

## Business and IT transformation

# ARIS Process Transformation and Management and Alfabet Enterprise Architecture

### Open for digital business

Create, plan and implement digital business solutions using one platform for collaborative business process analysis and IT solution design. Two best-of-breed products—ARIS and Alfabet—converge to make your enterprise digital-ready.

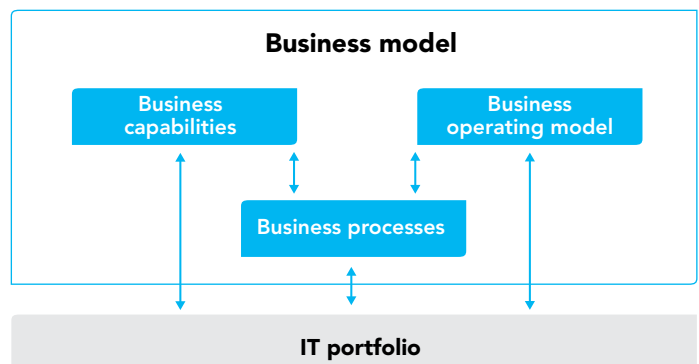
### Key benefits

- Enterprise context for large business transformation initiatives
- Greater agility in providing digital business solutions
- Tighter business-IT collaboration from inception to implementation of business solutions
- Clear insight into the impact of change on business and IT
- Revenue growth through customer focus and market differentiation
- Cost reduction through business and IT standardization

### Core functionality

- Product interoperability for process/IT cross-analytics
- Federated repository for flexible, customer-configurable system of record
- Automated synchronization of ARIS and Alfabet repositories
- Aligned ARIS and Alfabet user interfaces for uniform look and feel

The enterprise business architecture is the primary bridge between ARIS and Alfabet as the graphic below demonstrates. Business capabilities can be captured by both ARIS and Alfabet. Alfabet captures the operating model and ARIS covers design and management of business processes. Synchronized, they ensure that the IT portfolio in Alfabet is seen in the business context.



## Customer experience decides business success

It's on every business executive's agenda: Get the customer experience (CX) thing right. It will drive business growth through customer retention, service and upsell. Research shows that business' top technology priorities are all about the customer.

Systems of customer engagement are where process transformation and enterprise architecture (EA) intersect. The role of process transformation is to design and implement business processes that will actively support the envisioned customer experience. The role of EA is to define architecture principles as a basis for decisions and govern how architecture solutions are designed for optimal customer experience.

The CX imperative: Architect, plan and implement better customer experiences with the ARIS/Alfabet integration.

## Leaders in their own right:

### ARIS

- Understand, analyze and transform your business processes for process excellence across departments, disciplines, systems and geographies
- Measure and track process performance key performance indicators (KPIs) to identify deviations and disruptions and act quickly to remediate
- Increase process efficiency to make the best use of resources
- Enhance business agility by using business processes as an "agility layer" between corporate strategy and IT
- Reduce the costs of IT implementation with clearly documented and designed processes

### Alfabet

- Get reliable information on applications, their integrations and how they support business
- Identify redundancy in IT support for business processes
- Plan IT consolidation to reduce process costs and make IT more agile
- Move IT spending from operating applications to investing in business change
- Get more budget for your business process transformation projects

## Together an unbeatable team for IT-enabled business innovation:

- Alfabet provides applications, projects and technologies to enable ARIS to understand the impact of process change
- ARIS provides process excellence and intelligence to enable Alfabet to reduce the costs of IT implementation
- Business capabilities are the linchpin between business processes and business IT (applications)
- Process KPIs provide essential information to EA on how well a solution is working
- EA ensures planning and implementation governance for large business initiatives
- Business process view for EA makes business requirements better understood
- Future-state planning and change management in EA provide a time horizon for big process change initiatives
- Enterprise-wide scope helps harmonize siloed process initiatives that target the same goal, e.g., improved customer experience, streamlined supplier interaction or employee enablement
- Migration planning ensures governed roll-out of application-based processes



### Take the next step

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