Quality. Processes. Results.

FACT SHEET May 2011

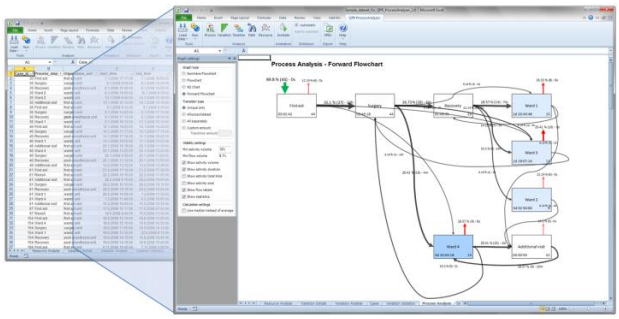
Leveraging the Process Knowledge Stored in IT Systems

Any process improvement project starts with getting a thorough understanding of the "as is" state of operations. With QPR ProcessAnalyzer you can leverage the process knowledge that is stored in IT systems to obtain a complete picture of all process instances executed over time… instantly! Powerful filtering, drill-down and animation facilitate effective identification of inefficiencies, while users benefit from unmatched ease of use as QPR ProcessAnalyzer is based on the worlds' most ubiquitous data analysis tool and user interface: Microsoft Office Excel.

Start Process Improvement More Effectively

Information system databases and log files contain a wealth of transaction data about how an organization has been executing its processes. With current Business Intelligence tools it is difficult to turn this data into easy to understand descriptions of the flow of activities and resource usage. Because of this, most organizations choose to ignore this valuable information. Instead, most process improvement initiatives start with a series of workshops with the aim of drawing simplified representations of processes. After a series of time-consuming workshops they get inaccurate and subjective interpretations of only the most common variation of a process, which is far from being the optimal starting point for making improvements.

QPR ProcessAnalyzer changes this by allowing organizations to complement workshops by tapping into the wealth of process information that is captured in information systems and use this to obtain an accurate and detailed view of the 'as-is' state of process execution, automatically.



Turn log data into process maps and discover all process variations instantly with QPR ProcessAnalyzer

QPR ProcessAnalyzer takes transaction data (such as event logs, audit trails, databases and so forth) of business applications in order to discover patterns and visualize a process model to fit the information. Apart from being significantly faster, this also ensures an objective evaluation of the current state of business processes in light of time, cost and quality parameters, and provides the basis for accurate identification of improvement opportunities.

The ease of use and open character of the tool allow users to apply it for a wide selection of process types, methods and initiatives (e.g. LEAN, Six Sigma, Enterprise Architecture Management, and Auditing for Regulatory Compliance etc.)

Identify Process Deviations Immediately

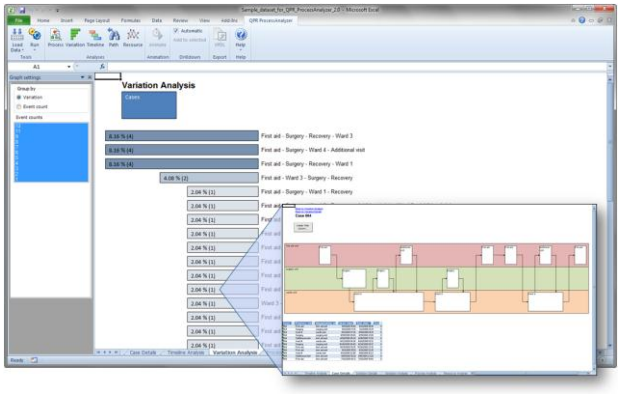
QPR ProcessAnalyzer visualizes the analyzed process information by using multiple view types: process analysis, variation analysis, timeline analysis, path analysis and resource analysis. Each view offers users a different viewpoint into information to improve their understanding of the current state of the process.

The Flowchart View offers a general overview of all the executed process instances in flowchart format enriched with average activity durations, case numbers and average transition times between activities. The more common transitions are easy to identify and live filters can be applied to change the view based on activity and flow volumes. The flowchart view provides an excellent tool for identifying unexpected process deviations and drilling down into their details with a simple mouse click.

QPR ProcessAnalyzer also allows users to exclude or isolate activities, roles or transitions from the analysis and explore the model further with the chosen selections in mind.

Discover All Improvement Opportunities

Process improvement often focuses at reducing the amount of variation. Traditional process discovery often only captures the most common path but with QPR ProcessAnalyzer you capture them all. The Variation Analysis View offers a comprehensive overview of all process variations grouped from most common to least. Users thus obtain an understanding of the degree of variation and opportunities for improvement.

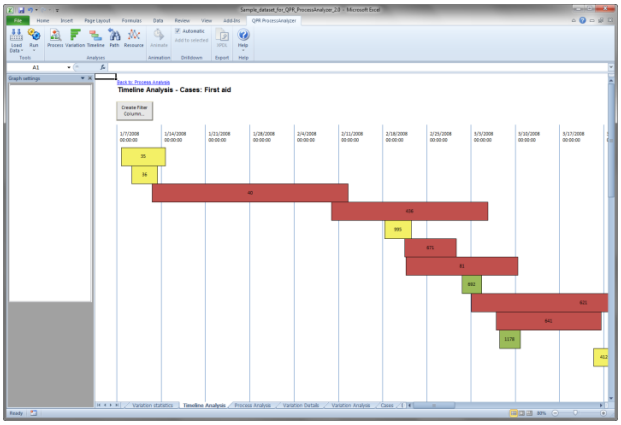


Analyze variation and drill-down into individual cases to learn more about the cause of variation

Analyze Peak Times and Their Effects

Most organizations are confronted with peak times, when a lack of resources easily results in longer lead times, bottlenecks and the execution of alternative process paths. The Timeline Analysis View offers user an effective

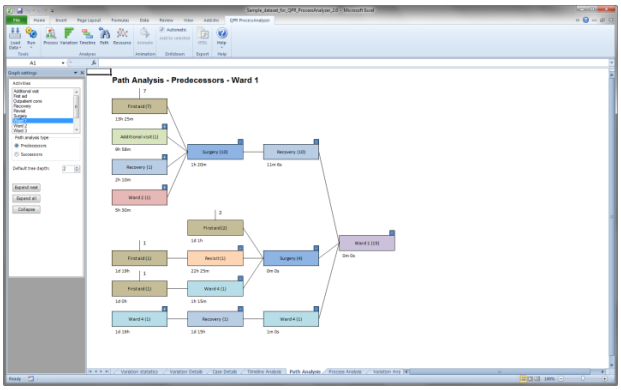
tool for analyzing the effects of peak times on available resources by clearly depicting process duration and load. From here users can drill-down into individual cases or create a filter to isolate or exclude a resource (e.g. a team, unit or a machine) in further analysis.



Timeline analysis offers insight in resource load distribution

Insight in Cause and Effect: The Process Path View

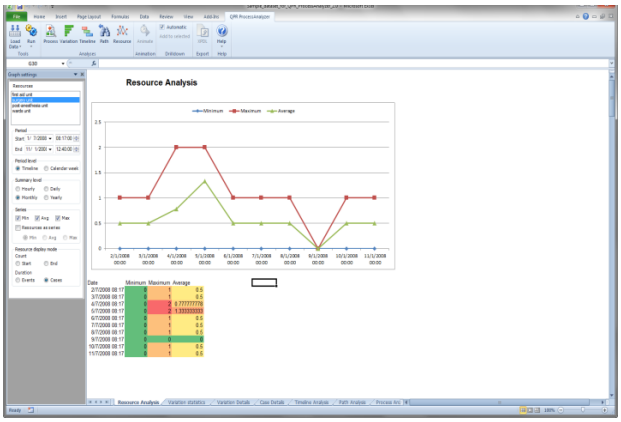
In order to be effective in making improvements to processes you need to understand the cause of unwanted and wanted activities as well as how the organization is handling these events. Think for example about handling reclamations. The Process Path View provides insight in the chain of activities that lead to an event as well as the activities that succeeded it. QPR ProcessAnalyzer allows users to analyze this chain of events step-by-step and from both directions: preceding and succeeding. Understanding these cause and effect relationships between process activities enables users to quickly pinpoint and implement improvements that otherwise would be very difficult to identify.



Understanding the chain of activities leading to an event with the Process Path View

Understand Resource Usage over Time

To complement the timeline analysis, which offers insight in the amount of process instances over time and their durations, the Resource Analysis View enables users to analyze the process loads on the participating resources (roles, teams, units, machines etc.). Users can freely select the period for analysis, view by overall timeline or as averages by calendar week, by hourly, daily, monthly or yearly level in order to get a concise understanding of resource usage.



Analyze the use of available resources over time

Easy to Use, yet Powerful Process Analysis

QPR ProcessAnalyzer is uniquely based on Microsoft Office Excel's user interface, allowing users to benefit from all its' filtering, reporting and file management capabilities. Performed analysis can be easily saved and distributed with others. All they need is Microsoft Excel! What's more, QPR ProcessAnalyzer is extremely easy and intuitive to use. New users will be fully up to speed after completing an included tutorial which on average takes just two hours to complete.

Input Data Requirements

QPR ProcessAnalyzer can use a vast variety of different data types found from databases and log files of for example ERP, CRM and SCM systems, Customer Support and Case Management Systems as well as Configuration Management Databases. In order to perform the analysis, the log data must contain at least a unique case identifier, an activity attribute as well as a timestamp that indicates the activity start time. Additionally, end-times, roles and cost can be taken along as extra fields in the analysis. Any other log data element can be used to add additional dimensions for the analysis by exploiting the filtering capabilities of Microsoft Excel.

Learning More

To learn more about QPR ProcessAnalyzer, view a demo, request an evaluation or read about how other organizations applied QPR ProcessAnalyzer to speed-up and improve their process management work, visit

www.qpr.com/qpr-processanalyzer.htm

QPR Software Plc

QPR Software Plc is an international, highly regarded partner for enterprises and public sector in process development and business performance improvement. QPR's mission is to help people and organizations to take control of their business processes and achieve their goals.