#3 | JUNE, 2016

Dear ARIS Community,

Welcome to the new edition of the ARIS Newsletter providing you with information about new ARIS features, events and other helpful content.

Much has happened since our last edition in November 2015. We have a new ARIS release and had an exciting CeBIT and International ARIS User Group conference.

In this issue, you can read all about the new ARIS 9.8 Service Release (SR) 4. We will especially highlight two features for you: collaboration and table-based modeling.

The ARIS Community reached the mark of 400,000 members. Wow! Congratulations, you are one of them!

You receive this newsletter, because you subscribed to receive ARIS product updates in your ARIS Community account.

Now enjoy and stay tuned for future issues!

Your ARIS team

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What's new in ARIS 9.8 SR4?

The new ARIS 9.8 SR4 was released in mid-April. It offers various feature enhancements for all products and also technical improvements.

The new **Customer Experience Management (CXM)** method has been enhanced by specific queries and spreadsheets, an infographic-inspired customer journey report and new CXM views for ARIS Connect. **ARIS Connect** and the BPA-as-a-service offering **ARIS Cloud Enterprise** have been enhanced by a significantly improved search, **extended contribution** and mini-workflows, better self-service configuration, and **table-based modeling**. End-users also benefit from:

- Improvements for queries, spreadsheets and ad-hoc analysis in ARIS Architect/Designer
- A new configuration environment and validation page
- Better handling of documents
- A better task overview and extended EBPMN models for ARIS GRC
- Easier administration and tenant management as well as distributed installation with better performance

Please check the **ARIS 9.8 SR4 features overview** for more information.

ARIS Community has reached 400,000 members!

We are very proud to announce that the **ARIS Community** has passed the 400,000 membership mark.

Congratulations and a big "Thank You" to you, because you are one of them! The ARIS Community is the world's largest Business Process Management (BPM) community and you are part of this success. Thank you for sharing your knowledge, asking your questions, your collaboration and using the platform to learn more about ARIS!

Feature in focus: Collaboration

You know that ARIS offers powerful collaboration capabilities, but don't know how exactly they work or how they can help you?

Read the article "**Have you unlocked the power of collaboration in your ARIS projects yet?**" by Dominik Vanderhaeghen

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Feature in focus: Table-based modeling

With the new release of ARIS 9.8 SR4, we introduced the new table-based modeling to ARIS Connect and all editions of ARIS Cloud. This feature tremendously improves the user-friendliness for modelers and process experts.

Read the article "**Feature in focus: table-based modeling**" by Elke Bastian

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News from the cloud

ARIS 9.8 SR4 is live on the public cloud. You can now work with the new features of ARIS Cloud Advanced. If you work in a private cloud environment with ARIS Cloud Enterprise, you might like the fact that this edition has **Service Organization Controls Type 2 (SOC 2) certification**.

The most important improvements for the new public cloud environment are **table-based modeling** and the availability of **JavaScript®-based ARIS reports**. Table-based modeling simplifies and speeds up the initial creation of process diagrams and works like filling in a table with ARIS objects. The related diagram gets created automatically based on the entries in the table.

Starting April 15, the beginner version ARIS Cloud Basic was available only as a 30-day free trial. You can only purchase ARIS Cloud Advanced in the public cloud on a subscription basis.

ARIS Cloud Advanced offers many advantages compared to Basic:

- Customizable modeling conventions, method filters, reporting options and process manuals
- Process versioning and content merging
- More space for your document management and databases
- Permission management and self-service ARIS database import
- Software AG Global Support and additional services

If you are interested in using ARIS Cloud Enterprise in a private cloud environment, you can rest assured that Software AG provides the transparency and trust needed to ensure your services and data are highly secure and available.

ARIS Cloud Enterprise has Service Organization Controls Type 2 (SOC 2) certification.
This third-party attestation verifies the effectiveness of Software AG's controls relevant to the security and availability of ARIS Cloud Enterprise.

ARIS Cloud customers who need additional support, such as importing an existing ARIS database, managing users and adjusting ARIS reports, can benefit from our ARIS Cloud Remote Services offering. Please click **here** for more information.

To learn more about ARIS Cloud, please go to **www.ariscloud.com**.

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Enterprise Management Systems must be(come) digital

Digital transformation offers you the opportunity to increase quality, manage risks and become more agile and efficient—but only if the organization is aligned with a responsive enterprise management system. This is essential to survive in the digital age.

Embrace enterprise management systems—based on ARIS—to integrate all relevant information and documents, act on employee feedback, and deliver the right information to the right people at the right time.

Read the article "**Not News: even YOUR Enterprise Management System needs to be(-come) digital!!!!!**" or visit the **microsite**.

Don't hesitate to **get in touch** if you have any questions!

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New microsite for customer journeys

Customer Experience Management (CXM) is a top priority for technology investments, and customer journey mapping is gaining more and more traction, not only for ARIS users. To give you better insight, we launched a new business & IT transformation microsite with a dedicated customer journeys area.

For those not familiar with customer journey mapping, it´s a tool that helps companies analyze their engagements with customers from the customer perspective or "outside-in." This enables organizations to more effectively design customer-centric processes and, as a result, improve their customers' experience.

Ordinary journey maps based on swim-lane infographics do not cover the multi-channel customer interactions and unfairly portray a single standard process for all customers. That's why ARIS now provides customer journey mapping integrated into the ARIS BPA Platform, out-of-the-box and by default. You can design and analyze your customer journey maps within the same environment and the same repository where your business processes are defined. You also can distinguish several channel-specific customer journeys and define journeys for different customer segments.

This topic will continue to get more popular, so ensure you are prepared! You can find more information on CXM and customer journey mapping on our **business & IT transformation** site, in **Sven Roeleven's blog** and in the **ARIS Community**.

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Adding new dimensions to business process analysis with mobile

If businesses want to succeed in the digital market, they must move into the mobile space with responsiveness and speed. Business Process Management (BPM) and Business Process Analysis (BPA) are key areas where you can reduce costs and improve productivity by leveraging mobile apps.

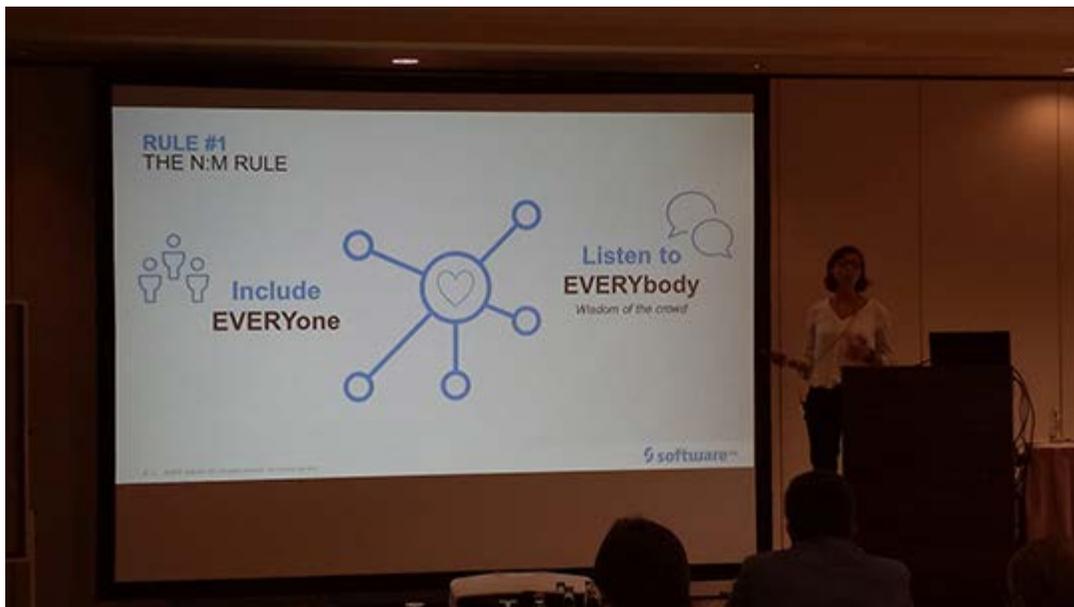Read the article "**Adding new dimensions to business process analysis with Mobile**" by Josèphe Blondaut.

Record number attend International ARIS User Group meeting in Dresden

This year's International ARIS User Group meeting took place in Dresden, Germany. ARIS registrants hit a new record number and enjoyed two days with interesting presentations, vivid discussions, brainstorming and expert talks.

The following customers gave insights on their projects:

- Deutsche Lufthansa AG
- Deutsche Telekom AG
- Amdocs
- ERIKS
- Tenaris
- Gouvernement du Grand-Duché du Luxembourg
- Engie
- Maersk Drilling

In addition, ARIS experts presented on hot topics, such as enterprise management systems, ARIS Cloud and governance, risk & compliance management.

Josèphe Blondaut explained the 10 key takeaways of enterprise management systems.

Julia Wagner gave advice on how to react to the requirements of a cloud-first strategy.

The event was very well received by all participants. ARIS users and ARIS R&D alike collected new ideas for future projects.

During the nice evening event in the Royal Palace museum, participants could network and continue discussions, while enjoying a wonderful atmosphere.

ARIS @ CeBIT

At the beginning of March, the ARIS team presented the newest ARIS 9.8 SR4 features at CeBIT in Hanover.

"Your digital future. Today." was this year's Software AG motto for the world's largest IT fair. And true to this motto, our Digital Business Platform was in the middle of our impressive booth.

As part of the Digital Business Platform, the ARIS products always play an important role at our CeBIT booth. Customers saw live presentations at our workstations, listened to forum presentations, took part in guided tours and met with our experts.
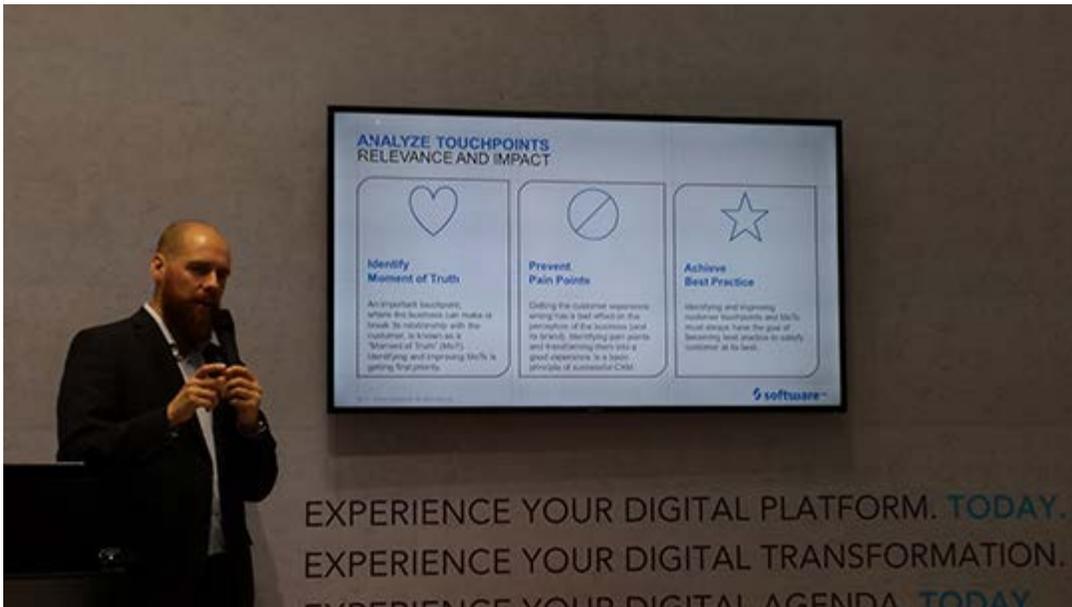

The digital hub was in the center of our booth.

A highlight of this year's booth presentations was the picture-to-model demo app, showing how you can capture scribbled process steps from a white board with your smartphone. Using ARIS Mobile supported by OCR, you can directly transfer these pictures into process models in ARIS.

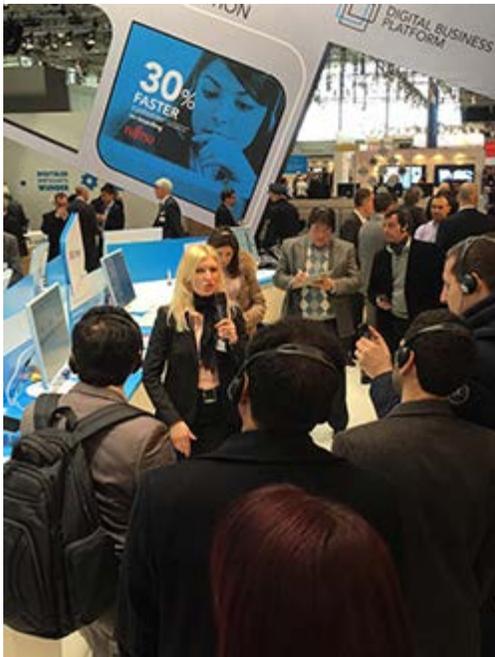Josèphe Blondaut explains why ARIS Mobile is a game changer.

Customer experience management was another hot topic for many visitors. With this new methodology, you can map your customers' journeys and see possible weak points in your internal

processes that threaten customer satisfaction.

Nicolas Pillong explains why moments of truth are crucial for your business.

Finally, we rounded out our product presentation with our cloud offering. ARIS Cloud was also part of the guided Cloud of Excellence tour.

The Cloud of Excellence guided tour showed great interest in ARIS Cloud.

New ARIS success stories

Want to learn how other companies benefit from ARIS? Check our success stories:

- By using ARIS, **Hermes Fulfilment** shortened the time to prepare a summary of performance from

one day to 10 minutes and can model processes twice as fast. Watch **video**.

- The **Zurich Insurance Group** migrates several thousand process models and nearly 400 active users successfully to the latest version of ARIS.

For more customer success stories, visit our **resource center**.

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Upcoming ARIS events

Our goal for 2016 is to bring our events directly to you with our Digital Future Tour. It includes Innovation Days and Digital Business Days all around the world.

Visit **Innovation Days** July 7 in **São Paulo (Brazil)** and July 12 in **Mexico City (Mexico)** and **Digital Business Days** July 5 in **Bonn (Germany)**, July 19-20 in the **San Francisco (U.S.)** and Oct. 3-4 in **New York (U.S.)**.

Here you find an **overview** of the Digital Future Tour 2016. More dates and locations will be added. See all **local and online events**.

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About Software AG

The digital transformation is changing enterprise IT landscapes from inflexible application silos to modern software platform-driven IT architectures which deliver the openness, speed and agility needed to enable the digital real-time enterprise. Software AG offers the first end-to-end Digital Business Platform, based on open standards, with integration, process management, in-memory data, adaptive application development, real-time analytics and enterprise architecture management as core building blocks. The modular platform allows users to develop the next generation of application systems to build their digital future, today. With over 45 years of customer-centric innovation, Software AG is ranked as a leader in many innovative and digital technology categories. Software AG has more than 4,300 employees, is active in 70 countries and had revenues of €873 million in 2015. Learn more at www.SoftwareAG.com