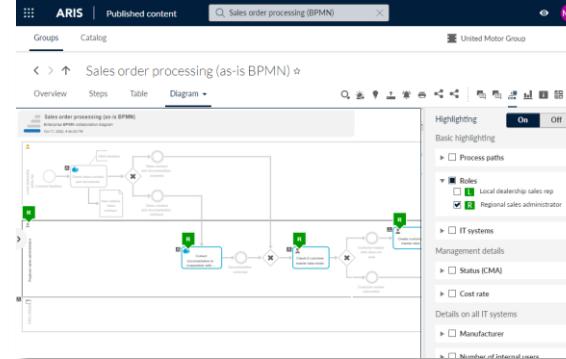


## DOCUMENT & MODEL REPOSITORY

- Centralized repository for storing process information and documents.
- Updates and maintain all processes and documents according to defined standards.



**Accurate information from a single source of truth.**

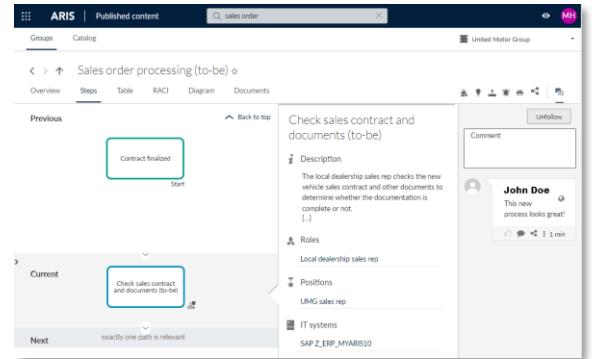


## CONTENT ANALYSIS

- Generate simple views of business content by using different options and filters.
- Grant access only to the content that it's relevant to the user.



**Focus on relevant content and prevent unauthorized access.**



## PUBLICATION & COLLABORATION

- Publish process content and communicate it to the entire organization in an easy-to-understand way.
- Get feedback from stakeholders to enable collaborative process improvement.



**Enable global process understanding and collaboration.**

# Business Process Analysis

Bring strategy to life



A screenshot of the ARIS interface showing a 'Sales order process' workflow. It includes a 'Change request' dialog box with fields for 'Title', 'Description', 'Priority', and 'Documents (optional)'. The main view shows a process flow diagram with nodes like 'Check sales contract and documents' and 'Check customer master data exists'.

## GOVERNANCE WORKFLOWS

- › Automated process governance for enterprise-wide policies and workflows.
- › Easy definition of policies, roles and responsibilities thanks to customizable workflows.



**Increase quality and consistency throughout the process.**

A screenshot of the ARIS interface showing a 'Sustainability strategy map - Balanced scorecard (BSC)' dashboard. It features four circular KPI dashboards for 'Positive impact outcomes', 'Value for stakeholders', 'Sustainable and innovative processes', and 'Key Enablers and resources'. Below these are sections for 'Strategy Objectives' and 'Key Performance Indicator'.

## DASHBOARDING

- › Interactive dashboards for complex data sets.
- › Out-of-the-box dashboards to start immediately or to reuse as a template to create your own view.



**Take better decisions based on ad hoc analysis.**

A screenshot of the ARIS interface showing a 'Simulation' view for a 'Billing (car rental)' process. It includes a process flow diagram, a 'Statistics' table showing process instances and their throughput times, and a 'Chart' showing the distribution of throughput times.

## SCENARIO PLANNING & SIMULATION

- › Analyze business processes and test what-if scenarios to detect improvement potentials.
- › Identify process inefficiencies and weaknesses before implementation.



**Save implementation costs by testing different scenarios.**

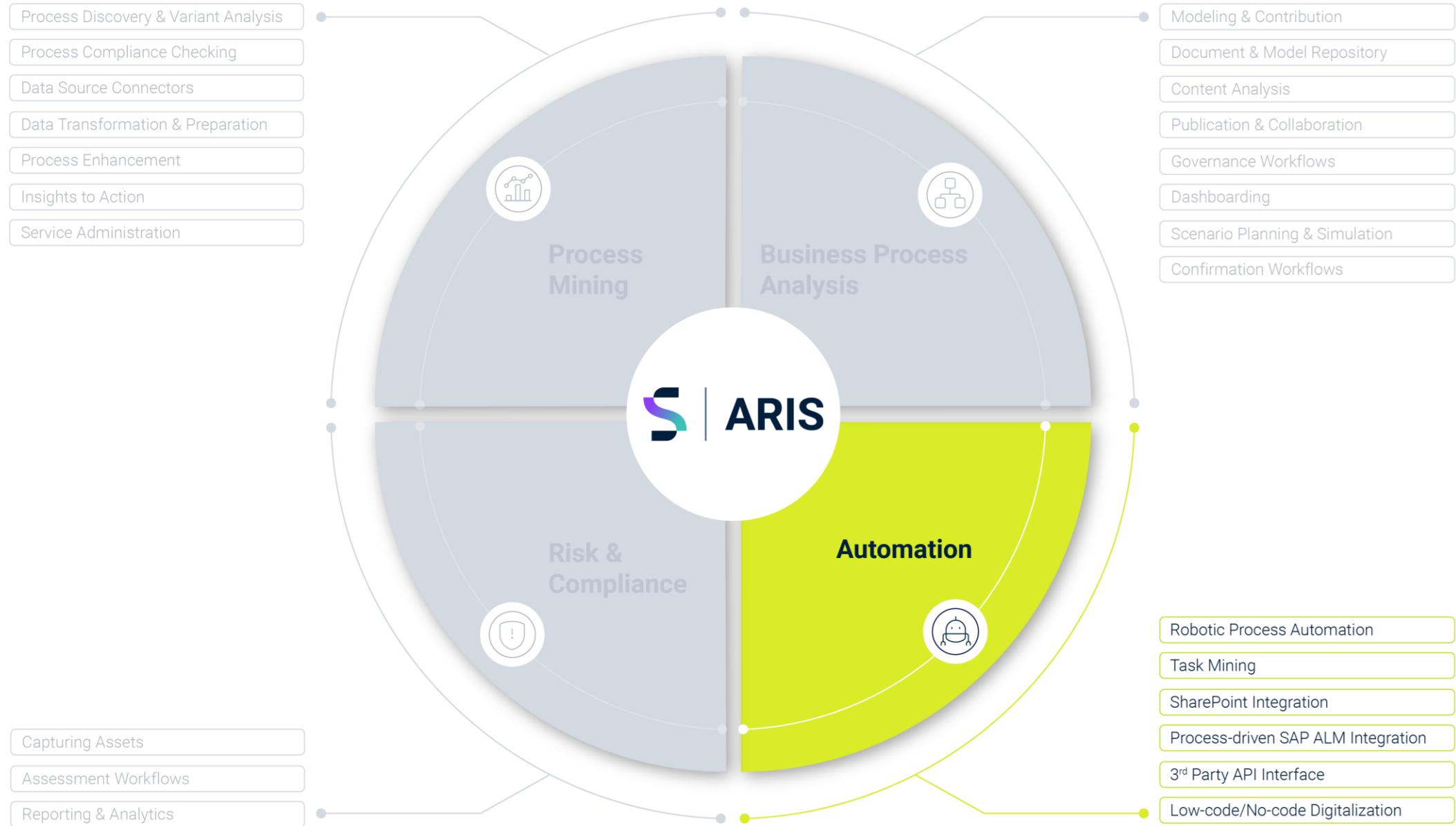
A screenshot of the ARIS interface showing a 'Confirmation process scheduler' for a 'Confirmation of 'Applicant selection'' process. It includes fields for 'Start date', 'Duration', 'Recurrence', and a 'Save and close' button.

## CONFIRMATION WORKFLOWS

- › Make sure that transformation changes are read, understood, and applied by the entire workforce.
- › Roll out and track organization-wide procedures and policies based on automated process governance.

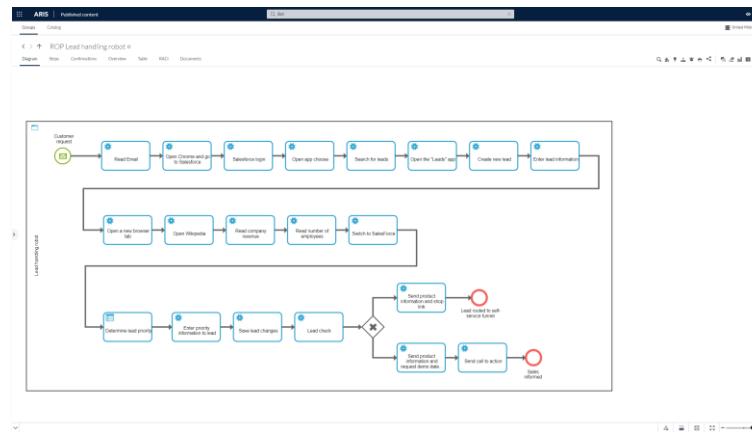


**Boost change acceptance thanks to automated workflows.**



# Automation

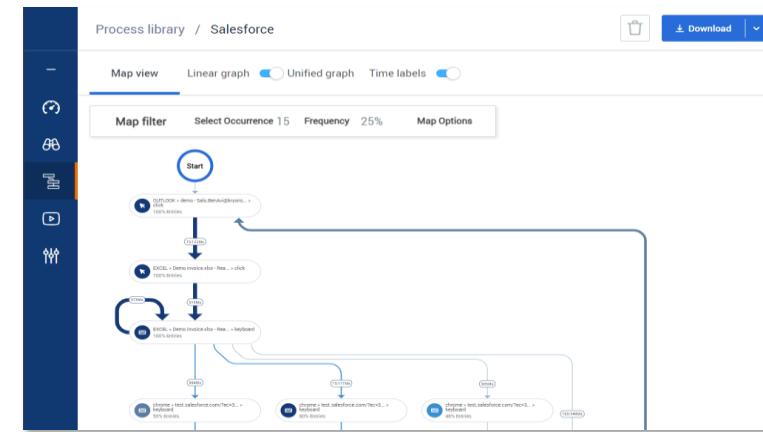
Bring processes to life



## ROBOTIC PROCESS AUTOMATION (RPA)

- Automate repetitive manual tasks and processes integrating bots into your process landscape.
- Use your processes as blueprints for your automations.

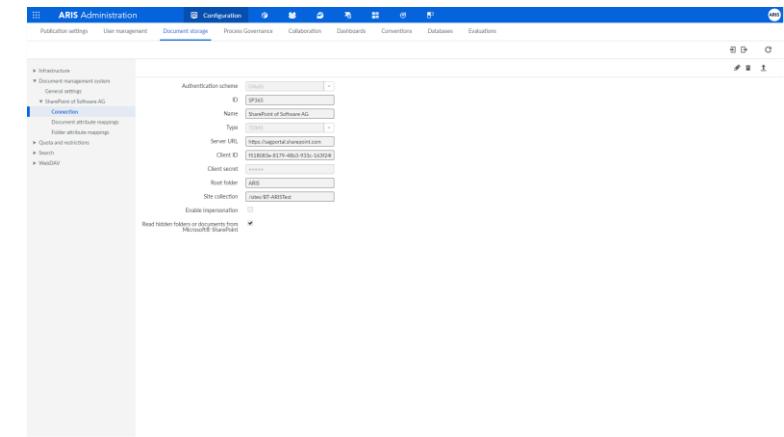
 Reduce costs and increase productivity.



## TASK MINING

- Automatically discover and analyze business processes on task level.
- Get insights into how the tasks are really executed, identifying inefficiencies.

 Analyze processes on the finest level while uncovering inefficiencies.



## SHAREPOINT INTEGRATION

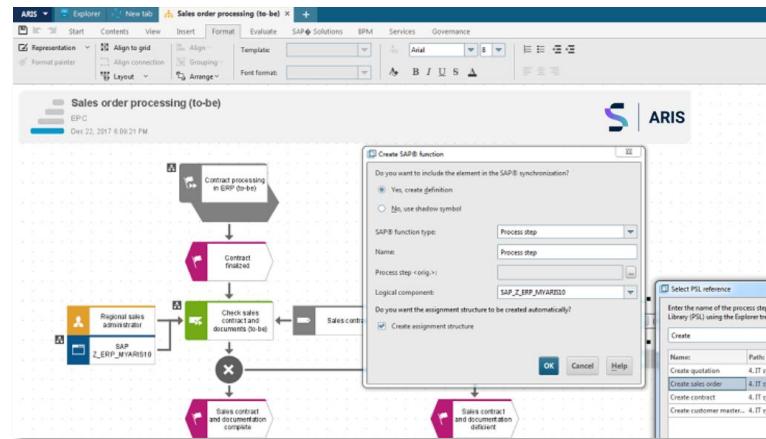
- Document publishing from Sharepoint to ARIS.
- Document upload from ARIS to Sharepoint.

 Keep your documents under control and updated.



# Automation

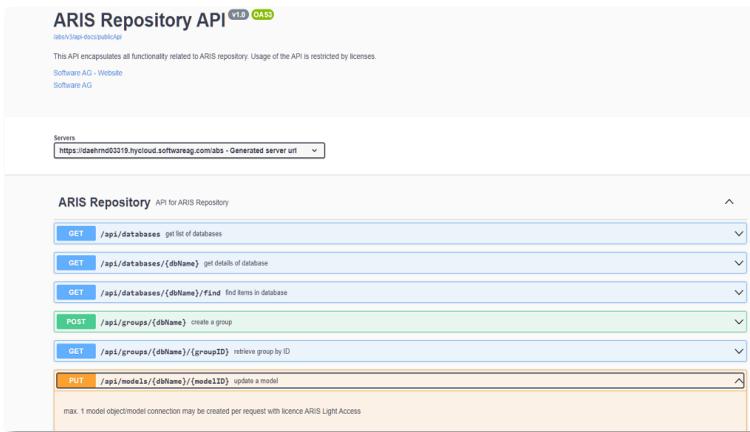
## Bring processes to life



## PROCESS-DRIVEN SAP ALM INTEGRATION

- Holistic implementation of SAP projects.
- Total integration with SAP<sup>©</sup> Solution Manager, blueprinting for S/4HANA, and training preparation with SAP<sup>©</sup> Enable Now.

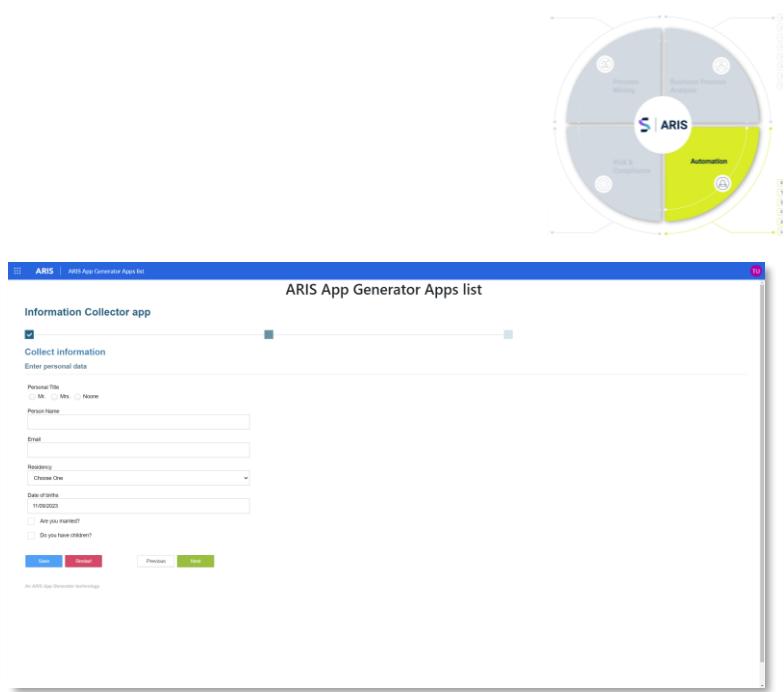
**Get more out of your SAP system thanks to the full integration with ARIS.**



## 3<sup>RD</sup> PARTY API INTERFACE

- Easy synchronization of ARIS with 3<sup>rd</sup> party applications.

**Enhance ARIS as the ultimate single source of truth through integration with 3rd party systems.**



## LOW-CODE/NO-CODE DIGITALIZATION

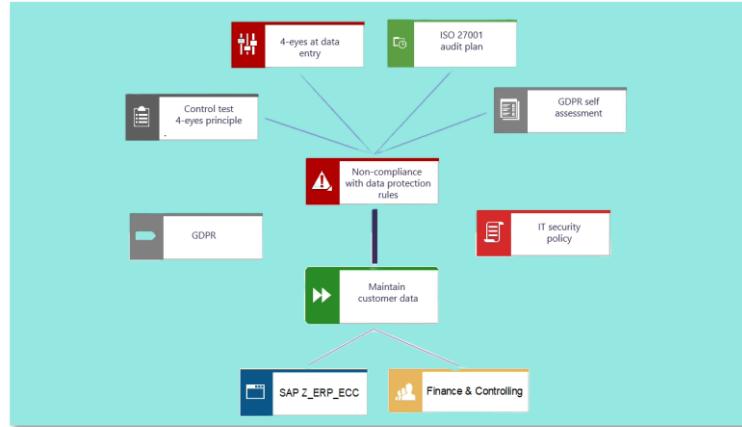
- App creation in ARIS for citizen developers.
- User-friendly interface with pre-built components.

**Boost your productivity with effortless process automation for non-programmers.**



# Risk & Compliance

Take total control of your business

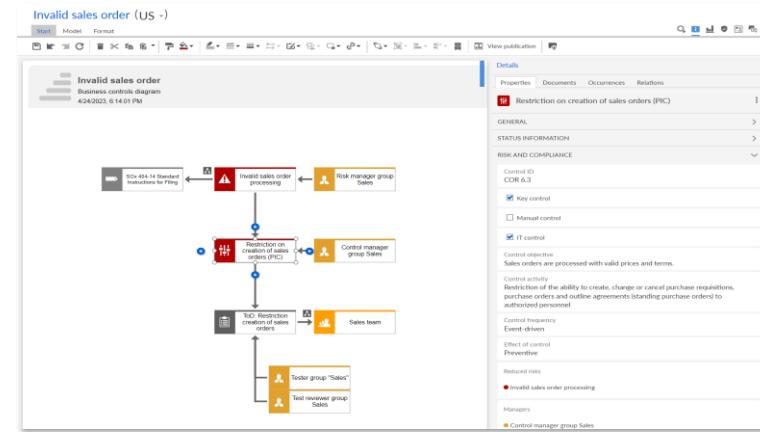


## CAPTURING ASSETS

- Map risk & and compliance-related objects (ex. risks, and controls) in your processes.
- Create risk diagrams and define control tests and self-assessments.



Increase transparency and control.

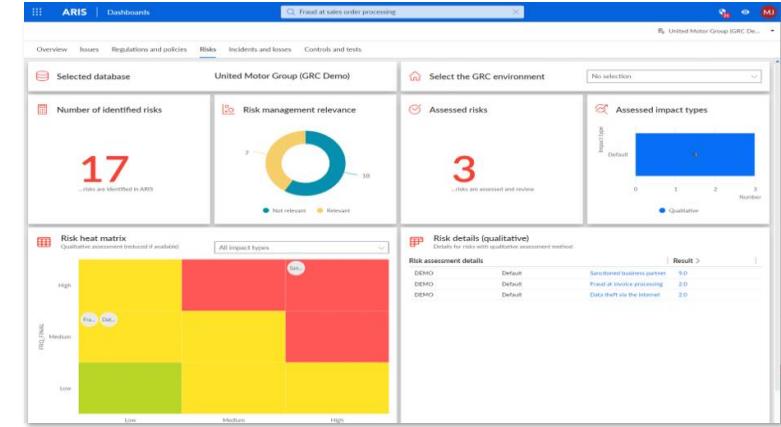


## ASSESSMENT WORKFLOWS

- Assign the right roles to the relevant risk & compliance tasks.
- Build a framework for testing, risk assessment, self-assessments and audits.



Optimized task allocation and comprehensive framework.

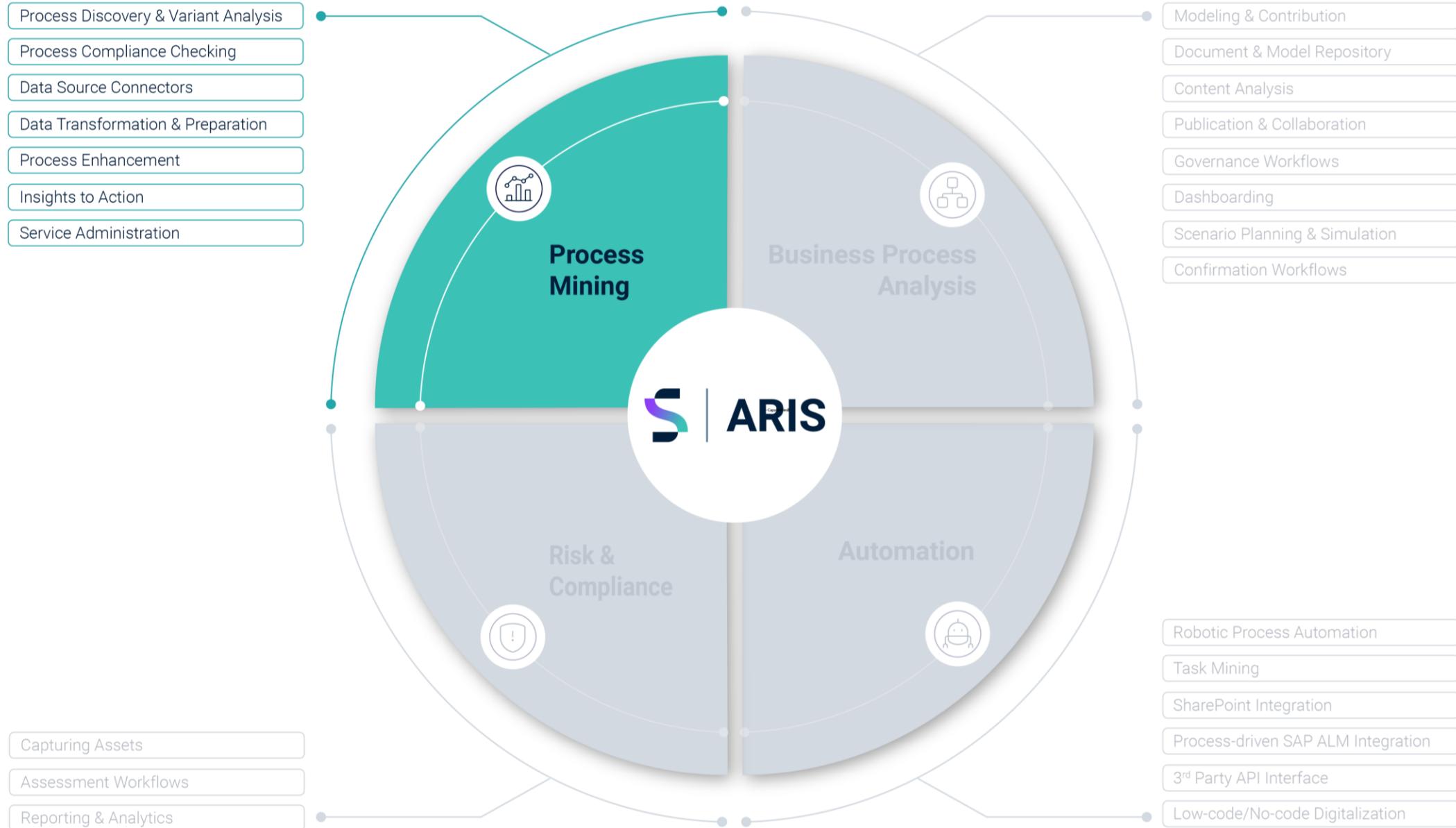


## REPORTING & ANALYTICS

- Evaluate the results from your assessments and create reports from the documented results.
- Use individual dashboards to visualize risk & compliance status and take immediate action.

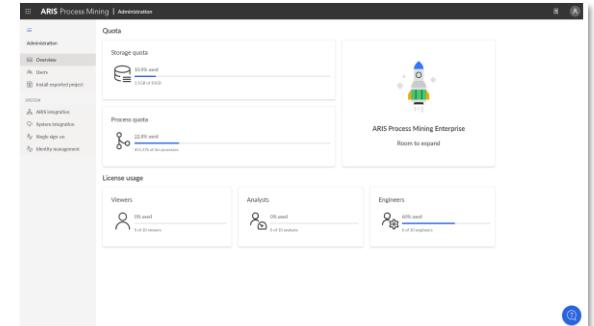
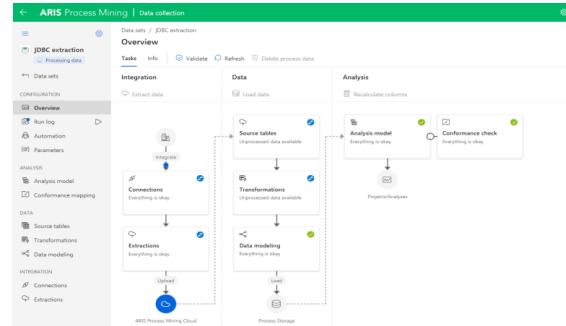
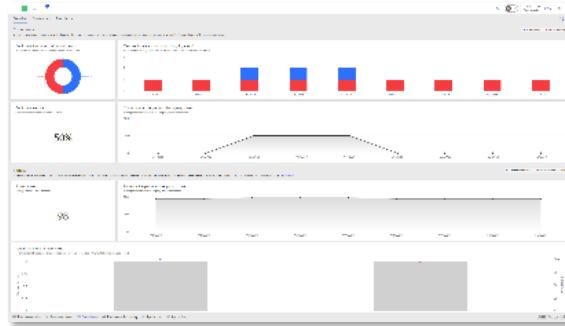
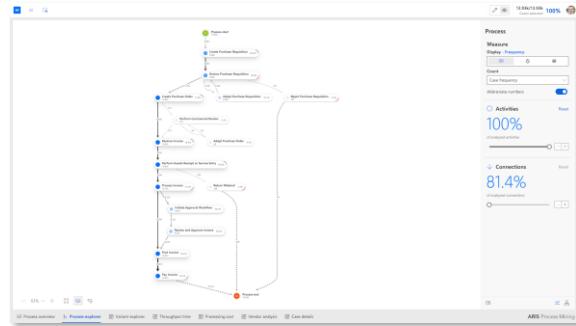


Efficient evaluation and simplified reporting.



# Process Mining

Get in-depth business insights and make the right decisions



## PROCESS DISCOVERY & VARIANT ANALYSIS

- Use process discovery for as-is process landscape identification.
- Leverage AI-based root cause mining engine to detect causes for delays and anomalies.



Enhance efficiency and success.

## PROCESS COMPLIANCE CHECKING

- Automatically compare actual process execution with the underlying process definition and business rules.
- Calculate conformance rate and compare your fitness documentation to reality.

Maximize the benefits of your data-driven process optimization.

## DATA SOURCE CONNECTORS

- Access to 550+ connectors and integrators
- Enhance more comprehensive data analysis and data accuracy.
- Improve collaboration and facilitate better decision-making.



Empower your data ecosystem.

## DATA TRANSFORMATION & PREPARATION

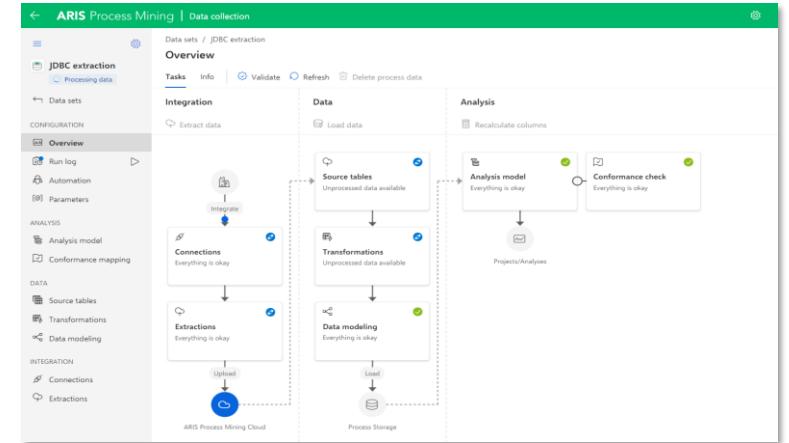
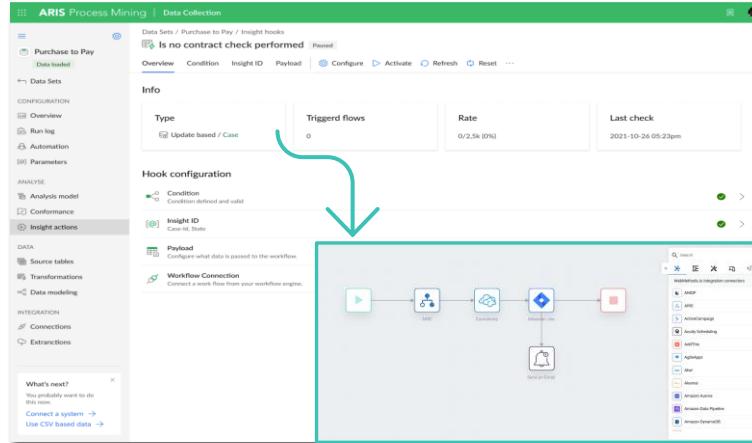
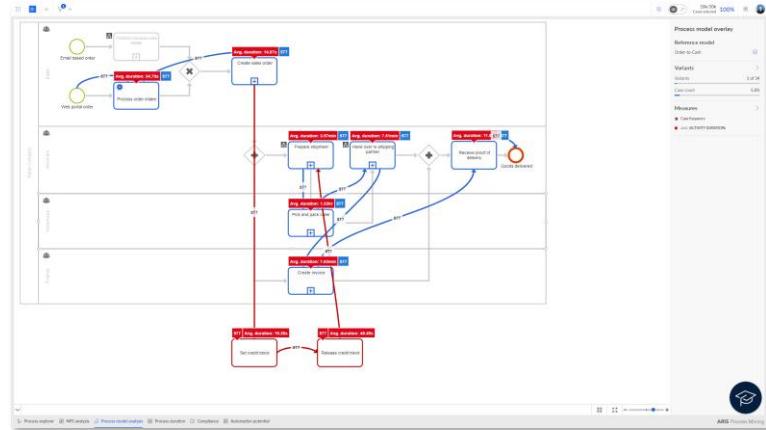
- Benefit from data transformation layer for big data support and data cleansing.
- Use pre-built packaged solutions for quick process implementation.



Streamline data processing.

# Process Mining

Get in-depth business insights and make the right decisions



## PROCESS ENHANCEMENT

- Transfer your process models to ARIS Process Mining to enrich them with insights from process mining data.
- Generate KPIs across the process and enrich your process repository within ARIS BPA.



Optimized process management.

## INSIGHTS TO ACTION

- Develop custom triggers for interacting with diverse target systems.
- Kick-off actions based on the insights derived from ARIS Process Mining.



Customized workflow automation.

## SERVICE ADMINISTRATION

- Discover and analyze user actions at a granular level with Task Mining.
- Combine user actions with system-generated event logs.



Identify automation opportunities for enhanced efficiency.

# ARIS Editions

The right solution for every need



## ARIS Basic



For small companies who want to start into the world of Business Process Management.

- Standard features ideal for beginners
- Easy to use for fast results



Free trial

## ARIS Advanced



For small and mid-size companies who want to run advanced projects to analyze processes end-to-end.

- More custom methods and functions
- Next stage in productivity



Free trial

## ARIS Enterprise



For medium- to large-size companies implementing continuous process improvement and operational excellence.

Enterprise-wide management system

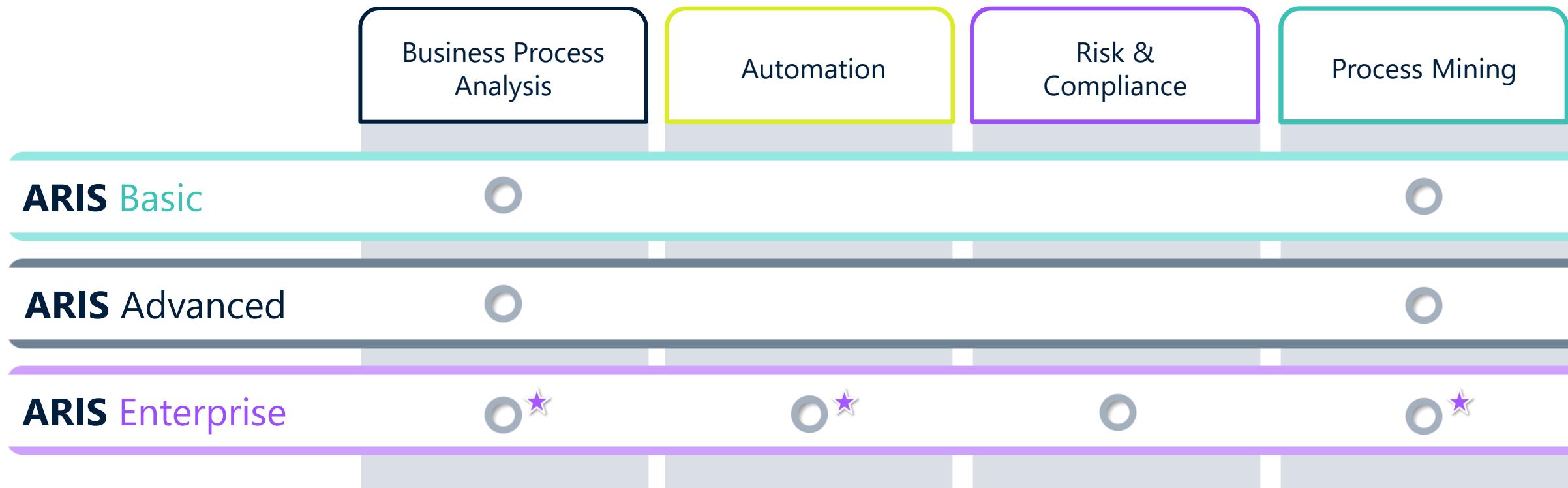
Full portfolio of ARIS capabilities



Contact us

# ARIS Editions serves different Needs

The suite that grows with your projects



★ Each can be used standalone or combined

# ARIS Cloud



## Shared cloud regions | AWS

- Europe 3x (Frankfurt, Ireland)\*
- US West 1x (Oregon)
- Asia Pacific 1x (Sydney)



## Dedicated cloud regions | Azure

- West Europe 1x (Netherlands)
- East US 1x (Virginia)
- Japan East 1x (Tokyo)



## Dedicated cloud regions | AWS

- Europe 4x (Frankfurt, Ireland, London, Paris)
- US West 1x (Oregon)
- US East 1x (N. Virginia)
- Asia Pacific 2x (Singapore, Sydney)
- Canada 1x (Central)
- South America 1x (São Paulo)



\* Process Mining only available in EU Frankfurt



All-Inclusive  
Maintenance | Upgrade



Certified  
ISO 27001

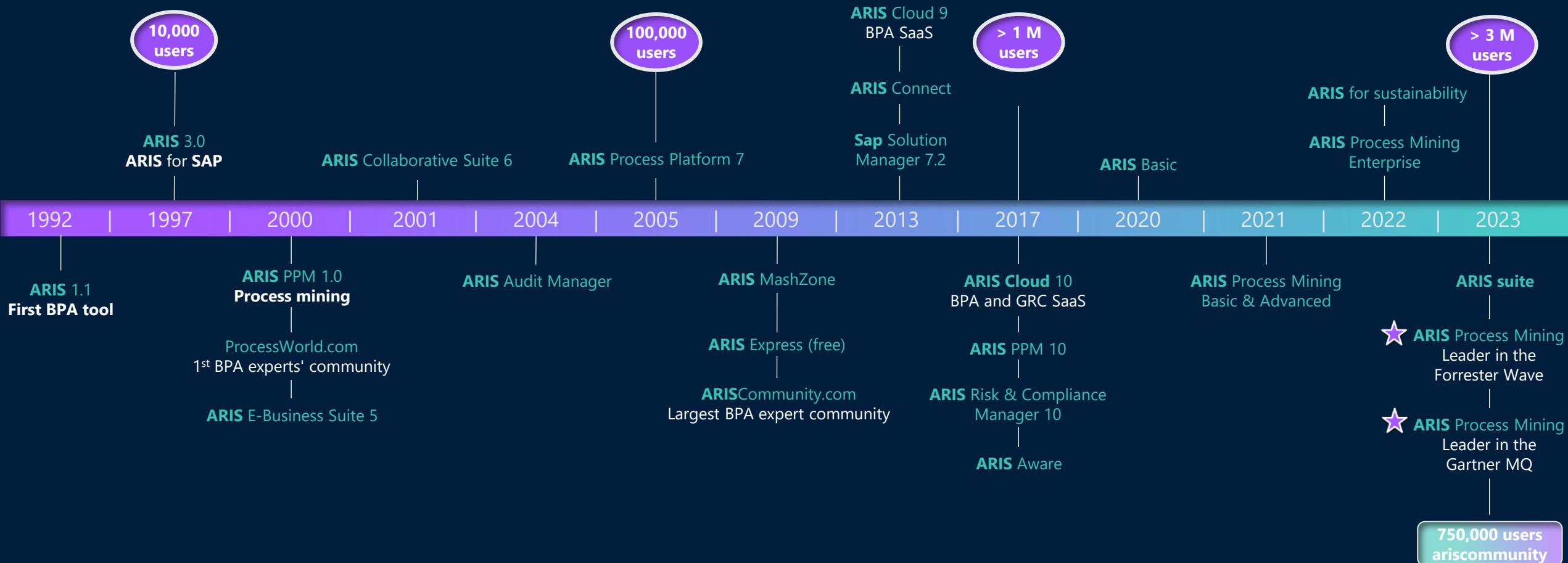


Daily  
backups



Service  
continuity

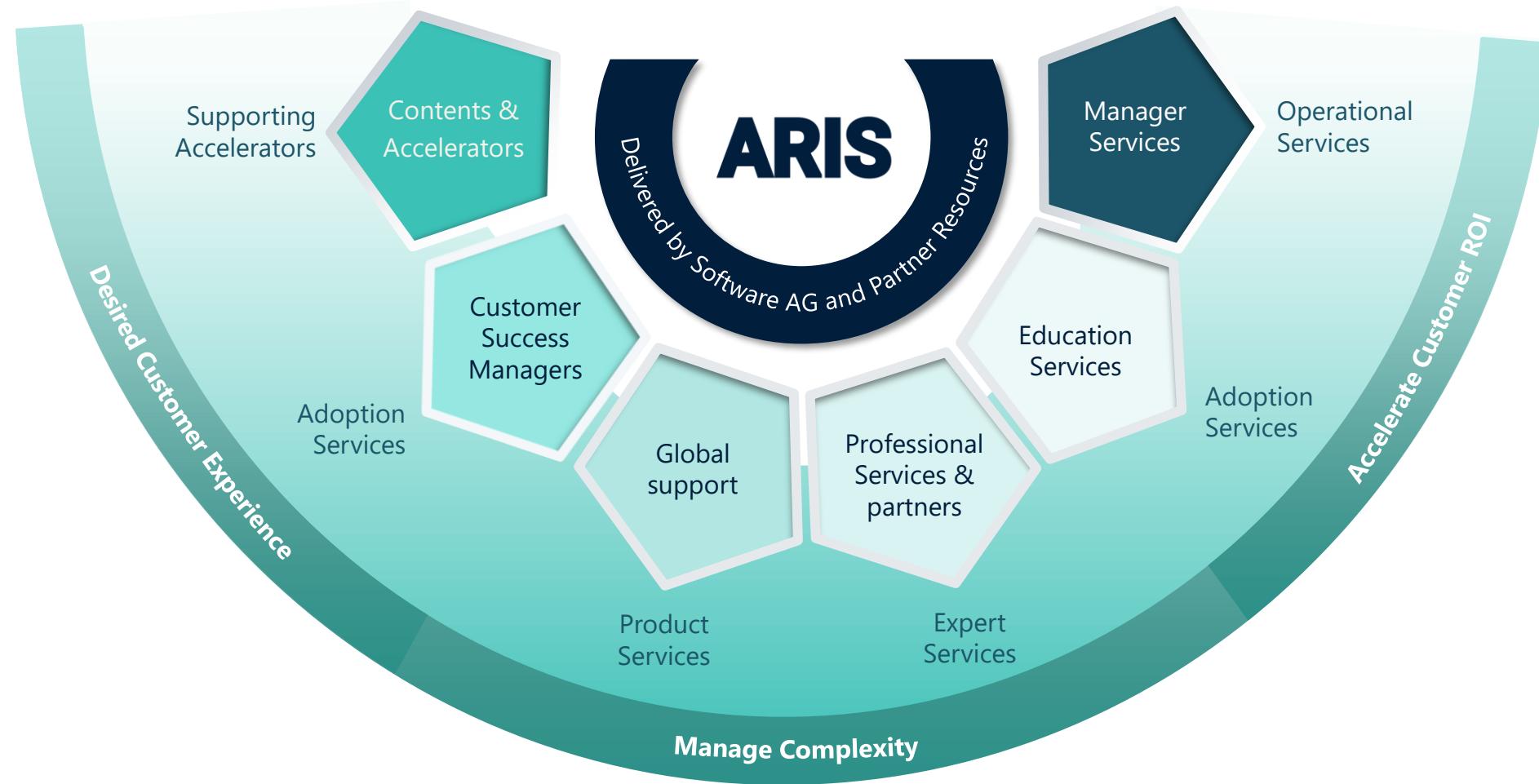
# ARIS stands for > Over 31 Years of Process Excellence



# Accelerate Time to Value

# Accelerate time to value with Software AG

Industry-leading products supported and scaled to our customers' growth



# ARIS Content Packages

Accelerate your time to value



# Process Mining Accelerators

Accelerate your time to value

## 16 READY-TO-USE ACCELERATORS FOR PROCESS MINING



WATCH VIDEOS

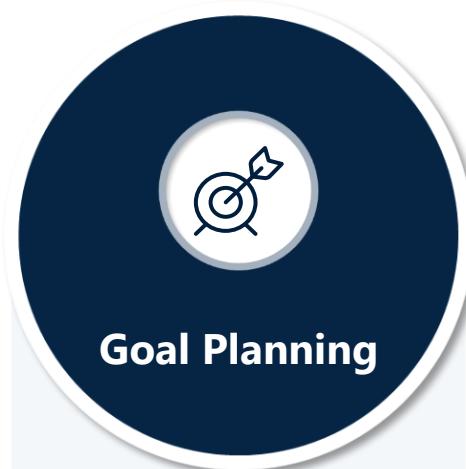
PROCUREMENT	 Purchase-to-Pay for SAP® Purchase-to-Pay for Oracle®	SERVICE MANAGEMENT	 Incident to Resolution for Freshworks Incident-to-Resolution for ServiceNow	FINANCE	 Accounts Payable for SAP® Accounts Receivable for SAP® Record-to-Report – General Ledger for SAP®
PLANT MAINTENANCE	 Plant Maintenance for SAP®	BANKING	 Loan Application	HR	 Hire-to-Retire for SAP®
SALES	 Lead-to-Order for SAP®	QUALITY MANAGEMENT	 QM – Master Data for SAP®	ORDER MANAGEMENT	 Order-to-Cash for Oracle® Order-to-Cash for SAP®
SUPPLY CHANGE	 Order-to-Delivery	R&D OPERATIONS	 Issue-to-Implement - JIRA		

# Achieve your Desired Outcomes and measurable ROI

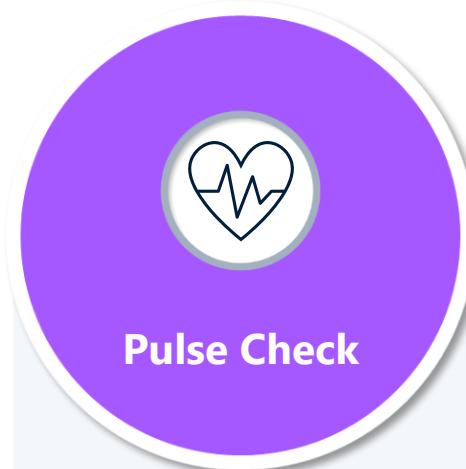
ARIS Customer Success



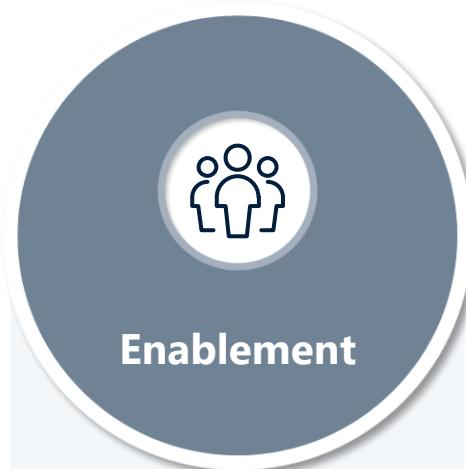
- › Be your voice and your advocate
- › Support feature adoption and grow usage/value
- › Build long term success and value/ROI
- › Build, track, and manage success plans



- › Ensures business outcomes are delivered
- › Plan KPI and value measurement/tracking
- › Identify goals for each user persona
- › Support Executive Business Reviews



- › Define detailed engagement plan
- › Identify risks and mitigation strategies
- › Monitor usage, training and adoption
- › Help assess overall environment health



- › Facilitate CSA\* support when required
- › Recommend Professional Services as needed
- › Share ARIS best practices and recommendations
- › Review and monitor training progress

# Success Plan – How can We help you?

Most Important Question – What are your objectives?

- › Establish cadence to review success plan, ROI achieved, and plan next sprint
- › Identify risks and mitigation strategies



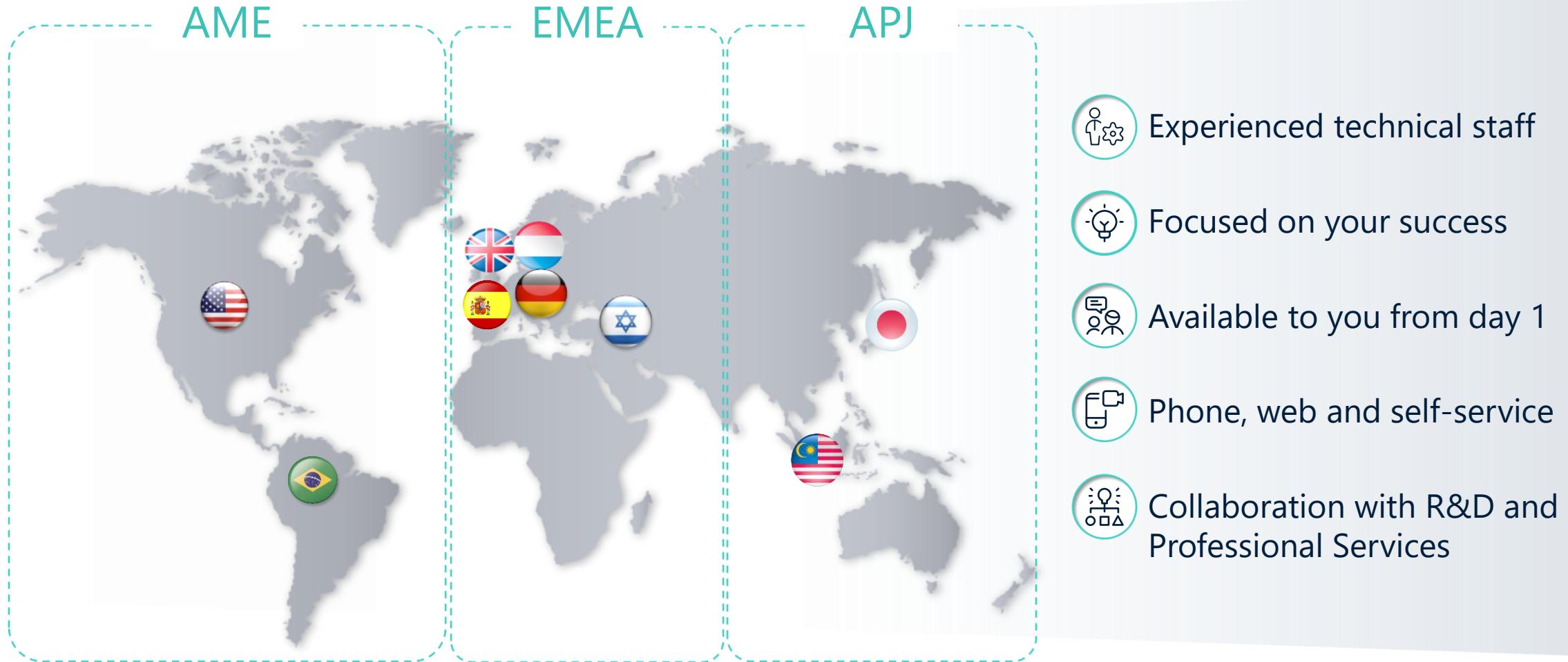
- › Understand business goals for purchasing ARIS
- › Review and confirm ARIS use case and plan how to measure ROI

- › Create success plans to document the overall strategy
- › Validate & sign off success plan with key stakeholders

- › Identify key short- and long-term goals with priorities
- › Agree on the tactical objectives to support strategic objectives

# Global Support

Around the Clock, Around the World, 24/7 Availability



# ARIS Support Services

## Customer Scenario's & Positioning

	Software AG Cloud (OOTB/Self-Sufficient)	Software AG Cloud ( Solution Level Support)	On-Premise	Customer Private Cloud
Application / Solution Layer		Enhanced Support for Alfabet SaaS	Software AG Managed Service (MaSe)	Software AG Managed Service (MaSe)
Platform/Product - Mission critical Support	Premium Care	Premium Care	Premium Care	Premium Care
Product Support	Global Support (Enterprise Active)	Global Support (Enterprise Active)	Global Support (Enterprise Active)	Global Support (Enterprise Active)
Platform	Cloud Operations (SaaS)	Cloud Operations (SaaS)	Software AG Managed Service (MaSe)	Software AG Managed Service (MaSe)
Infrastructure	Cloud Operations (SaaS)	Cloud Operations (SaaS)	Managed by Customer	Managed by Customer
				Software AG MaSe

# Partnering for Success

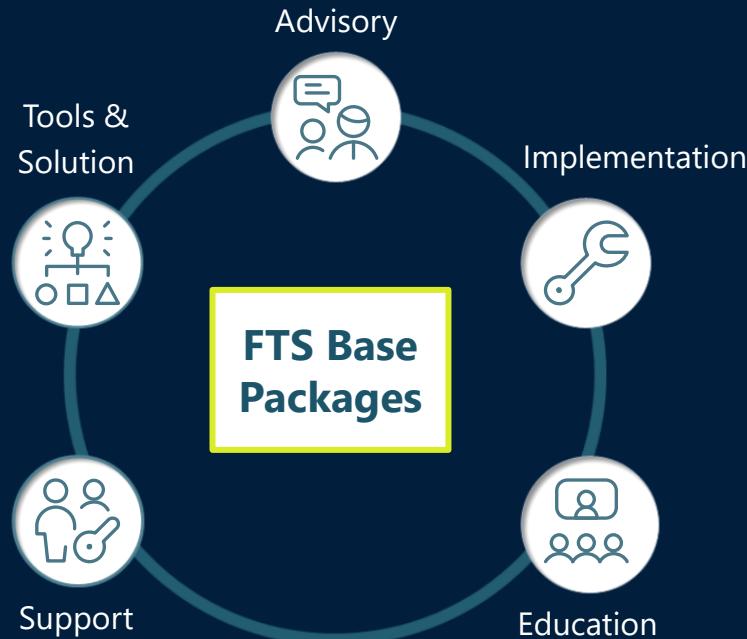
Global ARIS partner network - what you need and where you need it



# ARIS Professional Services

Accelerate results, avoid project pitfalls, and discover best practices

Fast Track Services (FTS) **provides outcome-based offerings that support product adoption and accelerate customer's time-to-value.**



## Accelerate results

No one knows our products better... no one else can help you achieve a faster ROI.



## Realize value over time

Build skills as you team up with our experts to reach your business goals.



## Optimize investment

Get to value fast with these short-term, focused engagement.

## ARIS customers results & metrics

100%

SLAs maintained in 2023

4,75

Average overall customer satisfaction score (out of 5,00)

>99%

System up time in 2023 over all projects and environments

# ARIS Education Services



## Free, self-paced training

Choose hands-on course to quickly ramp up on your topic, anytime, anywhere.

## Certifications

Validate your knowledge on ARIS products and receive a digital badge to build up your professional profile (Associate, Professional or Expert).

## Tailored training plans

Get a product training plan tailored to your needs with hands-on engagement with our Education Services team.

## Support

From product documentation to Tech Community or even Developer Center, we are here to support your success.

[Learning Portal](#)[Learning Portal](#)[Learn more](#)[Learn more](#)

# Why Software AG Managed Services?

Complete product coverage and deep product expertise



## Your premium service provider

- › Premium experience across whole set-up and support process
- › Differentiation from services provided by SI with fast & high-quality support
- › Focus on long-term solutions to incidents and service requests



## Deep product expertise

- › Deep product expertise as software provider
- › Close link to R&D department enables solution of complex service request
- › Managed services realizable in complex platforms and infrastructures



## Assure business continuity

- › Keep valuable technology investments secure and available
- › Proactive and preventive approach to monitoring for maximized up-time
- › Upgrades in a frictionless and timely fashion with no business interruption



## Focus on your core business

- › Free up in-house IT staff and focus on business innovation
- › Focus on core business, not needing to spend time on IT system
- › Improve system without internal IT resources required



## High quality and depth of support

- › Reliability on high-quality support and frictionless processes
- › Comfort and benefit of having local (language) support resources
- › All around management of IT system with dedicated contact via Managed Services team

# ARIS – your best Choice

Benefit from ARIS Unique Selling Propositions

## TRUST

SOFTWARE AG'S 30+ YEARS EXPERTISE

## INNOVATION

THE PIONEER OF PROCESS MINING

## TRANSFORMATION

FROM STRATEGY TO OPERATIONS

## SECURITY

THE MOST STRINGENT CONTROLS  
ON THE MARKET

ARIS is the only suite that...

**01**

Single source of  
truth for  
documents and  
blueprints

**02**

Supports all  
relevant market  
standards (BPMN,  
EPC, Archimate...)

**03**

Highest  
connectivity to 3<sup>rd</sup>  
party systems

**04**

Best balance  
between  
simplicity and  
complexity

**05**

Comprehensive  
feature set –  
start small, grow  
large

**06**

Highest flexibility  
Any industry  
Any size

**07**

Large-scale  
technology  
running in heavy  
scenarios and  
deployment

**08**

Continuous  
delivery of  
innovation

# Direct support for vertical industries

## Customer references

Financial services	Manufacturing	Retail	Government	Transportation	Energy & utilities	Communication media, services
        	        	        	      	      	        	        

# Global ARIS Customers



# Do you want to know more?



## Find us

- › [aris.com](http://aris.com)
- › [softwareag.com\ARIS](http://softwareag.com\ARIS)
- › [www.ariscommunity.com](http://www.ariscommunity.com)



## Listen to our customers

- › [Softwareag.com/customers](http://Softwareag.com/customers)
- › [Watch the video statements](#)



## Learn with us

- › [Software AG Learning Portal](#)
- › [ARIS Hub](#)
- › [Resource library](#)



## Try for free

- › [ARIS free trial](#)

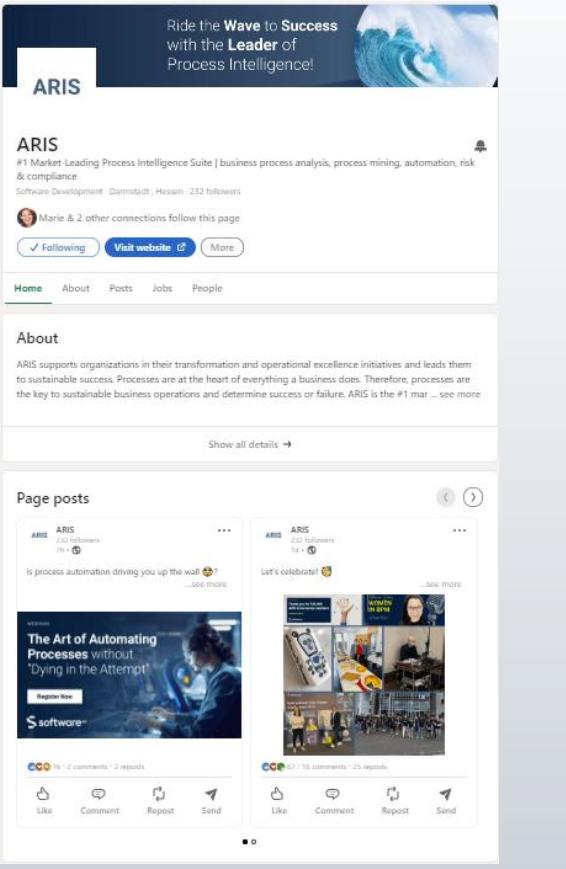


## Keep in touch

- › [Linkedin](#)
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- › [Youtube](#)
- › [ARIS Newsletter](#)
- › [Ariscommunity](#)
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# Where to Find Us

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## ARIS Community

## ARIS News

