

ProcessMart

BUSINESS PROCESS INTELLIGENCE SOLUTION

ProcessMart enables organizations to achieve essential strategic and operational insight into business process performance that traditional, outdated BI approaches cannot deliver. It gives businesses the ability to monitor, analyze, and optimize processes across functional boundaries and disparate systems – without complex, time-consuming custom coding or elaborate, expensive process modeling.

Process improvement initiatives are inherently cumbersome from an IT perspective. They present a unique set of technical challenges. Business processes typically span across multiple systems of record and platforms. Most processes do not have an explicit representation in any single environment. Moreover, most operational systems are transaction-based and do not explicitly employ the concept of a business process.

Traditional BI approaches aren't designed to analyze, monitor, and optimize business process performance. They analyze data as a static series of records, but cannot understand the *order and timing of events* in a process context. As a result, process monitoring and analysis is generally left to the domain of custom development.

Altosoft's ProcessMart is architected from the ground up to support a dynamic, **event-based approach** to BI that enables true **business process intelligence (BPI)** – the science of directly analyzing business processes.

ProcessMart enables BPI. ProcessMart includes Altosoft's unique **Process Intelligence Engine**, a state engine that tracks and analyzes process activity. With ProcessMart, organizations can finally:

- **Monitor** live, running business processes in real-time, even if these processes span multiple existing operational systems. This enables powerful intraday visibility into ongoing business operations, and with it, superior opportunity to drive cost savings and improve productivity.
- **Respond** dynamically to process problems and exceptions with automated alerting and incident response. With a simple point-and-click approach, organizations can automatically identify troubled or exceptional activities and take immediate action to respond – improving ongoing customer satisfaction, compliance, quality, and other initiatives.
- **Analyze** historical process performance and process quality, and use the results to drive organizational process improvement and efficiency. This facilitates continuous process improvement necessary to create and maintain competitive advantage.
- **Benefit** from the advantages of being a process-driven organization, without the need to write complex custom code or develop elaborate process models. For the first time, the power of process intelligence can be delivered cost effectively to business users throughout the organization.
- **Identify and investigate** issues with individual process instances, diagnose problems, and take immediate action to remedy the process failure.

Executives

- *Achieve end-to-end visibility into business process performance, across all lines of business and operating areas*
- *Take advantage of process-centric management, with goals and incentives based on process performance*
- *Leverage easy-to-use, fully interactive graphs, charts, and reports*

Business Operations

- *Monitor, analyze, and optimize intraday performance of critical business processes*
- *Programmatically identify process exceptions or problems and proactively resolve them*
- *Monitor and manage internal and vendor service level performance*

IT Professionals

- *Support business demand for process-centric technology approaches*
- *Deliver critical process monitoring and analysis without the need for custom development*
- *Implement solutions in an environment designed to work with existing BI infrastructure*
- *Monitor internal IT processes*



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HOW PROCESSMART WORKS

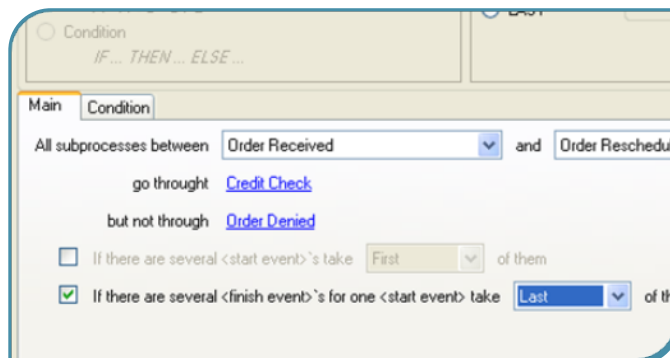
ProcessMart's Process Intelligence Engine is a sophisticated **state engine** that tracks and maintains a complete record of every discrete business activity – every unique instance of every process – as they flow sequentially (or asequentially) through a series of process milestones. ProcessMart can monitor and analyze general process performance or even drill down to monitor individual process instances. ProcessMart tracks even atypical process behavior such as exceptions, looping, and other complexities.

Maintaining this complete record of process state, even across multiple operational systems (ERP, CRM, inventory management, etc.), permits holistic process monitoring and analysis of core business processes for questions related to both **process performance**:

- How long does it take on average to complete a process or parts of a process?
- Which groups or individuals are the most efficient or inefficient at completing certain process tasks?
- Is there a problem with any individual single process?

And **process quality**:

- Where are the bottlenecks in a process?
- How often does the process fail to reach completion?
- If the process does fail, where is it failing, and why?



Altosoft's unique process-aware KPI expression editor makes it easy to define sophisticated process KPIs in seconds.

ProcessMart is the first solution designed explicitly to deliver the business process intelligence needed to answer essential business process-related questions. To take advantage of this capability, all organizations need to do is identify what specific process KPIs are the most important for their business to monitor. Configuring ProcessMart and MetricsMart to deliver process analytics is simple – and like all Altosoft solutions, 100% codeless.

The result is unprecedented process awareness that enables organizations to continuously improve operational performance and take action to adapt and optimize underlying business processes.

About Altosoft

At Altosoft, we make BI work. Altosoft's process-aware solutions eliminate the cost and complexity of conventional BI while delivering advanced functionality for operational performance improvement. Altosoft delivers the three critical enablers needed to transform existing business intelligence into a powerful, flexible engine of competitive advantage. First, Altosoft's business process intelligence capability adds essential process monitoring and analysis capability. Second, Altosoft provides agile data integration that makes the hardest part of BI easy by gathering data from various sources and converting dynamically it to KPI metrics. Finally, Altosoft facilitates rapid, reliable BI solution development with guided, code-free configuration and data governance features.



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