

# ARIS NEWSLETTER



#6 | JULY, 2017

Dear ARIS Community,

Here's your July edition of the ARIS Newsletter, fully packed with information on ARIS 10, our latest version—for example, how ARIS 10 can help you prepare for the EU General Data Protection Regulation (GDPR).

On May 25, 2018, the GDPR takes effect. This deadline is worrisome to many companies, and they are working under high pressure to get ready. If you're experiencing this same concern, our products ARIS and Alfabet can help you sleep better at night. Look for the GDPR article in this newsletter for more information.

Everybody speaks about the Internet of Things (IoT). But why should you care about this as a business process expert? Read the IoT article to find out.

Are you keen on analytics and can't get enough of key performance indicators and dashboards? Then the combined forces of ARIS Aware and ARIS Process Performance Manager will inspire you. You'll see details on this in the newsletter as well.

Now enjoy reading and learn how ARIS can help you to manage your digital future!

Your ARIS team

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

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# Getting ready for EU GDPR

As the deadline of May 25, 2018 is approaching fast, Software AG created a General Data Protection Regulation (GDPR) framework as first line of defense for you. Our products ARIS and Alfabet offer various solutions to encounter the challenges of the Data Protection Officer (DPO) as well as the business and IT stakeholders.

The ARIS team is preparing a new extension pack for GDPR with these enhancements:

- New filters with conventions to document processing activities and GDPR-relevant qualification of application systems, processes and data
- Method extensions for processing activities, including risk assignment
- New data privacy classification attributes
- New ARIS and ARIS Risk & Compliance Manager analysis and management reports
- New fact sheets for ARIS Connect for maintaining processing activities
- An out-of-the-box technical term model with detailed GDPR content
- Out-of-the-box example questionnaire templates (readiness and qualification)
- GDPR-specific impact type for risk assessment in ARIS Risk & Compliance Manager
- Enhanced interoperability between ARIS and Alfabet

The Alfabet team is preparing extensions for IT stakeholders as well. The combination of both products provides you with a comprehensive solution for all GDPR stakeholders.

If you need support in your GDPR project, please contact us. We have answers!

Please go to <http://gdpr.softwareag.com/> for more information and watch the recordings of the webinars:

- [GDPR: Creating the right basis now for compliance in 2018 and beyond](#)
- [Real World Challenges with GDPR: Learn how Telia is approaching them](#)

Please also follow our [blog series](#) on GDPR.

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## Why should process folks bother about the Internet of Things (IoT)?

It's not a secret anymore: The majority of businesses and their business processes will be or are already highly impacted by the Internet of Things. So you should keep in mind that the IoT is not only an IT topic.

Of course, the IoT is about connecting things (or devices). But why should enterprises connect devices?

In fact, IoT projects have two main goals: either to optimize existing business or even to create and support new business models. Both are tightly connected to business strategy and business processes.

This means IoT projects need to concentrate on what they are meant to realize. They must deal with the internal changes within an organization in response to IoT. To deal with an IoT-driven digital transformation means to digitalize and optimize business assets, consider process changes related to the growing IoT possibilities, and consequently align business and IT.

Since April 2017, ARIS 10 supports IoT initiatives to:

1. Plan and design IoT projects
2. Connect IoT to business processes
3. Design & manage IoT objects

Learn more and stay tuned [here!](#)

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# ARIS Aware and ARIS Process Performance Manager join powers for a new way of analytics

A highlight of ARIS 10 is the combination of ARIS Aware and the new analysis functionalities and visual improvements of ARIS Process Performance Manager (PPM).

**With ARIS 10 release in April, ARIS Aware** and ARIS PPM joined their powers to combine the designed and the measured worlds. The combination of both products allows you to fully use analysis functionalities to provide actual measured Key Performance Indicators (KPIs) side-by-side with documented to-be processes.



Fig 1: Actual measured KPIs from ARIS PPM directly linked to the modeled to-be process

If you want to see an example for the integration of these two products, read the article about the [integration of ARIS Aware and ARIS PPM](#) in a complete end-to-end scenario of a tractor manufacturer, from customer acquisition and individual order, to tractor production, and to final distribution and billing. We presented this use case at our showcase at CeBIT 2017.

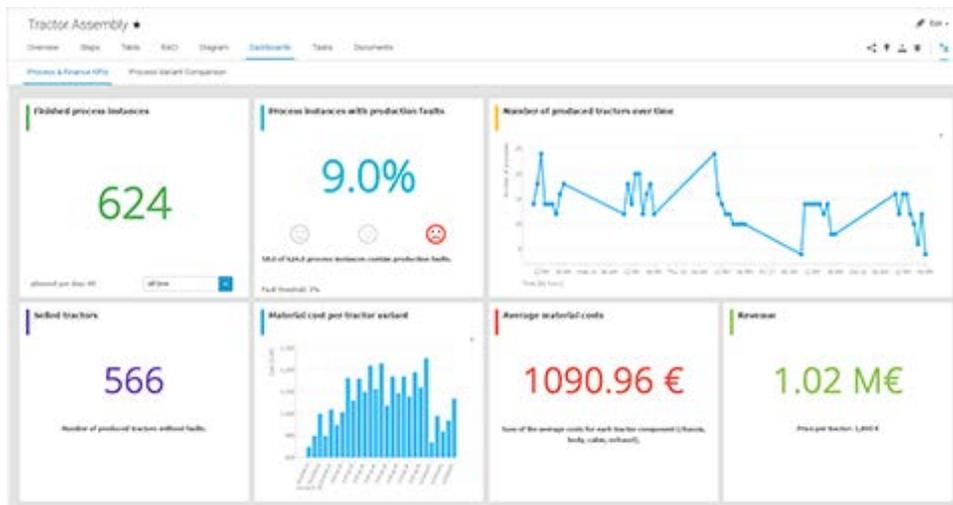


Fig 2: Interactive overview dashboard with the actual measured KPIs from ARIS PPM

Want to learn more? Stay tuned for more information in our blog post series [From zero to hero!](#) To be sure that you don't miss a post, add the tags [ARIS Aware](#) and [ARIS PPM](#) to your favorites.

And if you're already an ARIS 10 customer, don't forget to request your ARIS Aware free trial [here](#) to see for yourself the integration of these two products.

# What's new in ARIS Risk & Compliance Manager 10

ARIS Risk & Compliance Manager 10 offers improvements for the **private cloud offering**, **reporting** and **usability**, as well as enhancements for **risk assessment evaluation** and a new **subscription for control execution**.

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## Hands-on customer experience management

Some of you have been at our International User Group (IUG) meeting in Salzburg. At this year's innovation workshop, we invited users to get their hands on customer experience management. And we meant that quite literally.

Within small groups and a lot of Post-it® notes, attendees modeled the customer journey of the fictitious person "John Greenwood," who wanted to fix a problem with his car in a repair shop. A second group modeled the internal processes of the shop, unaware of John and his troublesome day. The atmosphere got quite vibrant when we aggregated both perspectives on a large printout of the ARIS customer journey diagram (see Figure 1). Many gaps became apparent. Here's one of them: Some steps of the customers were unknown from an internal perspective but mattered a lot to the customer's experience. For example, John could not park his car in front of the store as there was simply no process for handling the parking situation.



### Hands-on customer journey mapping at this year's IUG in Salzburg

As not all customers are the same, so it is critical for the success of a customer journey to describe the customer as well. With ARIS 10, we welcome the Customer Segmentation Map (see Figure 2) as a new member of the ARIS Customer Experience Management (CXM) methodology. Each column represents one customer segment, and each segment is connected, for example, to products or customer journeys. This makes ARIS a great tool for capturing a rich picture of customers and the journeys they take to bridge the gap between the outside-in perspective of the customer and the inside-out perspective.



### Describing the customer with the customer segmentation map

We want to thank all users who participated in at the IUG and particularly those joined the workshop. It would not have been such a success without you!

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## News from the cloud

ARIS Cloud Advanced and ARIS Cloud Enterprise have been extended with many features in ARIS 10. New ARIS Connect features are also available in the Enterprise cloud version. The Advanced version in the public cloud also provides new functionality.

These features are all new in **ARIS Connect** and **ARIS Cloud Enterprise**:

- New business usage statistics – powered by ARIS Aware
- New theming functionality for customer self-service configuration (fonts, colors, headers, buttons)
- Glossary enhancements
- New object type-based highlighting capability
- New profile-based views for different roles or user groups
- New multimedia publication in the portal
- Central User Management (UMC) profile information can be shown in the fact sheets
- New portal plug-in API to add customer-specific widgets
- New contribution mini-workflow to inform owners on changes
- New integration of Governance engine and Collaboration engine
- New collaboration API for third-party software integration
- New deactivation capability for attachments in collaboration
- Enhanced tenant management

[ARIS Cloud 10 is available in the public cloud](#). These features will all be provided with the Advanced version and are also part of the new **ARIS Connect** and **ARIS Cloud Enterprise** versions:

- User interface refreshment
- User settings saved on the server
- Enhanced printing functionality
- New capability to save favorites
- Steps view enhancements
- Display of currently used method filter
- Groups without access privileges are hidden for the user

- New settings for email notifications and templates
- New archiving capability for collaboration content
- New announcement functionality for administrators
- Dialogue extension for reports

Find more information about the new features in the [ARIS 10 features overview](#).

If you are new to the cloud, go to [ariscloud.com](https://ariscloud.com) and start with your [free trial version of ARIS Cloud Basic](#) immediately.

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# The new age of ARIS consulting services – Customer Success Packages

Want to get more out of your ARIS knowledge repository? Secure your landscape proactively? Or need an optimization or even an upgrade of your operational ARIS environment? Our new Customer Success Package supports you in each situation and offers a new way to purchase consulting, training and services that's easier than ever before.

Digitalization and enormous competitive pressures make the time schedules for projects tighter. At the same time, requirements are increasing while resources for managing system landscapes like ARIS are becoming scarcer. Here you can benefit from our new Customer Success Package.

## How it works

Your organization makes a one-time payment for the package, which loads your account with credit points for consulting, training and services. A personally assigned Engagement Manager advises you on the ordering process and helps you select the right ARIS or non-ARIS services from our service catalog. Then you can settle your purchase of these services using credit points in your account. The Customer Success Package service catalog features critical and popular services for your planned or running ARIS environment (in addition to any other product of Software AG's Digital Business Platform and Adabas & Natural). In addition, you can get any other individual service that you need.



## How the Customer Success package works

Buying Software AG consulting, support and training services is now faster and easier than ever. Get the services you need, when you need them. No more going back to purchasing for approval.

**Interested in learning more? Watch the webinar on demand [now](#).**

For more information, you also can visit our [website](#), have a look at the [fact sheet](#) or just contact us [consulting-sales@softwareag.com](mailto:consulting-sales@softwareag.com)

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# Salzburg, the place to be for ARIS experts!

Approximately 150 customers, many partners and more than 20 presentations and expert discussions—that's why the Software AG International User Group (IUG) in Salzburg May 10-12 was the place to be for ARIS experts.

"Love at first sight." "We really love ARIS." "ARIS saved us." These are just a few quotes and comments from our ARIS community at the IUG in Salzburg.

The ARIS team was delighted to meet the largest user community of the IUG and set up the two conference days. Along with a general introduction on the newest version of ARIS 10 and the road to digital transformation, attendees enjoyed many inspirational presentations on enterprise management systems, customer experience management, visual analytics and process intelligence as well as the IoT. [GDPR](#) won great attention due to the urgency to act.

Numerous customer presentations gave insights on the broadness of the ARIS usage independently of the BPM maturity level of the enterprises. Among our guest speakers were Campari, Bundeswehr, Danske Bank, Vodafone, SWIFT and Rabobank. The conference also included innovation labs where partners and customers could work together to share new ideas and closed with a panel discussion on enterprise management systems.

Besides the official program, the networking was of greatest value for partners, customers and of course for the ARIS team. Thanks for being there and looking forward to meeting you next year! Details on the IUG meeting 2018 will be available soon [here](#).

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## ARIS success stories

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

At [Campari](#) BPM is fun and ARIS satisfies the different needs of the business.

[Danske Bank](#) sees ARIS as an easy and intuitive system bringing the "the beauty of seeing connections."

[Assan Hanil](#) sets on ARIS for SAP Solutions in the highly competitive automotive industry to integrate processes with SAP Solution Manager and foresee the potential impacts of process changes beforehand.

ARIS supports the implementation of a new banking platform in Singapur at [Julius Bär Bank](#) enabling the communication between line organization and the project (based on ARIS Connect).

ARIS supports the creation of a telecommunications' reference model for [Peter Service](#) (consulting). ARIS is a key driver in the journey to digital and efficient government service of the [Ministry of Energy, Commerce, Industry and Tourism of Cyprus](#).

See how [Bosch](#) is revving up the automotive aftermarket through continuous process improvement.

For more success stories, visit our [customers webpage](#).

Can't get enough of ARIS? Check out these [ARIS training videos](#) created by Software AG University Relations.

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# ARIS events—online and in a city near you

In 2017, we've already seen exciting events like CeBIT, Hannover Messe and the International User Group Meeting in Salzburg. But there are many more events to come. Please have a look at our web page for a complete list.

See our [upcoming events](#).

Check out our new [Digital Business Demos](#) each week for timely webinars on digital transformation.

Watch for our [Innovation Tour](#), coming to a city near you!

German only: Webinar [Manage your digital future with ARIS 10](#), Donnerstag, 6. Juli 2017, 11:00 - 11:45 Uhr, die Aufzeichnung wird wenig später zur Verfügung gestellt.

Find more information about international user groups [here](#).

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## Follow Us On Social Media

Connect with us on [Twitter](#) & [LinkedIn](#) for the latest product news and info. Get insights, messages and more directly from our leaders -- Karl-Heinz Streibich, Eric Duffaut and see what your colleagues are promoting -- contests & giveaways, webinars, and events near you.

Join the conversation!

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