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Achieving Operational Excellence requires management of Business Process Performance from a customer and business perspective

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Systar company overview

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Realities and challenges of the Real time enterprise

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Why managing performance of business processes can help regain control

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Illustration : complex value chain, at BNP Paribas

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Benefits of Business Process Performance Management

Systar Company Overview

The leading provider of software solutions for Business Process Performance Management

- Publicly listed on Euronext NM since 1999
- 125 employees worldwide
- Co-headquarters in Paris France and Fairfax VA
- Offices throughout North America and Europe
- More than 200 customers in Europe, US, Canada

The new reality of our customers' business processes

- Extended value chains with many flows of data
- More and more partners and providers involved
- Rely on complex, distributed environment

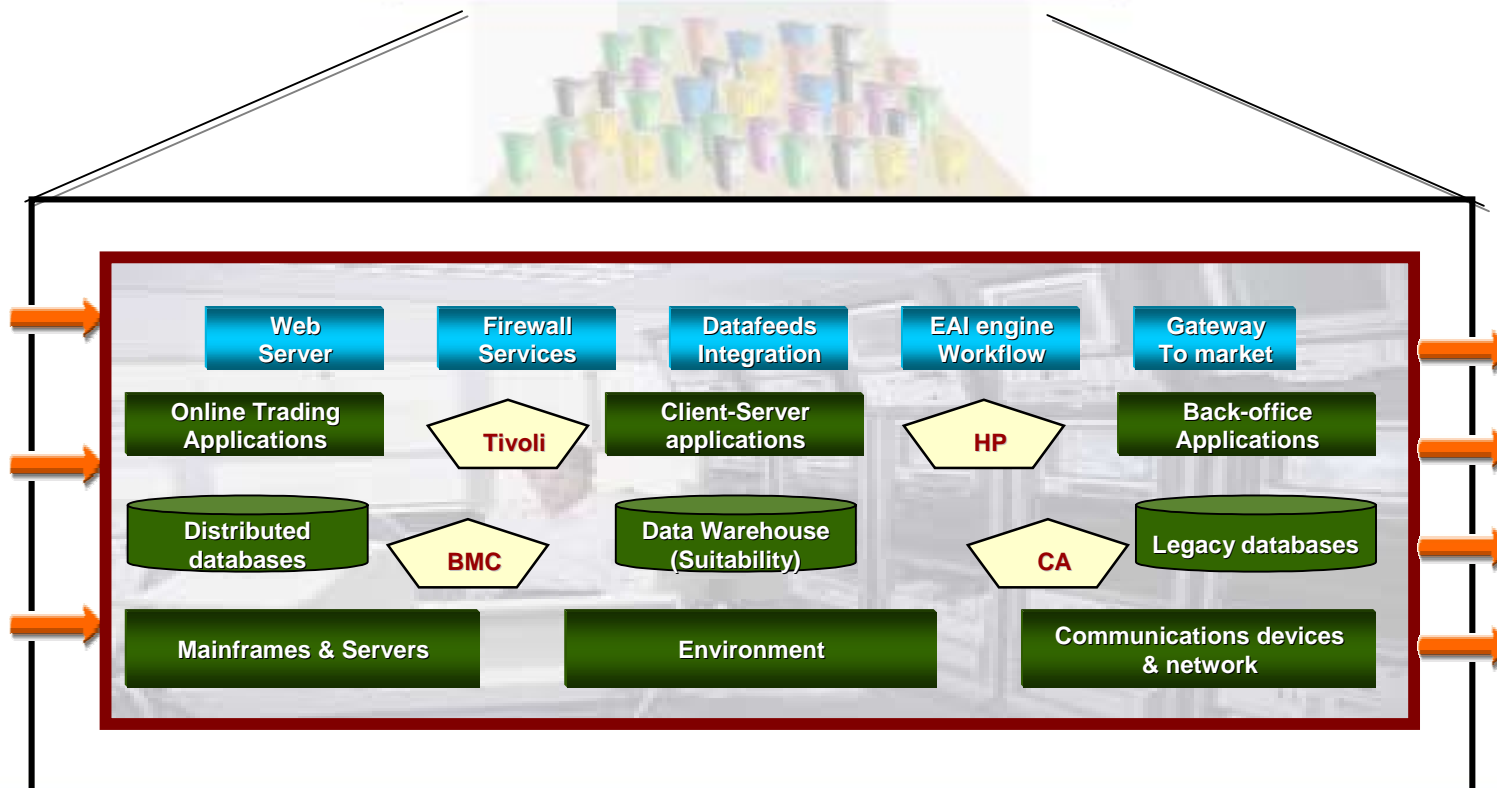


The challenges of the real time enterprise

- Extended value chains with many flows of data
- More and more partners and providers involved
- Rely on complex, distributed environment

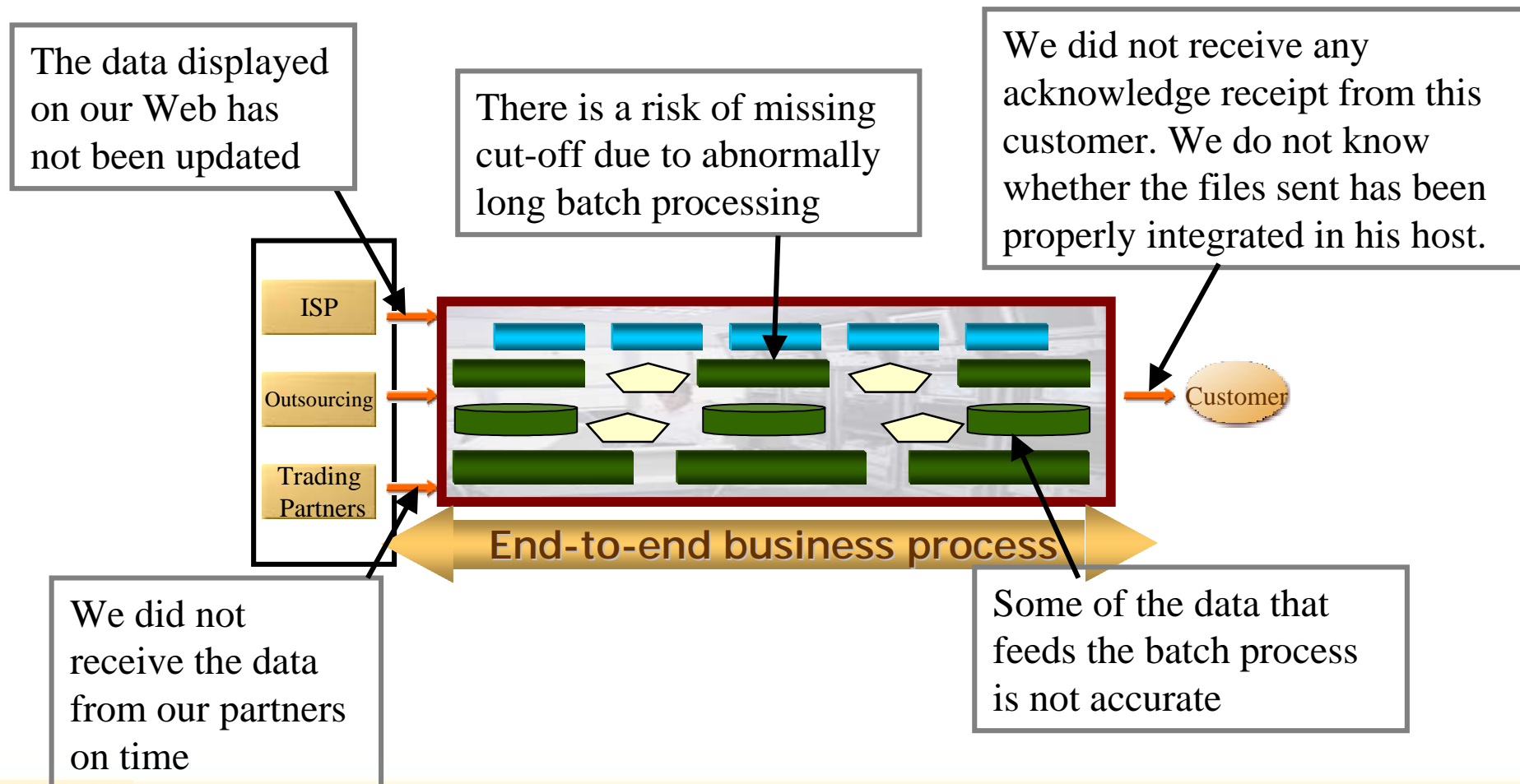
Risks of failures and breaking business commitments increase accordingly, as organizations become Real-Time Enterprises.

To date, important investments in order to control IT infrastructure

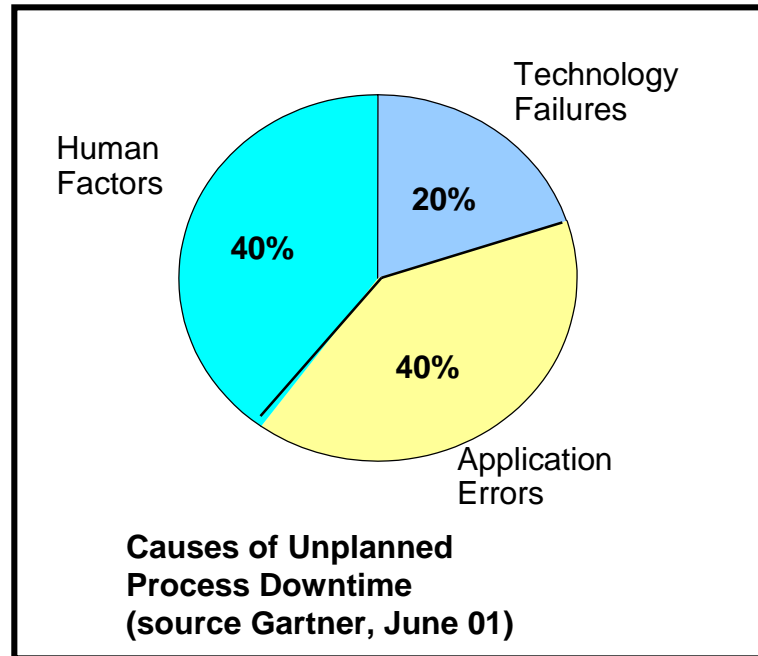


But still, abnormalities occur in strategic business processes...

... impacting service levels and placing business commitments at risk



Complex value chains and causes of problems



- Focus on IT infrastructure : will address only 1 problem out of 5...
- One needs to :
 - ✓ Reduce impact of technical problems
 - ✓ address remaining sources of risks

Important objectives to regain control in the real time enterprise

- Detect abnormalities before they impact business activities and service delivery
 - ▶ Warn customers in order for them to take actions
- Focus company's energies on the real priorities, from a business perspective
 - ▶ Problem triage must be based on business and customer impact
- Measure quality delivered to customers and partners, and report on the measurements
 - ▶ Implement a proper measurement system, which must be shared within Business and IT, driven by customer's expectations

Manage and monitor Business Process Performance

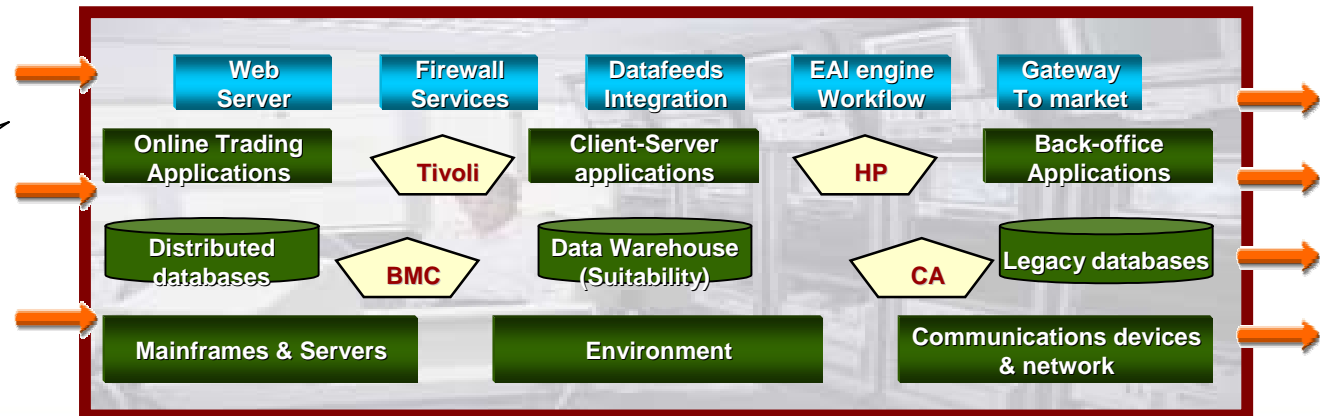
The expectations for QoS, from the user's and business perspective



Real Time analysis
Historical trends



The underlying IT and applications



Which criteria to measure business process performance ?

Those who will make it possible to assess :

- ▶ If end-result is conform to expectations
- ▶ If business commitments towards clients and partners are met
- ▶ If current partners involved in the delivery do meet their own commitments

→Means new types of metrics

Information Tailored by Job Function



Business

- Real-time measurement of business performance and operational risks
- Impact calculation of IT and business events on business commitments and customers



I.T.

- Real-time measurement across technology silos of QoS delivered to the Business
- Business-oriented SLA reporting and warning of potential breaches
- Business impact measurement of IT failures and root-cause analysis

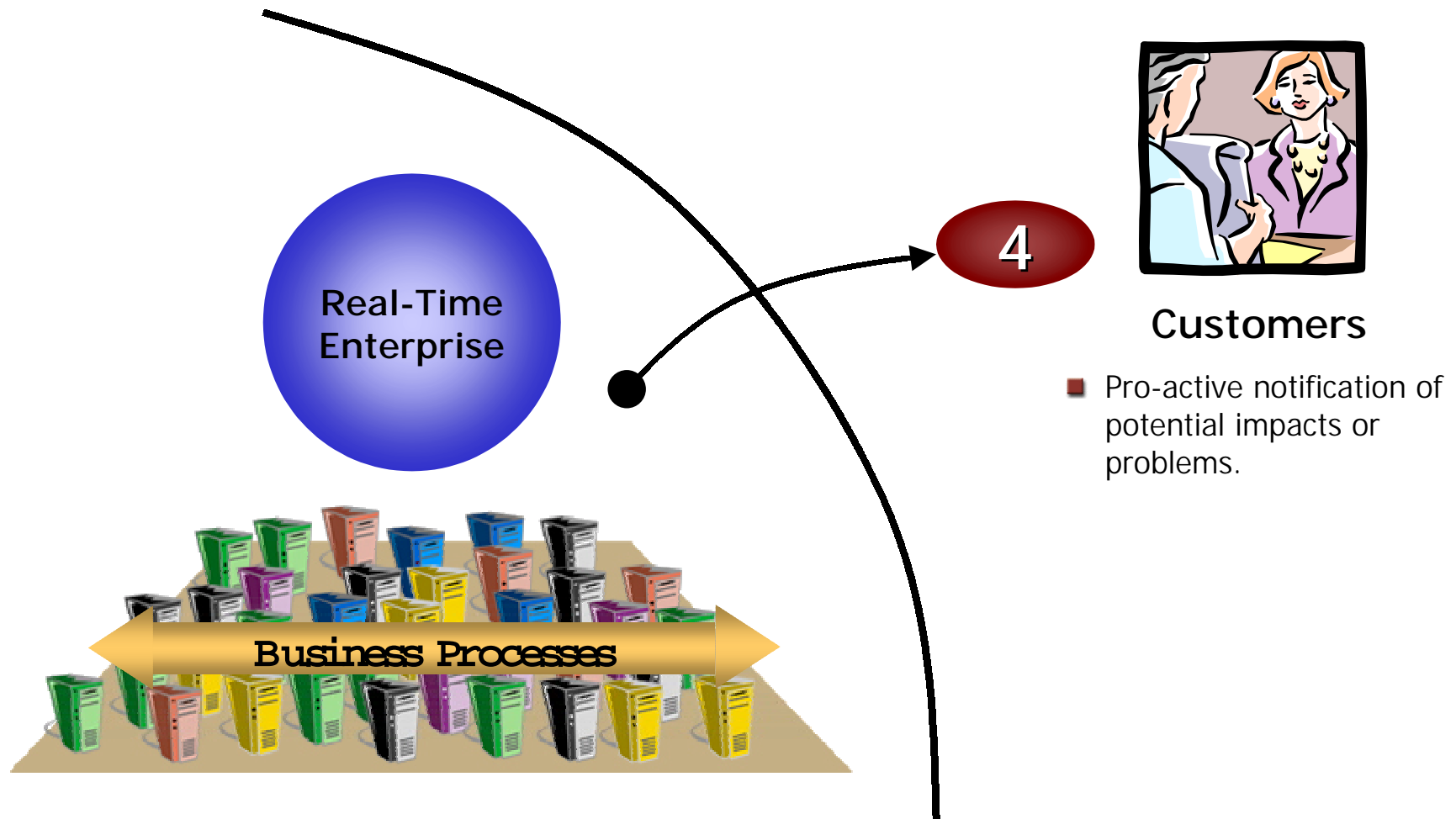


Customer Care Support Center

- Business impact of IT and business events on business commitments
- Visibility of customers impacted



Customer-Facing Information



A presentation adapted the right info, to the right person, in the right format



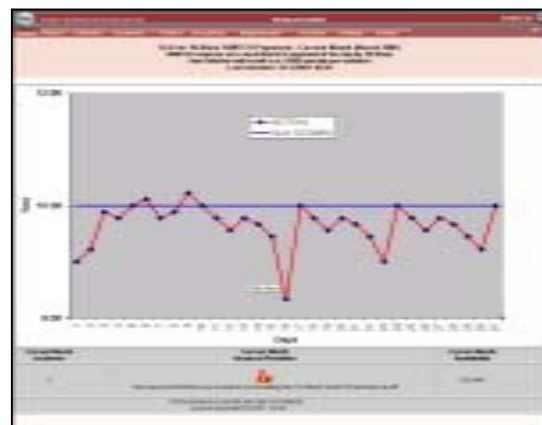
Real time dashboards



Real time graphical views



Real time Activity synoptics



Service Levels



Historical reporting

Illustration : how BNP Paribas monitors a strategic business process, serving demanding customers

International Cash Pooling



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Illustration of a cut-off process: International Cash pooling

Business commitments

- **Ontime** : consolidated balances will be transferred electronically every morning before 7am
- **Comprehensive** : all data from all countries will be processed

In case commitments are not met, explain

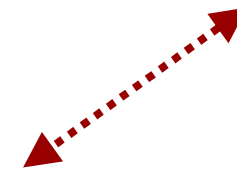


Clients

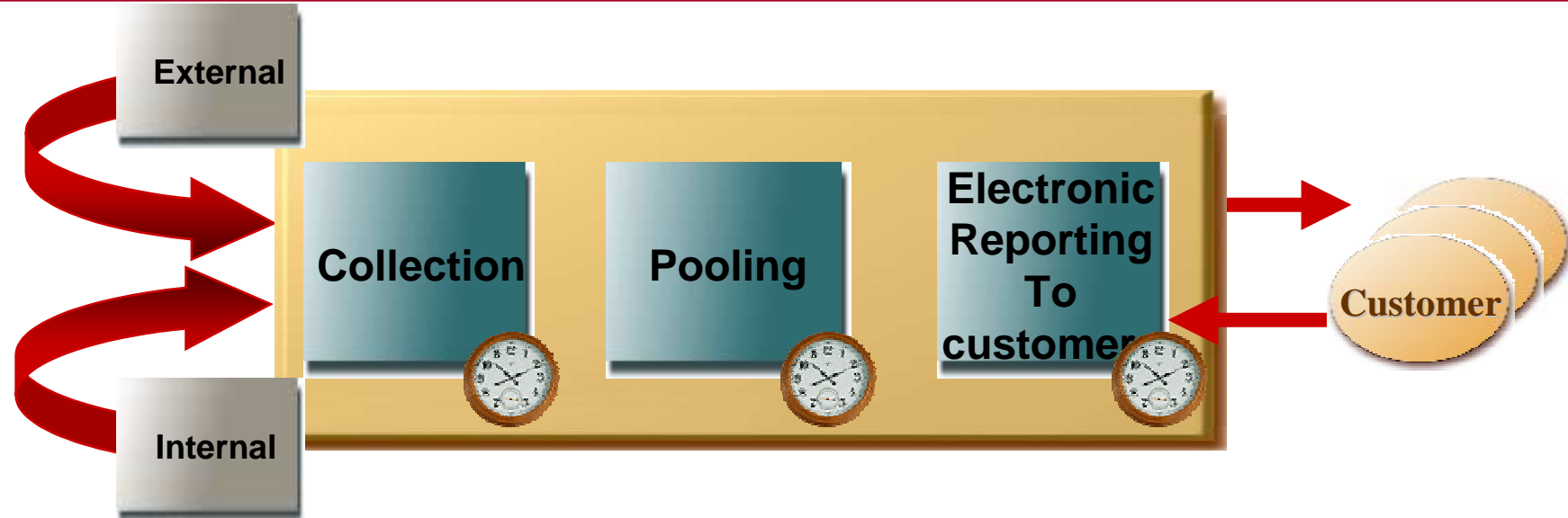
IT Ops



Business Unit



Example of Key Performance Metrics used for Int'l Cash Pooling



Quality of Incoming Data

- Data is received on time & is consistent
- Volume of data received is realistic

Process Behaviour

- Normal ending of each step
- All deadlines are, or will be, met

Quality of Client Reporting

- Reports are produced on time
- Data transferred is complete
- If not complete, an explanation is included

End-to-End Controls

- Critical path milestones met
- SLA requirements met

The situation at a glance – IT view

The screenshot displays a web-based IT Control Room interface. At the top, there is a navigation bar with tabs for 'Complete', 'Problems', 'Favorites', and 'Dashboards'. Below this, a secondary bar shows 'Real Time' and other filters. The main content area is titled 'IT Control Room' and contains two primary modules: 'Cash Pooling' and 'Mortgage'. The 'Cash Pooling' module is expanded to show a 'Global Situation' overview with four indicators: 'Global Situation' (blue dot), 'Input Flows' (blue dot), 'Batch Processing' (green dot), and 'Output Flows' (grey dot). The 'Mortgage' module is partially visible. Below the main dashboard, a smaller window titled 'International Cash Pooling' is shown, featuring a central gear icon and a flow diagram with regions (Asia, Africa, Europe, N&C America, SWIFT) and processes (E-Cash Management, Corporate Clients, SWIFT, Consolidation). At the bottom of this window is a table with columns for Date, Time, Category, and Message.

Date	Time	Category	Message
28/04/2001	10:33:44	Collection	3 errors in the file received from Frankfurt
28/04/2001	10:33:44	Collection	35 errors in the file received from London
28/04/2001	10:33:44	Collection	30 errors in the file received from Madrid
28/04/2001	10:33:44	Collection	Mexico Subareas are abnormally late

**R/T dashboards for
the Control Room**

Drill down for more detail

The dashboard displays regional flow indicators for Asia, Africa, Europe, N&C America, and S.W.I.F.T. A magnifying glass is positioned over the 'Punctuality' table, which details reception times and status for various locations. The 'Mexico' row is highlighted in red, indicating a 'Running Late' status.

Flow ID	Reception Time			Status
	Expected	Critical	Real	
Montreal	00:30 AM	01:00 AM	00:45 AM	Completed
Toronto	00:30 AM	01:00 AM	00:25 AM	Completed
New York	01:00 AM	02:00 AM	01:45 AM	Completed
San Francisco	01:00 AM	01:45 AM	01:42 AM	Completed
Mexico	01:30 AM	02:30 AM	???	Running Late

Flow ID	# of records		Status
	Expected Range	Real	
Milan	100-150	145	OK
Frankfurt	800-900	875	OK
London	1000-1250	1145	OK
Lisbon	200-250	215	OK
Madrid	400-500	475	OK

Quality of Exchanges with Clients



The screenshot shows a Microsoft Internet Explorer window titled 'Data Transfer to Customers Properties - Microsoft Internet Explorer'. The browser's status bar at the top indicates a 'Degraded' connection. The main content area displays the following information:

Data Transfer to Customers

States | Players | Calendars | Comments | Review | Description | Requirements | Measures | Mailings | Actions

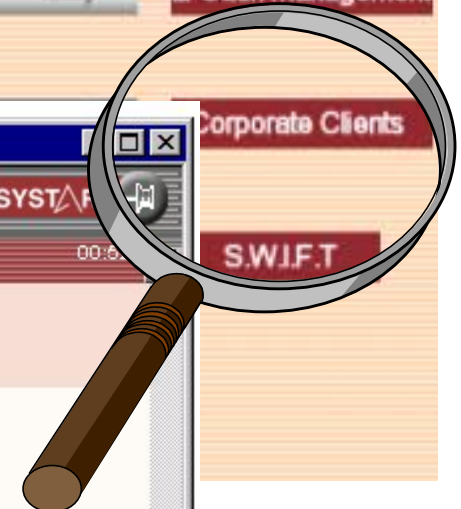
Some technical acknowledgments have not be received.

Number of expected technical acknowledgments : 247
Number of received technical acknowledgments : 245

Transfers without acknowledgement: 2

Impacted customers :

- Peugeot
- Cegetel



Executive Dashboards: Trends

Weekly dashboards

International Cash Pooling								
Activity Summary	Current Business Week							
	Business Activity	M	T	W	T	F	S	S
	Incoming Flows	●	☁	☁	●	●	-	-
	Batch Process	●	●	☁	●	☁	-	-
	Outgoing Flows	●	☁	●	●	●	-	-
	Previous Business Week							
	Business Activity	M	T	W	T	F	S	S
	Incoming Flows	●	●	●	●	●	☁	☁
	Batch Process	●	●	☁	☁	☁	●	●
	Outgoing Flows	●	☁	●	☁	●	●	●

Monthly dashboards

Incoming Flows									
Flow	Punctuality			Volume			Quality		
	Current Month	Previous Month	Trend	Current Month	Previous Month	Trend	Current Month	Previous Month	Trend
Asia	75%	90%	↓	100%	100%	-	90%	79%	↑
Africa	100%	100%	-	99%	100%	↔	99%	99%	-
Europe	99%	89%	↑	100%	100%	-	95%	95%	-

Benefits to IT

- Faster identification of “break-points” impacting business commitments
- Better triage of IT events, according to business priorities
- Improved quality of service delivered to business units.
- Improved contribution to the business
- Improved communication with business units and executive management

Benefits to Business

- Better control of operational risks
- Improve bottom line through higher operational efficiency, avoiding financial penalties for breach of business commitments, or potential loss of revenue
- Improve customer satisfaction and loyalty through pro-active customer management
- Crisis avoidance, or faster crisis turn-around

**Systar helps large enterprises
improve the operational
performance of their strategic
business processes**



Systar

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The two challenges Systar addresses

1

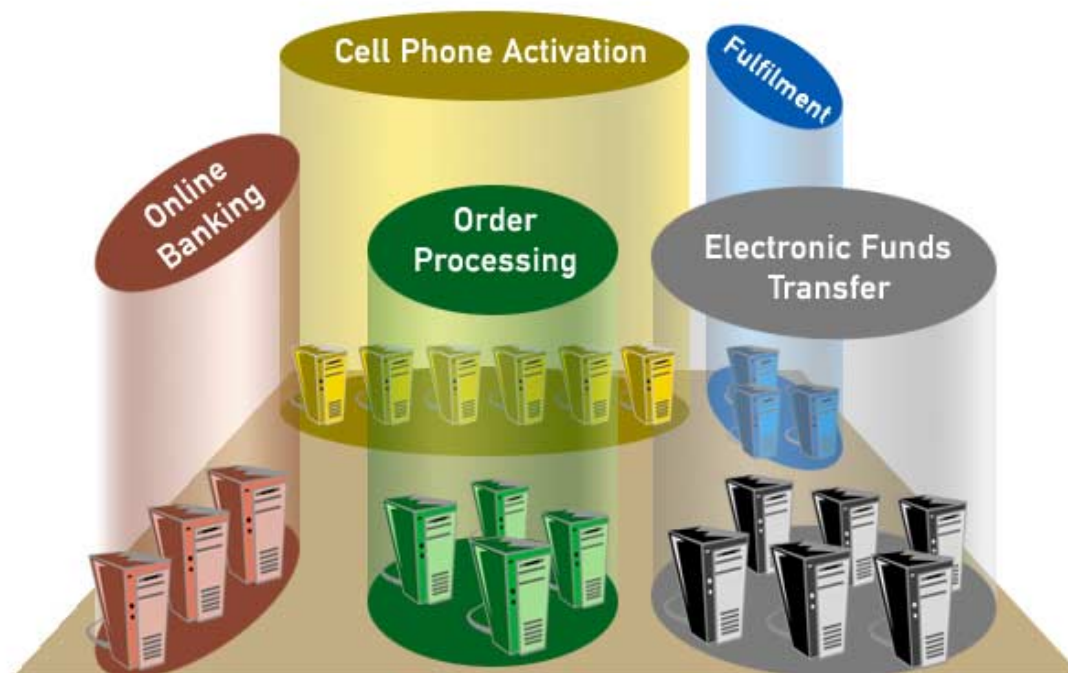
End-to-end operational control of business process performance, in their execution
→ **BusinessBridge**



The two challenges addressed by Systar

2

For large distributed IT infrastructures, **manage IT service quality and capacity** in compliance with business activities and business objectives
→ **OmniVision**



Questions?
[http : www.systar.com](http://www.systar.com)



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