

# PRODUCTS

## BusinessObjects Process Analysis XI

### Manage Performance

#### Performance Management Methodologies

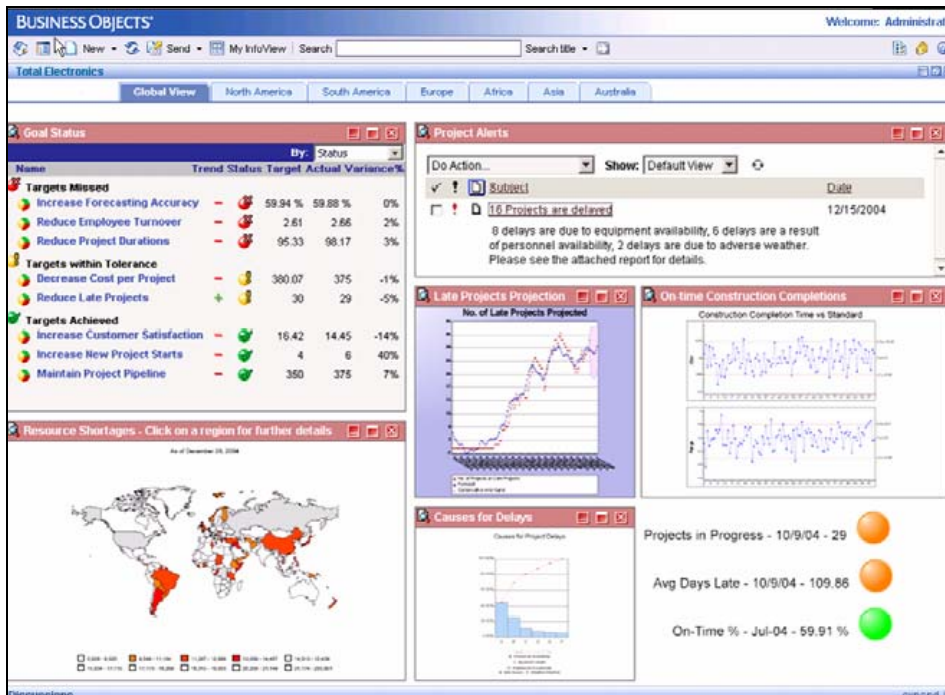
Many companies adopt management methodologies like Six Sigma, Total Quality Management (TQM), or custom methodologies to improve performance.

BusinessObjects Process Analysis supports Six Sigma and is flexible enough to support any process improvement initiative.

Organizations today compete globally on price, quality, and service. The competition is fierce, and it takes a lot of hard work to win new business. Process improvement initiatives have proven to be an excellent competitive advantage—allowing businesses to consistently deliver the highest quality goods and services, lower production costs, and improve profitability.

However, as process initiatives become a regular part of doing business, tracking these processes to identify areas for improvement is much more difficult. Why? Because they can exist in just about any part of your organization—including manufacturing, customer service, order-to-cash, and finance.

So how can you automatically track process data across multiple business processes? How can you share information and quickly take action so that everyone is making the right decisions?



*Integrated dashboards, scorecards, and alerts help make process improvement part of a broader BI initiative.*

BusinessObjects™ Process Analysis XI monitors and analyzes operational processes up-to-the-minute. You'll be able to identify inefficient processes with proactive alerts when a process is trending in the wrong direction. And you can combine business and process data with alerting capabilities to quickly quantify the cost of inefficiencies and prioritize areas for improvement.

With Process Analysis you can:

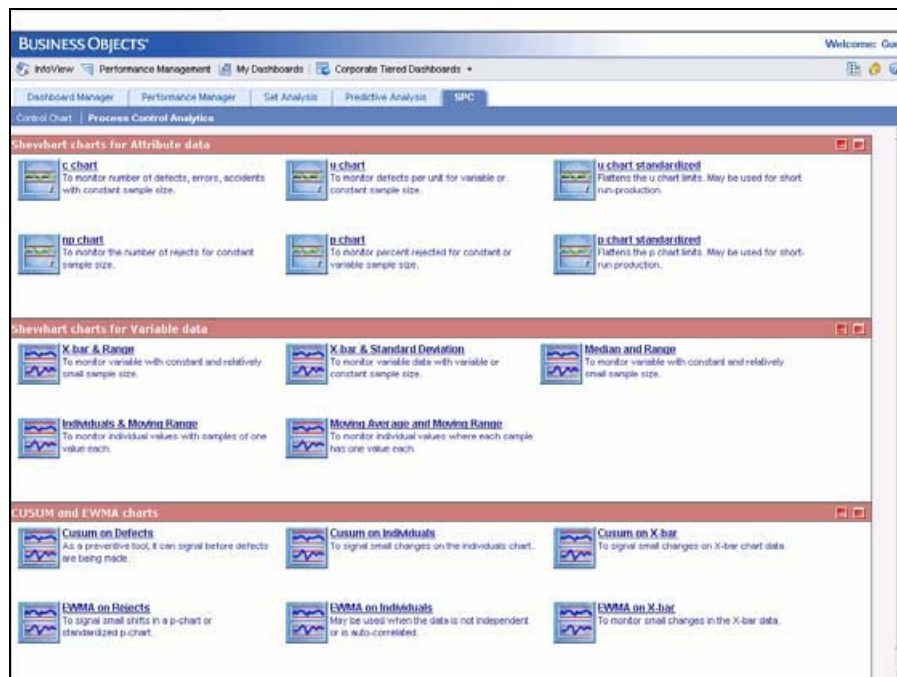
- Analyze operational processes
- Improve business processes
- Optimize enterprise performance

## Analyze Operational Processes

Niche process analysis or quality management tools can work well on a production line or in limited departmental deployments. But if you want your broader process improvement initiatives to succeed, you need an enterprise-class solution for visibility across your organization.

## Process Analysis and Control

Process Analysis is built on the world's most trusted business intelligence (BI) platform, BusinessObjects Enterprise XI. It will scale to meet the demands of all your users across every department in your organization, so process improvement becomes a part of everyone's job.



*BusinessObjects Process Analysis comes with many control chart and analytic techniques for measuring process data.*

## Data – When You Need It

Your users can set parameters to collect, sample, and analyze data for Process Analysis to run in the background. You'll have complete control over limits and alert threshold settings. Process Analysis will monitor the data in the background and intervene only when needed. And process monitoring can be set at almost any time interval – daily, hourly, or even up-to-the-minute so that you can know about issues – and resolve them – as quickly as possible. The result is that you'll have more time to make decisions and take immediate action, instead of wasting time trying to find data and make sense of it.

## Improve Business Processes

Process analysis and control is a methodology that identifies special causes for variation, and signals the need to take corrective action when appropriate. BusinessObjects Process Analysis can be used to monitor and identify inefficiencies within any business process measured on a consistent basis.

*A step-by-step wizard gives you control and flexibility to configure all control chart settings.*

Process Analysis was co-developed with leading quality management organizations so industry-standard control chart and analysis techniques are included—like Pareto, Shewhart, CUSUM, EWMA, and more. Sophisticated alarm types are also included. These are based on industry best practices, e.g., Western Electric rules.

## Eliminate Issues Proactively

Process Analysis uses sophisticated statistical analysis to detect small shifts in business performance. By amplifying and projecting these variations, you'll know when a process is trending in the wrong direction, long before the issue is out of control.

*Alarms can be configured to be sent, along with a control chart or other document, to a user's dashboard or e-mail inbox.*

*Flexible alert settings let you detect any type of non-systematic variation in a process.*

## Optimize Enterprise Performance

Due to the unique strengths of the BusinessObjects XI platform, business and process data can be combined with alerting capabilities, linking enterprise performance to operations in real-time. You can analyze process performance over time, quantify the impact, and prioritize areas for improvement. This provides your front-line workers with actionable information so they can make decisions quickly.

## Link Process Data With Business Intelligence

For process improvement initiatives to succeed, they need to be linked to the performance of your organization. By linking process data (on the BusinessObjects XI platform) with other BI—such as financials or customer satisfaction—you can measure impact on performance.

## Monitor Operational Processes

Everyone is under pressure to improve performance with less time and fewer resources. More than ever, it's important to quickly prioritize your efforts. Process Analysis can help by automatically monitoring numerous business processes and notifying you if any issues are detected. Using visual techniques to communicate the data—you'll see a ranking of performance issues so you can know where to focus first.

## Empower Front-Line Workers

Your front-line workers make hundreds of decisions each day. They interact with customers, suppliers, partners, and colleagues. By providing feedback on their performance—and insight when and where they need it—they're empowered to make better decisions.

## Enterprise Performance Management

BusinessObjects Process Analysis XI is an enterprise performance management (EPM) solution from Business Objects. EPM empowers our customers to align people, processes, and technologies around common plans so they can execute and optimize their business strategies. It delivers an integrated framework for companies to plan their business, measure performance, take action based on trusted data, and reward people based on their performance. To find out more about Business Objects EPM solutions, visit [www.businessobjects.com](http://www.businessobjects.com).

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