

BUSINESS & IT TRANSFORMATION ARIS 9.8 SR4 FEATURES

ARIS Product Marketing March 2016

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FEATURES OVERVIEW ARIS 9.8 SR4

Simple Handling for Business Users

Extensive Capabilities for Professionals

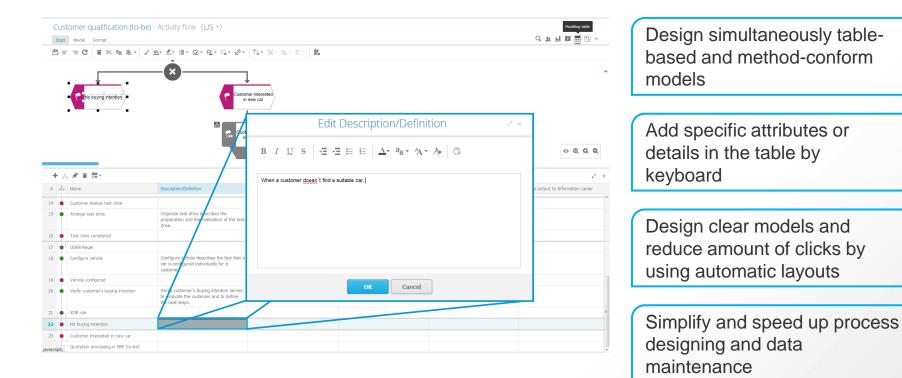
High-performance Administration for ARIS Experts

SIMPLE HANDLING FOR BUSINESS USERS USER EXPERIENCE DEVELOPED BY END-USERS

- Table-based modeling
- Efficient search functionalities
- Elaborated contribution
- New ARIS Connect fact sheets for CXM
- Infographic inspired customer journey reports
- Better handling of documents



TABLE-BASED MODELING ARIS CONNECT DESIGNER / ARIS CLOUD



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EFFICIENT SEARCH FUNCTIONALITIES ARIS CONNECT / ARIS CLOUD ENTERPRISE

Filter by components: portal, collaboration, documents etc.

Filter by different items as well as properties

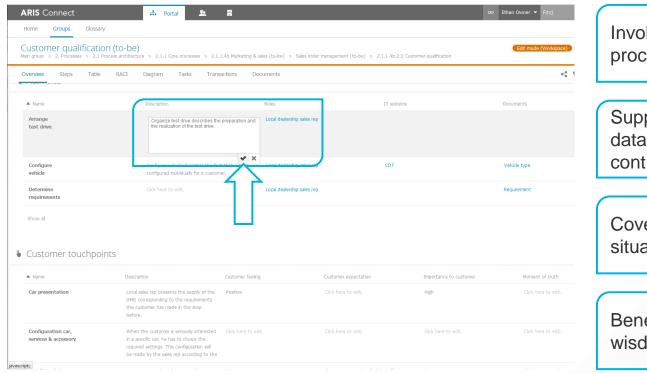
Combine or remove current filters

Get end-user friendly and fast search results

ARIS Connect	🚓 🏦 🚦 🛛 🛛 🖓
Search	Sales Portal 7 matches
Fiter by Gear all	Item Process X Departments X X
All items	Property Description Contains 🔹 Enter list
Process	roperty Name Contains District x
Activity	Is specified
Person	dar loan application is not specified
Value-added chain	The Carl loan application (b) and the constraints of the constraints o
Departments	Delicitor: This represes describes the functions necessary to create a cer loss analyzation. There are different conservational units involved, such as "Local desired/in table"
Role	Terr Sales Portal T matches
Rule	
	Pr
Event	Net Item Process × Departments ×
Document	Pat
Domain	ne Property Description Contains V Filter list
Location	
Position	Property Name Con Contains Filter list
Product	
IT landscape	Is specified
Default	Car loan application Is not specified
System instance	Name: Car loan application (to
Risk	Path: /Main group/2. Processes/2.1 Process architecture/2.1.1 Core processes/2.1.1.2b Financial services (to-be)/Car loan application (to-be)/Car loan application (to-be)
Test definition	a. Description: This process describes the functions necessary to create a car loan application. There are different organizational units involved, such as "Local dealership sales
Risk category	rep", "Credit check employee" and "Credit processing employee". The process is supported by three business services for automatic execution.
Key performance indicator	Sa Last change: Tue Feb 16 12:29:46 CET 2016
KPI allocation diagram	Na Last change. Tue reb 10 12.25-40 CLT 2010
Risk diagram	Pati Sale of Processino Siles order processino SileNi
Business controls diagram	axes are are receiving as one processing areas Description: Sales and processing (SRM) (down the contract processing after finalizing a contract. Within this process, the sales contract and documents are checked again
Hardware component	as well as the customer master data. After this the regional sales administrator triggers the vehicle provisioning and places an order if it is not in stock. The process ends by
Customer touchpoint	nforming the customer about the status of his order and with a confirmation from the local sales dealership in change. Land changer: There Fails 12:30-320 CPT 2016
Customer journey step	
avascript:; ver journey map	



ELABORATED CONTRIBUTION ARIS CONNECT / ARIS CLOUD ENTERPRISE



Involve more stakeholders in process data maintenance

Support of versioned databases, table-based contribution and new attributes

Covers more user-friendly situations and use-cases

Benefit even more from the wisdom of the crowd

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NEW ARIS CONNECT FACT SHEETS FOR CXM ARIS CONNECT / ARIS CLOUD

Provide both a clear model and item view to all CXM relevant data

Enable contribution for customer journey maps, steps and touchpoints

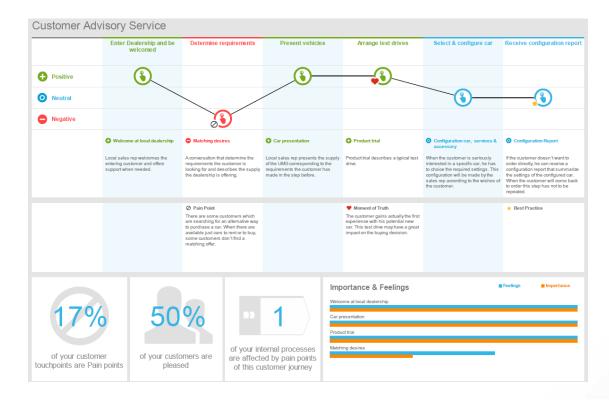
Simply switch between insideout and outside-in perspective

Speed-up maintenance of journey and touchpoint specific data

		Portal 🔝 🖥				Ethan Owner 🔻 Find	
Home Groups Glos	sary						
Customer Advisory lain group > 2. Processes > 2	Service .3 CXM processes > 2.3.2 Sel	action				Ø E	
Overview Diagram '	Tasks Documents					< * ± [%]	
					jeff.customer Person responsible	Feb 16, 2016 Last change	
Customer	journey st						
▲ Name		Customer experience		Business driver	Busines	s driver impact	
Arrange test drives		Satisfied		Customer experience	Significant im	Significant impact and redesign	
Determine requirements		Pleased		Customer experience	Requires new	r capabilities	
Enter Dealership and be welcomed		Pleased		Customer experience	Incremental	change	
show al	touchpoin	ts				1-3 of 6 🧹 🕽	
show al Customer AName	touchpoin _{Owner}	ts Moment of truth	Pain point	Best practice	e Risks	1-3 of 6 < > Initiatives	
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Customer A Name	Owner	Moment of truth	Pain point	Best practice	Promotion content not Sales Rep isn't listening	Initiatives attractive Car presentation trainings and grand	
Customer Name Car presentation	Owner Local Dealership Sales Re	Moment of truth	Pain point	Best practice	Promotion content not Sales Rep in 't listenin responding to the cust Configured car not dela	Initiatives attractive arrow a	



CUSTOMER JOURNEY REPORTS ARIS ARCHITECT/ DESIGNER/ CONNECT/ CLOUD



Sum up important information of a customer journey in one report

Identify and emphasize customer feelings and critical touchpoints at a glance

Get full insight on your customer journey and customer experience

Involve even stakeholders alien to CXM into CX-projects by colorful infographic

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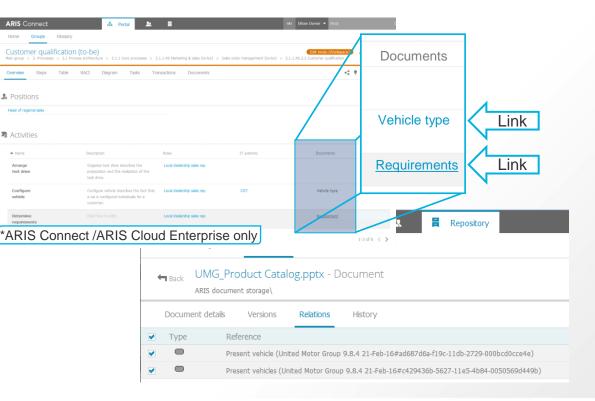
BETTER HANDLING OF DOCUMENTS ARIS CONNECT / ARIS CLOUD

Use document download links in an item view* (depending of the configuration)

Refer documents in the ARIS Connect/ARIS Cloud storage to items now

Simplify and speed up access to relevant documents

Distinguish documents references within model and document storage view



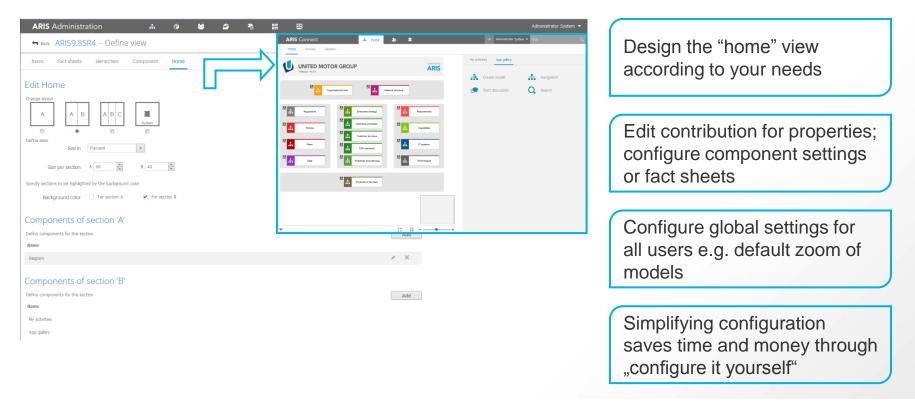


EXTENSIVE CAPABILITIES FOR PROFESSIONALS USER-FRIENDLINESS MUST NOT END WITH COMPLEXITY

- Further simple self-service configurations
- Restriction of queries and spreadsheets by conditions
- New CXM-queries and spreadsheets
- Usability improvements for queries
- Creation of spreadsheets based on search results
- Enhancements of change requests
- Extended task lists and ad-hoc control execution



SELF-SERVICE CONFIGURATION ARIS CONNECT / ARIS CLOUD ENTERPRISE



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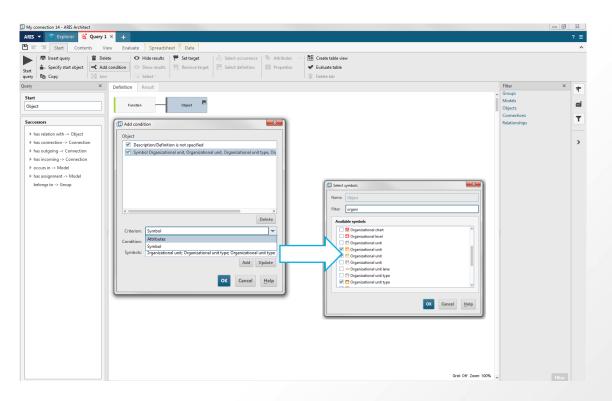
RESTRICT QUERIES AND SPREADSHEETS BY CONDITIONS ARIS ARCHITECT/ DESIGNER

Filter query outputs by specific item symbols

Query-based search for items containing precise attributes and/or even attribute values

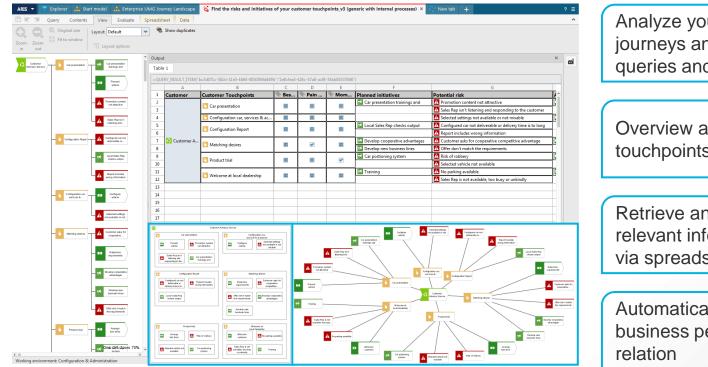
Get contextual information all the way down to a specific item

Reduce complexity and speed up target-oriented analysis





CXM QUERIES AND SPREADSHEETS ARIS ARCHITECT / DESIGNER



Analyze your customer journeys and touchpoints via queries and spreadsheets

Overview and cluster your touchpoints in a smart way

Retrieve and maintain CXrelevant information directly via spreadsheets

Automatically set CXM and business perspective in relation

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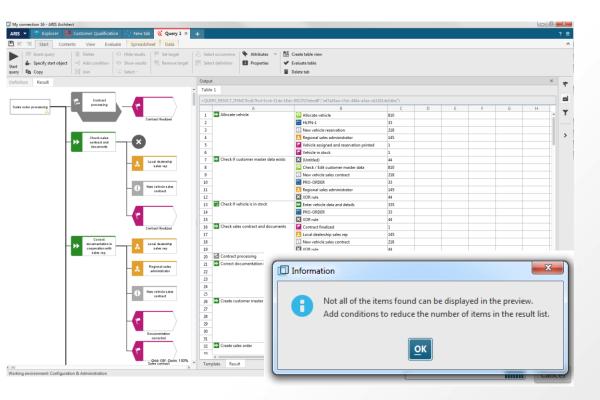
USABILITY IMPROVEMENTS FOR QUERIES ARIS ARCHITECT/ DESIGNER

Set up queries via a formula that returns type numbers

Quicker solve your functional administration tasks

Show limited result preview for complex queries and ad hoc analysis

View the full result in the table output



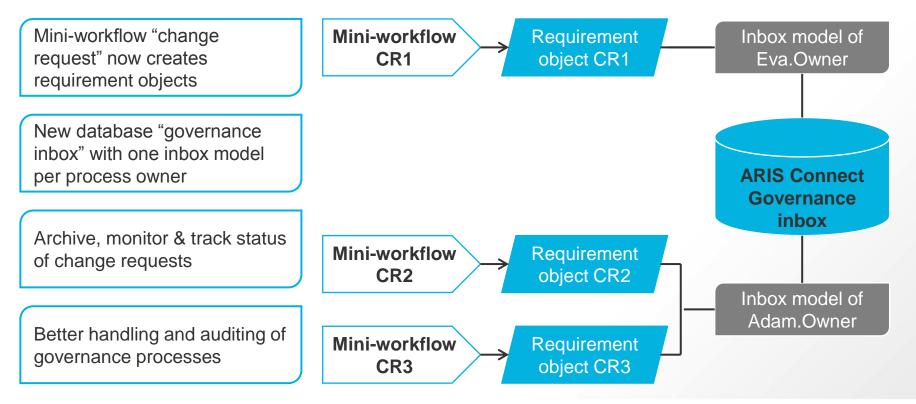
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CREATE SPREADSHEETS BASED ON SEARCH RESULTS ARIS ARCHITECT/ DESIGNER

🗇 Find							
Look in: My connection 14\United Motor Group 9.8.4.2							
Find what Objects Type: Fu	unction			Default symbol: Function		Copy search results easily into	
Name							
* Attribute filter						a spraadsbaat aithar	
- Announ mer				My connection 14 - ARIS Architect		a spreadsheet, either	
Include subgroups			Lest change:	ARIS 👻 😤 Explorer 👫 Sa	les Order Management × 🖓 New tab +	•	
Match case			Within the last 1 Days	💾 🖿 🗐 Start Contents		completely or partially	
			O Between Mar 7, 2016 and Mar 7, 2016		Ar III A the Sort ascending		
Result 199 Objects				🕒 🔗 🌹			
Name	Type Defa	ult symbol Group 🔺		Excel Generate Change export dashboard link managemen	Insert Formulas Conditional Protect Grid Header		
Transfer data to invoice (to-be)	Function Funct	tion (Main group)2. P	Processes\2.1 Process architecture\2.1.1 Core processes\2.1.1.4b Marketing & sak				
Agree on further actions (to-be)	Function Funct		Processes\21 Process architecture\211 Core processes\211.4b Marketing & sal				
Check if quotation conforms to customer preferences	Function Funct		Processes\21 Process architecture\2.1.1 Core processes\21.1.4b Marketing & sale	Filter: 🗹 Models 🗌 Objects	A B		
Check if quotation is ok (to-be)	Function Funct	tion \Main group\2. P	Processes\2.1 Process architecture\2.1.1 Core processes\2.1.1.4b Marketing & sal	The My connection 14	1 Description/Definition	Enable cross-functional	
Confirm signature of contract (to-be)	Function Funct	tion \Main group\2. P	Processes\2.1 Process architecture\2.1.1 Core processes\2.1.1.4b Marketing & sal	► ARIS Connect Governance F	2 Agree on further actions (to-be) To confirm following actions, former process steps has to be checked and		
Create contract	Function Funct		Processes\2.1 Process architecture\2.1.1 Core processes\2.1.1.4b Marketing & sal	Governance Automation M	a greed.		
Define contract details	Function Funct		Processes\2.1 Process architecture\2.1.1 Core processes\2.1.1.4b Marketing & sak		3 Develop proposal	generation of complex custom-	
Determine conditions acceptable to both parties (to-be			Processes\2.1 Process architecture\2.1.1 Core processes\2.1.1.4b Marketing & sal	United Motor Group 9.8.4 2:	4 D Correct documentation in co		
Determine net price	Function Funct		Processes\21 Process architecture\21.1 Core processes\21.1.4b Marketing & sal	► K Governance resources	5 Dinform customer about furthe	9	
Develop proposal	Function Funct		Processes\2.1 Process architecture\2.1.1 Core processes\2.1.1.4b Marketing & sal	The Main group	6 Dign contract (to-be)	tallana di amma a dala a sta	
Explain contract (to-be) Inform customer about further activities	Function Funct		Processes\2.1 Process architecture\2.1.1 Core processes\2.1.1.4b Marketing & sal	IIII 1. Strategy	7 D Allocate vehicle (to-be)	tailored spreadsheets	
See customer off (to-be)	Function Funct		Processes\2.1 Process architecture\2.1.1 Core processes\2.1.14b Marketing & sak Processes\2.1 Process architecture\2.1.1 Core processes\2.1.14b Marketing & sak	Image: 2. Processes	8 D Check if guotation conforms t		
Send contract documents to superior	Function Funct		Processes V2.1 Process architecture V2.1.1 Core processes V2.1.1.40 Marketing & sal Processes V2.1 Process architecture V2.1.1 Core processes V2.1.1.4b Marketing & sal	IIII 3. Organization	9 D Check if quotation is ok (to-be)		
Send original contract to sales office	Function Funct		Processes (2.1 Process architecture (2.1.1 Core processes (2.1.1.40 Marketing & sai Processes (2.1.Process architecture (2.1.1 Core processes (2.1.1.4b Marketing & sai	▶ IIII 4. IT systems	10 Assemble accessory (to-be)		
Sign contract (to-be)	Function Funct		Processes\2.1 Process architecture\2.1.1 Core processes\2.1.1.4b Marketing & sal	≻ 🕅 5. Data	11 D Hold in-house fair (to-be)		
Hold in-house fair (to-be)	Function Funct		Processes\21 Process architecture\211 Core processes\211.4b Marketing & sal		12 Deck if customer master dat		
Prepare in-house fair (to-be)	Function Funct		Processes\21 Process architecture\211 Core processes\211.4b Marketing & sal	IIII 6. Products	13 DExplain contract (to-be)		
Allocate vehicle (to-be) Prepare in-house	(air/to-he) Funct		Processes\21 Process architecture\211 Core processes\211.4b Marketing & sale	IIII 7. Risk & Compliance	14 D Prepare in-house fair (to-be)		
Assemble accessory (to-be)	runceon Funct	tion (Main group) 2. P	Processes/21 Process architecture/211 Core processes/211.4b Marketing & sale	👬 Sales Order Managerr	15 D Send original contract to sales		
Check if customer master data available (to-be)	Function Funct	tion (Main group)/2. P	Processes\2.1 Process architecture\2.1.1 Core processes\2.1.1.4b Marketing & sal	Start model [Structuri	16 Determine net price	Search and maintain objects	
Check if vehicle is in stock (to-be)	Function Funct	tion \Main group\2. P	Processes\2.1 Process architecture\2.1.1 Core processes\2.1.1.4b Marketing & sal	test [EPC]	17 D Create contract		
Correct documentation in cooperation with sales rep. [(t., Function Funct	tion (Main group),2. P	Processes\2.1 Process architecture\2.1.1 Core processes\2.1.1.4b Marketing & sal		18 D Determine conditions accepta		
Create customer master data (to-be)	Function Funct		Processes\21 Process architecture\211 Core processes\211.4b Marketing & sal		19 D Check if vehicle is in stock (to	and attributes all at once	
Enter vehicle data and details (to-be)	Function Funct		Processes\2.1 Process architecture\2.1.1 Core processes\2.1.1.4b Marketing & sal		20 22 Send contract documents to s	and autoputes all al once	
Check if file is complete	Function Funct	tion \Main group\2. P	Processes\21 Process architecture\211 Core processes\211.5 Procurement\21.		20 Za Send contract documents to s 21 Za Enter vehicle data and details		
					22 Define contract details		
					22 Define contract details 23 D2 Create customer master data (
					24 Di See customer off (to-be)		
					25 D Confirm signature of contract		
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					29	Speed up detebage	
				,	30	Speed up database	
					31		
					32		
					33	maintenance and analysis	
					24	maintenance and analysis	
					Sheet 1		
				<	A CONTRACTOR OF A CONTRACTOR OFTA CONT		
				Working environment: Configuration &	Administration		

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ENHANCEMENTS OF "CHANGE REQUEST" ARIS CONNECT / ARIS CLOUD ENTERPRISE



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EXTENDED TASK LIST & AD HOC CONTROL EXECUTION ARIS RISK & COMPLIANCE MANAGER

	9 software- My tasks ARIS Risk & Compliance Manager Image: Home Image: Mome Image: Mome								Illustrate and emphasize workflow status and last active editor	
		ID				Object	Name		×	
Software ARIS Risk & Co	? Help ID	Name	_	Object type	Role	Status	Workflow status	Last editor	20 ef 85 H ≪ 1 ★ / 5 ► H Due date ▲	Better overview of workflows and task execution
Control execution task Assignm Control Control executions	2315 2327	ToE: Screening protocol Test plan "Al emergency access airrangements for changes are appropriately authorized"	umg	Test case	Tester	Not complete	d Test status: Not tested Reviewer status: Unspecified Test status: Control not effective Reviewer status: Unspecified	Job User Tester IT	12/29/2015	
Filter Default filte	5972 5993	Test plan "Emergency change management process exists" Test plan "Implement roles and responsibilities"	mime mime	Test case Test case	Tester Tester	Not complete	Test status: Not tested Reviewer status: Unspecified Test status: Not tested Reviewer status: Unspecified	Job User Job User	12/29/2015 12/29/2015 L	Control manager can generate forms for control execution ad
Control execution documentation status			•]						hoc
+ New D	erate PDF rep	ort 👔 Generate Excel report	? Help			Period of cor	t			
	Control execution owner group Control execution owner					Start date 01/14/2016				Provide more flexibility for control management
Control	trol execution owner					1/15/2016				control management

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HIGH-PERFORMANCE ADMINISTRATION FOR EXPERTS TECHNICAL MANAGEMENT GAINS NEW HEIGHTS

- Efficient tenant management
- Configuration environment and validation page
- EBPMN based GRC & audit templates usability
- Improvements for distributed installations
- Elaborated ARIS administration
- More detailed health checks
- Available Windows[®] 10 support
- Enhanced LDAP configuration
- Form-based APG configuration



CONFIGURATION VALIDATION PAGE & ENVIRONMENT ARIS CONNECT / ARIS CLOUD ENTERPRISE

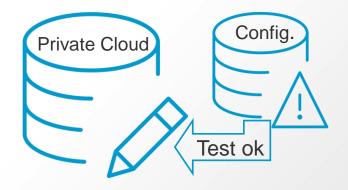
Validation page to evaluate XML-based configurations before activation

New separate configuration environment (ARIS Cloud Enterprise only)

Prevent errors and warnings after XML-based configuration

Reduces time, also for testing and speed up implementation of new configurations

Lead configuration files bs/ opernox/ /lugin ID: abs/copernicus/ default Aclassic Aglobal Alive		
onfiguration type	Message type	Message
ictsheet	info	Validating factSheet configuration
sctsheet	info	FactSheet configuration validated
ew	info 🕞	Validating view configuration.
ew	warning kar	Missing source 'headerWithStaticLogo' of wiring defined in 'interview'.
ew .	warning	Missing source 'headerWithStaticLogo' of wiring defined in 'interview'.
w	warning	Missing source 'headerWithStaticLogo' of wiring defined in 'interview'.
rw .	warning	Missing source 'headerWithStaticLogo' of wiring defined in 'interview'.
w	info	view configuration validated.
•	info	Validating role configuration
e	info	Role configuration validated





TENANT MANAGEMENT ARIS ON-PREMISE DEPLOYMENTS

Tenant Manager	nent			Administrator 👻	Create, edit, copy & delete		
Tenants Schedules	Backups			C + Q Search	tenants for an existing ARIS		
Tenant name	Status	Usage	Licences	Backup	e e e e e e e e e e e e e e e e e e e		
default on localhost	Loading failed			1 No backups	installation via UI		
master on localhost	Read only	🗙 Unknown	0%	No backups			
test on localhost	Active	🗙 Unknown	0%	✔ February 29, 2016 1:22 PM	Backup and restore tenants		
test01 on localhost	Active	🗙 Unknown	28%	✔ February 29, 2016 1:19 PM	(and schedule the backup)		
test02 on localhost	Active	🗙 Unknown	42%	✓ February 29, 2016 1:20 PM			
test03 on localhost	Active	🗙 Unknown	29%	✔ March 2, 2016 12:00 PM			
test345 on localhost	Loading failed			No backups	Monitor all tenants running on		
test555 on localhost	 Loading failed 			No backups	an ARIS installation		

Save time and money by an easier management of the basic ARIS infrastructure

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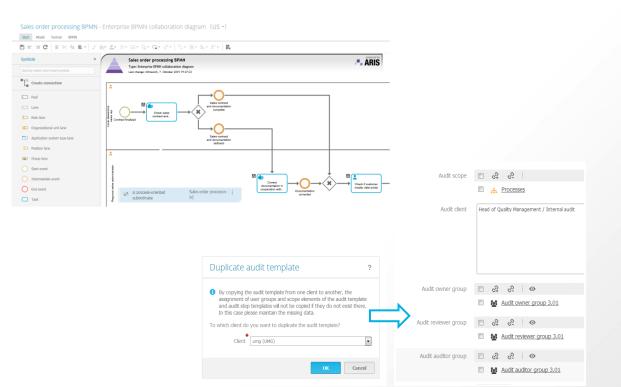
EBPMN-BASED GRC & AUDIT TEMPLATES USABILITY ARIS RISK & COMPLIANCE MANAGER

EBPMN models generate automatically process oriented subordinate/superior

No need to model connections explicitly for the process hierarchy in function trees

User groups and scoping elements (hierarchies) of audits are now re-useable

Speed up and improve administration of audit templates



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ENHANCED ARIS INSTALLATION AND ADMINISTRATION ARIS ON-PREMISE DEPLOYMENTS

		Optionally enforce encrypted communication between ARIS server & clients
User Management		New ARIS health checks for Administration, Documents and Process Governance
		Easier LDAP configuration due to optional file dumps of LDAP import data.
Lock ARIS databases during administrative tasks to ensure data consistency	Unused ARIS server components can be turned off to optimize hardware usage	ARIS server and client products run on Windows [®] 10

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ARIS CONNECT & ARIS CLOUD ARIS IS GETTING MORE INTUITIVE

- Simple table-based modelling
- Better search functionalities
- CXM fact sheets for model and item views
- More self-service configuration opportunities
- Useful extensions of the contribution
- Enhanced APG & mini-workflows
- Further configuration features
- Improved BPMN[™] step views
- Better Cloud Enterprise encryption





ARIS ARCHITECT & DESIGNER DEEPER UNDERSTANDING OF YOUR BUSINESS

- CXM queries and reports
- Symbols and attributes as condition for query and spreadsheet results
- Spreadsheets based on search results
- Output type numbers in queries and spreadsheets
- Limitation of query result view



ARIS RISK & COMPLIANCE MANAGER BETTER SAFE THAN SORRY

- Improved task list overview
- New EBPMN-based GRC modelling available
- Simple audit template copying
- New ad hoc generation for control execution



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