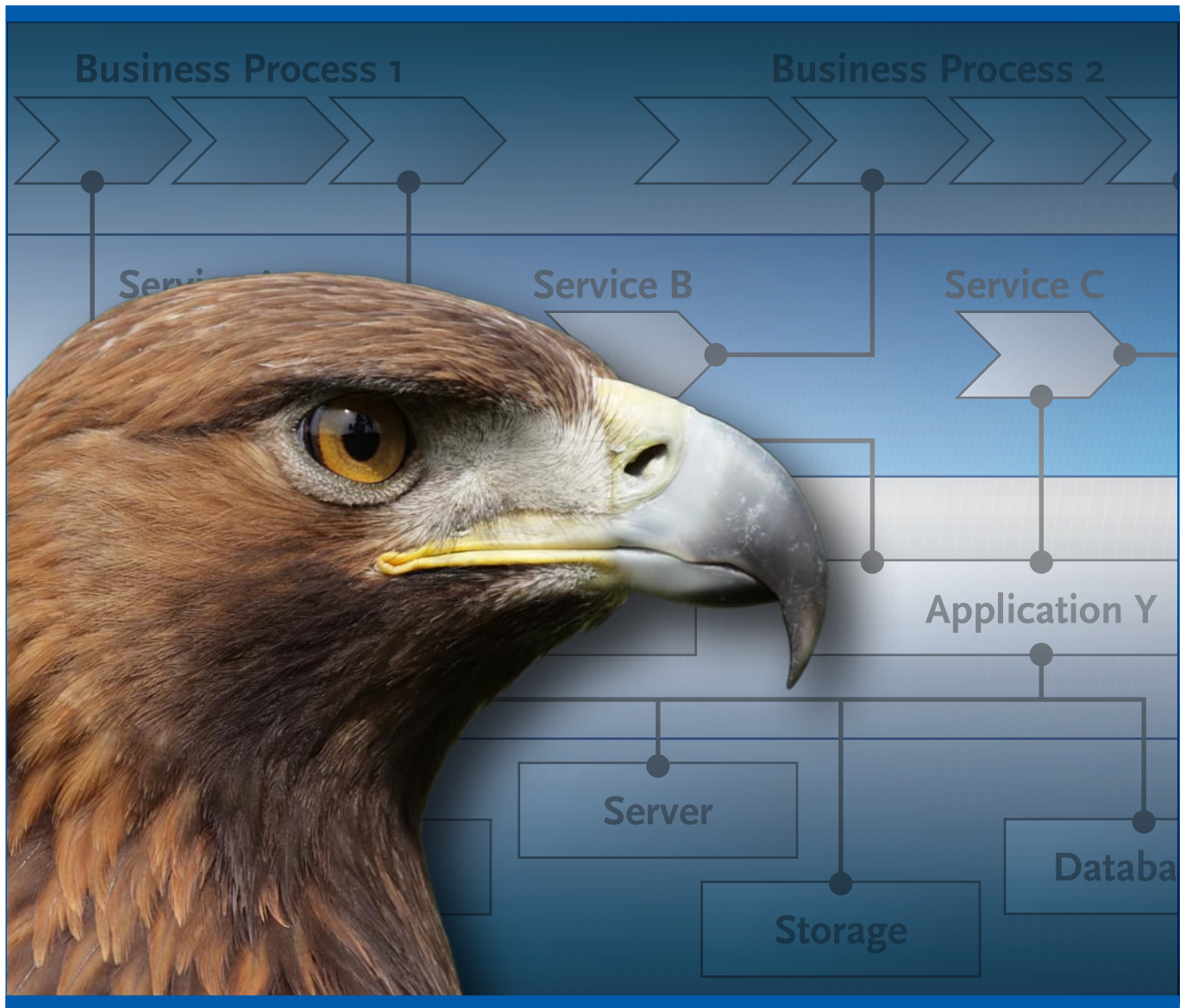


theGuard! Business Process Manager



Intelligently managing, measuring,
and designing business processes.



theGuard! BusinessProcessManager

“Some software houses, such as REALTECH, allow the customer to obtain and operate end-to-end BPM solution from a single vendor.”

Excerpt from the Lünendonk BPM trend study

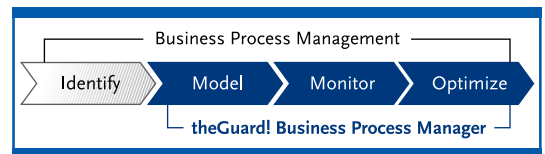
Improved Visibility into Business Processes

■ IT managers need to provide continuous visibility into their company's business processes to demonstrate the business value of IT. Strategic IT management presupposes free access to information on the individual process components, their functions and interactions. The quality of a quick decision relies on how reliable, complete, and up-to-date this data is. By implementing a comprehensive business process management system, REALTECH is giving companies an integrated processing solution for all of their system information.

Business Process Management and Strategic IT Management

■ Business process management is a strategic tool that executives use to establish powerful business processes. Already, the majority of mission-critical processes is directly or indirectly based on IT systems, a trend that will continue to gain momentum in the years to come.

From a business perspective, the objectives of individual business processes are set forth by the executive board. In order to measure the quality of their processes, however, companies need to identify and monitor performance indicators. These are usually made up of a combination of IT and business-related performance indicators. theGuard! Business Process Manager lets companies manage their business processes and performance indicators from a single point of control.



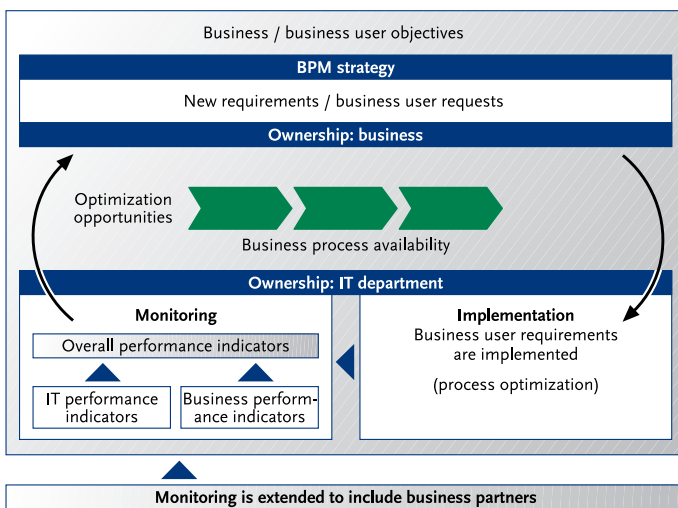
Monitoring and Measuring Business Services

■ Business service management (BSM) is a key component of business process management and focuses on the monitoring of individual processes. This produces performance indicators that can then be combined with the process view provided by the modeling tools. The IT department uses these performance indicators to define and monitor the individual business services. This approach has made it possible for companies to close the technological gap between the IT systems that map business processes and the tools that business departments use to design and document their processes based on their individual requirements.

In order to obtain current status information, companies have to actively monitor and measure business performance. This is done on the basis of business and IT-oriented criteria and their real-time monitoring. Compliance with defined KPIs (key performance indicators) needs to be continuously verified to allow companies to immediately determine the level of effect on individual business processes or of interdependencies.

theGuard! Business Process Manager correlates the available status and performance data of an IT infrastructure with the services and processes that build upon it. To do so, the data is consolidated across multiple applications and then compared with the service level agreements of the related business processes.

The BPM cycle and its influencing factors



The integration of technical performance indicators with business management capabilities helps uncover new optimization opportunities.

Analyzing Process Dependencies

■ The dependencies of operational business processes on IT services and other process-relevant parameters can be displayed and analyzed using the business views of theGuard! Business Process Manager. A detailed root cause analysis helps administrators pinpoint the causes of system problems. Auto relations enable the immediate identification of the effects of external interruptions on business processes, allowing companies to take appropriate measures right away.

One Business Process, Different Perspectives

■ The status of a business process is never an absolute. A business process that was marked as “critical” but not yet as “interrupted” will only be reported to the business departments concerned – the status of the same process will still be set to “green” from the management perspective. The system will propose detailed solutions to solve these problems and avoid future interruptions.

Business Processes Always Involve Users and Customers

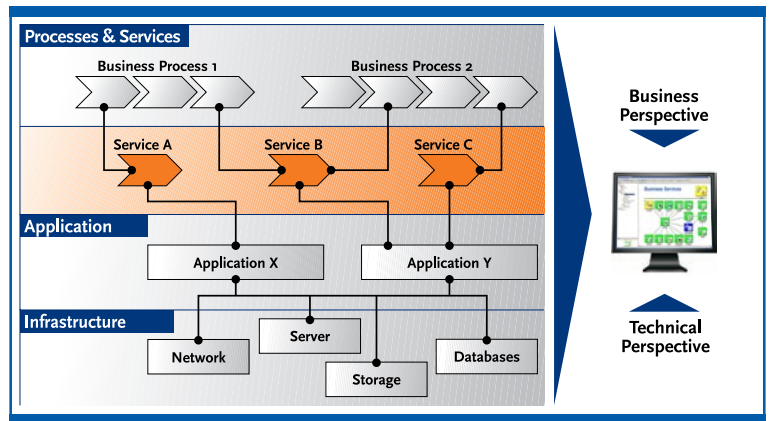
■ Many companies fail to consider one of the most important performance indicators when trying to streamline business processes: their users. The response times of applications in particular have a direct effect on how users will accept these processes, thereby greatly impacting process performance.

theGuard! Process Manager uses what is called a GUI bot system to objectively measure these performance indicators as well. Acting as “artificial users, these bots are positioned in those areas of different workstations that are also used by actual users to perform typical user transactions. They periodically measure and “objectively” assess response times from a “user’s perspective”.

And They Saw That It Was Good

■ theGuard! Process Manager helps streamline business processes and performance indicator systems by creating greater visibility and generating periodic reports. It is very easy to apply service level agreements (SLAs) to a company’s processes to demonstrate the high quality of service.

theGuard! Business Process Manager uses “service level trees” to provide visibility into the status of a company’s SLAs, business processes, and performance indicators. The horizontal axis of these “service level trees” provides an overview of all business processes and SLAs. Their vertical axis covers everything from SLA down to the individual performance indicator.



Business managers, users, and customers benefit from transparent and measurable business processes that are displayed in a way that suits their individual requirements.

Continuously Improving Processes and Services

■ theGuard! Business Process Manager uses the information obtained through the monitoring of a company’s processes to ensure the availability of IT-enabled business processes.

Process owners are given advance warning of impending business process problems or failures. This type of connection is established by combining functional and technical guidelines to create a business-oriented set of guidelines. This integrated view of a company’s IT-enabled business processes goes far beyond mere system and application monitoring and is entirely unique.

theGuard! Business Process Manager is a powerful control tool that enables IT managers to actively contribute to the achievement of strategic business objectives.

The information can also be used to demonstrate to business users where to focus optimization and cost reduction efforts. This allows for a continuous improvement of services and business processes.

theGuard! Business Process Manager will automatically correlate and visualize the technical and the business perspective.

At a Glance

- ▶ Maximization of business process performance
- ▶ Analysis of process dependencies
- ▶ Business process visualization
- ▶ Effective root cause analysis thanks to auto relation
- ▶ Monitoring of important key performance indicators (KPIs)
- ▶ Status and performance of the applications and the IT infrastructure
- ▶ Integration with the Service Portal of theGuard! Business Service Manager
- ▶ Service level trees for a service catalog overview
- ▶ Bot systems that simulate user/customer behavior to obtain additional business process KPIs

theGuard! Products and Capabilities

	Business Process Management	Business Service Management	IT Service Management	Application Lifecycle Management	Configuration Management	CMDB
theGuard! Service Management Center						
theGuard! Business Process Manager	●					
theGuard! Business Service Manager		●	●		●	●
theGuard! ServiceDesk			●			
theGuard! CMDB		●	●		●	●
theGuard! Change & Configuration Management						
theGuard! ChangePilot				●		
theGuard! TransportManager				●		
theGuard! SyncAssist				●		
theGuard! InterfaceManager	●					

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About REALTECH

REALTECH AG is an international holding company that specializes in SAP technology consulting and the development and marketing of IT service management software.

REALTECH Software Products GmbH is **Europe's leading provider of system management software**. REALTECH's theGuard! suite of products is the world's only highly integrated software portfolio for **enterprise-wide IT management and secure business processes**.

theGuard! Service Management Center includes software for your business process and business service management needs, supports all service management disciplines according to ITIL V3, and offers comprehensive monitoring, analysis, and alerting features. REALTECH's **theGuard! Change & Configuration Management** products ensure the reliable execution of development and change processes across multiple systems and applications. This improves the quality of applications (e.g. SAP) and helps ensure system stability and auditability.

Over 1,000 companies and institutions the world over have been relying on theGuard! software solutions for over a decade now. This includes companies such as OSRAM, John Deere, Atos Origin, EnBW, German savings banks, and the German Army.

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