



BOC Group – Enabling Transformation of Business and IT Company Profile and What is BPM

Agenda



- I. **BOC Group as your Partner in Business Process Management**
- II. Basics of Business Process Management – What is BPM?
- III. Summary

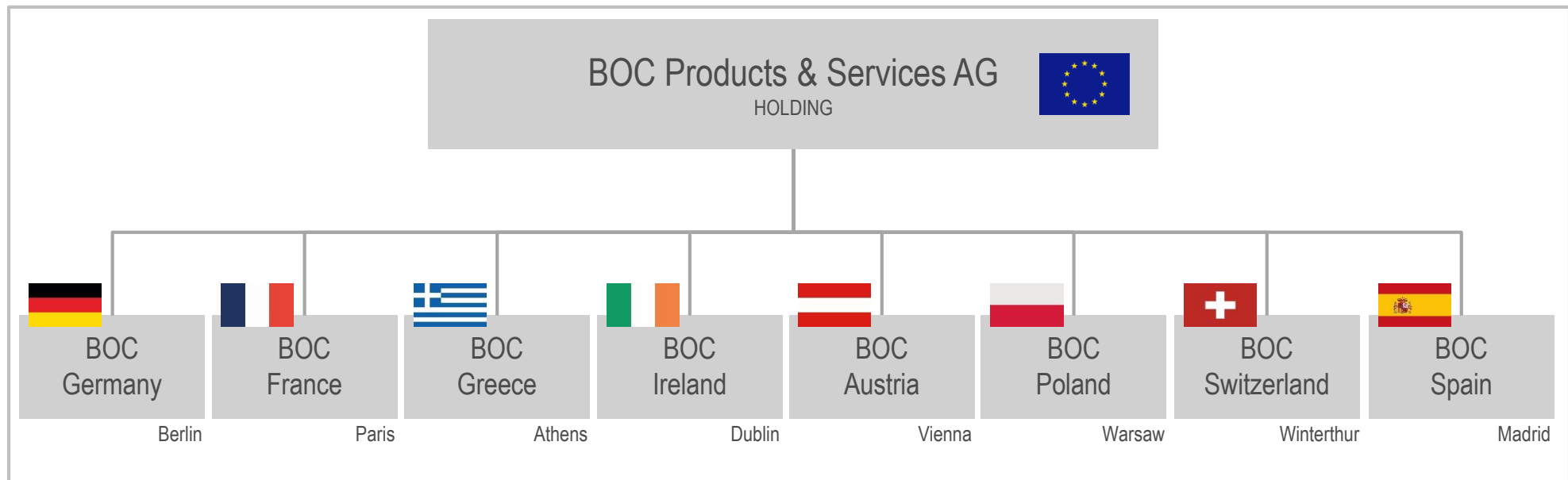
BOC Group – Company Profile



Founded in 1995 as
Spin-off of the
University of Vienna

Today more than
200 Employees
in 8 countries

Autonomous,
100% BOC Group
No Outsourcing



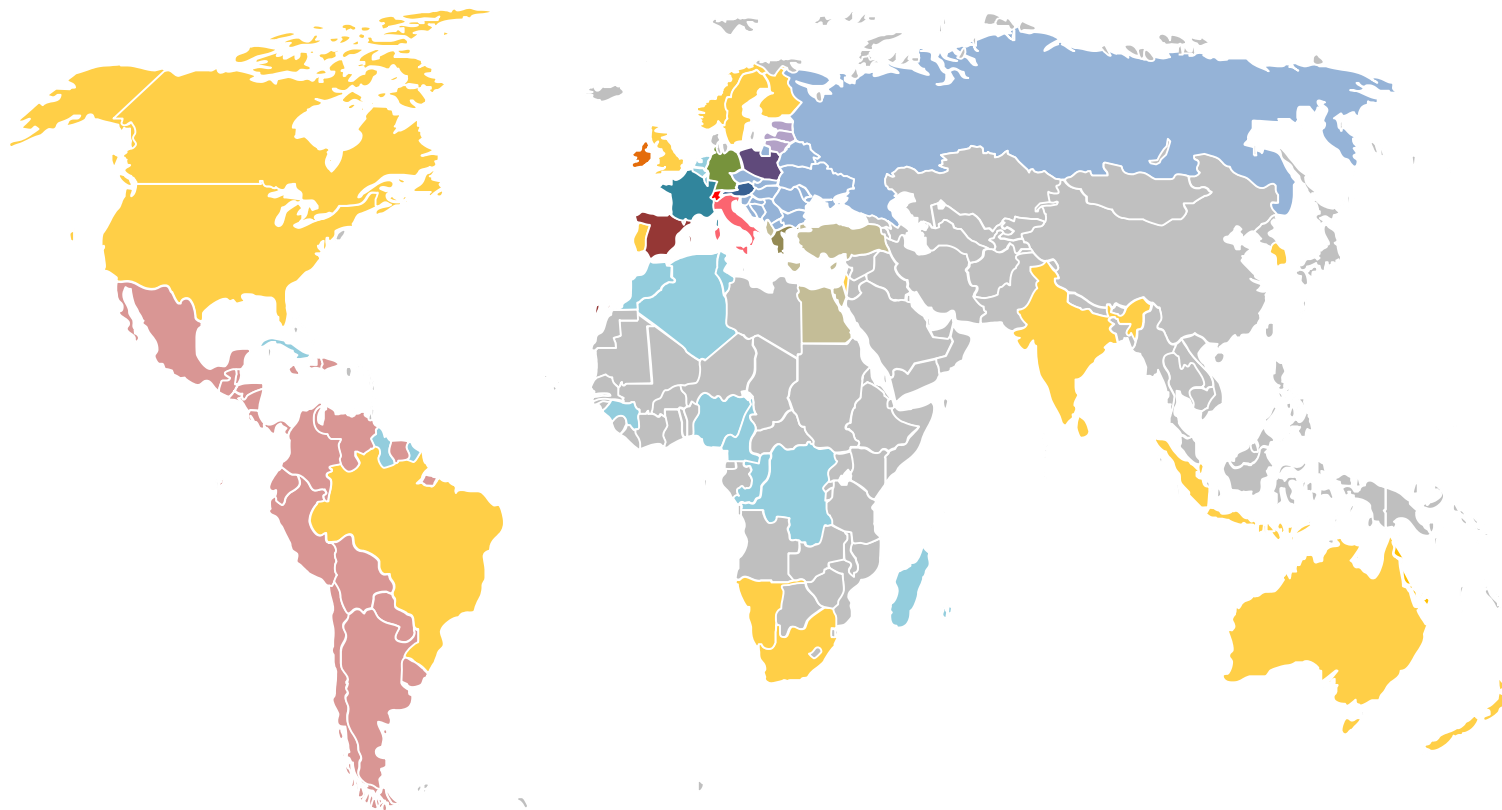
BOC Group – Global Network



Management-Software for
BPM, EAM & GRC

Introduction Services
Maintenance & Operations

Consulting & Coaching
Trainings & Seminars



Worldwide
Customer Base

Expert
Partner Network

Close Ties to
Research & Education

- BOC Austria
- BOC France
- BOC Germany
- BOC Greece
- BOC Ireland
- BOC Poland
- BOC Spain
- BOC Switzerland

BOC Group – Reference Clients



Selected Reference Clients who Trust in us

| | | | | |
|--|--|--|--|--|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

BOC Group – Facts & Figures



CUSTOMERS

1.000+

in 50+ Countries

PARTNERS

90+

in 25+ Countries

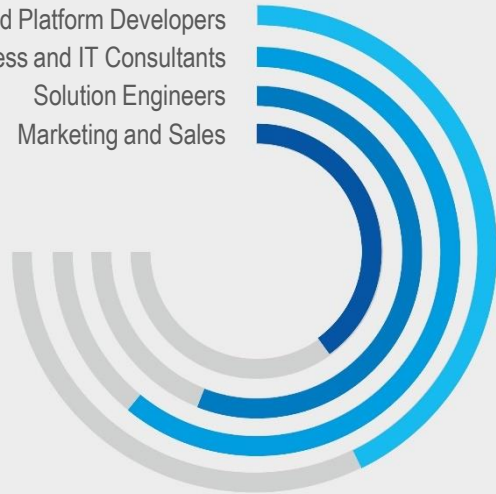
PROJECTS

5.000+

in 20+ Years

WE ARE 200+ Employees

Product and Platform Developers
Business and IT Consultants
Solution Engineers
Marketing and Sales



0%
Outsourcing

100%
Independent

USER COMMUNITY

90.000+

in 120+ Countries

INSTALLATIONS

35.000+

in 80+ Countries



Offices and Partners
Worldwide



> 20 Years of Experience



0% Outsourcing
100% BOC Group

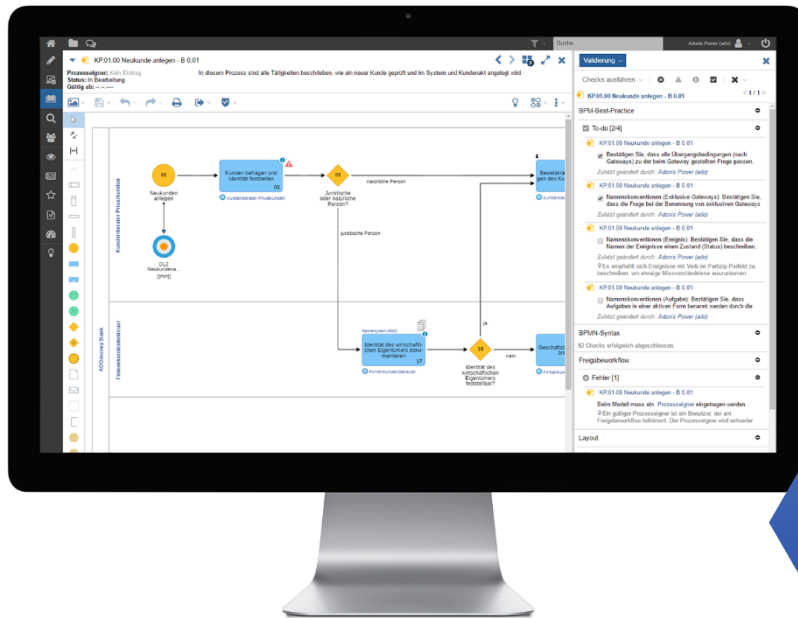


All Under One Roof:
Product, Consulting & Training

The IT-supported Management Office of the BOC Group




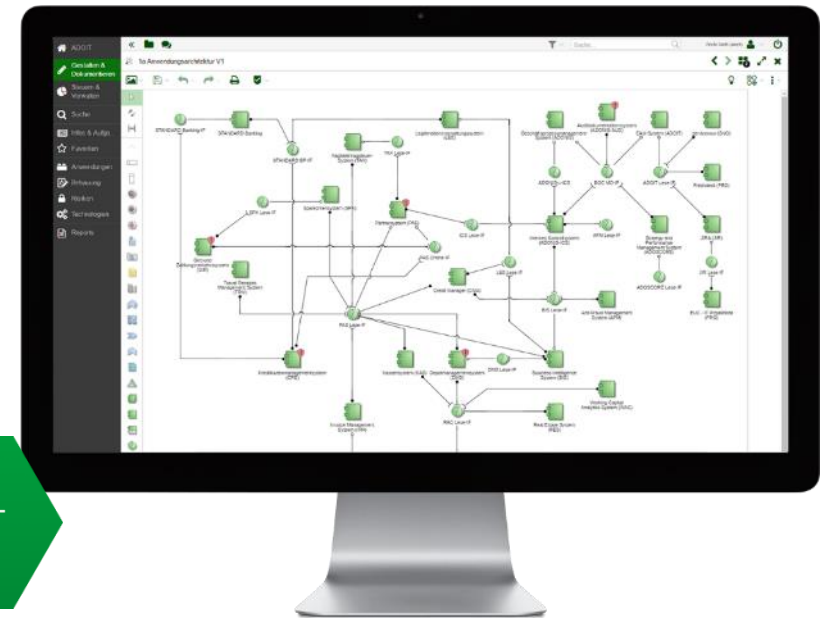
Next Generation Business Process, GRC and Enterprise Architecture Management




You host
(On-Premise)

OR


We host
(SaaS)



Business Process Management with **ADONIS**

- ✓ Strategic and Operational Business Process Management
- ✓ BPMN 2.0, "BPMN fit for business"
- ✓ Process landscapes
- ✓ Business IT alignment, ITIL
- ✓ Governance, Risk and Compliance
- ✓ Analysis and Optimisation

Enterprise Architecture Management with **ADOIT**

- ✓ Enterprise Architecture Management
- ✓ TOGAF
- ✓ Capability Management
- ✓ Business-, Service- & Technology Architecture Management
- ✓ Planning, Data Gathering & Governance



AUDIT-READY

Our Service Portfolio – Consulting



Business Process Management

- ▶ Design, introduction and embedding of process management
- ▶ Design of company maps and business architectures
- ▶ Design of target operating models
- ▶ Business process workshops and moderation
- ▶ Process modelling (data gathering and development)
- ▶ Process governance
- ▶ Selective process analysis and optimisation
- ▶ Design and training of necessary roles
- ▶ Process measurement and control
- ▶ Change Management for all of the above

Governance, Risk and Compliance

- ▶ Establishment of ICS in the organization
- ▶ Development of IT risk management – ISO 27K, BCM etc.
- ▶ Integration of risk and compliance management
- ▶ Integration of further management scenarios like BCM
- ▶ Training, risk and control awareness, ICS know-how

Enterprise Architecture Management

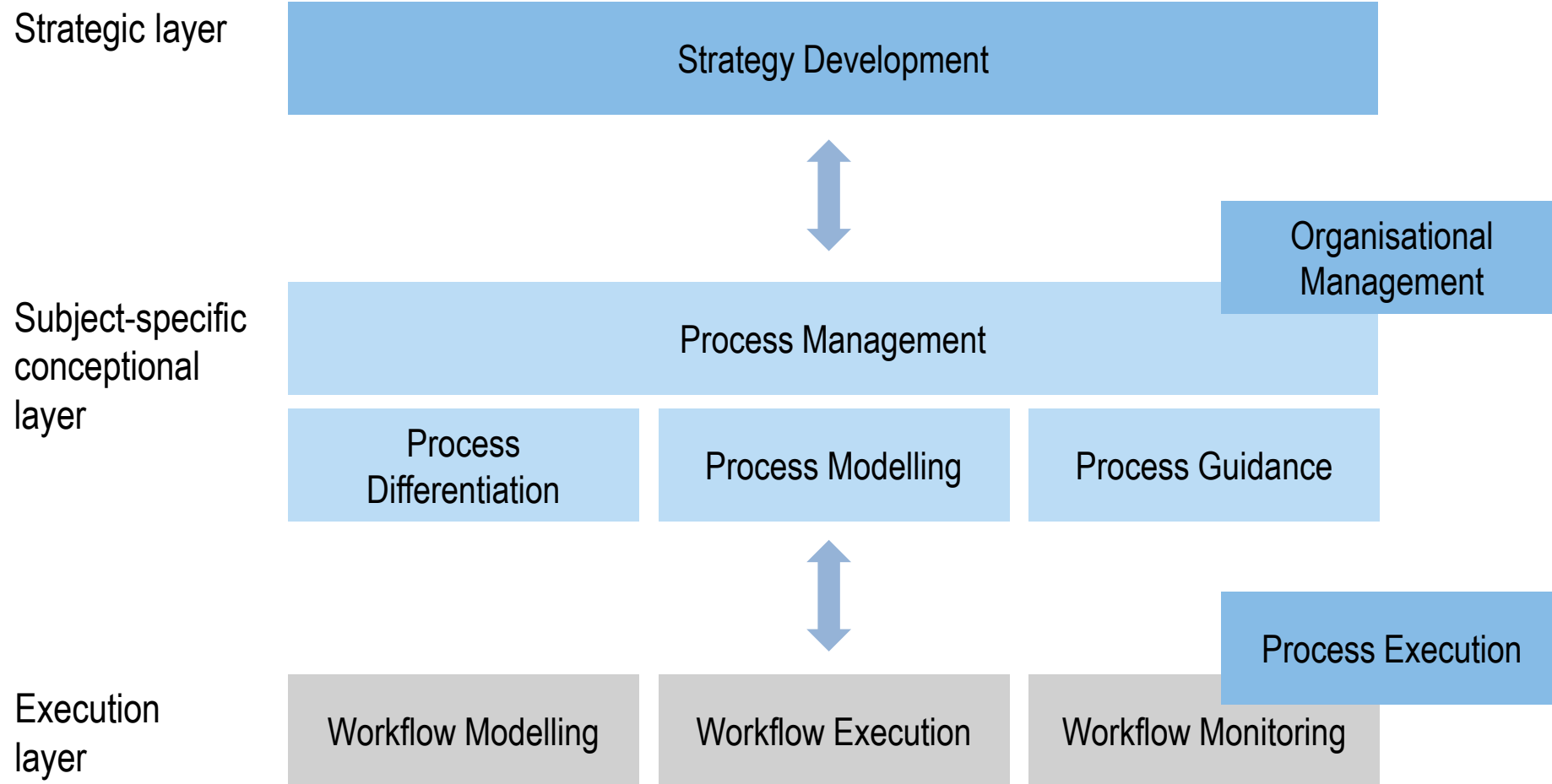
- ▶ Introduction ITIL – processes and organization
- ▶ Business IT alignment
- ▶ Development of service management
- ▶ Process-based requirements management
- ▶ Development of enterprise architecture management
- ▶ Creation of capability map
- ▶ Business architecture management – IT integration
- ▶ Creation of applications and service architecture
- ▶ Implementation of master data management
- ▶ Technology portfolio management





- I. BOC Group as your Partner in Business Process Management
- II. Basics of Business Process Management – What is BPM?**
- III. Summary

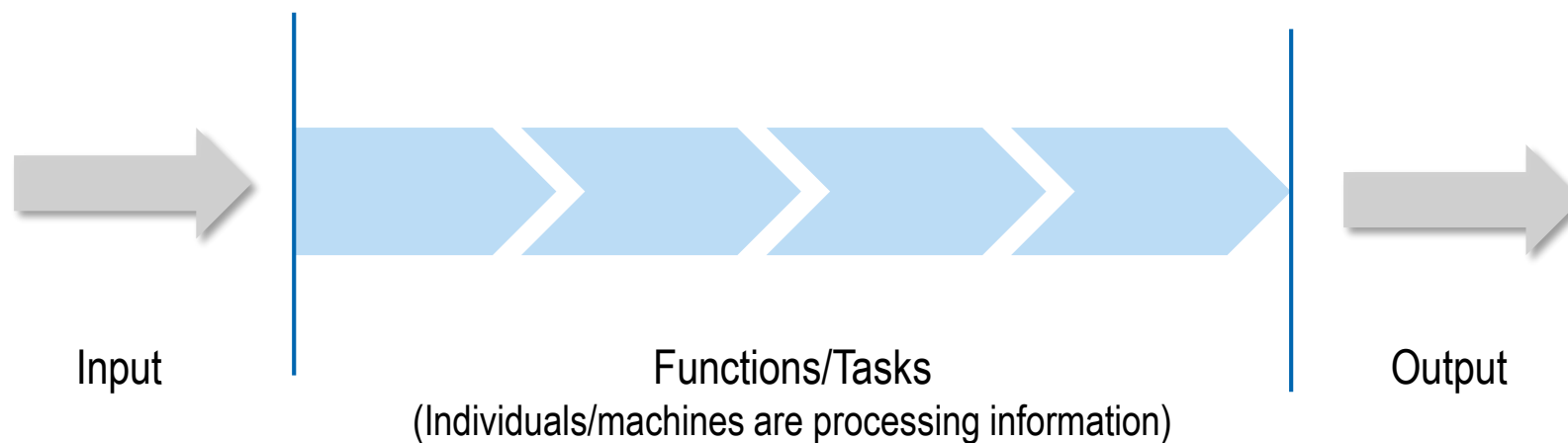
Interplay between Strategy, Business Processes and Workflows



What is a Business Process?

A business process ...

- ▶ ... is a distinct, mostly collaborative sequence of logically related functions/tasks with a defined start and end.
- ▶ ... has always **at least one input**.
- ▶ ... creates **at least one output**.
- ▶ ... is triggered by **customers**.
- ▶ ... has a defined result and ends with the completion of the request (**End-to-End**).
- ▶ ... has often a **value-adding character**.

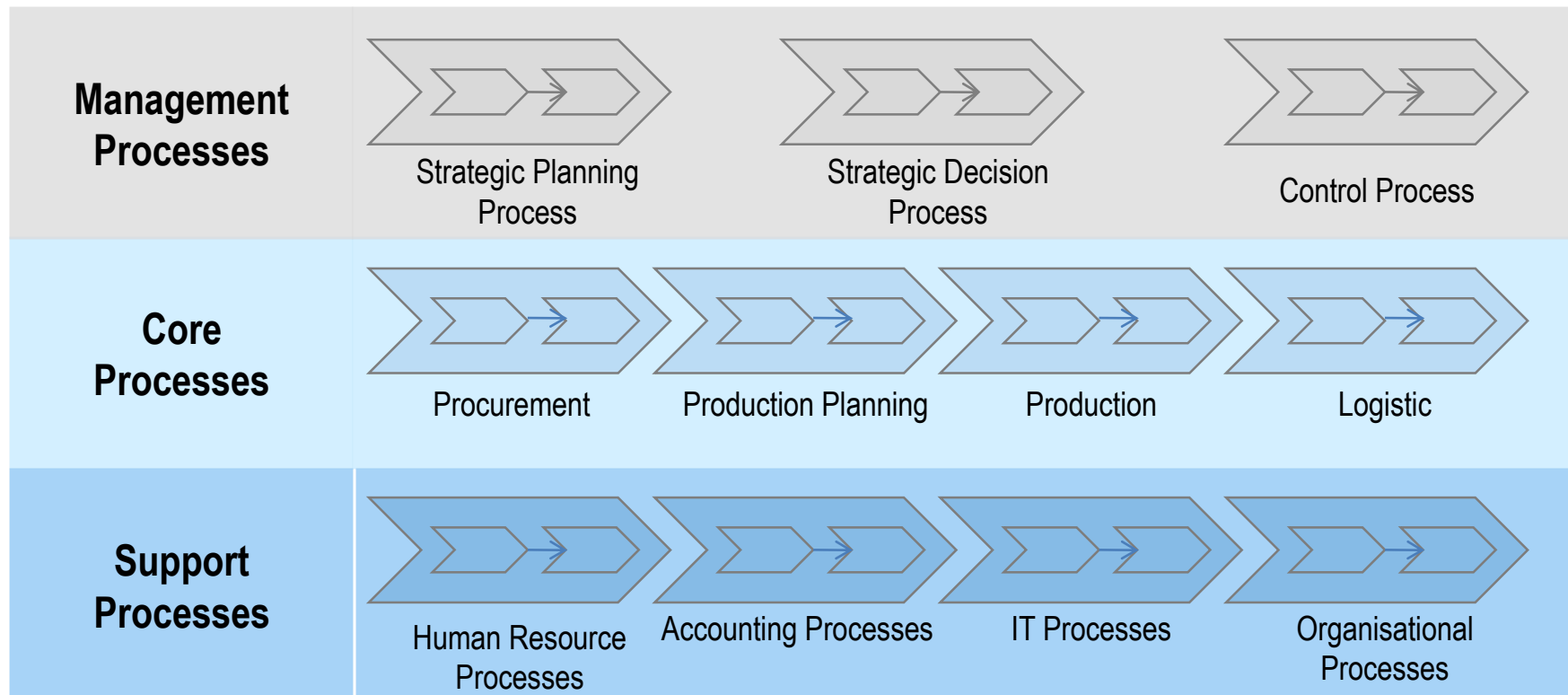


Process Types

Interdependency between Processes and Process Maps

The structure of the **process map** determines the thinking about processes in the organisation!

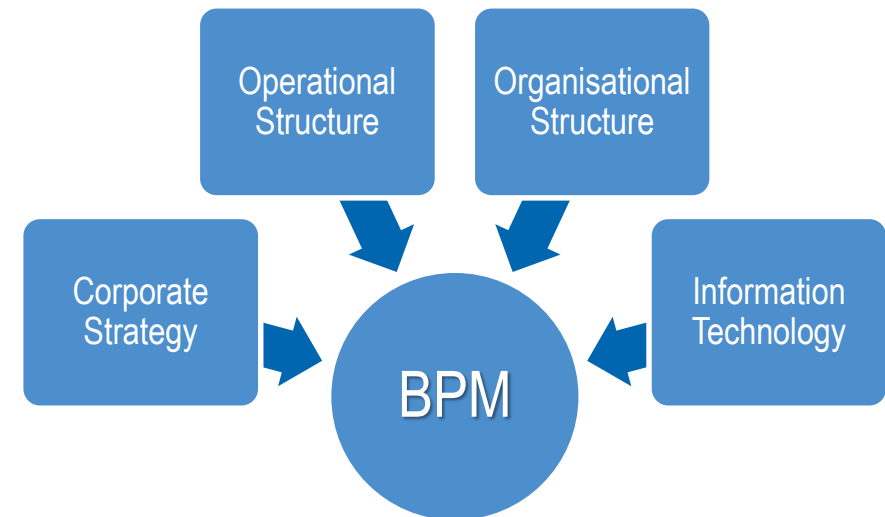
- ▶ A process map considers the business processes from a “bird’s eye view” – i.e. it abstracts the sequence of individual processes.
- ▶ In this way, processes or groups of processes are represented through graphical elements.



What is Business Process Management?

Business process management...

- ▶ ... is a systematic approach to acquire, design, execute, document, measure, monitor, control automated as well as non-automated processes and therefore to achieve the goals aligned with the corporate strategy.
- ▶ ... includes the ...
 - ▶ planning,
 - ▶ controlling,
 - ▶ execution and
 - ▶ monitoringof all business processes and its environment.

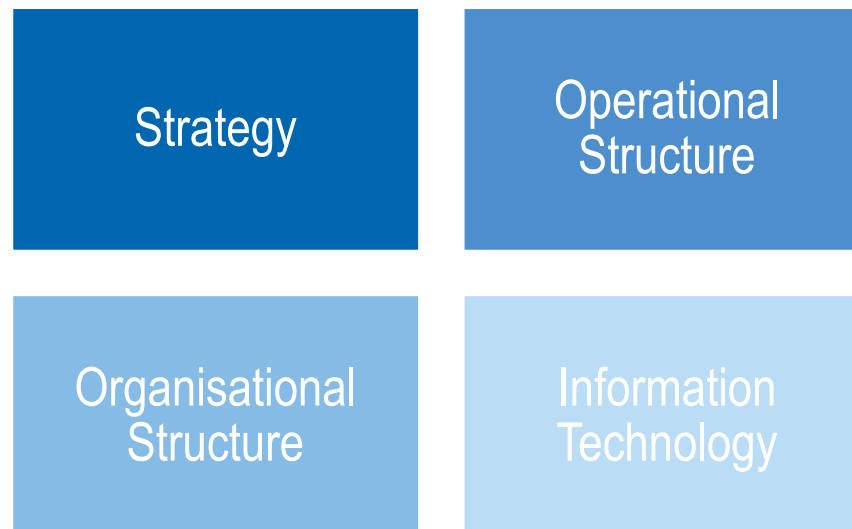


Goal: Company-wide optimal design of the processes regarding time, costs and quality.

Strategic Orientation of the Corporate Culture

Business process management...

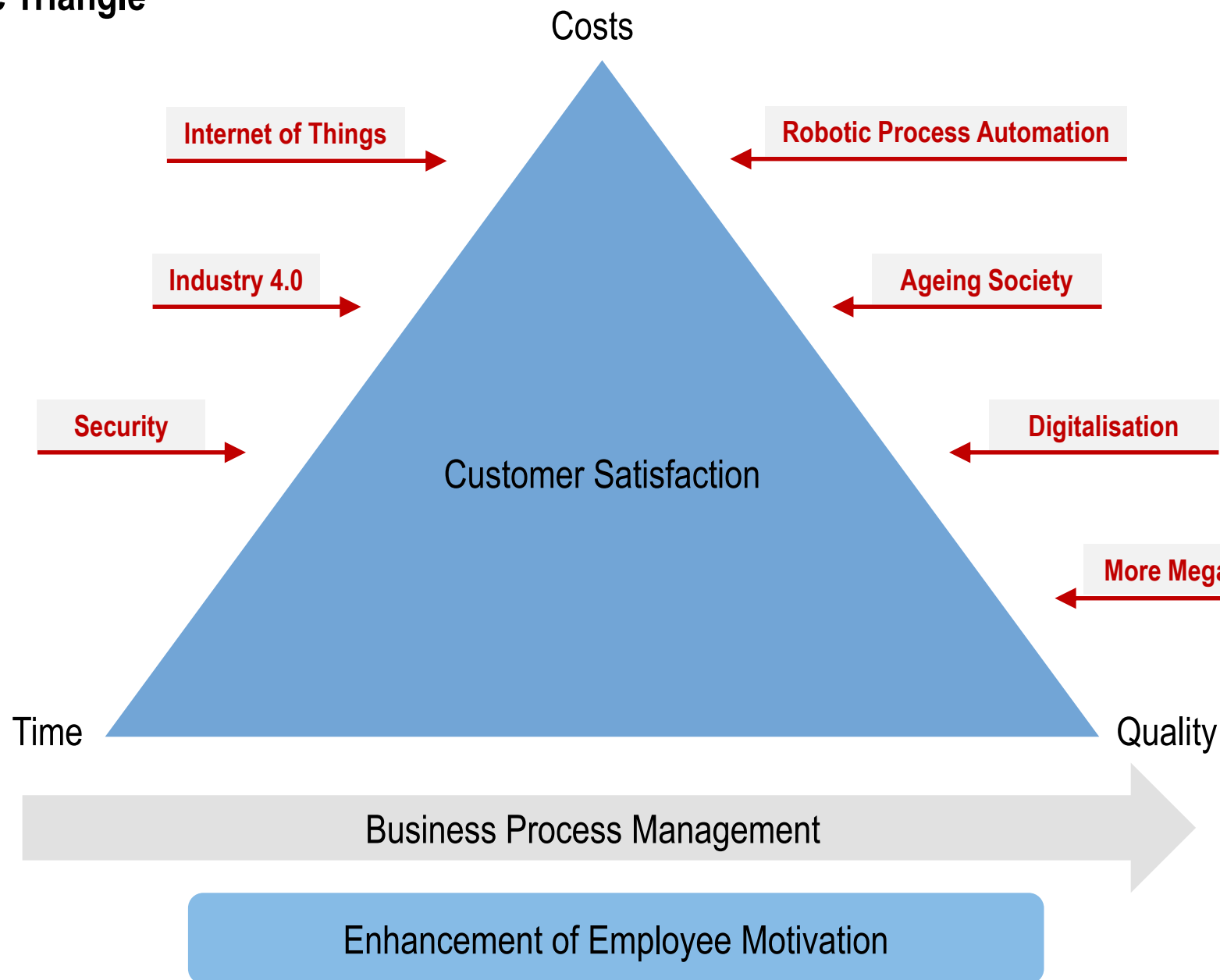
- ▶ ... has to be **accepted and lived by the Management Board.**
- ▶ ... has to be **integrated in the strategy of the organisation.**
- ▶ ... is substantially different from the orientation on tasks.
- ▶ ... needs a perfectly adjusted **organisational structure.**
- ▶ ... and its functionality has to be **accepted and lived by all employees.**



Goals and Initiatives of BPM



The magic Triangle



Benefits of BPM

Exploit potentials with BPM

Higher Economic Efficiency

- Goal-oriented management of performance indicators
- Less effort for offer preparation and resource planning
- Using unexploited potential for performance improvement



Higher Productivity

- Unbundling of complexity through reduction and optimisation of the interfaces
- Slimmer and more reasonable processes
- Avoidance of redundancy



Higher Customer Satisfaction and Quality

- Less costs of errors
- More favourable and quicker service offer
- Improved communication channels to customers, suppliers, partners and the public



Higher Transparency and Flexibility

- Simplification and Transparency of procedures
- Availability of a general overview of the corporate workflows for all stakeholders
- Quick and flexible reaction on changing requirements/competitive situations



Higher Safety

- Controlled procedures
- Early identification of weak spots
- Efficient management of risks



Driver and Scenarios of BPM

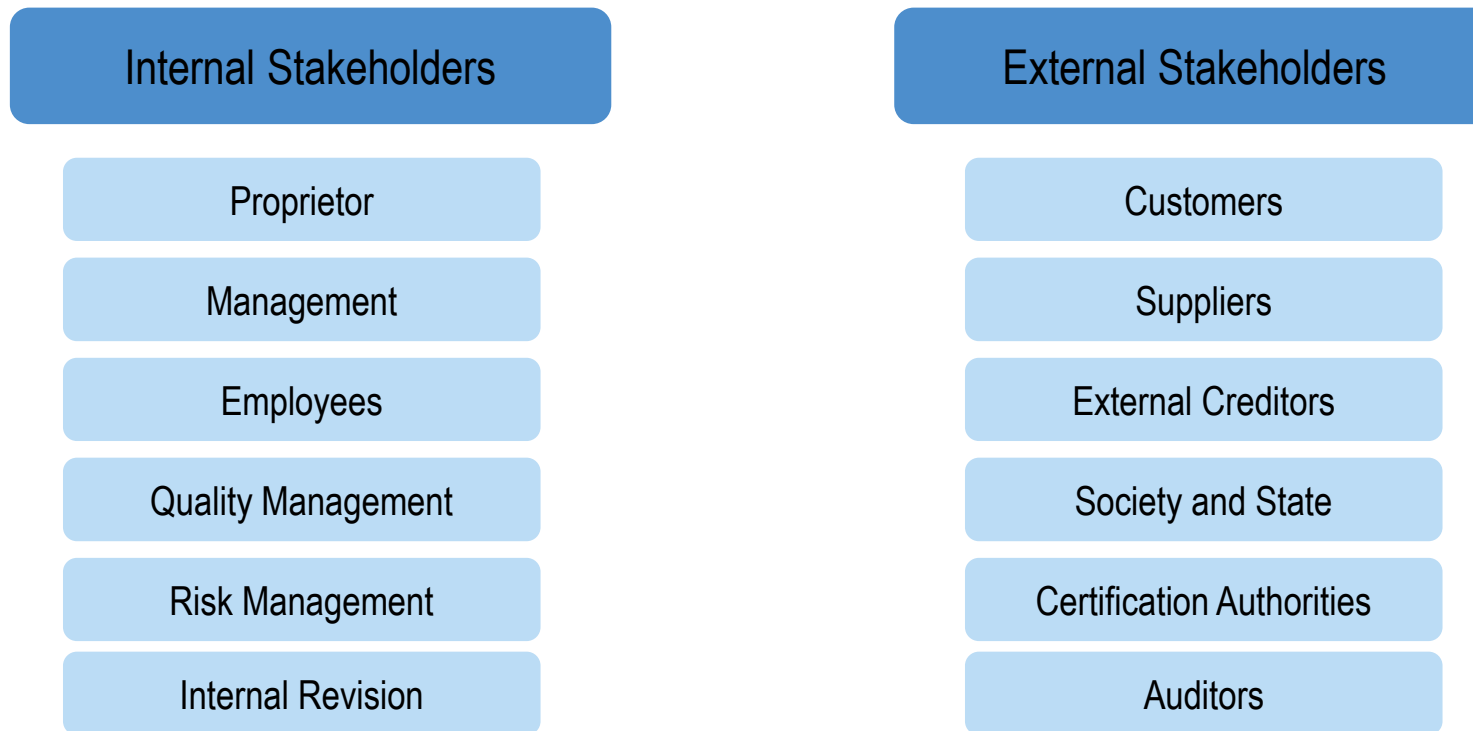


In order to reach all stakeholders, it is useful to link your process management with all essential business units in your department. In this way, you can enhance the acceptance of process management in the organisations and include all major stakeholders.



Stakeholders of BPM

- ▶ BPM involves and aims on various **stakeholders**:



- ▶ BPM addresses the following **target groups**:
 - ▶ Enterprises (SME as well as Large Enterprises)
 - ▶ Public Institutions/Administrations

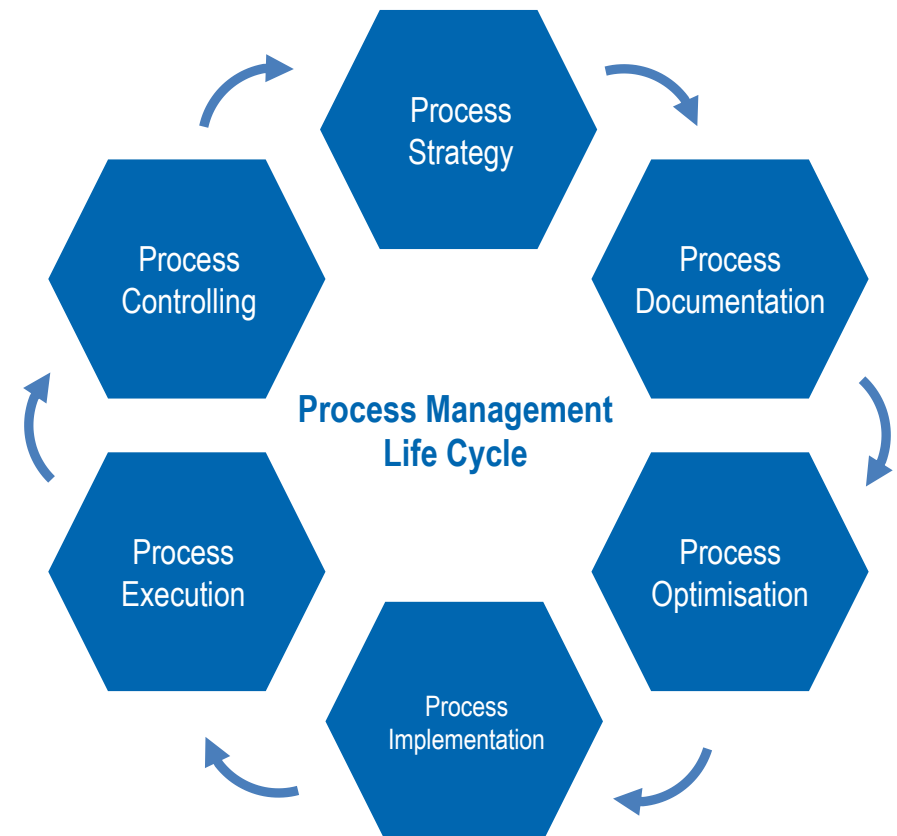
BOC Approach for the Implementation of BPM

The Process Management Life Cycle

- ▶ Frameworks and corporate goals are subject to constant changes → continuous review and adjustment of business processes of an organisation necessary
- ▶ A **cyclic procedure model** like the **Process Management Life Cycle** is suitable for this purpose.

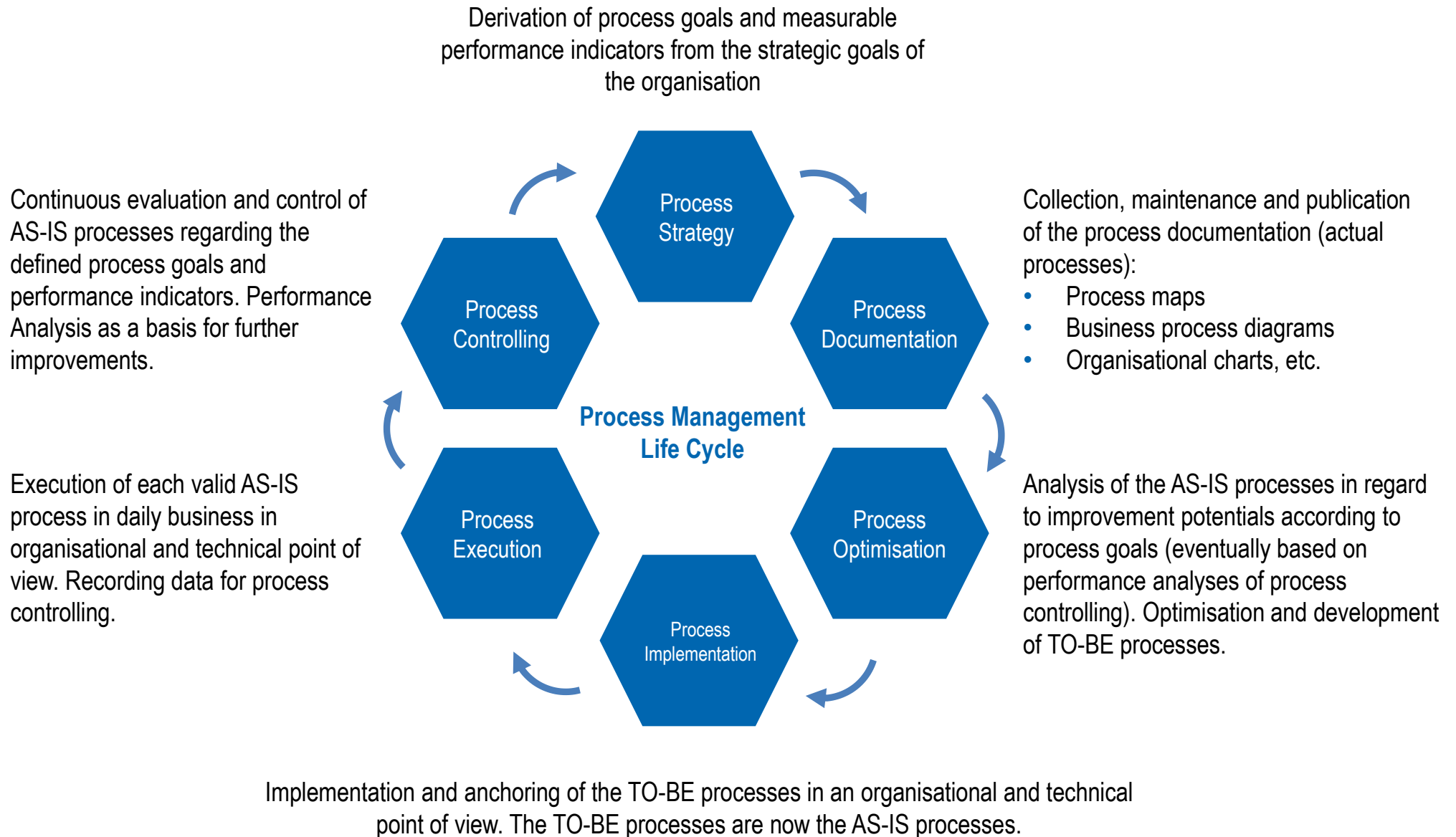
Process Management Life Cycle

- ▶ The PMLC allows...
 - ... a **continuous improvement** of the processes in the entire organisation
 - ... an expansion of **best practice approaches**



Process Management Life Cycle

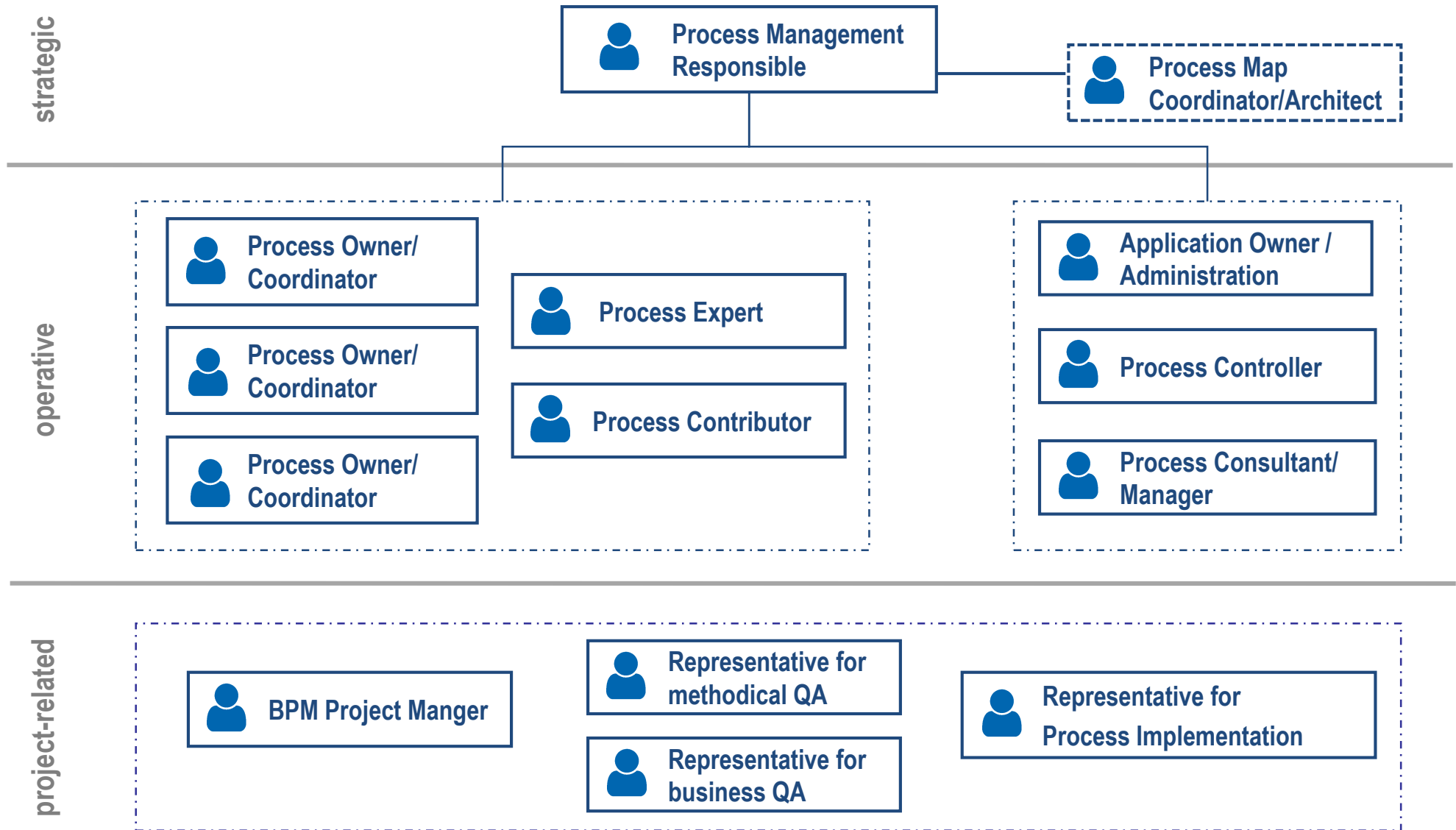
A short overview of the PMLC phases



Roles in Business Process Management



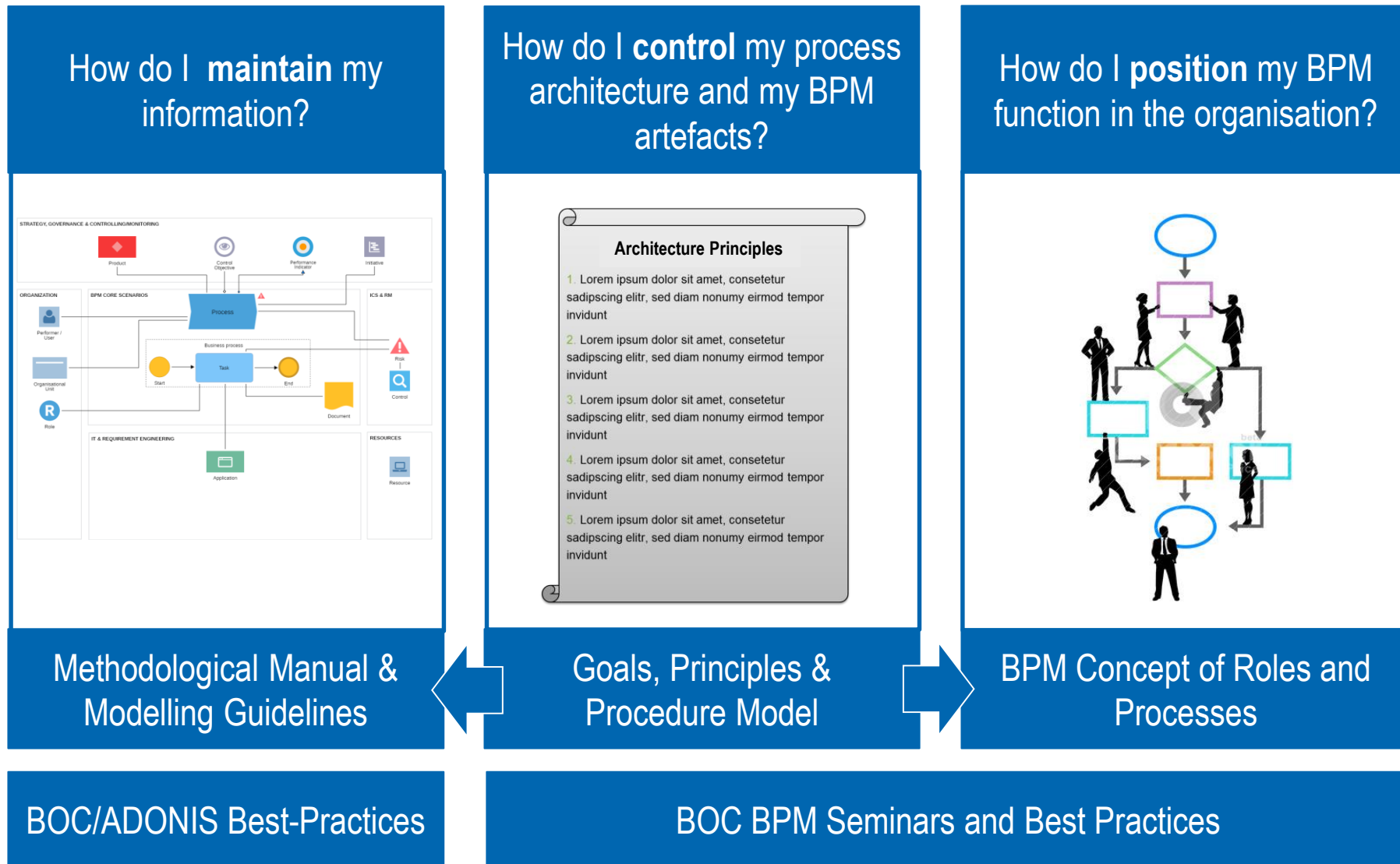
Interplay of BPM roles



How do I start my BPM initiative?



Main concepts for the implementation of Business Process Management



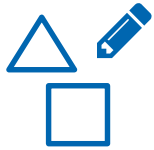


- I. BOC Group as your Partner in Business Process Management
- II. Basics of Business Process Management – What is BPM?
- III. Summary**

Seven good reasons for Process Management with ADONIS

ADONIS

A professional process management platform



Easy and intuitive handling

- ▶ Clearly structured – “keep it simple“
- ▶ One tool for all roles



Open and flexible

- ▶ Comprehensive best practice modelling library with integrated BPMN 2.0 support
- ▶ Flexibility through metamodeling
- ▶ Open interfaces for execution



More than modelling

- ▶ Extensive functionality for process analysis and graphical reporting
- ▶ Integration of business scenarios e.g. ICS/RM, EAM, QM, KVP, etc.



Well-positioned for all future challenges

- ▶ From simple modelling to extensive management scenarios



Process management as team work

- ▶ Real-time documentation online
- ▶ Role-specific access to content over the web
- ▶ Role-based release workflow



All-in-one

- ▶ Technical platform, consulting and far-reaching know-how




Proven, world-wide

- ▶ In all sectors, on all continents, with more than 30,000 installations

ADONIS – make processes work

Market Presence – Key Figures



98%  of clients on Maintenance Contract

1120 ADONIS Customers 
from which most are on the latest release version and **960** of which bought or upgraded last year

Over **75%** of clients serve as  **References**

Average Deployment Time  **2 Days**

Installed Base **1,400+**
of **Customer** of BOC Products

Community of **90,000+** users 
of the **Community** and **Cloud** versions of BOC Products

The BOC Group in Social Media

ADONIS

Follow us on LinkedIn



**ADONIS -
Business Process Management**

Showcase page



BOC Group

Company page



**ADOIT -
Enterprise Architecture**

Showcase page

Follow us on Twitter: **@BOC_Group**



BOC Group Evaluated by Global Market Study Research Firms

ADOIT



FORRESTER®

[View report](#)

The Forrester Wave

Enterprise Architecture Management
Suites Q2 2017



Gartner®

[View report](#)

Gartner Magic Quadrant

2017 Magic Quadrant for Enterprise
Architecture Tools



Fraunhofer

[View report](#)

Fraunhofer Market Study

Metadata Management Tools for
Enterprise Architecture Management



Ovum
TMT intelligence | informa

[View report](#)

Ovum On The Radar Report

On The Radar Report, Published
June 29th, 2017

* The Forrester Wave™, EA Management Suites, Q2 2017, Forrester Research, Inc., June 14, 2017

* Fraunhofer-Gesellschaft, <https://www.fraunhofer.de/>

* GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally, and is used herein with permission. All rights reserved.

* Ovum, <https://ovum.informa.com/>

BOC Group Named a worldwide “Leader” Among EA Suites

ADOIT

BOC Group received the highest score among all vendors in the Strategy category

The screenshot shows the Forrester website interface. At the top, there is a navigation bar with links for 'research', 'data', 'connect', 'consulting', 'events', and 'analysts', along with a 'log in' button. Below the navigation bar is a search bar. The main content area features a report titled 'The Forrester Wave™: Enterprise Architecture Management Suites, Q2 2017' by Gordon Barnett, Alex Cullen, and Madeline King. The report is dated June 14, 2017. Below the title, there is a section titled 'Why Read This Report' and another titled 'Tools And Templates' with a sub-section 'Vendor Selection Aids'. The 'Tools And Templates' section includes an icon of a document and a bar chart, and mentions 'Forrester Wave™: Enterprise Architecture Management Suites, Q2 '17'.

Characteristics of the report:

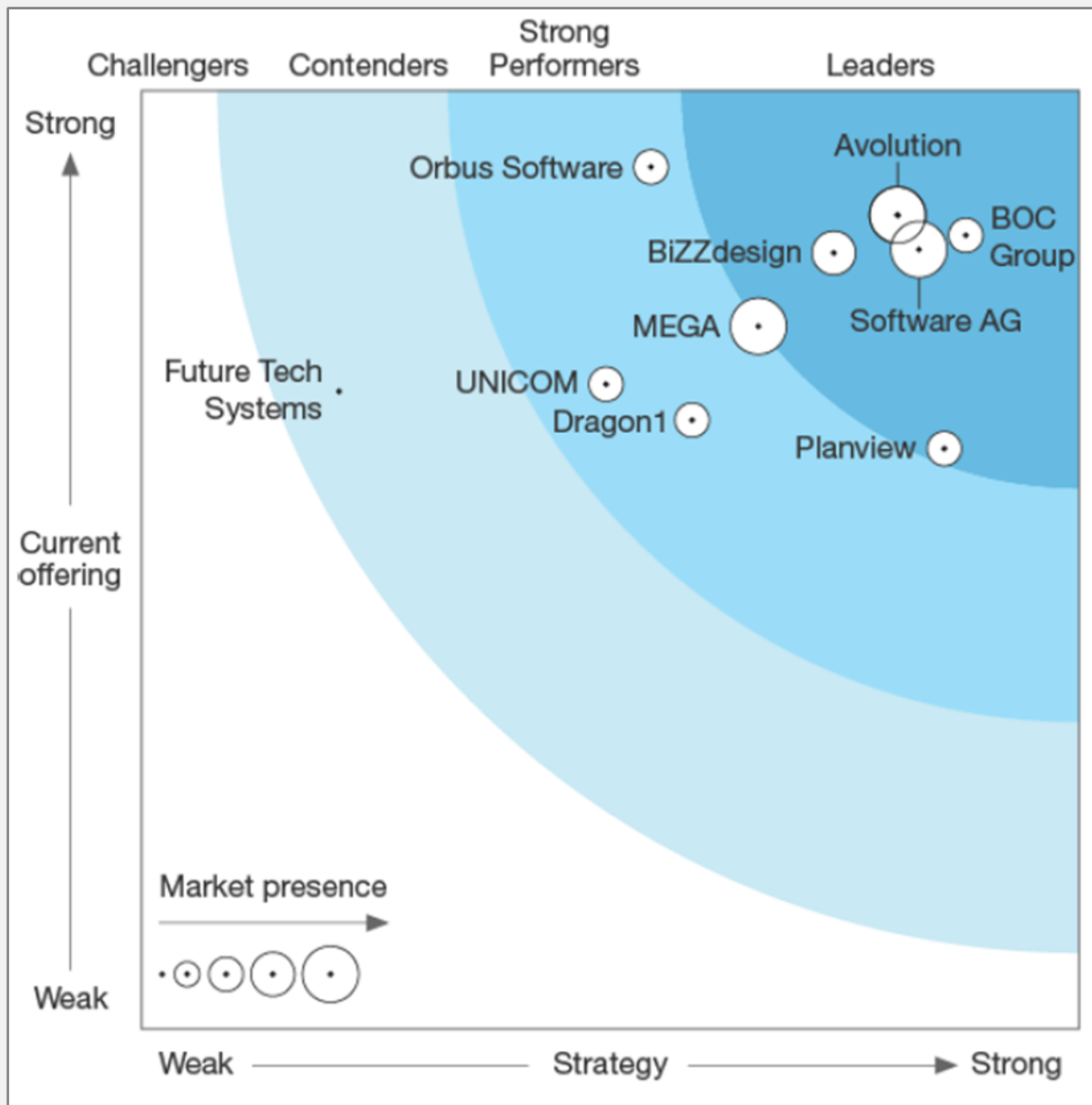
- ✓ Researched, analysed, scored and ...
- ✓ identified the global 10 most significant EA solution providers ...
- ✓ based on a 40-criteria evaluation ...
- ✓ grouped into three high-level categories:
 - Current Offering
 - Strategy
 - Market Presence

 **BOC Group Ranked 1st in EA Suites in the Strategy category!**

*“BOC Group is competitive in all criteria but is particularly strong in IT asset management and IT portfolio management.”**

* The Forrester Wave™, EA Management Suites, Q2 2017, Forrester Research, Inc., June 14, 2017

BOC Group Ranked 1st in EA Suites in Strategy Category



The Forrester Wave

Enterprise Architecture Management Suites – Q2 2017

The Forrester Wave™ is copyrighted by Forrester Research, Inc. Forrester and Forrester Wave™ are trademarks of Forrester Research, Inc. The Forrester Wave™ is a graphical representation of Forrester's call on a market and is plotted using a detailed spreadsheet with exposed scores, weightings, and comments. Forrester does not endorse any vendor, product, or service depicted in the Forrester Wave. Information is based on best available resources. Opinions reflect judgment at the time and are subject to change.*

* The Forrester Wave™, EA Management Suites, Q2 2017, Forrester Research, Inc., June 14, 2017

BOC Group Webinars



Discover our Comprehensive Offering of free Webinars



ON-DEMAND BPM WEBINAR

Maturity and Performance of BPM, Digital Transformation, ISO 9001:2015, Workflow-based Process Execution, Process Optimization and many more!

ON-DEMAND EA WEBINAR

Value Creation through Architecture Management, How to start your EA, EU-GDPR, Optimize your IT, Making Archimate business fit and many more!

FURTHER WEBINARS

Achieve Success in Quality, Process and Risk Management, End-to-End Transformation, Knowledge Management, Confluence Integration and many more!

www.boc-group.com/webinars

More than 25 free live or on-demand webinars on current industry-relevant topics in three languages!

Join our free Webinars:
www.boc-group.com/webinars

Fancy to work at BOC Group?



We certainly got the right thing for you



- ✓ Bachelor or Master Thesis
- ✓ Internships and Practical Work Experience
- ✓ Exciting Job Offers with great Career Opportunities in Consulting, Sales, Programming and much more

Simply get in touch with us!

www.boc-group.com/career



For further information...

... please get in touch with us!



Do you have a specific request?

Contact us at www.boc-group.com/contact.

Connect with us!

Follow us and feel our heartbeat.

