



Process Makes Perfect
www.savvion.com

Savvion Business Expert™

Identify problems, analyze causes, manage metrics, and optimize processes for increased innovation and agility.

Savvion's Business Expert 7.5 gives visibility to the things most important to you as a business person and allows you to take a practical approach to business improvements. Savvion Business Expert enables practical business improvements that work within the realities of your organization and culture. It allows the business people to define business metrics and monitor them in real time. It alerts the managers if there is any anomaly and suggests corrective actions to improve the business processes.

Overview

Business Expert provides visibility to process anomalies so that you can instantly know where to target improvement efforts. It provides business-driven, web-based analytics so that business people do not have to rely on IT to identify and analyze problems. And most importantly, it puts business users in control at critical junctures to identify and easily implement enhanced solutions until the rest of the organization can catch up. Business Expert operates on real time process and business data. Business users can:

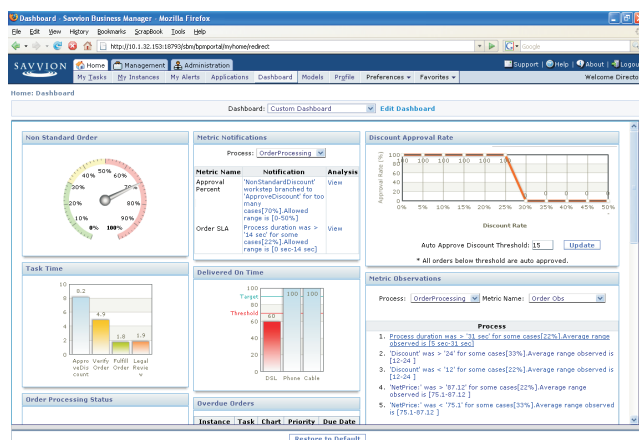
- Create Business Metrics to monitor key performance indicators and identify underlying problems,
- Have the system automatically observe the process and notify you if there are any anomalies,
- Analyze problems using OLAP style slicing and dicing,
- Triage problems by executing Business Rules without burdening IT.

Business Expert comprises of the following two major components:

- Business Expert Portal
- Business Expert Engine

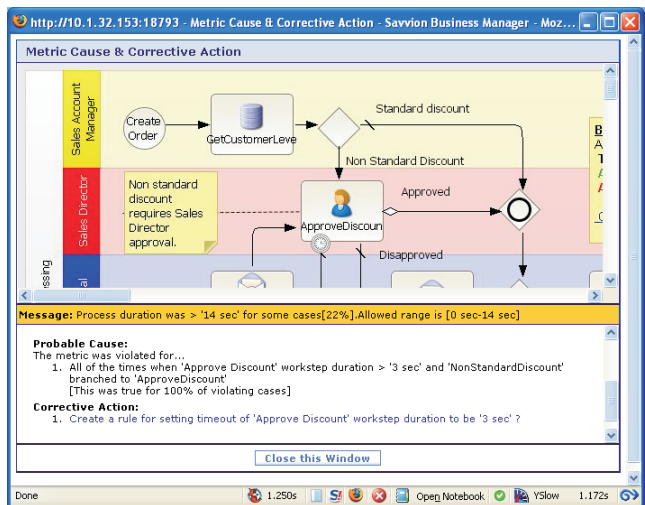
Business Expert Portal

This module integrates seamlessly with the existing Savvion BusinessManager portal. It consists of Metrics Manager and Analysis Assistant submodules that allow the users to create Business Metrics and interactive multidimensional reports.



Metrics Manager

The Business users can have Metric Observations that continually monitor process performance to detect any anomalies and notify these to the user. The users can also create Business Metrics to monitor the key performance indicators for the business. The system will alert the user when the key service level agreements (SLA) are in jeopardy of being missed. More importantly, it will analyze the process' contextual data around the metrics and present the most likely cause for the jeopardy. The metrics can be defined or changed for in-flight processes without having to make any changes in the corresponding processes. Savvion Business Expert recommends short-term corrective steps to overcome SLA mishaps until long-term solutions can be implemented. It enables business users to configure and activate rules-based solutions so that the system can initiate corrective actions automatically. This is a very powerful feature because it significantly improves the Business user's ability to respond to business changes without having to depend on IT intervention, and is done in real time.

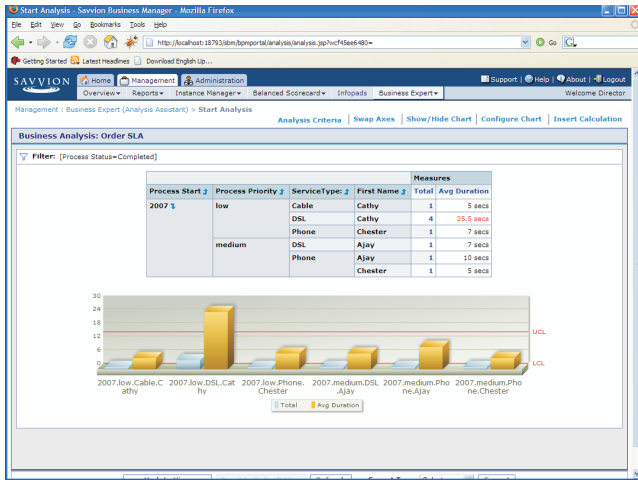


Analysis Assistant

Analysis Assistant allows business users to have ad-hoc access to all analytical information associated with real time process data. It allows OLAP style slicing and dicing by automatically organizing process and business data from the Savvion BusinessManager repository into cubes with dimensions and measures. The mapping of OLAP cubes to process data is system-managed; no I.T. involvement is needed to support even the most complicated analysis. The interactive reports allow the user to dynamically apply complex calculations to the data and configure how it is rendered using different types of charts. The user can also drill down from any high level, all the way down to the actual process instance to get the complete end-to-end view of the business. All the real time data is available to a business user at the point of analysis without requiring any IT configuration; thus, increasing agility and empowerment to stop the business from bleeding. Multidimensional analysis reports are very powerful since they are not restricted to data in the Savvion BusinessManager repository; they can be configured to leverage business relevant data in other non-Savvion BusinessManager databases also.

Business Expert Engine

The Business Expert engine processes events generated by the Savvion Process Engine for information relevant to the metrics and analyses created by the business user. It performs complex real time computations to identify business specific information in the context of the business process. It applies advanced process mining algorithms to detect patterns for the cause when key metrics are in jeopardy, and intelligently generates recommendations for corrective actions. It seamlessly maps the process and business data into OLAP cubes to be rendered in real time through the OLAP server without requiring any IT intervention to automatically create a data warehouse or OLAP cubes. The Savvion Business Expert engine can scale independent of the other Savvion BusinessManager engines, and it can support various deployment architectures allowing maximum flexibility without compromising the performance.



Savvion Business Expert Technical Matrix

Business Expert Portal

Savvion Business Expert Portal is accessible using any modern computer and web browser with network/internet access.

Minimum Required Browser

- Internet Explorer 7.0
- Firefox 2.0/3.0

Secure Data Transfer Protocols

- SSL (Secure Socket Layer).
- RMI over IIOP over SSL (RMI/IIOP/SSL) between EJB and portal components.

Note: This is not standard in Savvion Business Expert but it is provided via J2EE compliant application servers such as:

- WebLogic 9.2 MP3/10 MP3
- Pramatic 6.0 SP1

Refer to your application server documentation for information about enabling RMI/IIOP/SSL.

Business Expert Server

Operating Systems

- Microsoft Windows Server 2003 Standard/Enterprise R2
- Sun Solaris 10 (SPARC)

Application Servers

- Pramati 6.0 SP1
- WebLogic 9.2 & 10

Databases

- Oracle 10G/11G Enterprise Edition
- Microsoft SQL Server 2005

LDAP

- Microsoft Active Directory
- Sun Java System Directory Server 5.2

Java Standard

- JDK 1.5/1.6
- J2EE 1.3/1.4

ABOUT SAVVION

The world's top-performing companies, including 22 of the Fortune 100, choose Savvion to operate more productively and profitably. As the business process trailblazer, Savvion moves enterprises beyond ordinary BPM with groundbreaking business-critical software, solutions and services that make them more competitive, agile and cost-efficient. Headquartered in Santa Clara, California, Savvion can be reached at www.savvion.com or 888-544-5511.

KEY FEATURE	BENEFIT
Empowering Business Users	Business users can create all metrics important to them using BPM Portal without the help of IT or without going back to the design environment.
Notify Probable Causes and Recommend Corrective Actions	Whenever the metrics are out of bounds the system notifies the users along with all probable causes and recommended actions. Users can turn the recommendations into rules to automatically address the problem in future.
Providing Clues for Innovation	The system can automatically observe the process and provide users with the process contextual notifications for any interesting patterns. Users can choose to take action based on them, if necessary.
Detailed Analysis on Business Metrics	For each metrics the system generates an analysis allowing users to do slicing, dicing and drilldown to go to the root cause of the anomaly.
Custom Analysis	Users can create their own custom interactive analysis with any dimensions and measures.