

# ARIS Platform





## What Is Business Process Management?

In a word – essential. All companies have business processes, regardless of size or industry. There is no company without them. A company's internal and inter-company processes are comparable to a body's nervous system. When maintained and optimized, they will ensure competitiveness and survival in the marketplace. Processes enable a company to reach customers with products and services faster than the competition and to respond promptly to changing market requirements. In today's economy, companies also face increasing pressure to cut costs and provide customers with the high levels of quality they expect. In order to manage new and rapidly changing business areas, it is essential to link business processes to corporate strategies.

« Business Process Management has become an important tool for taking companies forward »

Hence the importance of continuous change management and the ongoing reassessment and realignment of business processes, which closes the Business Process Management (BPM) loop. This in turn calls for efficient management processes that enable corporate strategies and strategic objectives to be implemented consistently and integrated into everyday operational activity. Devising and successfully implementing a business process strategy is thus of fundamental importance. In this context, BPM means the continuous adaptation of business processes and of the related organizational and IT structures to meet the requirements of the market. Harmonizing an established IT environment that has grown in complexity over the years is a formidable challenge for any organization. Mergers add to the problem by creating redundancy, while shrinking system lifecycles necessitate more flexible IT architecture management.

It becomes increasingly difficult to identify business-critical systems, and cost-cutting targets prove elusive. Creating an enterprise architecture provides the opportunity for progress by systematically documenting all the systems used by the organization. Aligning IT structures with an organization's objectives and business processes is the only way to achieve sustained improvements and a significant reduction in the cost of developing, maintaining, and upgrading IT systems. BPM therefore covers the recording of processes (including analysis and optimization), process implementation in the IT infrastructure, and the automatic monitoring and measurement of processes and their key performance indicators (KPIs), thus enabling a company to adjust to changing internal and external demands. As this description shows, Business Process Management is a continuous loop, rather than a one-time exercise.

## Why Do Companies Need BPM?

A company's medium- and long-term success (i.e., revenues and profits) is driven to a significant extent by the quality of its process management. How efficient is the process that enables the transformation of corporate workflows, organizational structure, and IT resources? The real value of IT investment lies in the way it supports processes. By adopting this view, previously untapped potential savings and benefits of inter-company processes involving customers (and their customers) and suppliers (and their suppliers) can be revealed and explored. BPM is a necessary prerequisite for improving a company's competitiveness and ability to innovate, particularly because it has a direct bearing on the processes surrounding product creation (time-to-market, innovation), production and service provision (customer focus, profit margin, quality), support (reduced overhead, greater employee satisfaction), and management and monitoring (change management, strategy).

As a result, BPM enables companies to respond quickly and flexibly to changing customer requirements and market trends. Applying a process-oriented approach to implementing the IT applications that are critical to the success of a company, such as, ERP, CRM, or SCM systems, does more than simultaneously optimize processes; capturing various KPIs, e.g., relating to impacts on business process costs, also makes it possible to track – and ensure – the return on investment (ROI).

## How Does Business Process Management Work?

Successful BPM requires a coherent business process strategy and involves three steps: design, implementation (transfer to IT), and controlling (monitoring, measurement, and evaluation) of business processes. BPM needs to be embedded in the organizational structure of the company, supported by a professional and efficient management process, and sustained by the active involvement of all relevant target groups. However, any improvement potential that is revealed as a result must not remain the subject of a single isolated initiative: long-term competitive advantages can only be achieved when the loop is closed to form a true business process lifecycle. The success of this methodology therefore depends on the process-orientation of the companies that implement it and their ongoing commitment.

But it is not just the operational processes that can be managed using this method – it can also be applied to Business Process Management itself. As an operational tool for managing business processes, ARIS Platform actively supports this entire process. It also supports all affected target groups in the company – the organizational department and management, operational and IT departments, and financial controllers. That is the key to successful Business Process Management (BPM).



## How Does BPM Overcome Real-World Challenges?

ARIS Platform for Process Excellence offers the tools companies need to cope with continuous change across the entire business process lifecycle – tools which are also suitable for deployment in a wide range of projects. **ARIS Solutions** from IDS deliver additional benefits:

ARIS Solutions combine selected ARIS Platform software products for specific tasks, such as, establishing IT landscapes (enterprise architectures) and process-based implementation and management of SAP systems. But a successful project needs more than just software: the ability to make effective use of products is increasingly becoming a key factor.

ARIS Solutions therefore include ARIS Value Engineering (AVE) procedure models designed to meet specific needs. All AVE models have proven themselves in a wide range of projects and contain the accumulated knowledge of IDS Scheer's process consultants. By integrating software and procedure models, ARIS Solutions make it possible to exploit the full potential of ARIS Platform.

The transparency of ARIS Value Engineering ensures fast familiarization and reduces planning uncertainty. The reuse of project experience reduces project risk and allows rapid, low-cost implementation of customized solutions, enabling a faster return on investment (ROI). The quality and efficiency of business processes drive sales and profits – and ultimately long-term business success.

All solutions are based on the central, integrated ARIS repository, so data can be exchanged and processed across multiple solutions. All the targeted user groups – organizational department and management, operational and IT departments, and financial controllers – work in an integrated environment. Integrated process management is therefore possible throughout the enterprise.

## ARIS Solution for Enterprise BPM

Isn't it a great feeling when your processes are under control?



All companies have business processes, regardless of size or industry. A company's internal and inter-company processes are comparable to the body's central nervous system: when maintained and optimized, they ensure competitiveness in the marketplace. Efficient processes enable a company to reach customers with products and services faster than the competition and to respond promptly to changing market requirements.

Business Process Management (BPM) with ARIS Solution for Enterprise BPM comprises analyzing, optimizing, communicating, and implementing processes. The integrated ARIS Value Engineering for Enterprise BPM procedure model provides dedicated work packages for defining strategies, identifying improvement potential, and supporting change processes.

With the aim of achieving business process excellence, an organizational structure is created that ensures optimal support for both process management and BPM governance.

Customers deploying ARIS Solution for Enterprise BPM have significantly reduced their process costs and throughput times, with the savings far exceeding the BPM project costs.

Depending on the objective and implementation focus, ARIS Solution for Enterprise BPM currently supports the Business Process Transformation and BPM Governance scenarios.

### Integrated products

- ▶ ARIS BSC
- ▶ ARIS Business Architect
- ▶ ARIS Business Optimizer
- ▶ ARIS Business Publisher
- ▶ ARIS Business Simulator
- ▶ ARIS Business Rules Designer

## ARIS Solution for Enterprise Architecture Management

Don't lose sight of the big picture!



Corporate IT resources constitute a complex system. An enterprise architecture (EA) describes this system and establishes standards for creating and updating it. Understanding the system requires a number of views – business processes, organizational structure, applications, data, interfaces, and technologies. Multiple perspectives must be taken into account, ranging from the enterprise view at a highly abstract level to detailed views of individual business units, design aspects, and physical systems and devices.

Featuring the tried-and-true ARIS Value Engineering for EA procedure model, this solution combines market-leading BPM technologies with global enterprise architecture standards. It enables planning, visualization, and evaluation of technologies, processes, data, and organizational structures with zero redundancy.

Consistent integration of all data in ARIS Solution for Enterprise Architecture Management means that architecture elements can be reused across all views in the IT Landscape Planning, IT Architecture Management, and IT Design & Development solution scenarios.

### Integrated products

- ▶ ARIS BSC
- ▶ ARIS Business Architect
- ▶ ARIS Business Optimizer
- ▶ ARIS Business Publisher
- ▶ ARIS IT Architect

## ARIS Solution for Process-Driven SAP Management

Celebrate your flexible new SAP architecture!



SAP software helps enterprises to implement business processes. But how can companies ensure that the processes incorporated in the standard software properly reflect their corporate strategy?

What is the best way to get the requirements of departments like sales, marketing, procurement, and production into the SAP system?

ARIS Solution for Process-Driven SAP Management provides the necessary support at every stage, from strategy and requirements analysis through blueprinting to configuration, testing, training, and rolling out SAP solutions. Business processes are documented using ARIS for SAP NetWeaver and analyzed in relation to the new SAP systems.

The ARIS Value Engineering (AVE) for SAP methodology covers the complete SAP implementation cycle. The solution also enables deployment options for SAP's enterprise SOA technologies to be analyzed, based on business processes.

ARIS Solution for Process-Driven SAP Management currently supports application scenarios for SAP implementation, SAP upgrade, and enabling enterprise SOA.

### Integrated products

- ▶ ARIS BI Modeler
- ▶ ARIS Business Publisher
- ▶ ARIS for SAP NetWeaver

## ARIS Solution for Business-Driven SOA Management

Visionary architecture always requires good building plans!



Service-oriented architectures overcome the rigid relationship between IT systems and processes by breaking down IT applications into modular, reusable services. These services are orchestrated into technical processes, enabling them to map business workflows in IT systems. When a business process is altered, technical service orchestration is adjusted and executed accordingly. The key gain is fast, easy IT implementation of new business workflows.

Reaping the benefits of SOA requires documentation of the business processes to be supported – otherwise, the technical service processes will not meet user needs. Business processes are therefore essential when planning SOA, hence the term business-driven SOA.

ARIS Solution for Business-Driven SOA Management facilitates business-driven SOA by combining specialist software products with the tried-and-true ARIS Value Engineering for SOA procedure model.

This model helps IT staff and departmental users to create and manage service-oriented architectures using work packages that systematically guide them to the desired result.

The solution supports application scenarios for service architecture, service orchestration, and process automation, as well as service and application development.

### Integrated products

- ▶ ARIS Business Architect
- ▶ ARIS Business Publisher
- ▶ ARIS Business Rules Designer
- ▶ ARIS IT Architect
- ▶ ARIS SOA Architect
- ▶ ARIS UML Designer

## ARIS Solution for Process Intelligence and Performance Management

Discover the secret of successful process managers!



As market conditions continue to change, enterprises must respond faster than ever, both at the executive and operational levels. This requires insights into software-based business processes and how they are performing.

ARIS Solution for Process Intelligence & Performance Management enables measurement of key performance indicators (KPIs) in live business processes, providing an objective decision-making aid for identifying and realizing improvement potential in real time. Automated process mining analyses make it possible to identify factors that impact process efficiency. The solution delivers its results in the form of graphical process chains that are automatically logged at the desired aggregation levels.

The solution uses process-driven Business Activity Monitoring (BAM) technologies to support strategy definition, measurement, monitoring, analysis, and optimization of business processes in real time. The integrated ARIS Value Engineering for Process Intelligence & Performance Management procedure model contains preconfigured work packages arranged in a logical sequence that guides users through the project, from defining objectives to optimizing processes.

### Integrated products

- ▶ ARIS Process Performance Manager
- ▶ ARIS Performance Dashboard
- ▶ ARIS Process Event Monitor
- ▶ ARIS Business Architect
- ▶ ARIS Business Optimizer
- ▶ ARIS Business Simulator

## **ARIS Solution for Governance, Risk, and Compliance Management**

Can you look your auditors in the eyes with this much confidence?



Governance, risk, and compliance management helps organizations meet internal and external legal requirements and standards. It comprises identifying risk-affected processes, risk assessment, implementing an internal control system, and monitoring control effectiveness.

The process-driven ARIS Solution for Governance, Risk, and Compliance Management enables flexible introduction and efficient operation of an enterprise-wide compliance management system. Companies benefit in particular from reusability of process documentation and the proven internal control system.

The tried-and-true ARIS Value Engineering for GRC procedure model provides defined work packages to help meet all necessary standards and legal requirements, making compliance management a strategic management tool.

The solution offers specific application scenarios for financial compliance management and managing operational risks, as well as for IT governance and IT security.

### **Integrated products**

- ▶ ARIS Audit Manager
- ▶ ARIS Business Architect
- ▶ ARIS Business Publisher
- ▶ ARIS Process Risk Scout

## What Is Business Process Strategy?

Only those who define and regularly update targets can work toward them and be successful in the marketplace. The function of core processes is therefore to support strategy, or as Alfred D. Chandler once put it: "Structure follows strategy." Accordingly, a business process strategy provides the basis for aligning business processes with the overarching corporate strategy.

## Why Do Companies Need a Business Process Strategy?

Studies show that companies in rapidly changing sectors update their strategies twice a year – changes that need to be reflected in business processes. Thus, with every strategy change, a company should carefully review its business process strategy. There are various management approaches for setting up a continuous, successful strategy management system, such as, the balanced score card (BSC) approach or ARIS Value Engineering (AVE) from IDS Scheer.

« Business processes should reflect corporate strategy »

Key success factors when introducing this kind of strategic tool are the involvement of senior management and employees through appropriate communication. Another core aspect is the need to review and realign business processes as part of continuous change management, thus enabling closed-loop BPM. BPM builds on the objectives defined in the business process strategy and necessary for implementing it. The definition of corporate strategy using a balanced score card typically entails reengineering of legacy processes. In order to fully apply the BSC approach, a company must also map out its strategy and objectives from multiple perspectives.

This design process should cover the entire organization in a seamless manner if strategy implementation is to be coherent and consistent, thereby allowing complementary strategies and conflicting objectives to be identified, monitored, and corrected.

Reviewing objectives involves weighting appropriate performance indicators and looking at the aggregated results. A similar approach applies in the field of risk management: relevant performance indicators are used to establish how often the risk has occurred, making it possible to predict the likelihood of future occurrences. In many countries around the world, this kind of ex-post examination is a legal requirement. Ideally, a suitable system of performance indicators will allow timely action based on signs of potential problems. This predictive effect is made possible by examining key indicator trends, which means that ongoing monitoring is essential if a company is to be protected against negative financial impacts. Detailed what-if scenarios are useful for studying the effects of any change management action prior to implementation. After making the change, the strategy will often be reviewed and, if necessary, modified.

## What Tools Can Be Used to Present and Evaluate Business Process Strategy?

IDS Scheer's ARIS BSC Solution provides a number of tools that support implementation of a BSC system throughout the various phases. The objectives defined in the business process strategy can be clearly presented to senior management via strategy management systems. Using a balanced score card reduces the complexity of such systems and leads to shorter project times for introducing and reorganizing them enterprise-wide.

The integrated ARIS Strategy Platform tools can be used to set up BSC systems, while the ARIS methods available in ARIS BSC enable balanced score cards to be designed and displayed. A wide range of analysis procedures make it possible to evaluate and visualize BSC data for a fast, up-to-date overview of ongoing developments (e.g., planned/actual analysis and presentation as management views). The relevant data is managed and analyzed in ARIS Business Optimizer for BSC. ARIS Business Publisher can be deployed to give every employee timely, efficient access to the balanced score cards. Ongoing monitoring of objective achievement is supported by ARIS Process Performance Manager (ARIS PPM), which enables measurement of current performance indicators relating to operational processes.

Identification of the relationship between resources and defined objectives is covered by personnel requirement planning; as part of this planning process, companies can run HR capacity comparisons based on real data, thus defining actual requirements (i.e., when planning a new area of business, new products, or new business processes in general). The results obtained and the ability to carry out profitability analysis with regard to organizational aspects of the business form the basis for optimized planning of personnel deployment in terms of time and costs. The same applies to other resources, such as, IT systems, other equipment, etc.

### | « Structure follows strategy »

Another way of defining a business process strategy is to focus on cost issues or analyze the relationship between available resources and defined objectives. Process cost accounting is the tool used for financial analysis of processes, whereby informed management decisions can be made by allocating costs based on resources consumed in the associated processes. Process cost accounting with ARIS Business Optimizer for Process Cost Analysis delivers transparency with regard to the actual process costs arising in the organization. As a result, internal benchmarking between individual departments, sites, etc., is possible, thereby highlighting the potential for productivity improvements. This is the only way that companies can obtain data to monitor whether process improvements are achieving the desired cost objectives.



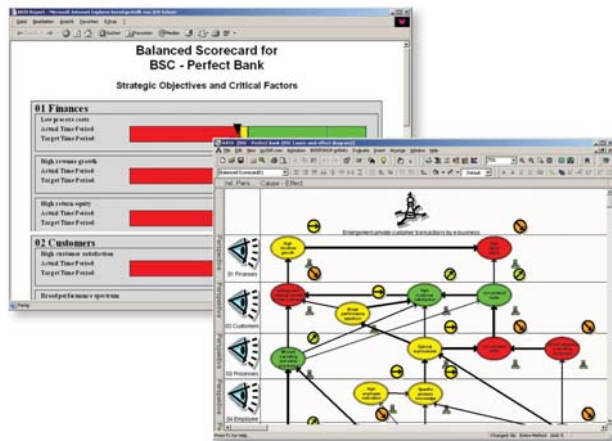
### Usage Scenarios:

Rapid, company-wide introduction of a strategy management system based on BSC principles

### Users:

Organization managers, process owners

- ▶ Analysis of cause-and-effect relationships
- ▶ Calculation and comparison of actual and target values
- ▶ Integration of strategic corporate goals
- ▶ Establishment of a BSC structure prior to implementation
- ▶ Analysis of a wide range of variants to identify the optimum solution
- ▶ Optimized implementation through structured procedures



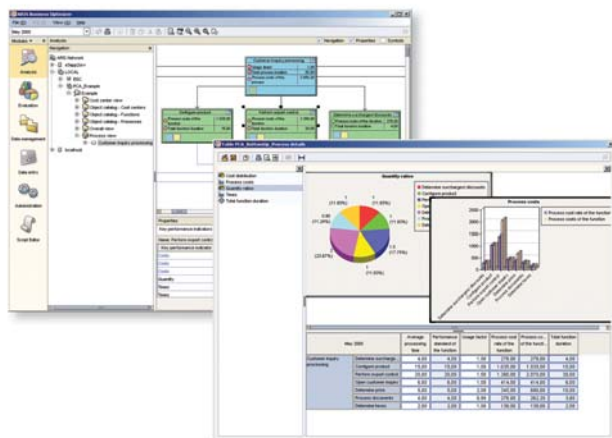
### Usage Scenarios:

Calculating and analyzing performance indicators of various process management structures, running what-if scenarios to create transparency, identifying best practice

### Users:

Management, process owners, financial controllers, organization managers

- ▶ Setting up BSC systems
- ▶ Process cost accounting
- ▶ Product costing
- ▶ Facilitating strategic make-or-buy decisions (target costing, outsourcing, etc.)
- ▶ Personnel requirement planning
- ▶ KPI management





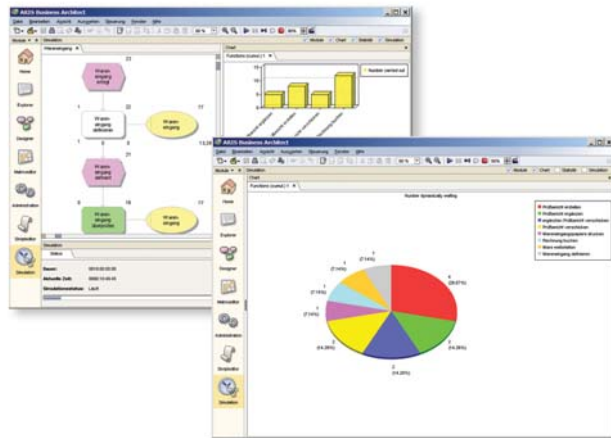
### Usage Scenarios:

Analyzing and optimizing business processes

### Users:

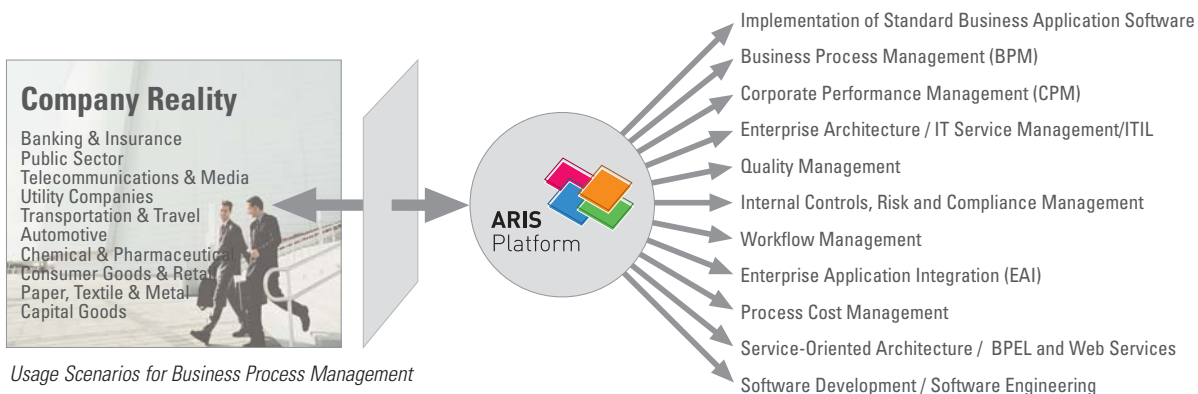
Organization managers, process owners

- ▶ Realistic simulation and dynamic analysis of process organization and operational structure
- ▶ Identifying resource bottlenecks and process weaknesses to enable more precise human resource requirement planning and benchmarking
- ▶ Reviewing organizational decisions prior to implementation
- ▶ Important information for optimizing resource utilization and throughput times



## What Is Business Process Design?

Business process design refers to the alignment of a company's processes with market needs and requirements, including the design, analysis, and optimization of processes as part of a continuous improvement loop. The function of the design phase is to create transparency regarding current process quality. This requires a method-based approach and a standardized description language.



Usage Scenarios for Business Process Management

The design phase answers the following question: "Who does what, in what sequence, what services are provided, and which software systems are used in the process?" Process analysis involves uncovering the organizational, structural, and technological weaknesses in processes and identifying improvement potential.

« Business process design delivers optimized, 'ready-to-run' business processes »

The results of the analysis, combined with corporate objectives, are used to define target processes (i.e., processes that – when implemented in IT systems – will help the company to create value in the future).

## Why Do Companies Need Business Process Design?

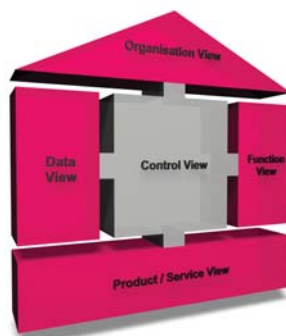
A commitment to continuous improvement pays for itself in dollars and cents. One major German company saved more than EUR 50 million in a single year thanks to IT-aided process harmonization with ARIS. Another highly successful company set up a dedicated Process Competence Center that manages tens of thousands of business processes.

The reasons for organizations to adopt a professional approach to business process design are varied and compelling. Ever-changing external conditions demand constant evaluation and adaptation of internal and inter-company business processes, with the latter growing in importance as businesses focus on areas of core competence. Internally, the pressure to maximize cost-efficiency and boost innovation while maintaining high standards of quality necessitates a strong focus on business processes, since they are ultimately the operational drivers of profit, sales, and costs. Companies can only meet these internal and external demands by establishing corporate structures that enable everyone within the enterprise to respond quickly and flexibly. To do this, they need coherent support for BPM in the shape of tools that go beyond recording processes in text, tables, or purely graphical format.

Without being aware of process times, costs, and frequencies, it is impossible to identify exact process costs, dynamic wait times, and classic bottlenecks. A solution is required that meets all the criteria for describing the totality of process knowledge.

### How Does Business Process Design Work?

The first step toward professional BPM involves the related areas of design, analysis, and optimization. The design element comprises recording existing processes. Collating workflow knowledge that often only exists in the heads of the employees who use the workflows is essential in order to achieve transparency and enable detailed analysis. The analysis phase provides vital information about the true efficiency of business processes.



ARIS House

ARIS is particularly effective at highlighting process strengths and weaknesses, uncovering information, such as, cost center and resource utilization levels and process slowdowns caused by a lack of media and/or system continuity in the underlying IT resources. Similarly, best practices are revealed (i.e., process variants that are superior in terms of time and costs). Comprehensive evaluation and reporting options (e.g., in the form of what-if analysis and process simulation) provide companies with KPIs and mission-critical business process information.

Finally, process optimization enables companies to react more quickly and cost-effectively without negatively impacting quality. And because resource utilization improvement within business processes can be quantified, the economic benefits of business process design are readily apparent. ARIS Design Platform provides companies with tools to support all the tasks described above. In addition, organizations can demonstrate how their business processes have improved with regard to quality and customer focus. It is important to remember here that a company's IT systems can only be as good as the processes they are used to support. In other words, a company must first focus on the business processes to be implemented and only then on actual implementation. IT is not an end in itself – the value that IT brings to an organization lies in the optimization of process throughput times and costs because most process improvements cannot be realized without IT support.

### What Do Companies Need for Business Process Design?

ARIS Platform is designed specifically around evolving customer needs, which explains the growing emphasis on the ARIS Web strategy. The new, intuitive, Web-based generation of ARIS BPM tools make process management even more efficient, thanks to user-friendly interfaces and reporting functions that enable fast familiarization, high performance, and simple Web-based administration. ARIS Business Architect and ARIS Business Designer are the result of the largest IDS Scheer development project to date. New ARIS Business Architect offers professional users Web-based administration components and enhanced design and automation concepts. Equipped with functionality that greatly facilitates modeling even for untrained and occasional users, ARIS Business Designer makes getting started with professional BPM quick and easy.

The modular user interface of the new Web-based product family has passed international usability tests with flying colors. Establishing continuous BPM requires process knowledge to be embedded in the corporate culture, i.e., part of the employee mindset. In turn, this is only possible if employees have simple, fast access to process content. ARIS Business Publisher permits role-based, high-performance publishing of current process content, with employees being informed about process changes in a paperless and real-time manner.

« IDS Scheer and ARIS: More than 20 years of innovation and BPM »

This saves time and costs in the change management process, with the added benefit that content can be customized to meet corporate design standards and the needs of the specific audience. Whether setting up process portals or managing projects, the collective impact of these activities is to establish a process mindset throughout the enterprise.



**ARIS**  
Business Architect

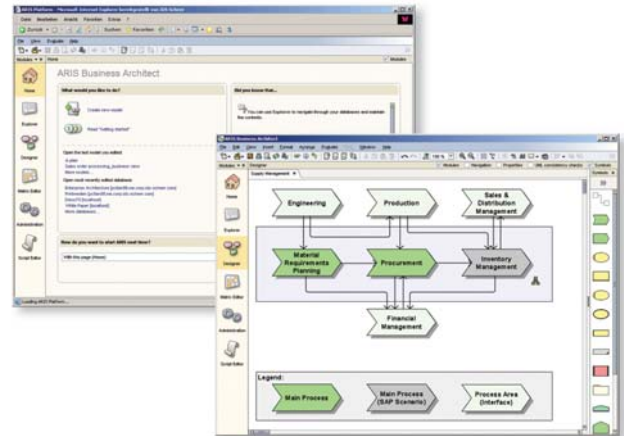
**Usage Scenarios:**

Web-based enterprise architectures and Business Process Management

**Users:**

Organization managers, process owners, operational departments

- ▶ Web-based, decentralized design, analysis, and optimization of business processes
- ▶ Administration of users and databases via the Web
- ▶ Powerful macro concept for initiating automatic workflows (e.g., automatic semantic checks and layout modifications)
- ▶ Flexible functionalities for target group-oriented design features (e.g., user-friendly graphic editors for creative design of symbols)
- ▶ Wizard-based database queries for a wide range of reports (e.g., impact analysis)
- ▶ Flexible modification of ARIS best practices to match existing modeling conventions through creation of user-defined model types




**ARIS**  
Business Designer

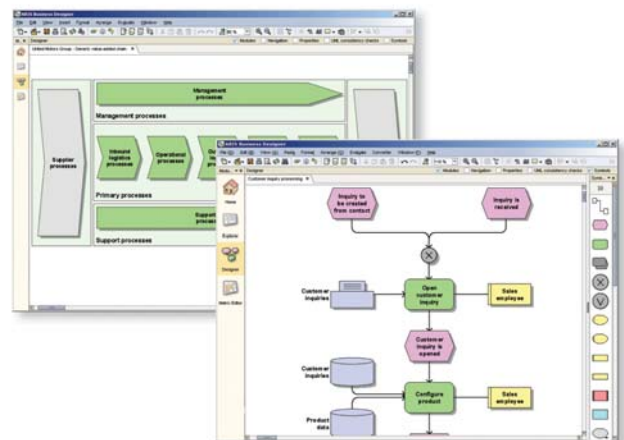
**Usage Scenarios:**

Web-based tool for getting started with professional BPM

**Users:**

Organization managers, process owners, operational departments

- ▶ Intuitive, user-friendly interface
- ▶ Decentralized design for centralized optimization
- ▶ Permanent availability
- ▶ Proven, extensible methods for multiple areas of application
- ▶ Highly scalable architecture





**ARIS**  
Business Publisher

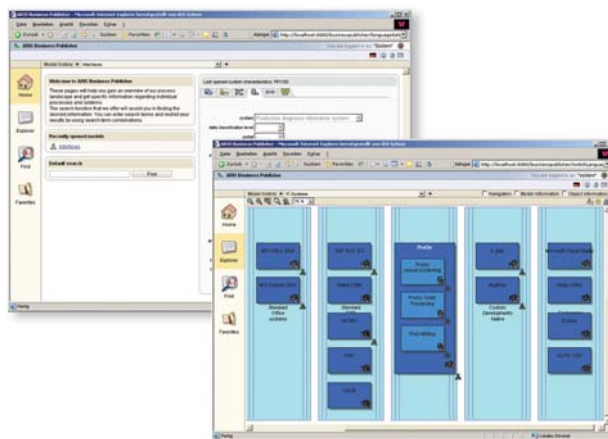
**Usage Scenarios:**

Dynamic publishing of process portals

**Users:**

Organization managers, process owners, management, employees in all departments

- ▶ On-demand generation of dynamic process portals
- ▶ Target group-specific and role-based presentation of process content, including free customization of graphic content
- ▶ Seamless integration into corporate portals (single sign-on, links to existing user administration, etc.)
- ▶ Flexible, expandable language concept for multilingual access
- ▶ Operational integration into IT application systems (e.g., document management systems)




**ARIS**  
IT Architect

**Usage Scenarios:**

Web-based planning and establishment of enterprise architectures

**Users:**

IT managers, IT specialists, IT architects

- ▶ Management of enterprise architectures
- ▶ Aligning IT structures with corporate objectives and business processes
- ▶ Standardization and harmonization of IT systems
- ▶ IT roadmap, migration planning, and lifecycle management
- ▶ IT baselining, IT landscape management, IT portfolio management
- ▶ Integration of process and IT information from value chain to IT infrastructure





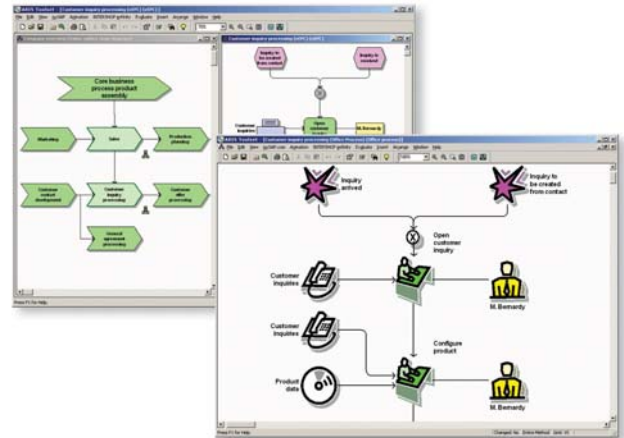
**Usage Scenarios:**

A professional tool for managing enterprise architectures and business processes

**Users:**

Organization managers, process owners

- ▶ Company-wide and worldwide management of business processes
- ▶ Multiple analysis and report options thanks to preconfigured and customized reports
- ▶ Multilingual functionality supports international project teams



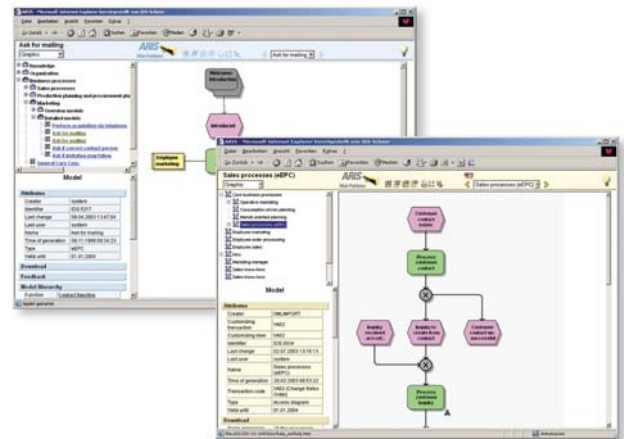
**Usage Scenarios:**

Easy communication of business processes

**Users:**

Employees in all departments

- ▶ Fast, worldwide communication of business processes via Internet/intranet
- ▶ Electronic rollout of organization manuals
- ▶ Accelerated induction and training of new employees
- ▶ Role-based access





**ARIS**  
Quality Management Scout

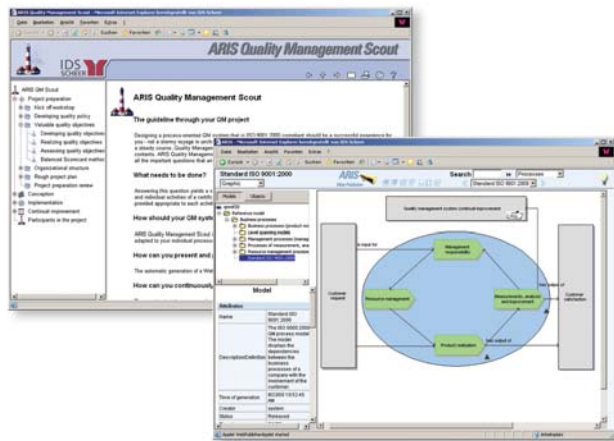
**Usage Scenarios:**

Implementation and operation of a process-oriented quality management system

**Users:**

Quality assurance specialists, QA managers, all employees

- ▶ Expedited implementation of process-oriented standards thanks to predefined content (e.g., ISO 9001:2000 and ISO 9004:2000)
- ▶ Audit support and document management
- ▶ Electronic availability of QM system
- ▶ Continuous optimization and reorganization of business processes
- ▶ Design of efficient processes based on KPI analysis, process benchmarking, process cost accounting, simulation, and immediate identification of anomalies




**ARIS**  
ArchiMate Modeler

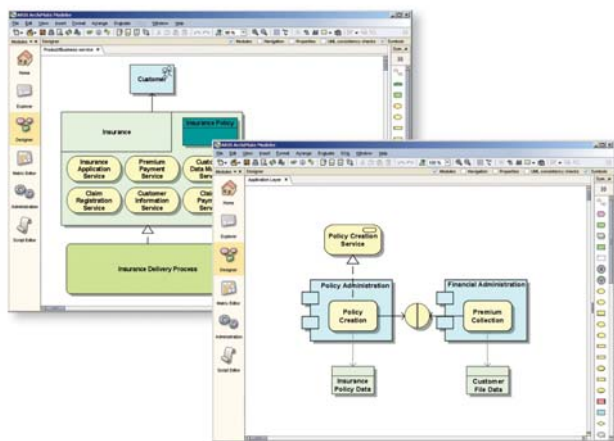
**Usage Scenarios:**

Planning and establishment of enterprise architectures using ArchiMate

**Users:**

IT managers, IT specialists, IT architects

- ▶ Standardization and harmonization of IT systems in accordance with the ArchiMate standard
- ▶ Reports and analysis for a quick overview of the IT environment
- ▶ Intuitive user interface and an ARIS repository for enterprise-wide architecture management using ArchiMate
- ▶ Integration with ARIS Business Publisher for effective communication of information via intranet/Internet





**Usage Scenarios:**

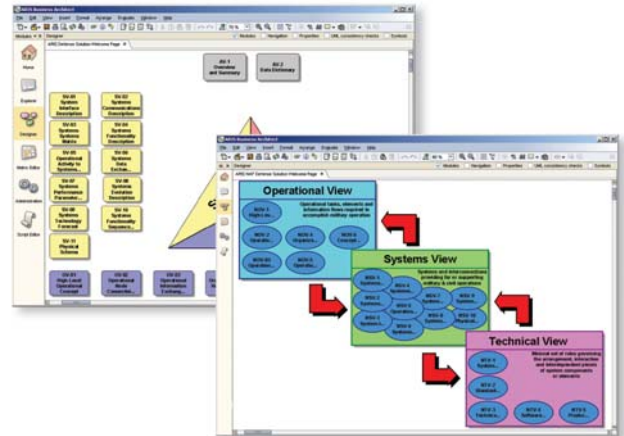
Optimization of organizational architectures based on DoDAF, C4ISR, and NAF

**Users:**

IT managers, IT specialists, IT architects

Establishment and optimization of organizational architectures based on DoDAF and C4ISR

- ▶ Administration of all components in the central ARIS repository
- ▶ Integrated architecture enables reuse of elements and relationships across different architecture views
- ▶ Flexible data exchange due to standardized interfaces, such as, CADM, XML, XMI, BPML, BPEL, etc.
- ▶ Integration with ARIS Business Publisher for effective communication of information via intranet/Internet



## What Is Business Process Implementation?

A process-oriented approach goes beyond modeling and improving business processes, with the information technology used to support and implement company processes and ongoing improvements becoming ever more important. It must be flexible enough to cope with a rapidly changing corporate environment and powerful enough to meet future process design requirements. Business process implementation comprises the seamless realization of business processes in application software without loss of information.

## Why Do Companies Need Business Process Implementation?

In terms of the above definition, the information technology typically deployed in organizations constitutes an obstacle to implementing process optimization projects because it mostly comprises separate functional components that have been tailored to the specific needs of individual organizational units. This results in heterogeneous system landscapes with redundant and often outdated applications plus a range of disparate versions. Modifying these systems to accommodate new integrated business processes is either barely possible or involves huge development effort. As a result, projects frequently fail to meet the requirements set or are deemed to have failed because they were not completed on schedule or within budget.

The only way to gain a competitive advantage from such projects is by focusing on the business processes to be implemented. In addition to delivering process innovation and leaner workflows, this approach enables better-quality products and services to be brought to market faster and more cost-effectively.

Communication between operational departments, IT staff, and the software development team is also critical to the success of IT projects, due to the different mindsets, methods, and tools found in operational and IT departments. Here ARIS establishes a bridge that enables the comprehensive, computer-supported transfer of data from the business design process into the technology-driven system design process.

## | « Aligning Business Processes and IT »

The process architecture, which is initially described in ARIS without reference to a platform, can be gradually incorporated into ready-to-run models. By combining business and technology views, companies can reduce the complexity of their IT projects and gain the ability to re-use their key expertise: knowing how their company functions.

## How Does Business Process Implementation Work?

Today's companies are struggling with multiple IT systems and technologies – and having to devote a major part of their IT budget to keeping them running smoothly. Introducing new IT solutions or modifying legacy solutions is very costly because in many cases there is no standardized description of the business processes that need to be supported. ARIS Implementation Platform provides a whole spectrum of products, interfaces, and solutions that enable seamless implementation of business logic in executable applications. Four basic categories can be distinguished:

### ERP Implementation

Implementing, updating, or harmonizing business management application systems, such as, SAP, provides an opportunity to optimize outdated corporate structures and processes as a form of business process reengineering exercise, thereby reducing costs.

IT systems must be adapted to suit the company's business logic – not vice versa. Modern, integrated process and application architectures make this significantly easier. Having said that, in any implementation project it remains crucially important to select the individual business processes relevant to achieving the company's objectives from the wide range contained in the ERP system and then to adapt them to the individual needs of the organization. New technologies, such as SAP Enterprise SOA, facilitate this flexible adaptation of IT systems to corporate processes.

« The main question is: What improvements can IT bring to an organization? »

Detailed knowledge of business processes is key to identifying the correct workflows, interfaces, and services for optimum process execution. If system documentation and optimization of the business processes supported by the SAP system were neglected in favor of faster implementation, the system will first need to be documented. This is the only way that companies can prevent maintenance, updating, and optimization costs spiraling out of control. It also enables the full scope of existing systems and the new enterprise SOA to be utilized.

### **Service-Oriented Architecture**

A service-oriented architecture (SOA) starts with an organization's business processes – the business processes dictate the requirements to be met by the technical services and not the other way around. Accordingly, effective Business Process Management provides the basis for successful SOA implementation. The service focus enables new, and above all more flexible, ways of implementing business processes at the IT level.

Business Process Management (BPM) and service-oriented architectures complement each other here: a clearly defined enterprise architecture allows flexible implementation of high-quality, IT-controlled business processes.

### **Business Rules Management**

Business rules have a major impact on a company's success. They define prices, approval processes, and responsibilities. It is therefore all the more surprising that business rules are only given rudimentary coverage in the business process models of many companies or are not described centrally within the enterprise. As a result, there is a significant delay before changes to the rules can be implemented across the organization and/or the IT systems. Integrating a comprehensive business rules management solution into ARIS allows departmental managers to include business rules in business process models. By separating process logic and rule logic, rule changes can be quickly and easily applied to processes. Patented technologies provide support when searching for critical problems, such as, completeness issues or conflicting rules. Optimized rules can be converted into Web services for automated execution.

### **Software Engineering**

Despite the broad range of ERP systems and integration software available today, there is still enormous demand for customized solutions because packaged software is too expensive or not flexible enough. In some cases, the software is also not available at the right time or is unsuitable for particular sectors. Process-driven software engineering enables the development of customized software that maps the business logic underlying all business processes and supports process execution. With this kind of project, there is a need to communicate requirements and technological solutions effectively to the project participants and to organize complex development projects efficiently.

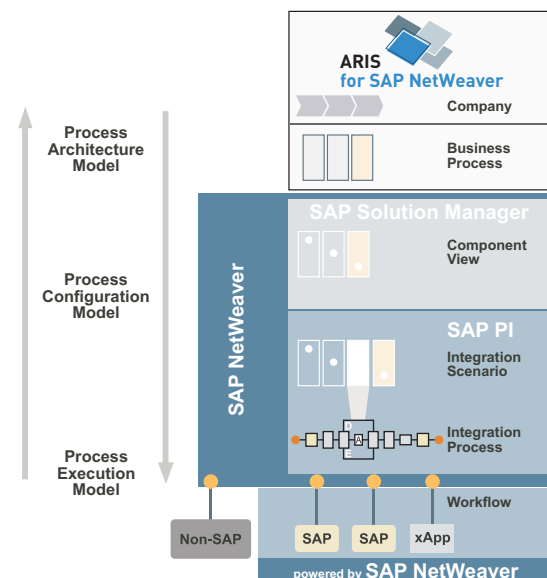
It is also important to ensure that the custom software reflects defined business processes and can be adapted to meet evolving process requirements. Following optimization of business processes and implementation of the IT solutions that support them, it then needs to be possible to demonstrate the value of the associated IT investment. Expensive IT implementation projects are only justified if they deliver optimal support for core processes and thus represent a genuine benefit to the company in terms of shorter throughput times, lower production costs, or improved product quality.

### What Do Companies Need for Business Process Implementation?

ARIS for SAP NetWeaver – the business process design solution for SAP NetWeaver – enables fast, flexible realization of business processes and strategies. As part of a strategic development alliance, SAP and IDS Scheer have pooled their core competencies in the areas of business process design, process execution, and controlling.

SAP NetWeaver boosts the flexibility of a company's entire IT infrastructure, while simultaneously reducing operating costs – including the cost of integrating non-SAP solutions. With ARIS for SAP NetWeaver, SAP and IDS Scheer provide a tailor-made environment covering the design and architecture of business process models. The resulting models can be seamlessly integrated into SAP NetWeaver configuration and execution models. This significantly reduces the time and cost of process definition, system implementation, operation, and continuous process monitoring and optimization. Business models can be quickly changed and adapted, while being transparently and flexibly linked with the underlying technical implementation. The result is shorter response cycles when process changes are required, from concept and configuration through to monitoring, leading to significant cost savings and greater in-house process knowledge.

An essential element of the alliance between SAP and IDS Scheer is the ongoing development of methods and tools for consistent process modeling to support enterprise service-oriented architectures (enterprise SOA).





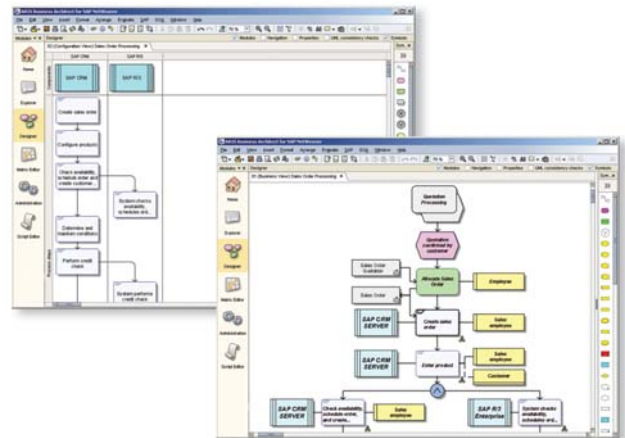
**Usage Scenarios:**

Business process-driven solutions for SAP NetWeaver and SAP Solutions

**Users:**

Consultants and employees in IT and organizational departments who are involved in evaluating, planning, customizing, implementing, documenting, or executing SAP-based business processes

- ▶ Creation of end-to-end process architecture
- ▶ Linking of business processes and SAP transactions
- ▶ Integration of business requirements and SAP configuration
- ▶ Interfaces to SAP Solution Manager and SAP Exchange Infrastructure
- ▶ Process-oriented testing and user training
- ▶ Creation of user profiles and individual user help
- ▶ Support in establishing an enterprise SOA



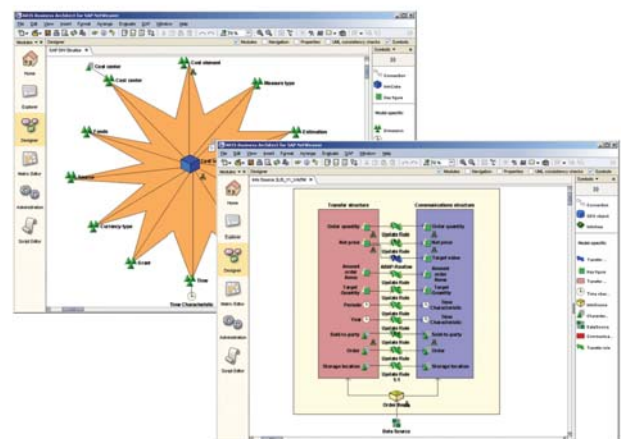
**Usage Scenarios:**

Redocumentation and modeling in SAP BI implementation, harmonization, or consolidation projects, designing end-to-end and integrated SAP BI solutions

**Users:**

IT managers, SAP BI experts, departmental employees

- ▶ Interface between ARIS BI Modeler and SAP BI allows automatic transfer of SAP BI meta data
- ▶ Web-based SAP BI redocumentation, planning, design, and implementation
- ▶ Linking SAP BI data flows and business processes plus integration into ARIS for SAP NetWeaver
- ▶ Use and analysis of SAP BI objects in the central ARIS meta repository
- ▶ Automatic generation of the data concept behind the existing SAP BI implementations
- ▶ SAP BI transparency based on your business requirements
- ▶ Reduced complexity and duration of BI consolidation projects thanks to system comparisons





**ARIS**  
Redocumentation for SAP

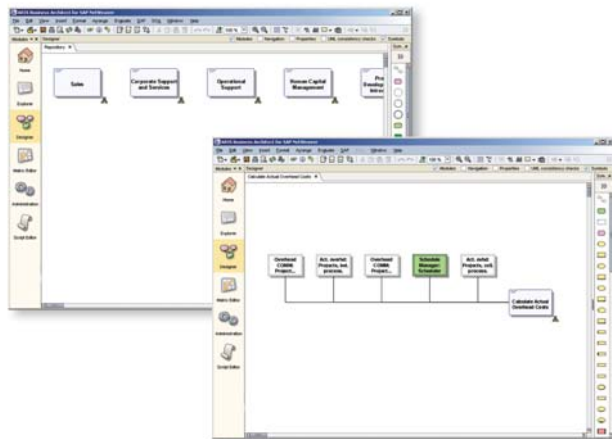
**Usage Scenarios:**

SAP upgrades, user administration, user training, system add-ons, benchmarking, system integration, SAP system tuning

**Users:**

Employees in IT and organizational departments who plan, document, or execute SAP-based business processes

- ▶ Detailed analysis of implemented SAP systems
- ▶ Automatic and easily understood documentation of all used and unused processes, transactions, and reports of implemented SAP systems, based on the SAP reference content from the SAP Solution Manager
- ▶ Functional comparison of different SAP systems
- ▶ Calling SAP transactions from process models
- ▶ Multilingual communication and worldwide rollout of processes




**ARIS**  
SOA Architect

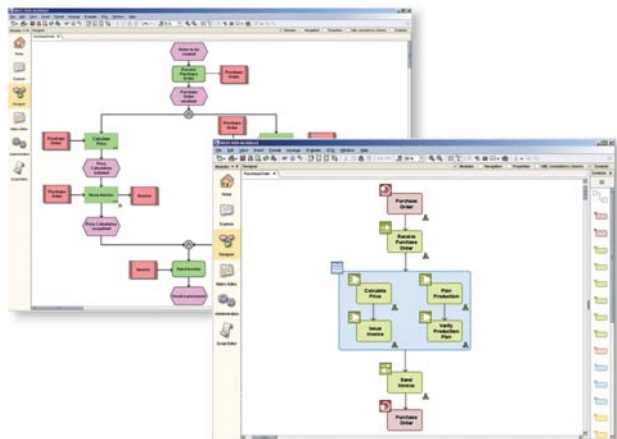
**Usage Scenarios:**

Design of business process-based service-oriented architectures (SOA)

**Users:**

Consultants and employees from IT and operational departments who are involved in implementing process-oriented solutions based on SOA

- ▶ Linking of business workflows and data with technical service and data structures
- ▶ Automated transformation of service-oriented business processes into BPEL models
- ▶ Complete modeling of BPEL processes, including BPEL extensions
- ▶ Exporting/importing of BPEL processes, service descriptions, and data descriptions via BPEL, WSDL, and XSD interfaces





**ARIS**  
Business Rules Designer

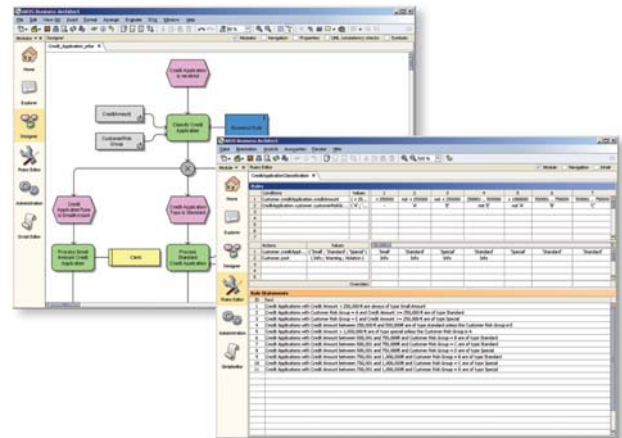
**Usage Scenarios:**

Describing rules and integrating them into business processes

**Users:**

Consultants and employees from IT and operational departments, process owners

- ▶ 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




**ARIS**  
UML Designer

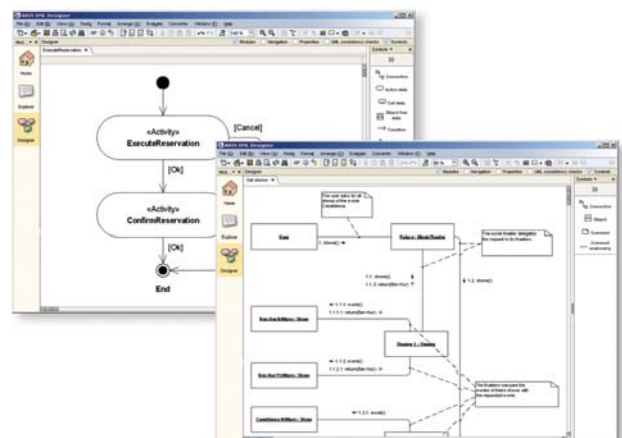
**Usage Scenarios:**

Software engineering based on business processes

**Users:**

Software development specialists and managers, developers of business process-oriented custom software solutions

- ▶ Technical and methodological integration of business process and UML modeling, automatic quality assurance by way of online consistency checks
- ▶ Covers all relevant UML diagrams
- ▶ Java platform permits operating-system independent, distributed modeling via standard browsers
- ▶ Support for international projects through multilingual elements and comprehensive reporting
- ▶ Support for MDA by means of user-defined semantic transformations
- ▶ Integration of code generators via a plug-in interface
- ▶ Connection to established case tools (Rational XDE, Borland Together, etc.) via an XMI interface



## What Is Business Process Controlling?

Business process controlling involves measuring the efficiency of the business processes implemented in IT systems and putting control systems in place that monitor compliance with a wide range of legal and regulatory requirements.

« Process optimization is a continuous loop, not a one-time task »

Process performance management offers a completely new way of identifying potential for improvement on the basis of actual data, such as, throughput times, return frequencies, and deadline compliance. This makes it easy to monitor and continuously improve business processes by delivering the hitherto unavailable performance indicators needed for these tasks.

## Why Do Companies Need Business Process Controlling?

Business process controlling enables ongoing measurement of quality and quantity targets, thereby revealing areas where there is potential for improvement and for achieving productivity gains.

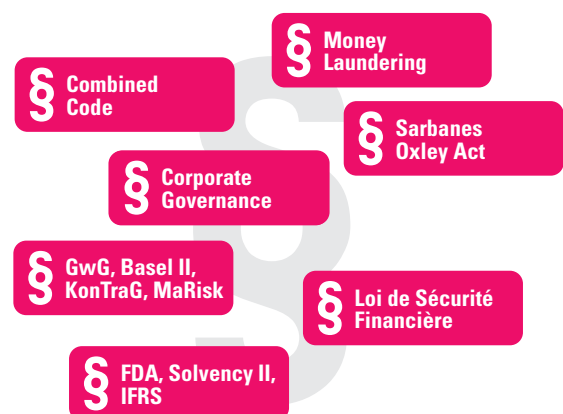
### Process Performance Management

Business processes are the drivers behind every company's operations. For this reason, modern corporate management requires proactive management of business processes – and comprehensive monitoring of ongoing processes allows organizations to discover a totally new control dimension. Previously, strategic corporate goals could only be monitored by looking at the next set of quarterly results. Process performance management, on the other hand, involves continuous monitoring of objectives and timely warning of any deviation from planned figures. Appropriate corrective action can then be taken.

In turn, companies achieve greater process quality that has a positive impact on the bottom line. Continuous monitoring of actual business processes therefore bridges the gap between corporate strategy and operational implementation.

### Compliance Management

In order to meet regulatory and legislative requirements (e.g., the Sarbanes-Oxley Act), companies must implement internal control systems and demonstrate their effectiveness on a regular basis. To do this, they need audit workflow systems that allow software-based mapping of and support for the entire testing, control, and documentation process. This is crucial if companies are to analyze their control systems and processes for possible weaknesses, continually improve them, and obtain the necessary documentation to demonstrate the effectiveness of their internal control system at the push of a button.



### Risk Management

Ensuring that all processes critical to a company's survival are maintained in a crisis situation requires the definition of appropriate emergency processes, in addition to identifying and assessing all risks within the organization. Companies are constantly exposed to risks, which mostly arise from operational events.

In order to identify and avoid such risks, every company must have a functioning risk management system in place.

### How Does Business Process Controlling Work?

Process performance management identifies actual process performance by analyzing document flows from operational systems supplied by a wide range of vendors. All relevant IT-based activities that make up a workflow are recorded and automatically visualized in a process model. Having recorded the processes in this way, they are objectively evaluated using process KPIs related to time, cost, and quality. An early warning system monitors all ongoing processes and provides information about the current efficiency of business processes. Creating this kind of corporate performance transparency enables internal and external comparisons between business areas, thereby driving continuous, tightly focused optimization of business processes.

Testers are automatically notified of their tasks and guided through the test flow. The results are then used to automatically generate further actions. Each step in this workflow is documented, providing companies with a robust solution that meets all audit requirements.

« What cannot be measured cannot be evaluated »

Additionally, the use of audit workflow systems ensures the effectiveness of internal control systems. The key to meeting such requirements is not just successful management of processes and controls but also having the ability to demonstrate this as efficiently as possible during every audit. This requires documentation, testing, and monitoring of all internal controls. The DB-based audit workflow system is self-configuring based on the documentation of all relevant risks, the measures introduced to minimize risks, and the data necessary for test configuration (e.g., who will test, what will be tested, how often will testing take place, over what period of time will testing take place, and what is the scope of the test).



**ARIS**  
Process Performance Manager

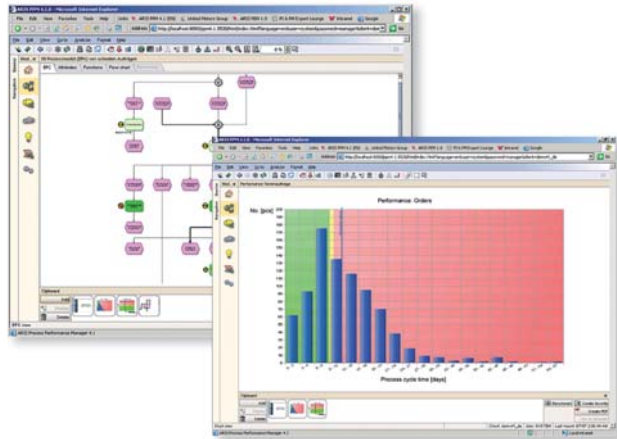
**Usage Scenarios:**

Automatic analysis and visualization of actual processes

**Users:**

Senior management, operational departments

- ▶ Transparent end-to-end process monitoring
- ▶ Measurement of process performance (quantity, time, cost, quality)
- ▶ Seamless monitoring of target values and current status
- ▶ Efficient early-warning system for critical performance indicators
- ▶ Communication and activity analysis of departments and other organizational units AdHoc and WYSIWYG-Reporting Engine
- ▶ seamless integrated in ARIS Performance Dashboard




**ARIS**  
Performance Dashboard

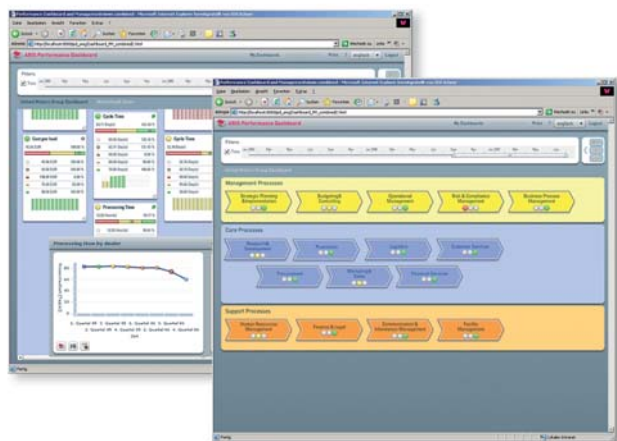
**Usage Scenarios:**

Display process KPIs and the chart, cost, and structure information relating to business processes live in a browser.

**Users:**

Business units, Unit Manager, Middle- and Top Management

- ▶ Fully interactive, browser-based interface, including printing functions
- ▶ Simple deployment due to zero footprint
- ▶ Enterprise-ready with portal integration and LDAP user connection
- ▶ Tailored to ARIS PPM and ARIS Business Optimizer
- ▶ Integrated dashboard builder for power users





**ARIS**  
Process Event Monitor

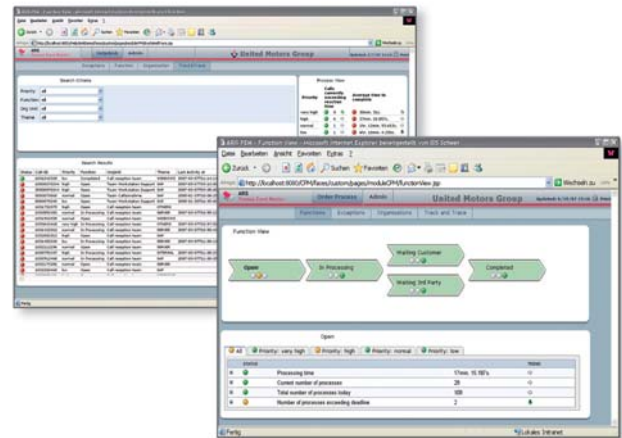
**Usage Scenarios:**

Monitor live processes using process-based Business Activity Monitoring (BAM) and respond quickly to events

**Users:**

Business units, operational process owner

- ▶ High-volume filtering and correlation engine based on proven Systar technology
- ▶ Numerous data sources (extractors) available
- ▶ Process-oriented, configurable data model for monitoring business processes in terms of exceptions, functions (process flow), and organizations (resources)
- ▶ Real-time dashboards provide at-a-glance KPI/status overview
- ▶ Automated triggering of actions, such as, e-mails, business processes, and any other type of application
- ▶ Tight integration with ARIS PPM




**ARIS**  
Audit Manager

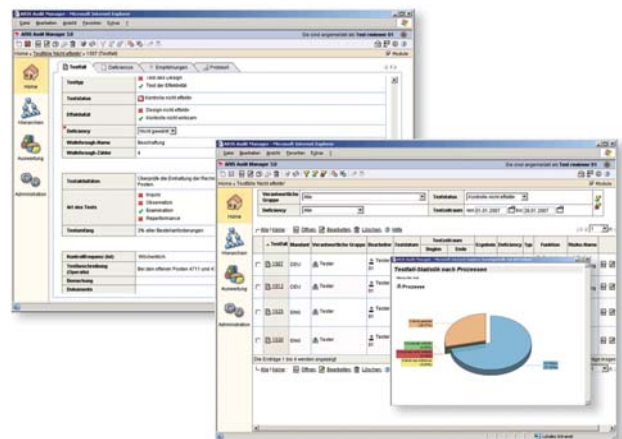
**Usage Scenarios:**

Operational audit workflow system for compliance with a wide range of ethical and statutory standards within a company, such as, Sarbanes-Oxley, Basel II, etc.

**Users:**

Compliance managers, audit managers, risk management specialists and managers, financial controllers, auditors

- ▶ Consolidated documentation and enterprise-wide, role-based communication of core compliance data and risk management systems
- ▶ Workflow-based implementation of compliance-related measures and internal controls covering a wide range of legal and regulatory requirements
- ▶ Deficiency management plus comprehensive reporting and sign-off functionality
- ▶ Management information on the up-to-the-minute status of compliance activities available via the integrated Compliance Cockpit
- ▶ Timely detection of shortcomings in the internal control system and automatic escalation





**ARIS**  
Process Risk Scout

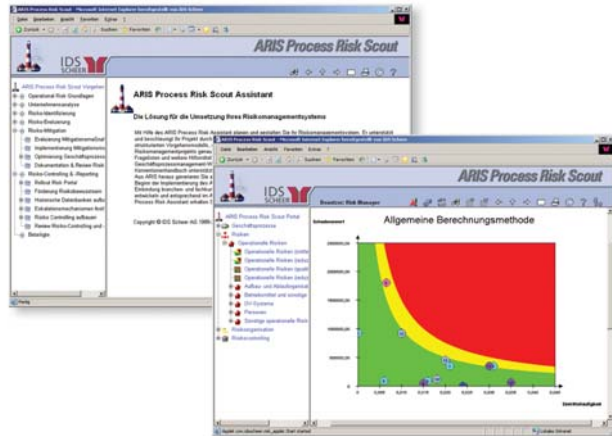
**Usage Scenarios:**

Establishment and operation of a risk management system

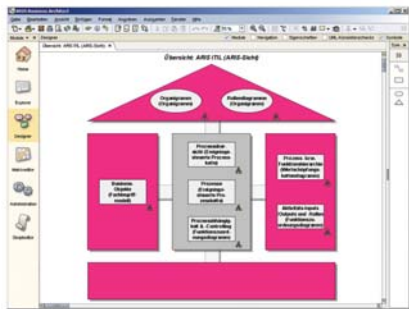
**Users:**

Risk management specialists and managers, all employees

- ▶ Early, structured risk identification and process-oriented risk analysis
- ▶ Enhanced transparency and compliance with documentation requirements (including emergency plans)
- ▶ Compliance with legal requirements (e.g., KonTraG, section 25a KWG, etc.)
- ▶ Competitive advantages as a result of lower risk costs
- ▶ Easy handling and company-wide communication of all risks
- ▶ Advance warning system for risk controlling using ARIS PPM



## Efficient Topic and Industry Solutions for Successful Business Process Management

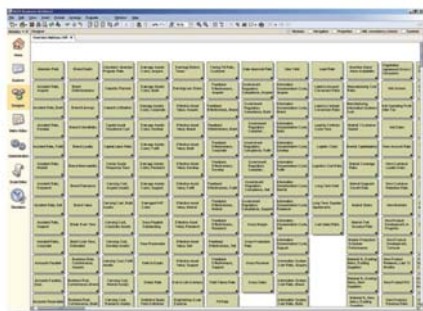
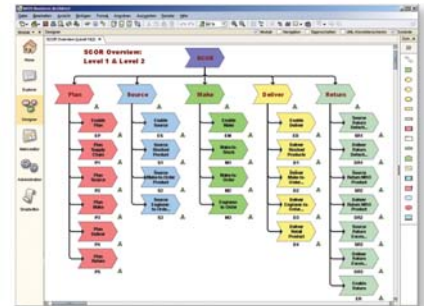


### ARIS ITIL

- ▶ IT service management using methods and best-practice processes in accordance with ITIL and ISO
- ▶ Reference model based on the IT Infrastructure Library (ITIL)
- ▶ Enables simple navigation and customization of predefined ITIL standard reference processes to suit company-specific requirements

### ARIS EasySCOR

- ▶ Supply Chain Management using methods and best-practice processes of the Supply Chain Council
- ▶ Reference model based on the Supply Chain Operations Reference Model (SCOR)
- ▶ Enables simple navigation and customization of SCOR model reference processes to suit company-specific requirements
- ▶ Predefined reference content like Data input / - output, KPIs and Best Practices



### ARIS VRM

- ▶ Value Chain Management using methods and best-practice processes of the Value Chain Group
- ▶ Reference model based on the Value Chain Reference Model (VRM)
- ▶ Enables simple navigation and customization of VRM model reference processes to suit company-specific requirements
- ▶ Predefined reference content like Data input / - output, KPIs and Best Practices





## Analysts

« IDS Scheer has been a leader for years now and has one of the most comprehensive toolsets in the BPA Magic Quadrant – ARIS. (...) With additional successes on the BAM front, IDS Scheer has been an integral part of SAP's NetWeaver offering. »

M. J. Blechar, J. Sinur, Gartner Research Note, 27 February 2006: Magic Quadrant for BPA Tools, 2006

« For companies that want to develop and deploy composite applications with SAP NetWeaver, investing in ARIS from IDS Scheer is absolutely essential. »

Eric Austvold, The AMR Research Alert: Plans for SAP NetWeaver? You Will Need ARIS From IDS Scheer, June 28, 2004

« ARIS is a multiple test winner and rated by analysts as the best tool for business process analysis in the world. »

CYbiz, issue 04/3

## Press

« This is why Roman Studenic, head of IT at John Deere's Mannheim plant, has also adopted a clear strategy: 'We only align processes with ITIL if we can use tools to support them.' He uses Microsoft Project for project management; ARIS PPM process management software from IDS Scheer is used to optimize, document, and monitor the ITIL processes. The balanced score card is also based on ARIS. »

CIO, November 8, 2004

« In the course of a two-year project, the IT infrastructure of Siemens' ICN division was completely revamped. (...) The tool used to model and document the redesigned business processes was ARIS from IDS Scheer, which is now being deployed (...) enterprise-wide. (...) This delivered savings of 129 million euros in the last fiscal year, of which 53 million euros were due to IT-supported process harmonization in the ICN division. »

Computerwoche 22/2003, May 30, 2003, page 30-31

« All different things come together based on NetWeaver,» Peter Zencke, who heads research and breakthrough technology development at SAP, said during his keynote address. "We are offering modeling tools of business processes in the next edition of NetWeaver, in [IDS Scheer's] ARIS, which is the way we model at SAP. These models are open to the rest of the world as well. These are business models we can transform ... »

eWeek, Renee Boucher Ferguson, December 8, 2005

« The German Armed Forces: Biggest ARIS Contract for IDS Scheer

The armed forces are using ARIS, the software tool for process management from IDS Scheer, to map and optimize their internal workflows as they implement SAP across some 700 bases in Germany and abroad. »

Midrange Magazin online, June 24, 2005

« During the prototype phase, the project team designed the future workflows using ARIS for SAP NetWeaver, including contract management, license payments, and fee accounting. The consultants then synchronized the processes modeled in ARIS with the SAP Solution Manager, followed by a customizing phase. The prototype was completed and approved by C.H. Beck in just three months." »

ROI Review – Optimizing Returns on Customer-Centric Strategies, Year 4, Volume 5, December 2005, SAP Deutschland AG & Co. KG, Inventory No. 50077231

« IDS Connects ARIS with WebSphere

IDS Scheer and IBM have developed an interface that allows processes modeled in ARIS to be imported directly into the development tools used in IBM's WebSphere platform without human intervention. Code can then be generated and executed in the runtime environment of the Java application server. »

Computerwoche, January 6, 2006

### BMW Group Financial Services



« We used ARIS Business Optimizer to analyze all our process costs and simulate alternatives. Who does what when, how long does it take, and what resources are consumed? The project gave us a complete process over-

view of Operations – enabling us to optimize all the flawed process steps. (...) Looking specifically at how we receive and approve credit applications, this area has been made significantly simpler. We now have a fully integrated process that delivers huge improvements and savings – and a virtually paperless office. Throughput time from quotation to completion is down by some 70%, there are significantly fewer agreements that don't work out, and process costs have been cut by more than half – we have measurable improvements on all these performance indicators. »

Kirk Cordill, Head of Process Development

### ÖBB Infrastruktur Betrieb AG



« The use of ARIS at ÖBB (Austrian Railways) is part of our drive to achieve greater economic efficiency and secure the future of our operations. The benefits of adopting a process approach and process management

have been significantly greater than anticipated, now that these techniques have been fully deployed. With its new Web-based products (ARIS Business Architect, ARIS Business Designer, and ARIS Business Publisher), ARIS offers our employees the opportunity to be part of the change process. This often allows an organization to tap into hidden potential. IDS Scheer is the right partner here, providing valuable support for the efficient analysis, reorganization, and optimization of our business processes. »

Kurt Hrdlicka, IT & Processes

### C.H. Beck Publishing



« A combination of process consultancy, the ARIS modeling tool, and the SAP Solution Manager ensured the smooth introduction of our new fee payment system based on mySAP CRM IPM and SAP IS Media. »

Bernhard Böhm, IT Department, Project Manager for the mySAP CRM IPM project

### AIR France



« It is Air France's overriding objective to become the leading player in the European air travel market, together with KLM. Delivering customer service requires careful

attention to processes: They need to be analyzed, modeled, and properly managed. The ARIS solutions allow us to do just that, so IDS Scheer really is a preferred partner when it comes to developing our business. »

Pierre Girault, Vice President, Quality/Security/Environment and Sustainable Development

### DaimlerChrysler Bank AG



« For both organizational activities (e.g., training selected car dealers) and technical process optimization, ARIS PPM can be used immediately after completion to measure success. (...) Daimler-Chrysler Bank plans to use ARIS PPM to extend its process management activities. »

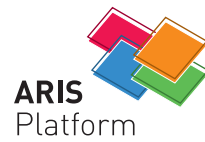
Lars Müller, Head of Process and Quality Management

**Around the world, more than 6,000 large and leading companies rely on IDS Scheer. Over 90% of the DAX-30 companies are now IDS Scheer customers. SME companies have opted for process controlling with ARIS SmartPath.**

The partnership with many customers goes back for many years:

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