ARIS – Product Update I

Highlights ARIS Roadmap & Product Strategy
Update, Nov 15th 2023

Dr. Dominik Vanderhaeghen, Vice President Head of ARIS Product Management

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How do executives currently see their organizations?

2023

>> **McKinsey[1] – The State of Organizations 2023:** McKinsey "(...) conducted a survey of more than 2,500 business leaders around the world. Only half say their organizations are well prepared to anticipate and react to external shocks, and two-thirds see their organizations as overly complex and inefficient."

Sources:
1 https://www.mckinsey.com/capabilities/people-and-organizational-performance/our-insights/the-state-of-organizations-2023
2 https://www.gartner.com/en/digital-markets/insights/top-9-software-investment-trends-to-watch-in-2023
3 https://www.pwc.com/gx/en/issues/c-suite-insights/ceo-survey-2023.html

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PwC's[3] 26th Annual Global CEO Survey: "Evolve or die, say 4,410 chief executives in our 2023 CEO Survey. But are they spending enough time on business reinvention? Many tell us no."
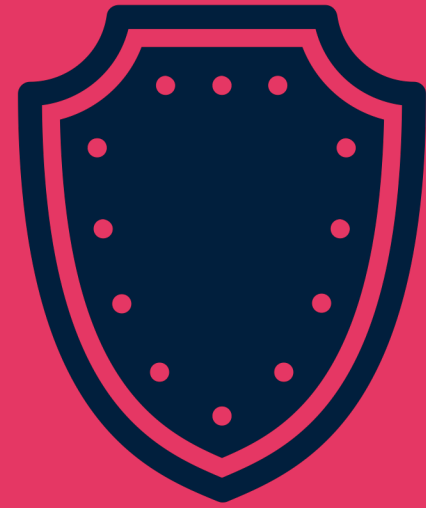
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The key challenge for organizations

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What's next?

Challenges remain, opportunities ahead

Sources:
1 https://www.forbes.com/sites/bernardmarr/2023/09/25/the-10-biggest-business-trends-for-2024-everyone-must-be-ready-for-now/?sh=6906763259ab
2 https://www.mckinsey.com/capabilities/mckinsey-digital/our-insights/the-economic-potential-of-generative-ai-the-next-productivity-frontier

What's next?

Challenges remain, opportunities ahead

Generative AI [1, 2]

Sustainable Business [1, 2]

Customer Experience [1, 2]

Data Economy [1]

Remote & distributed work [1]

MACHINE LEARNING

The 10 Biggest Business Trends For 2024 Everyone Must Be Ready For Now

Bernard Marr Contributor ⓘ

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Sep 25, 2023, 02:09am EDT

It is time once again to look into the crystal ball and predict the direction that business and industry will take in the coming year.

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Challenges remain, opportunities ahead

Generative AI 1, 2

Sustainable Business 1, 2

Customer Experience 1, 2

Data Economy 1

Remote & distributed work 1

Resilience [1]

FORBES > INNOVATION > ENTERPRISE TECH

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In 2024, organizations need to...

Transform, optimize, and control

TURN BIG WHEELS =
TRANSFORM BUSINESS AT
SCALE

1. Pick up **technology opportunities** – especially what Generative Artificial Intelligence can do for your business productivity

2. Establish an **operational excellence culture backed by a strong transformation platform** to have the full organization striving for fit-for-future initiatives

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EAT BITABLE CHUNKS =
OPTIMIZE GLOBAL WAYS OF WORKING

3. Achieve **more** outcome **with less** resources based on an integrated process intelligence approach, embedded in daily business of key users

4. Relentlessly leverage the power of **facts** and **data** in driving best possible outcomes

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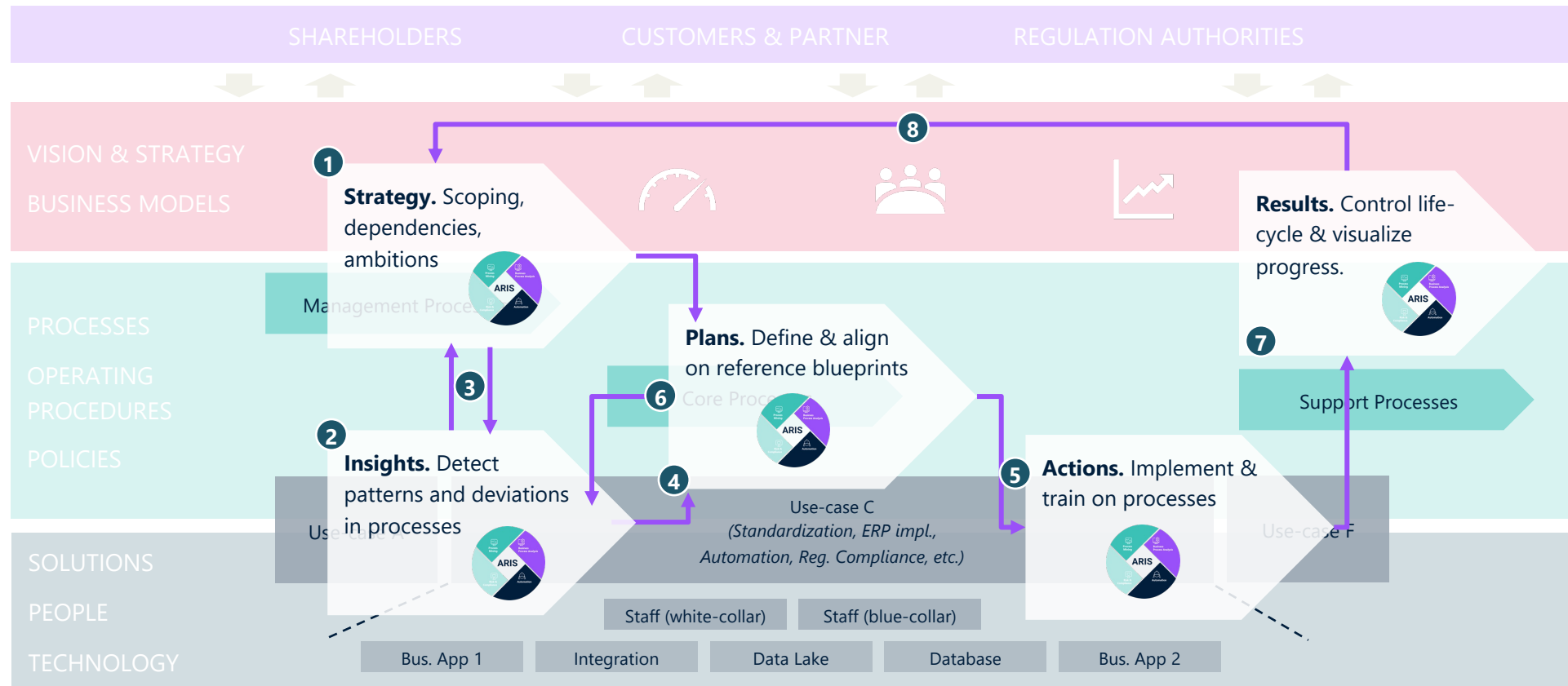
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STAY STRONG =
CONTROL CURRENT & FUTURE BUSINESS

5. Increase **resilience** of an organization backed by a combined view of business processes, their risks and controls implemented

6. Balance **agility** of business processes in the lights of a "tsunami" of regulatory compliance needs

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You build a system throughout a journey because every organization requires world-class processes

SHAREHOLDERS | CUSTOMERS & PARTNER | REGULATION AUTHORITIES

VISION & STRATEGY
BUSINESS MODELS

① Strategy. Scoping, dependencies, ambitions

Management Process

⑦ Results. Control life-cycle & visualize progress.

⑧

PROCESSES
OPERATING PROCEDURES
POLICIES

④ Plans. Define & align on reference blueprints

③

Core Process

⑥

Support Processes

② Insights. Detect patterns and deviations in processes

Use-Case A

Use-case C (Standardization, ERP impl., Automation, Reg. Compliance, etc.)

⑤ Actions. Implement & train on processes

Use-case F

SOLUTIONS
PEOPLE
TECHNOLOGY

Staff (white-collar) | Staff (blue-collar)

Bus. App 1 | Integration | Data Lake | Database | Bus. App 2

"If you can't describe what you are doing as a process, you don't know what you're doing."

"You can't manage what you don't measure."

W. Edward Deming (American engineer, statistician, professor, author, lecturer, and management consultant (October 14, 1900 – - December 20, 1993)

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(1) Strategic need or ambition triggers need for change & transparency: ARIS supports structure & scoping with *Enterprise Modeling* and *Risk & Compliance*.

(2) *Process & Task Mining* gain valuable insights to detect performance opportunities and deviations. Expert knowledge enriched via *Enterprise Modeling*.

(3) Strategic ambitions aligned (e.g. automatio scoping) what scope of changes might move the needle – supported by *Process Mining*.

(4) Automatically detected processes from *Process Mining* handed over to *Enterprise Modeling and Repository* for standards definition (mining to model). Definition of standards & architectures (to-be).

(5) Standards implemented: Systems implementation with *ARIS for SAP* and *APIs*, people onboarding & training with *Publication*, automation with *RPA*.

(6) Feedback loop between to-be standards and as-is performance: Detect deviations, compliance, and conformance issues with combined *Process Mining* and *Business Process Analysis*.

(7) Report to management on progress with *Dashboards & Charts*. Employees' *confirmations* of process standards.

(8) Initiate continuous feedback loop and synergies on multiple use-cases from a common platform for Process Intelligence. *Process Governance* cycle introduced.

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Software AG Ranked as a Leader

Forrester's Q3 2023 Process Intelligence Software Wave
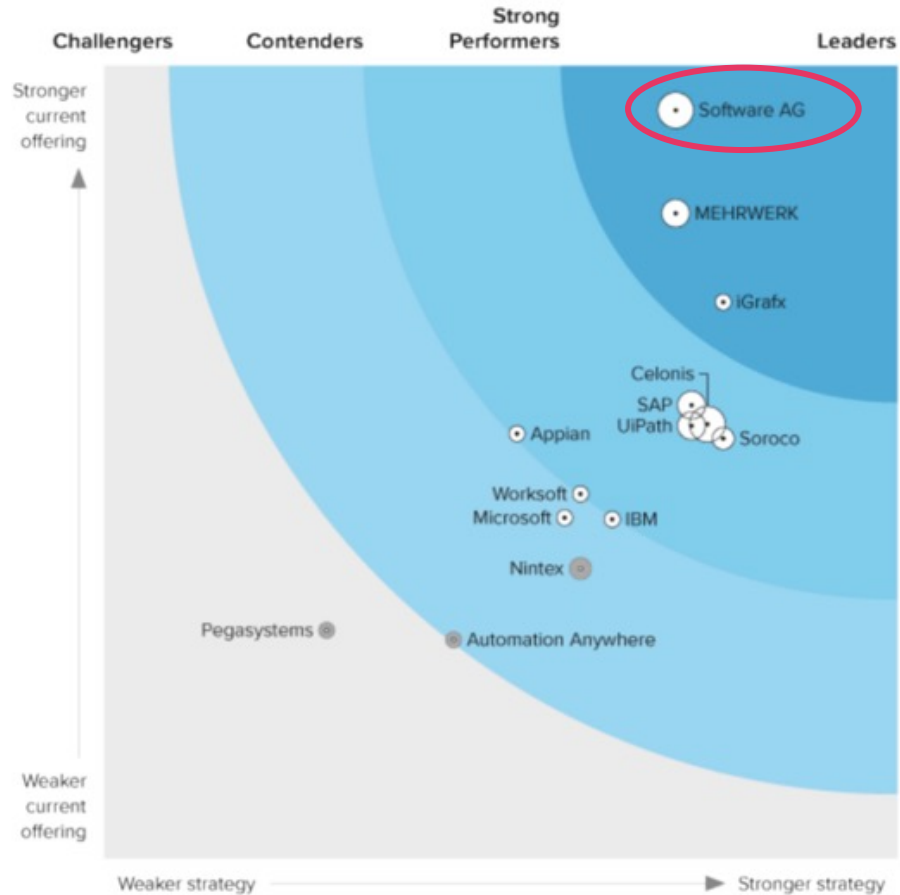
"Software AG's platform is the right choice for clients that put processes front and center in their digital transformation journey and want to leverage a technology stack that covers the internet of things (IoT), integration, application development, and automation."

"{Software AG's} broad global partnership ecosystem is a strength, given that specialized and local business process improvement service providers exist alongside global systems integrators and technology providers."

"{Software AG provides} a seamless experience for both business subject matter experts (SMEs) and developers speeds adoption and scaling."

Source: The Forrester Wave™: Process Intelligence Software, Q3 2023, Forrester Research, Inc., August 7, 2023

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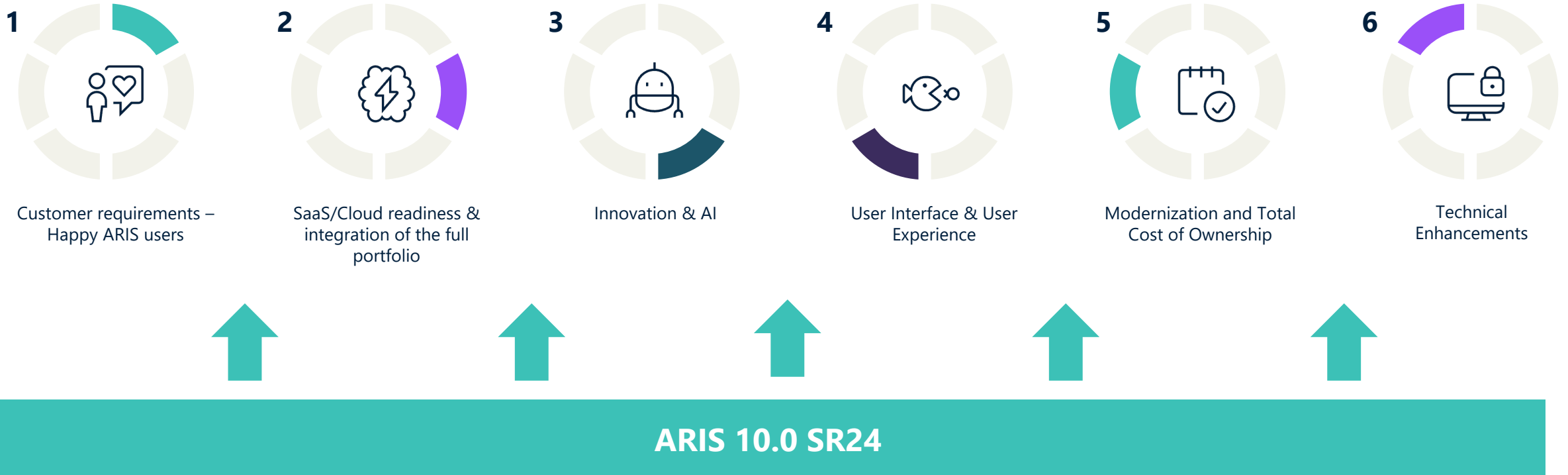
ARIS 10.0 SR24

The new ARIS release aims at future-proof customer obsession

Value drivers

1 Customer requirements – Happy ARIS users

2 SaaS/Cloud readiness & integration of the full portfolio

3 Innovation & AI

4 User Interface & User Experience

5 Modernization and Total Cost of Ownership

6 Technical Enhancements

ARIS 10.0 SR24

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The new ARIS release moves ARIS to the next level

High-level priorities of ARIS 10.0 SR24

Process Mining

- Dynamic process perspective
- Next-gen Process Mining with Generative AI
- Process Health Check and Comparison
- Enhanced dashboarding access
- Enhanced users and rights management
- Gallery Process Accelerators
- In-tool Collaboration

R&C

- Risk & Compliance in ARIS Portal
- Multi-Tenancy Support for Risk & Compliance
- Self-service Support for Risk & Compliance

Suite

- Customer requirements / ideas

BPA

- Accessibility ARIS portal
- DMN in the web
- Merge to database in the web
- Modernized "Content Views" in ARIS Portal
- Modernized Workflow Design and Process Runtime in the Web
- New Enterprise Portal Search
- Repository Capabilities in the Web
- Web-based Admin Capabilities for Enterprise SaaS
- WYSIWYG editor for ARIS Portal
- Spreadsheet Modeling in the Web

Center diagram quadrants:
- Process Mining
- Business Process Analysis
- Risk & Compliance
- Automation

ARIS

Auto-mation

- SAP Cloud ALM support

Suite

- Enterprise SaaS offering in shared cloud
- Reskinned ARIS suite
- Update experience & operation

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Integrated ARIS Enterprise offering in public cloud

ARIS Business Process Analysis and ARIS Process Mining – They are better together!
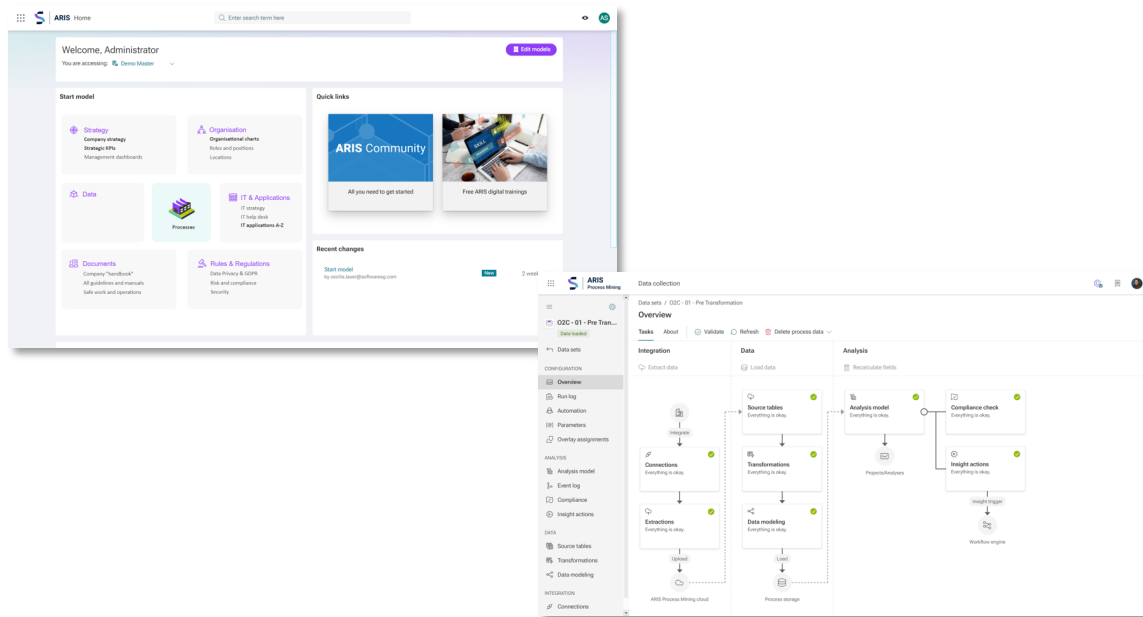
DESCRIPTION

› One product covering both worlds – BPA and Mining

› ARIS with integrated Process Mining Basic with the option to upgrade to ARIS Process Mining Enterprise

› Simple licensing model: Viewer, Viewer PRO, Designer and Admin

› Enhanced UI, additional standard capabilities

› Automatically receive the latest ARIS updates

TARGET GROUP | USE CASE

› Companies starting their transformation journey

› TCO aware customers

BUSINESS VALUE

› Reduced TCO: easy configuration via the UI (WYSIWYG), automatically get the most recent ARIS version, self-service configuration instead of customization

PREREQUISITES

› Editions: Enterprise

› Products: ARIS Base – Enterprise Public Cloud; ARIS Viewer – Enterprise Public Cloud; ARIS Viewer Pro – Enterprise Public Cloud; ARIS Designer – Enterprise Public Cloud; ARIS Admin – Enterprise Public Cloud

› Other: In addition to the base, at least one Admin license is required

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Spreadsheet modeler in the web[1]

Create data views, manage and augment ARIS content in a spreadsheet

DESCRIPTION

› Create spreadsheet models to generate individual data views on ARIS content

› Edit attributes and apply helpful functions like aggregations to attribute values

TARGET GROUP | USE CASE

› Content creator, Center of Excellence, Business Analysts

› Maintain high-quality content, process analysis and process optimization

PREREQUISITES

› Editions: Enterprise

› Products: ARIS Enterprise Designer, ARIS Enterprise Admin

BUSINESS VALUE

› Decreased costs / increased revenue due to optimized processes

[1] Customer idea portal: ARISRPA-I-73

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Variable event log definitions[1]

Change the dimension of your process mining log and redefine your activities
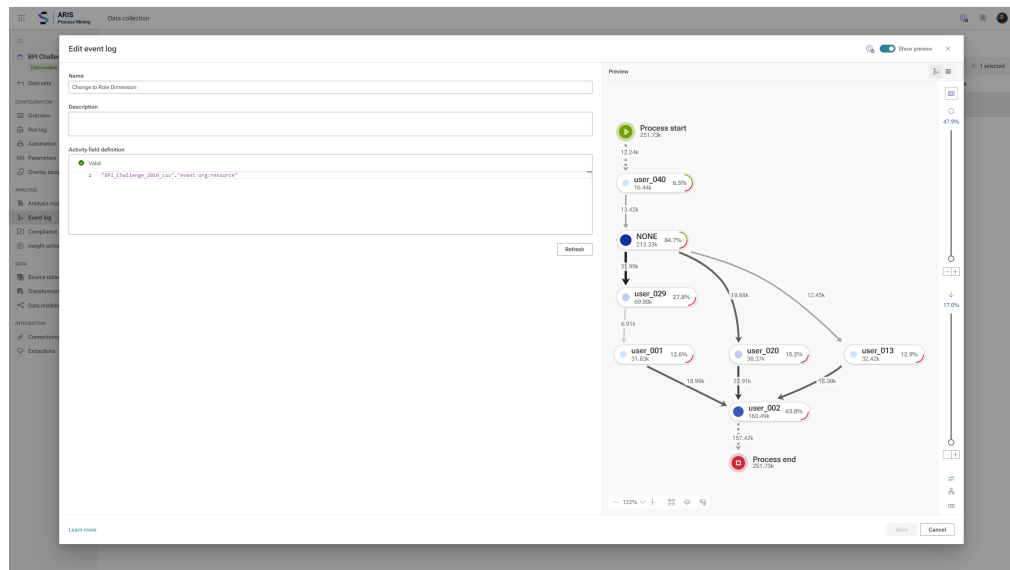
DESCRIPTION

› Define a new log definition and change the dimension for the activities

› Remap activities to other activities or exclude them from the analysis

› Merge activities to a higher level of detail to better fit the need

TARGET GROUP | USE CASE

› Process Mining Analyst and Engineers in charge of adapting the data to the need of a Business Analyst or the right level of granularity to measure the processes

PREREQUISITES

› Editions: Advanced, Enterprise

› Products: ARIS Process Mining

BUSINESS VALUE

› Adapt the process data to the need of the analysis

› Drive in-depth analysis and adapt the data to your processes

› Maintain several definitions and switch if needed

[1] Customer idea portal: ARISPMIYU-I-115, ARISPMIYU-I-67

A Companion for ARIS Process Mining

Get information from the chatbot on each page without the need to change applications
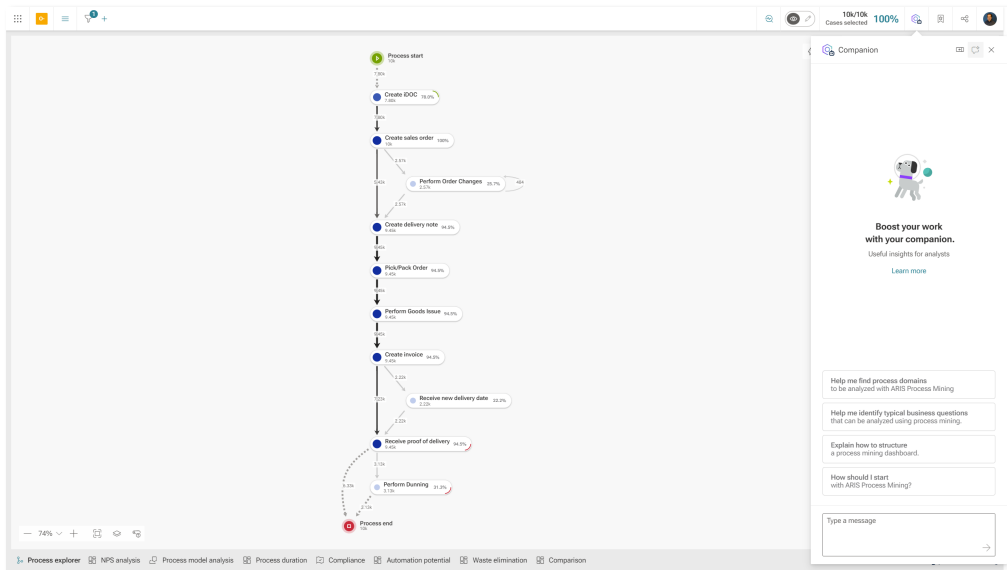
DESCRIPTION

› You can use the capabilities of OpenAI using the built in chatbot in ARIS Process Mining

› Ask questions, for help and ideate with the AI to find the best solution for you project

TARGET GROUP | USE CASE

› Process Mining Analyst and Engineers who want to use AI to help in the daily work.

PREREQUISITES

› Editions: Basic, Advanced, Enterprise

› Products: ARIS Process Mining

› OpenAI or Azure OpenAI API key

BUSINESS VALUE

› Direct integration of an AI-based Chatbot in ARIS Process Mining

› Get information from the chatbot on each page without the need to change applications.

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Gallery 2.0 - Adding Data into the installation

Beloved accelerators now come with data
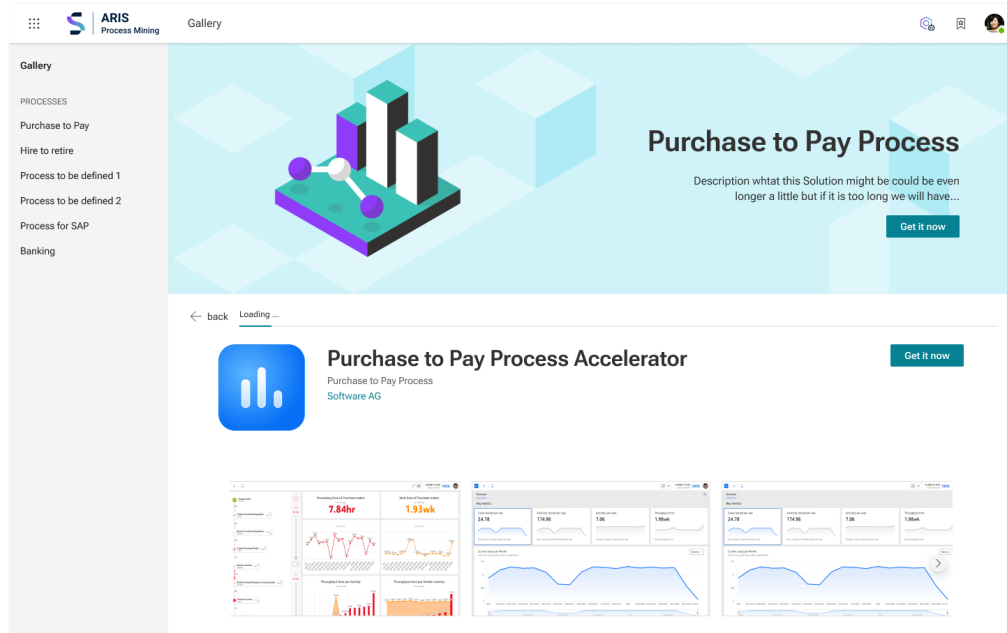
DESCRIPTION

› Accelerators now come with data in it to instantly realize its value

› Users do not need to worry about the lack to access to demo source systems

TARGET GROUP | USE CASE

› ARIS Process Mining Engineers and analysts looking to jump start the Process Mining journey.

PREREQUISITES

› Editions: Enterprise, Advanced

› Products: ARIS Process Mining

BUSINESS VALUE

› Accelerate your time to value with our predefined and standardized accelerators for numerous processes.

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Dashboarding for Viewer license

Everyone ARIS user has access to analytics
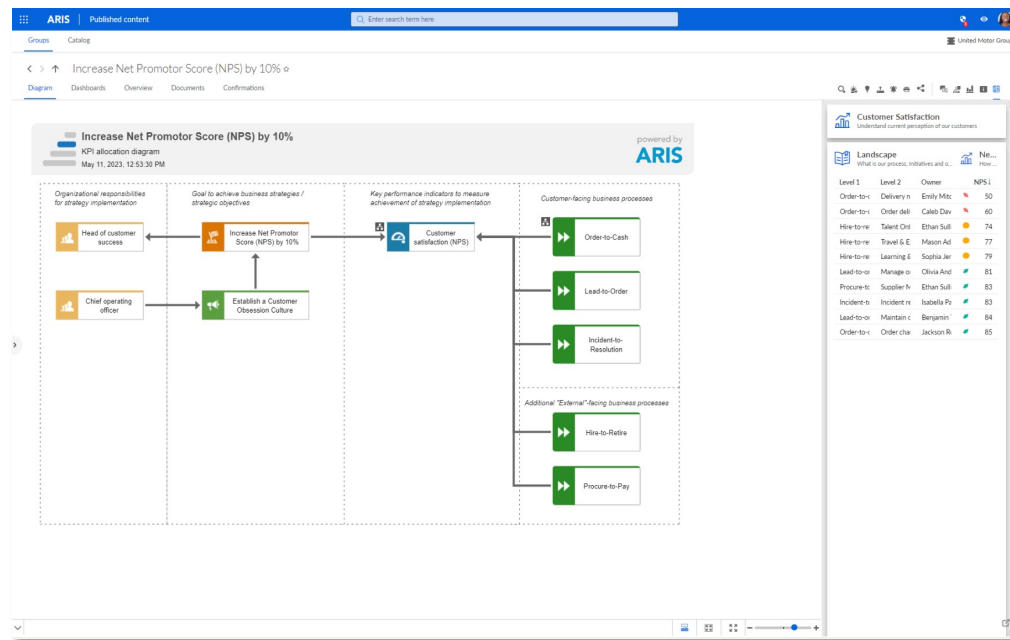
DESCRIPTION

› Every ARIS user can now have access to analytics with required access control

› Viewer pro and higher can now start creating dashboards

TARGET GROUP | USE CASE

› All ARIS users looking for analytics

PREREQUISITES

› Editions: ARIS Enterprise and Enterprise shared

› Products: ARIS Dashboarding

BUSINESS VALUE

› Roll out necessary analytics to every user to gain higher transparency

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Syncing ARIS process information with SAP Cloud ALM

Use your custom processes as input for your SAP Cloud ALM Implementation

DESCRIPTION

› Use business processes documented and maintained in ARIS as custom solution value flows and solution process flow in SAP Cloud ALM

› Use and access ARIS portal content as accelerator in SAP Cloud ALM

› Preview ARIS model graphic in SAP Cloud ALM

TARGET GROUP | USE CASE

› SAP Cloud ALM Implementation teams that want to use documented process content as (holistic) input within their projects.

› Business process analysts that want their process information to be used

PREREQUISITES

› Editions: Enterprise

› Products: ARIS for SAP Solutions

› Other: SAP Cloud ALM

BUSINESS VALUE

› Business processes used as assets / accelerators help IT and business to better understand each other

› Common basis to communicate and derive requirements

› Re-use of existing business process documentation and knowledge within multiple ALM projects

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But what's next?

ARIS Roadmap – long-term view

Direction and expected tailwinds for future BPM

Self-contained, self-regulating

Autonomous BPM (1)

Generative AI-enabled

Democratized BPM (2)

Augmented BPM (3)

In-context, snippet based

BPM in 5 years

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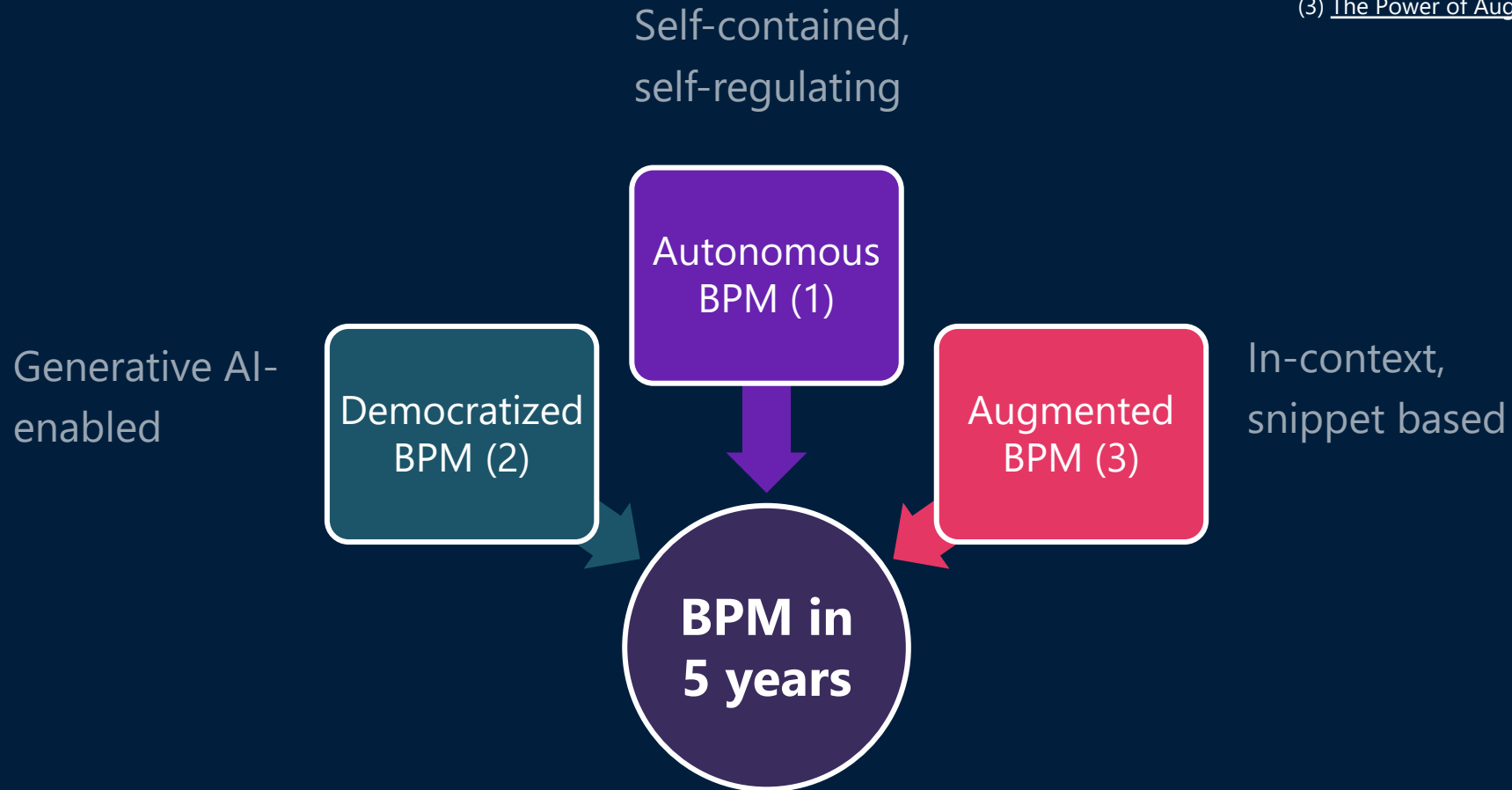
"Business processes will gradually evolve into **autonomous** and **self-organizing processes** in the next years. ARIS embarks this journey and makes the vision a tangible reality."

ARIS long-term - Journey towards „Autonomous BPM"

On the verge to autonomous and self-organizing processes powered by the ARIS suite

- Self-describing, self-regulating processes
- Intelligence & automation built in by design (powered by AI)
- Processes become autonomous units

VI. Run on autonomous technology

- Management cockpits
- Proactive monitoring & alerts
- Source: Process Intelligence and BI

V. Anticipate future plans

IV. Introducing feedback loops

- Digitalized corporate policies, internal guidelines
- External regulations & compliance needs
- Keep „license to operate"

- Simulate the future („fail early, save failure costs")
- Planning & transition management on processes
- Preventive notifications

III. Educating actors

- Digital „ways of working" (Procedures, SOPs)
- Enablement & Training incl. Confirmations

II. Managing policies

I. Building & updating pathways

- Establishing processes
- Establishing digital technology support

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"**(Generative) Artificial Intelligence** decouples tasks and knowledge to get a task done. This will make a **democratized** Business Process Management a reality and scale up change to new levels."

ARIS long-term - Journey towards „Democratized BPM"

The ability to change and the ownership of control stay with the ability to change business (process) patterns. BPM evolves into a democtratized BPM function that lowers barriers to take action – through the aid of (Generative) AI and Machine Learning.

t

Traditional BPM

Few experts creating knowledge for few experts in a language that few experts understand.

As experts are rare, scalability of knowledge creation & value creation is limited.

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"Enhanced" Traditional BPM

Few experts creating knowledge for few experts and some more in a language that most people understand.

5

As experts are rare, scalability of knowledge creation is limited but value creation improved by lowered barrier to access & understand.

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Future BPM

Everyone creates knowledge for people affected in a language that **all people** understand.

10

Generative AI, AI & Machine Learning enable the ordinary employee to achieve what experts achieved exclusively before. **Value creation at top scale by everyone.**

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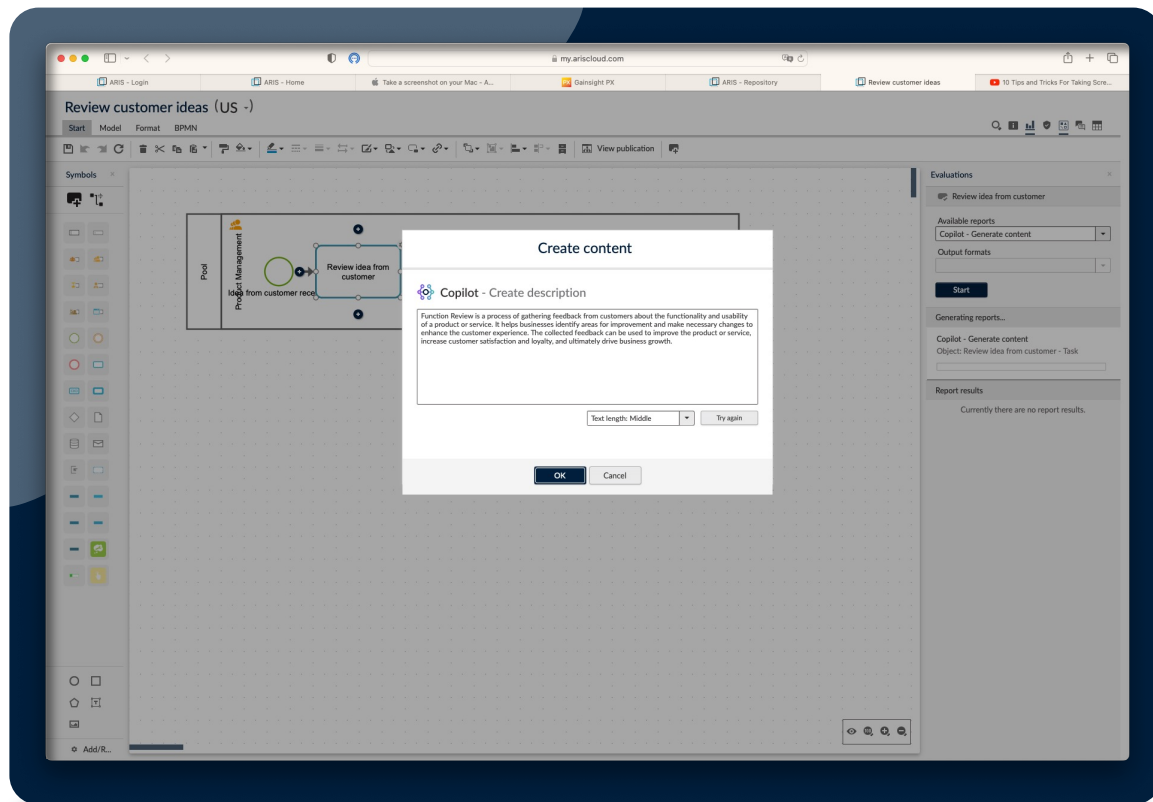# ARIS long-term - Journey towards „Democratized BPM"

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Business Process Analysis – Preview

Ongoing developments

Experiment 1: Generative AI-supported content creator

Experiment 2: Bigger ideation on Generative AI-based modeling

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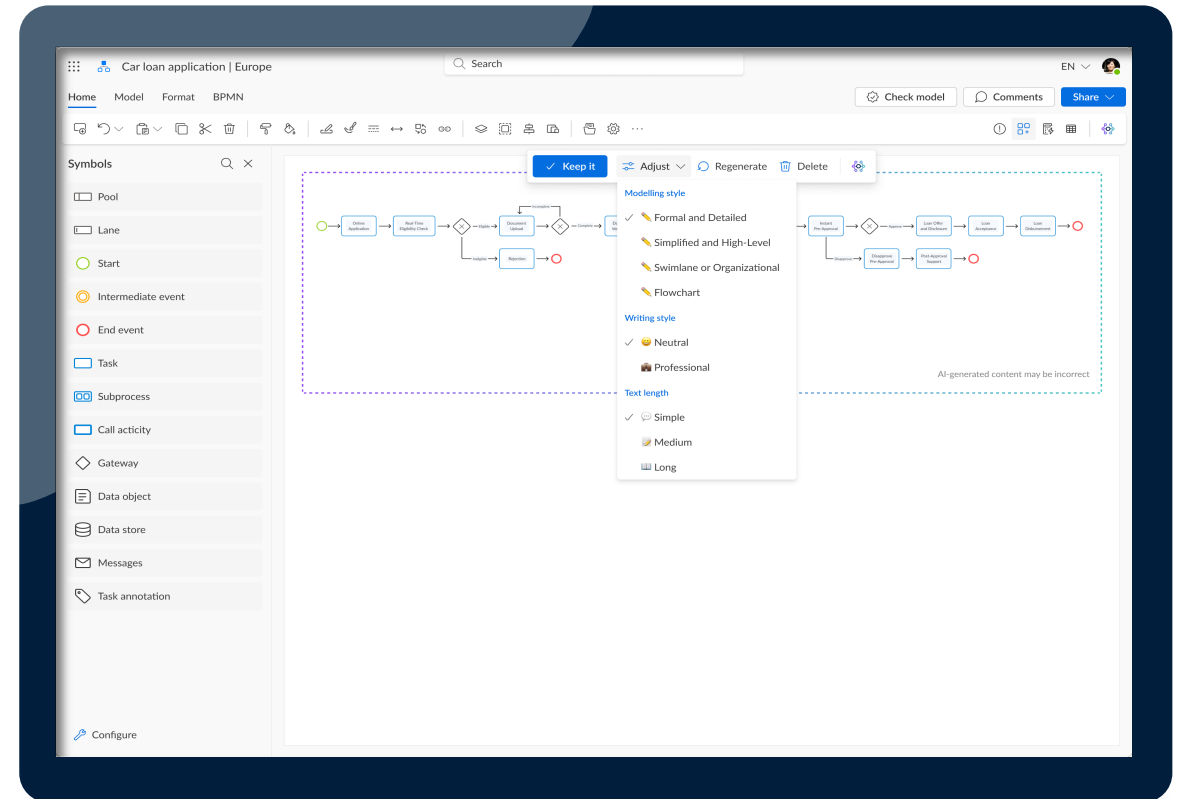
"The worlds blend – processes and BPM evolve to be in-context and reality-augmenting in the future."

ARIS long-term - Journey towards "Augmented BPM"

Processes are everywhere in the value creation of a company. Gradually, the management and awareness for processes will zoom into the context of what it affects: a user, a problem, or a system gets augmented with process-related knowledge

Today

Out of context,
big documentation-based

"Pull" principle: Employees need to invest time to find what they need.

Make it work in world of augmentation

Tomorrow

In context,
snippet-based

"Push" principle: Information blends in when the user needs it or might have a potential value.

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"Accessible like wikipedia or ChatGPT" No need to spend more time than necessary.

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Make it work in world of augmentation

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Employees work on stationary devices only to access repositories of contents.

Reality augmenting devices on the rise: Apple Vision Pro, MS HoloLens, ...

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The future is not too far away

Pictures taken on Nov 7th 2023