ARIS – Application Scenarios

Implementation of packaged Business Application Software
Business Process Management (BPM)
Corporate Performance Management (CPM)
Enterprise Architecture/IT Service Management/ITIL
Quality Management
Internal Controls, Risk and Compliance Management
Workflow Management
Enterprise Application Integration (EAI)
Process Cost Management
Service-Oriented Architecture/BPEL and Web Services
Software Development/Software Engineering

Corporate Reality
Holistic BPM with ARIS

Who?
BPM organization

Company-specific

How?
Integrated method

Architecture of integrated information systems

Via?
Procedure model

ARIS Value Engineering

With?
Tools

ARIS Platform for Process Excellence

Why?
Definition of goals

Company-specific
### Potential Benefits of BPM

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Potential Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduced process costs</td>
<td>10 - 15%</td>
</tr>
<tr>
<td>Increased process quality/reduced number of errors</td>
<td>20 - 30%</td>
</tr>
<tr>
<td>Reduced process throughput times</td>
<td>10 - 30%</td>
</tr>
<tr>
<td>Reduced training time/expenses</td>
<td>10 - 30%</td>
</tr>
<tr>
<td>Reduced number of (internal) support requests</td>
<td>15 - 30%</td>
</tr>
<tr>
<td>Reduced number of customer complaints</td>
<td>20 - 30%</td>
</tr>
<tr>
<td>Increased forecast accuracy</td>
<td>15 - 30%</td>
</tr>
</tbody>
</table>

>> The processes in the individual work areas could be streamlined and shortened considerably. For example, processing time dropped drastically (...). In the Dealer Service Center (DSC), process costs dropped by 58 percent and staff requirement by 67 percent. <<

IS Report, 7+8/2005, BMW Financial Services Switzerland project report on the use of ARIS
Web-based BPM – Cost Savings Benefits

 META Group’s (now GARTNER) calculations on saving for thin web client versus windows clients.

Total Cost of Ownership*

- 80% less maintenance per year
- 25% capital cost savings
- 34% less in maintenance
- 23% less to operate
- 25% productivity increase

* Source: Zona Research, Intelliquest. META Group Study

Additional Costs Citrix for 10 user

- Terminal Server (or Win 2003 Server):
  - 650 €
- Terminal Client (10 pieces)
  - 700 €
- Citrix Licenses (10 pieces)
  - 2500 €
- Hardware
  - 3000 € up to 5000 €

→ 7000 - 9000 €
Benefits through advanced automation concepts with Web-based ARIS:

- **increases business productivity**
  - fast and efficient design of all business processes
  - processes designed on time
  - allowing maximum workload throughput

- **eliminate manual errors**
  - automatic, event driven process management

- **abolish overheads**
  - cutting costs, delays and other overheads
  - Reducing the need for operations personnel to manually monitor and control process design

- **maximize IT resource utilization**


>> Benefits from automation concepts: What took over **11 hours** can now be completed in **2 1/2 hours**.
Leading Position in BPM

The number one BPM software worldwide
More than 10 years of innovation
Available in more than 17 languages
Winner of leading tool evaluations
Patented technology
Completely Web-based
Supports numerous standards (EPC, BPEL, BPML, UML, etc.)
Worldwide support and helpdesk award winner

Gartner
Study ranks ARIS Process Platform in a global leading position in the field of Business Process Analysis and Optimization.
Research Note January 2006

>> The Number 1 BPM Tool Worldwide <<
since 1995
... Forrester evaluated leading business process modeling tool products based on 121 criteria and found that ARIS Platform clearly leads the market — thanks to good functional coverage, templates, and Web-based architecture....
> 6.000 Blue Chip Customers (examples)
ARIS Platform – One Look and Feel

-- Usability is the Key --

International usability studies
Highly satisfied ARIS end users
90% top ratings in structural clearness and visual design
ARIS Platform

Easy
Web-based and intuitive handling due to an optimized user interface

Smart
Strong customizing potential, maximum impact

Powerful
High productivity and reusability due to a central repository
Implementing Corporate Strategies – Challenges

Your corporate goals are reflected in the strategy, but not in the underlying processes

- Which strategy does my company pursue?
- Which are the associated key processes?
- How can I make the connection between strategy and the processes?
- How do the goals influence different areas?
- Are there problems between the areas?
- Which goals have I not achieved for what reasons?
- How can I communicate the corporate goals?

Consistent implementation of the corporate strategy and optimization of Business Processes with ARIS Strategy Platform
Consistent Implementation of Corporate Strategy

ARIS BSC

- One-stop solution (integrated software and standardized procedure) for strategic corporate management
- Fast implementation and communication of the corporate strategy in all divisions by integrated software
- Support in all phases of strategy projects (design, implementation, monitoring, and re-alignment)

>> Consistent implementation of the corporate strategy from KPIs to processes, based on a central corporate repository <<
Optimize Business Processes – Challenges

My company's processes are very cost-intensive, but I do not know how to identify their bottlenecks and reduce costs.

- Which processes in the company are particularly cost-intensive?
- What is the actual contribution margin of the products/services, and can I re-calculate my products via restructuring?
- Which products/services should we produce in-house and which should we purchase (make-or-buy decisions)?
- What resources are required for a planned quantity of products/services?
- Is the performance of my key indicators acceptable or should I take countermeasures?

Realizing transparency and optimizing Business Processes
Optimize Business Processes

ARIS Business Optimizer

- Support in strategic decision making
- Fast results and decisions due to convenient and easy evaluation of KPIs
- Easy, company-wide, integrated analysis of goals, times, costs, resources, and capacities

>> Optimize Business Processes through KPIs – Flexible configuration to meet company-specific requirements <<
Procedure for ARIS BO (Example)

ARIS Business Architect
Process structure

ARIS Business Optimizer
Calculation, analysis, evaluation, planning of key performance indicators

ARIS Performance Cockpit
Publishing target models
- Process optimization
- Communication

Presentation, reporting, decision making
- Optimum variant
- Product decision
- Make or buy

ARIS Process Performance Manager
Default values
- Plan values
- Warning values

ARIS
Strategy Platform

SAP

Actual rates

What-If?

Measured times, quantities
BMW Financial Services is a corporate division of BMW Group having 2800 employees and selling its products in 50 countries. 14% of the total turnover of BMW – more than EUR 44 billion in the fiscal year 2004 – are currently generated by the Financial Services division. 42% of all BMW cars are being leased or financed via Financial Services.

**Business Challenges**
- Reorientation of processes due to legal requirements
- Achieve higher customer satisfaction and improve dealer relations
- Optimize logistic, organizational and IT workflows
- Process cost control and manpower utilization
- Identification and realization of Quick Wins

**Our Solution**
- Design of the entire sales process using ARIS Toolset – from the first customer contact to the conclusion of a deal
- Identification of cost drivers, of actual manpower requirements and manpower utilization using ARIS Business Optimizer

**Customer Benefit**
- Substantial reduction of personnel and process costs in various business units, like for example 67% of the personnel costs and 58% of the process costs in the DSC (Dealer Service Center)
- Accelerated workflow, e. g. decrease of 69% in the DSC
- Roll-out of Best Practices in the branches
The Transaktionsinstitut is a full-service provider for transaction processes and all related services. Qualified staff as well as high-performance, practice-proven and client-capable processing systems assure optimal performance with regard to diverse challenges.

**Business Challenges**
- Implementation of an integrated system to determine process costs and perform process-oriented product calculation based on ARIS modeling
- Fast and flexible product modeling and design
- Support in sales processes

**Our Solution**
- Creating a technical concept for mapping existing processes, and for integrating and distributing personnel, material, and IT costs for product calculation
- Holding workshops to find solutions (relevant KPIs, calculation methods, conventions)
- Customizing ARIS Business Optimizer

**Customer Benefit**
- Cause-related allocation of product costs
- Identification of cost advantages, optimization potential, and further increase in competitiveness
- Basis for redesigning services
- Uniform methodology for product calculation and contribution margin accounting at product level
- Personnel requirement indicators

**ARIS Business Optimizer**

<table>
<thead>
<tr>
<th>Industry</th>
<th>Banking</th>
</tr>
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<tbody>
<tr>
<td>Topic</td>
<td>Product calculation</td>
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</table>
The conversion from daily rates for patient treatment to "flat-rate costs per case" is raising questions regarding the services offered. Which treatments still yield positive contribution margins for a facility? (Contribution margin) What capacities must be made available (Manpower requirements planning) and in which areas does it make sense to cooperate with other facilities (Benchmarking)?

### Business Challenges

- Consideration of the effects of introducing G-DRGs
- Calculation of process costs, benchmarks, capacities and contribution margins

### Our Solution

- Support for processes and performances in modeling with ARIS Toolset
- Special rule set in ARIS BO
- Calculation of essential key performance indicators

### Customer Benefit

- Comparison values between “old” daily rate estimate and flat-rate costs per case
- Identification of capacity bottlenecks
- Definition of benchmarks
- Total absorption costing
Managing Business Processes – Challenges

>> My business processes are nontransparent and not documented <<

Head of Technical Department

- How can I make my processes understandable and how do I visualize and communicate them in ONE common language?
- What potential saving does establishing best practices in my processes bring about?
- How can I improve adaptation of our IT to my business processes?

- Where do synergies occur in the IT environment and how can I avoid redundancies?
- What action do I need to take in the event of a system failure?

>> Company-wide, distributed design of business processes and IT architectures <<
Web-based Business Process Design

ARIS Business Architect

- Company-wide, distributed design of business processes and IT architectures
- Varied analysis and evaluation options with predefined and customized reports
- High productivity and reusability thanks to the central ARIS Repository

ARIS Business Designer

>> The Web-Based Tools for Business Process Excellence and Enterprise Architecture <<

www.aris-e.com
Interaction between the ARIS solutions

ARIS Business Designer
Ms. Rosenfeld
Person in charge of the process
Worldwide process design

ARIS Business Architect
Ms. Maier
Project manager
Analysis, optimization, and administration

ARIS Business Publisher
Technical departments
Staff in charge
Worldwide communication of process knowledge to all employees

ARIS Repository
ARIS database = basis for continuous process optimization
Starting Up Your Process Design

Tip of the day: Starting point for your process design

Module bar

Individual configuration

Web-based
On-demand Publishing of Business Knowledge

ARIS Business Publisher

- Dynamic publishing of process knowledge or IT landscapes
- Maintain process quality through efficient change management, even with frequent changes
- High acceptance due to target group-oriented and role-based preparation of process contents

>> Permanent, low-cost, and worldwide availability of the latest process information <<
Web-based, Collaborative Management of IT Landscapes

ARIS IT Architect

- Integration of IT architecture management and process management in a single repository
- Establishment of a standardized inventory of systems and technologies deployed across the enterprise - Complexity and cost of the IT environment can be reduced
- Standardizing the IT environment
- Shared understanding of IT architecture management, boosts transparency, and ensures consistency

>>> Efficient Design and Implementation of IT Architectures <<<
Standard-based management of company architectures and IT landscapes

Integrates business processes with the entire IT landscape

Reveals weak points in IT systems and their impact on business processes

Identifies cost drivers and saving potential through its core products ARIS IT Architect and the publishing component ARIS Business Publisher

**ARIS is best-suited to enterprise architecture work that has significant focus on business processes.**

Gartner Research Note January 2005
Enterprise Architecture – From Business to IT

- **Business Architecture**: Business Processes, Workflows, Transactions and Collaboration
- **Application Architecture**: Systems, Services, Functional Use Cases
- **Information Architecture**: Data, Business Objects, Exchange Formats, Security and Privacy
- **Infrastructure Architecture**: Hardware, Server, OS, Network

**Program & Project Management**

**Portfolio Analysis**
Support of Multiple EA Standards

- ARIS House as a Basis for different Framework approaches

- TOGAF
- DoDAF Framework
- TEAF/FEAF Architecture Matrix
- Zachman Matrix
- ArchiMate Framework
U.S. Army

U.S. Army Facts:

Personnel
Active duty: 1.4 million
Civilians: 654,000
Guard and Reserve: 1.2 million
Retirees and families receiving benefits: 2.0 million

Infrastructure
Operates from more than 6,000 locations
Using more than 30 million acres
More than 600,000 buildings and structures
Worldwide
More than 146 countries

Business Challenges

- Logistics modernization
- Alignment of three major SAP implementations
- Integration
- Organizational change management

Our Solution

- Program Management and Controlling
- Enterprise Architecture Management
  (Planing, Realisation, Monitoring, Compliance)

Customer Benefit

- A single Army logistics enterprise
- Integrated logistics systems
- Integrated knowledge environment
- Standardized business processes
- ERP program governance
- Compliance management
Bank of America

Bank of America is one of the world’s largest financial institutions, serving individual consumers, small and middle market businesses and large corporations with a full range of banking, investing, asset management and other financial and risk-management products and services. The company provides unmatched convenience in the United States, serving 33 million consumer relationships with more than 5,800 retail banking offices, more than 16,700 ATMs and award-winning online banking with more than 13 million active users. Bank of America is the No. 1 overall Small Business Administration (SBA) lender in the United States and the No. 1 SBA lender to minority-owned small businesses. The company serves clients in 150 countries and has relationships with 98 percent of the U.S. Fortune 500 companies and 85 percent of the Global Fortune 500. Bank of America Corporation stock (NYSE: BAC) is listed on the New York Stock Exchange.

Business Challenges

- Establish an enterprise-wide process classification framework, modeling standards, and a central library of processes
- Inconsistencies with process understanding creates challenges with prioritizing opportunities for improving that directly impact company goals and strategies

Our Solution

- Bank of America is utilizing a process classification framework and a targeted set of model types to improve consistency with process design and linkage
- We quickly built the “filter” for the central process library that allowed for a much improved associate experience

Customer Benefit

- The new ARIS Business Designer has created an improved user experience
- The added functionality will increase the speed of modeling design and analysis
- The intuitive design will result in reduced associate training time

Parrish Little, CIA, CRP, CBA
Senior Vice President
DaimlerChrysler Research

DaimlerChrysler Research is unique in the automotive industry: our product portfolio ranges from small cars to sports cars and luxury sedans; and from versatile vans to heavy duty trucks or comfortable coaches. DaimlerChrysler's passenger car brands include Maybach, Mercedes-Benz, Chrysler, Jeep®, Dodge and smart. Commercial vehicle brands include Mercedes-Benz, Freightliner, Sterling, Western Star, Setra and Mitsubishi Fuso. It offers financial and other automotive services through DaimlerChrysler Financial Services. DaimlerChrysler's strategy rests on four pillars: global presence, strong brands, broad product range, and technology leadership. DaimlerChrysler has a global workforce and a global shareholder base. With 384,723 employees, DaimlerChrysler achieved revenues of EUR 142.1 billion (USD 192.3 billion) in 2004.

<table>
<thead>
<tr>
<th>ARIS Business Architect</th>
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<tbody>
<tr>
<td>Industry</td>
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<tr>
<td>Automotive</td>
</tr>
<tr>
<td>Topic</td>
</tr>
<tr>
<td>Business Process Management</td>
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</tbody>
</table>

Business Challenges
- Migration of ARIS Toolset 6.2 to ARIS Business Architect 7.0
- Usability Test
- Evaluation of new Functionalities

Our Solution
- Migration of a more complex ARIS database from 6.2 to 7.0 (Database Contents, Filter, Templates)
- Modeling a process model without previous instruction in system or method by ARIS Newbies but Usability Experts
- Modelling and Administration by ARIS Experts

Customer Benefit
- No problems in the migration
- Conclusion Usability Experts: Perception optimized and handling-oriented interface
- ARIS Experts: Very pleasing and intuitive new interface, Extensive, very useful new functions with versatile new options (Queries, Triggers)
- Reduction of the training, administration and modeling effort
- We are looking forward to working with the new version!

Thomas Beuter REI/ID – Data and Process Management

www.daimlerchrysler.com
Railion is the rail carrier of Stinnes AG, the transport and logistics sector of Deutsche Bahn AG (German Rail inc.). Railion is the first European Freight Train and the biggest Transportation company in the European Union. A total of 25,000 employees realized a turnover of app. 3.6 bn EUR in 2004.

**Business Challenges**
- ARIS is the standard tool for modeling business processes.
- Test of the new ARIS Platform to check whether a change is practicable and appropriate.

**Our Solution**
- Some functions of ARIS Business Architect have been tested that are relevant to the productive workflow at Railion.
- In addition, the user interface, the navigation, the screen design, as well as the quality of the online help were evaluated to assess to what extent these features are suitable for supporting work processes.

**Customer Benefit**
- „I appreciate the various screen design and navigation options."
- „If I want to, I can work with ARIS like with MS PowerPoint."
- „Changing from previous versions to this version is easy."
- „Using ARIS 7.0 will be very useful for Deutsche Bahn AG."

Michael Haybo, Railion Deutschland AG
ARIS Implementation Platform

ARIS for SAP NetWeaver
ARIS SOA Designer
ARIS Business Rules Designer
ARIS BI Modeler
ARIS UML Designer

...
Aligning Business Processes and IT – Challenges

>> The IT does not support flexible enough my Business Processes <<

- How can the IT department react quickly to changes in my business processes?
- How can my IT architecture support the requirements of my business departments?
- How can business departments and IT department speak ONE language?
- How can my IT meet user requirements?

>> Harmonizing Business and IT using ARIS Implementation Platform <<
ARIS for SAP NetWeaver

- Reduces time and costs in implementing and configuring the processes in SAP systems
- Transparency of SAP processes and system landscape
- Process management as a prerequisite on the path to Enterprise Services Architecture and SAP Business Process Platform

>> ARIS is the Business Process Design tool chosen by SAP AG <<
ARIS for SAP NetWeaver

Business Process Management
- Starts with well-defined process design
- Enables process configuration
- Monitors process execution
- Promotes model-based monitoring
- Supports governance and standardization

... for Service Orchestration in SAP Business Process Platform
- Separates process logic from services
- Comprehensively supports A2A and B2B integration and human workflow
- Applies open standards
Evolution to Unified Modeling Environment

- Process Architecture Model
- Process Configuration Model
- Execution Process Model

Meta Model

SAP NETWEAVER Enterprise Services Repository
AMR Research about ARIS for SAP NetWeaver

ARIS is the exclusive business process model for managing SAP NetWeaver deployments.”

“For companies planning to create and deploy composite applications using SAP NetWeaver, ARIS is a must have investment.”

“SAP has chosen ARIS as its exclusive partner for modeling and measuring business processes that drive all future SAP applications powered by SAP NetWeaver.”

“Companies planning on implementing SAP NetWeaver should also plan to upgrade to the full-use license of ARIS for NetWeaver.”
BPM and SOA = Agility

ARIS SOA Architect

- Convenient documentation and modification of business processes
- Automated generation of platform-independent, executable BPEL processes from business processes
- Establishment of a comprehensive SOA repository for all business and technical elements of an SOA
- Increased agility to respond to changing market conditions in real time

>> ARIS SOA Architect - BPM as Basis for Service Oriented Architecture <<
ARIS Business Rules Designer

- Transparent business logic thanks to integrated process and rule modeling based on the central ARIS Repository
- Enhanced business process design due to integrated, intuitive rule descriptions
- Powerful analysis tools ensure comprehensive, unambiguous rules
- Seamless process and rule management from description through analysis to rule-based process execution

Time and cost saving in the development of individual software and implementation of middleware (EAI, Workflow, Portalsoftware, .NET, J2EE, etc.)

Orchestration of Enterprise and Web Services by standards such as BPEL, BPML, XML, XMI, etc.

Complete documentation for better communication between technical and development departments

>> ARIS P2A Solution integrates and connects business with IT <<
Making SAP BI landscapes transparent

ARIS BI Modeler

- Web-based, decentralized design, analysis, and redocumentation of SAP BI structures
- Interface between ARIS BI Modeler and SAP BI for automatic transfer of SAP BI meta data
- Link between SAP BI data flows and business processes plus integration into ARIS for SAP NetWeaver
- SAP BI redocumentation, planning, design, and implementation

>> Get a transparent view of an SAP BI landscape using a centralized graphical representation of meta data <<
Superior ARIS methodology synchronizes the requirements of the technical departments with the technical implementation in software projects.

Support of distributed projects by a database and a Web-based, multi-lingual, and multi-user environment.

Open standards guarantee link with case tools and development environments.

**ARIS UML Designer – one language for Business and IT**
SABIC EuroPetrochemicals BV includes all SABIC activities in Europe. In Polymers Sabic is the global leader in developing and licensing processes and catalysts. The Saudi Arabian Basic Industries Corporation (SABIC) started from scratch in 1976 and produced the first tons in 1983 until 42.9 Million tons in 2004 with 23,000 employees in 22 countries. SABIC is 70% owned by Saudi government and 30% by private sector.

2004 Turn over : EUR 14.1 bln
2004 Operating profit : EUR 2.9 bln

SABIC for SAP NetWeaver, ARIS EasySCOR, ARIS Balanced Scorecard, ARIS Simulation, ARIS Web Publisher

ARIS Implementation Platform

Industry
Automotive

Topic
Unified BPM in SAP Environment

Business Challenges
- Configure processes to handle 50% production growth in 4 years
- New SAP implementation and upgrade integrated SAP modules
- Short implementation time of SAP and the SCOR method
- Despite complexity: realize better transparency of processes and IT
- Improve communication between the business owners and IT

Our Solution
- ARIS for SAP NetWeaver synchronizing with the SAP Solution Manager
- Use of SCOR Reference models in ARIS (version 5)
- Use of Best practices of earlier SAP implementations

Customer Benefit
- Reduction of SAP implementation time and costs
- Less operational costs by no multiple tool usage anymore & re-use of process knowledge and project results
- Decrease TCO of IT solutions
- Integration of testing and training are faster and less expensive
Controlling Business Processes – Challenges

>> Processes that cannot be measured, cannot be optimized <<

- Are customers complaining about time-intensive processes?
- Why is the problem happening again?
- Wasn't it agreed to be different?
- How does the process actually work?
- How is the process supposed to be?
- Who is responsible for the concrete step?
- Why are the process cycle times in our subsidiaries so different?

>> ARIS Process Performance Manager illustrates how your company's processes are working <<
Measure and Optimize Business Performance

ARIS

Process Performance Manager

- Management cockpit for a top-level overview
- AUTO visualization of real-time ACTUAL processes
- Patented process mining technology
- Automatic organization and communication analysis
- Process add-on for BI Software (SAP BW)

>> Business processes live and in color <<
Root-Cause Analysis with ARIS PPM

“Indicator”

“Trend analysis”

“Influence coefficients”

“Incident chains”

“Allocation”

“What?”

“How?”

"Why?"

"Who?"
In 1837, John Deere founded the company that would come to bear his name. Incorporated as Deere & Company in 1868, it has grown from a one-man blacksmith shop into a corporation that today does business around the world and employs approximately 47,000 people. It is one of the oldest industrial companies in the United States. The company continues to be guided, as it has been since its beginning, by the core values exhibited by its founder: integrity, quality, commitment and innovation.

Customer Benefit

- Continuous ticket process monitoring in IT helpdesk
- Closed lifecycle of ITIL process management
- Embedded operational process KPIs in strategic Balanced Scorecard (BSC) reporting

Business Challenges

- Developing IT from supplier to business enabler
- Service and cost transparency
- Implementation of IT Infrastructure Library (ITIL)

Our Solution

- Process controlling of IT helpdesk processes
- Linking strategic and operational processes

<table>
<thead>
<tr>
<th>ARIS Process Performance Manager</th>
<th>ARIS PPM Implementation</th>
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<tbody>
<tr>
<td>ARIS Controlling Platform</td>
<td>Capital Goods</td>
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<tr>
<td>Industry</td>
<td></td>
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<tr>
<td>Topic</td>
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www.deere.com
Ensuring Compliance – Challenges

>> Companies worldwide have to adhere to more than 100 regulations and laws and prove that they are ready for an audit at any time <<

How can I ensure that my company adheres to all relevant regulations and laws?

- Combined Code
- Corporate Governance
- Money Laundering
- Loi de Sécurité Financière
- Solvency II
- Sarbanes-Oxley Act
- ...

>> Generating competitive advantage based on legal requirements with ARIS Compliance Management Solution <<

* IT Compliance Institute (Nov 05)
ARIS Solution for GRC

ARIS Audit Manager
- Workflow-driven processing of compliance-relevant activities and check of internal controls for different laws and regulations
- Centralized documentation and company-wide role-based communication of compliance master-data and risk management system
- Deficiency management and enhanced reporting and sign-off functions
- Competitive advantage through process, control, and cost efficiency

ARIS Business Architect

ARIS Business Publisher

>>> Ensuring Compliance <<<
The AXA Konzern AG is one of the leading insurance companies and financial services providers in Germany. Business activities include financial security, asset management, and insurance. This encompasses primarily the provision of indemnity and casualty insurance, private pension plans, such as life and health insurance, corporate pension plans, as well as investments and financing. Since 1997, the AXA Konzern AG holding company has been part of the international AXA Group, one of the largest insurance and financial services providers worldwide. In Germany, some 8,200 employees produced income of approx. EUR 6.4 bn in fiscal year 2004.

Business Challenges
- SOX compliance certification
- Establishment of an internal monitoring system ensuring adherence to and efficiency of the SOX control standard
- Implementation of an effective control and monitoring environment
- Development of a basis for process optimization, especially for processes involved in financial statement generation

Our Solution
- Recording and optimizing relevant business processes with ARIS Toolset
- Recording risk, monitoring, and test descriptions in the business processes
- Implementing ARIS Audit Manager for operational test execution and documentation

Customer Benefit
- SOX compliance by the end of 2005 (readiness assessment)
- Basis for continuous process improvement
- Comprehensive and effective risk management
ING is a global financial institution of Dutch origin offering banking, insurance and asset management to over 60 million private, corporate, and institutional clients in over 50 countries.

ING Wholesale Banking is the corporate and investment banking division of ING Group. Focusing on providing value-added products and services to its clients, including structured finance, financial markets, debt capital markets, mergers and acquisitions advisory, and syndicated loans, the Group is also supported by its anchor products in lending, cash management, and treasury.

### Customer Benefit

- Reusability for compliance requirements over the next few years
- Time and cost saving through efficient implementation
- Systematic identification of process and monitoring weaknesses
- Cost-efficient production of documentation for management and auditors

### Business Challenges

- Requirements arising from Sec. 404 of the Sarbanes-Oxley Act satisfied
- Documentation of (key) risks and controls integrated into organization structure and processes

### Our Solution

- Documentation of compliance master data
- Testing and monitoring internal controls
- Monitoring operational risks in the processes
Siemens AG

Global powerhouse in electrical engineering and electronics. The company has 434,000 employees working to develop and manufacture products, design and install complex systems and projects, and tailor a wide range of services for individual requirements in 190 countries. The company is active in the areas of Information and Communications, Automation and Control, Power, Transportation, Medical, and Lighting. In fiscal 2004 (ended September 30), Siemens had sales of €75.2 billion and net income of €3.405 billion.

Siemens is SOX compliant!
On Thursday, Dec 8 2005 the filing was done (i.e. Form 20-F was submitted to S.E.C. (US Securities Exchange Commission).

<table>
<thead>
<tr>
<th>ARIS Toolset</th>
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<th>Topic</th>
<th>Compliance Management</th>
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**Business Challenges**

- Implementation of a compliance management system across the company to guarantee adherence to the Sarbanes-Oxley Act (Sec.404) (180 associated companies)

**Our Solution**

- Documentation and assessment of processes and internal control mechanisms, documentation and elimination of monitoring deficits (ARIS Toolset)
- Testing and monitoring of internal control mechanisms with ARIS Audit Manager

**Customer Benefit**

- Targeted identification of deficits in the processes and control mechanisms
- Time and cost saving through the „by-product“ process optimization
- Audit-proof and hassle-free creation of the documentation for management and auditors
ARIS Platform – Easy, Smart & Powerful

1. … reduces the TCO of your BPM
   Modern user interface, easy administration, high performance, convenient evaluations, easy to apply, Web-based, etc.

2. … is an important part of daily work
   Adaptable diagrams, dynamic publishing, process-oriented KPIs, portal integration, internal control systems, corporate governance, etc.

3. … combines modeling, execution and monitoring
   SAP NetWeaver integration, open standards (BPEL, BPMN, etc.), service-oriented architectures (SOA), Enterprise Architecture, etc.

4. … offers a closed concept
   Web-based modeling, corporate performance management, ARIS Scouts, software engineering, process optimization, etc.