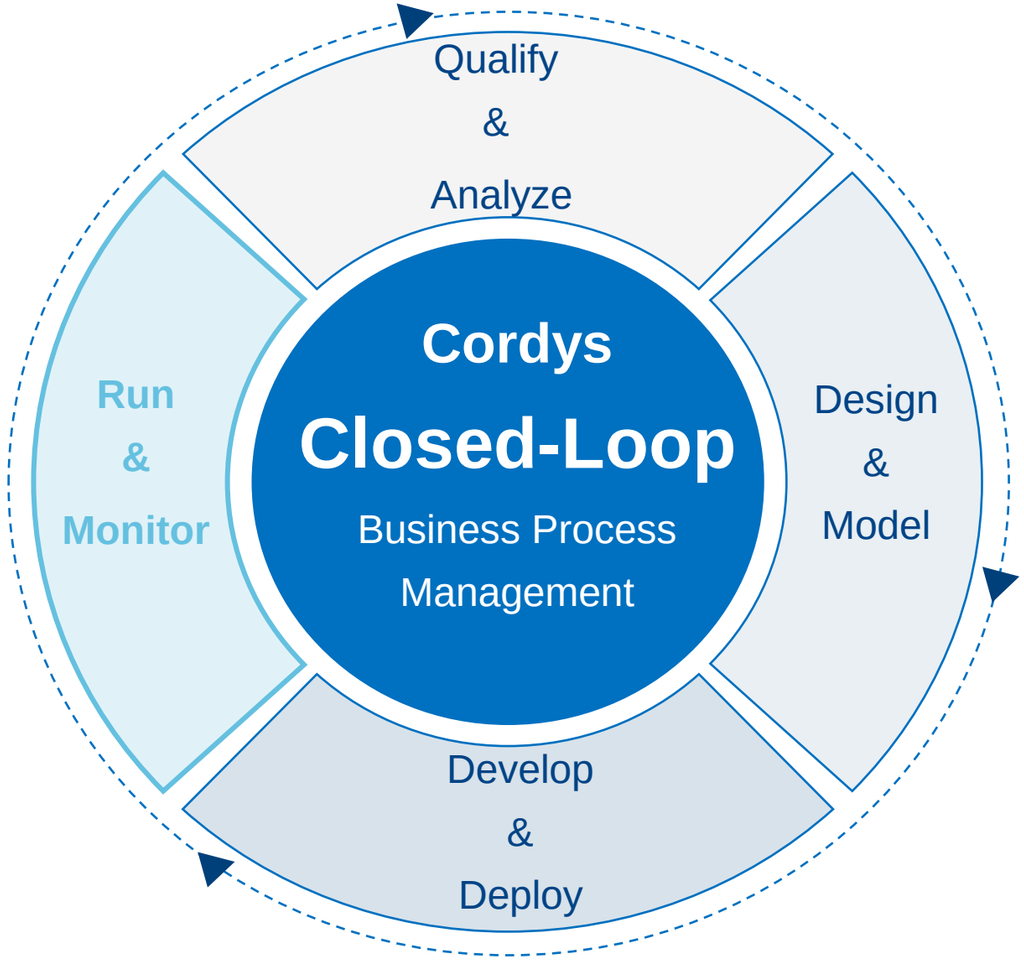
# Business Activity Monitoring

Cordys BOP 4.1 Fundamentals

CORDYS

# BAM as part of the Closed-Loop Approach

CORDYS




## RUN & MONITOR

### Goal

- Collect process performance information, such as efficiency and effectiveness, for analysis and optimization

### Roles

- Administrator
- Business Analyst
- Business User

### Activities

- Get real-time process performance data
- Operational business activity monitoring & KPI dashboards
- Alerting of process inefficiencies
- Manage service level agreements (SLAs)
- Perform trend analysis & bottleneck detection
- Prepare for re-qualification and reanalysis

# Cordys BAM

CORDYS

Allows you to analyze performance aspect of the business process and related enterprise application, visualize monitored data in dashboard, do real-time monitoring of critical business events, identify exceptions and address them at real-time

# Business Activity Monitoring (BAM) & Business Intelligence (BI)

CORDYS

## Business Activity Monitoring (BAM)

*Technology that supports the aggregation, analysis, and presentation of real-time information about business processes inside organizations and involving customers and partners*

## Business Intelligence (BI)

*Technology that supports the aggregation, integration, analysis, and presentation of historical business information*

### About the difference between BAM and BI

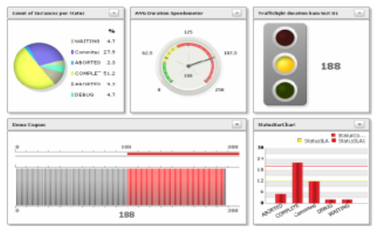
*"The most-visible difference between BI and BAM is the real-time nature of the data[1] ."*

1) *"Real-Time Retail Requires Business Activity Monitoring"*, Gartner: 2007

# Architecture

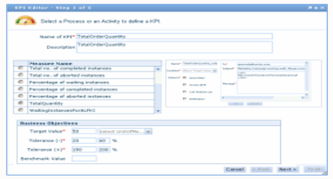
CORDYS

Cordys Dashboard

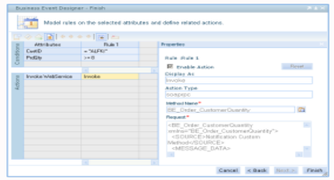


Third Party BI e.g. Cognos

**Cordys BAM**



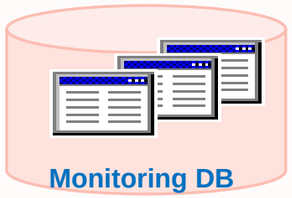
KPI Editor



Event Composer

KPI Engine

Event Engine

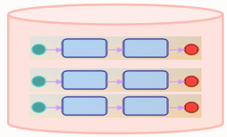


Monitoring DB

Business Rules

**Cordys MDM**

**Cordys BPM**



Process Rep.

Process Engine

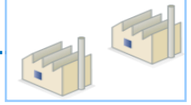
Process Db.

**Cordys SOA Grid**

**Loan App.**

**Customers**

**Region**



**Credit score**

**Loan Regd.**

# Real Time View on Business

CORDYS

- Personalized dashboards
- Business metrics & KPIs
- Drill-down analytics
- Real-time notifications

# Real Time View on Business: Personalized Dashboards

CORDYS

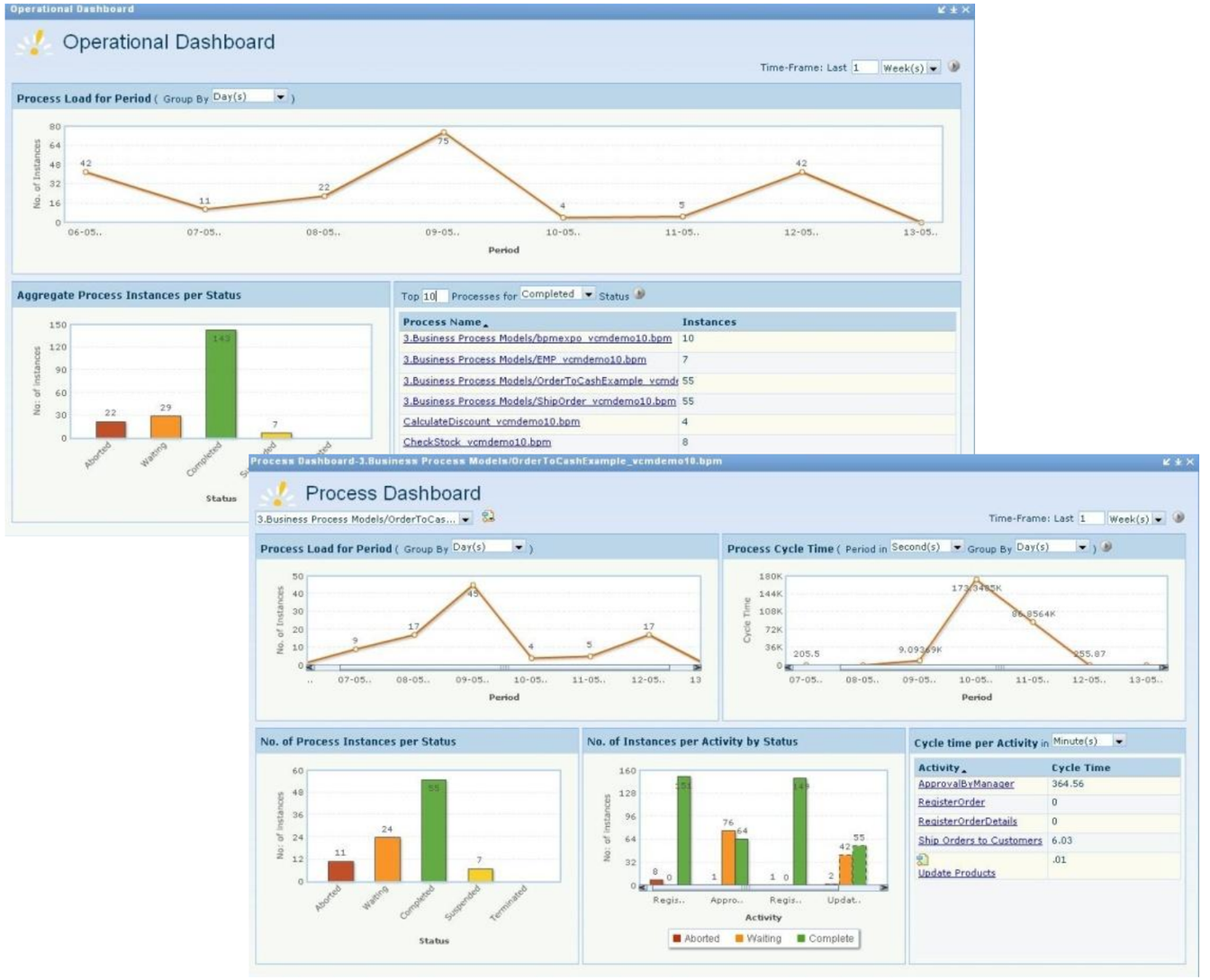
## Real-time process performance monitoring

### Features & Functions

- Near real-time process data
- Intuitive dashboard designer
- Monitor business process performance

### Benefits

- Closed-loop process improvement
- Leverage historical data
- Make right-time decisions at right time



# Real Time View on Business: Business Metrics & KPIs

CORDYS

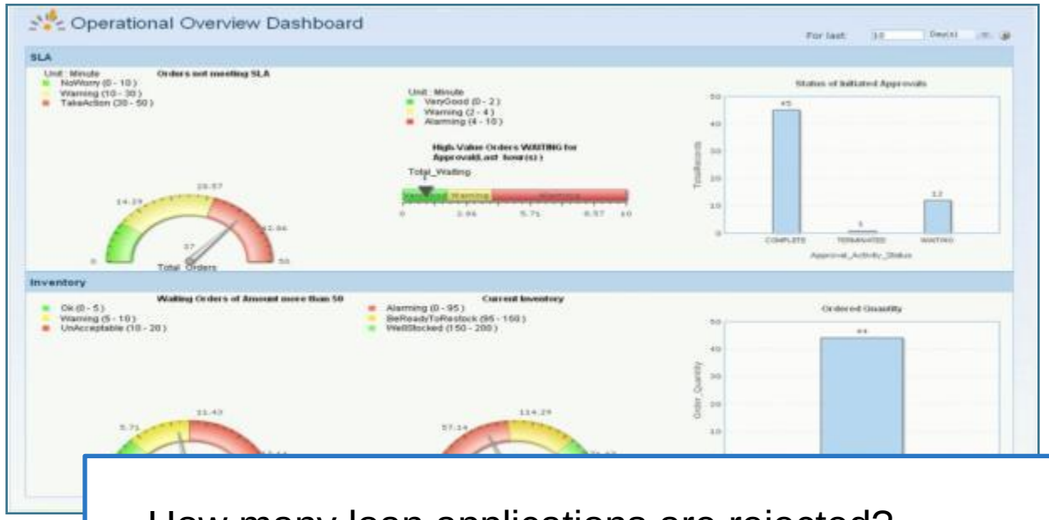
## Analyze process performance within overall business context

### Features & Functions

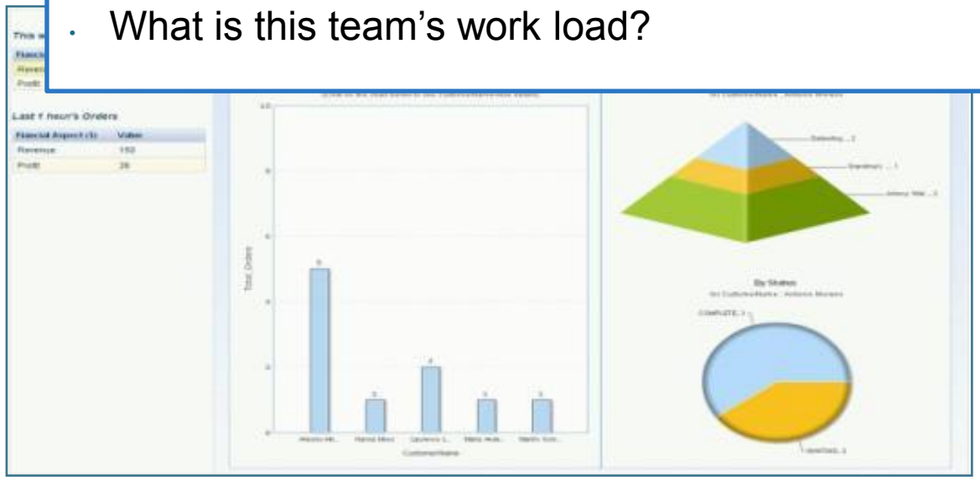
- Correlate process with business data
- Monitor important business measures

### Benefits

- Incorporate context of KPIs
- Detailed monitoring
- Identify trends




- How many loan applications are rejected?
- How many claims await approval?
- What is this team's work load?



# Real Time View on Business: Drill-Down Analytics

CORDYS

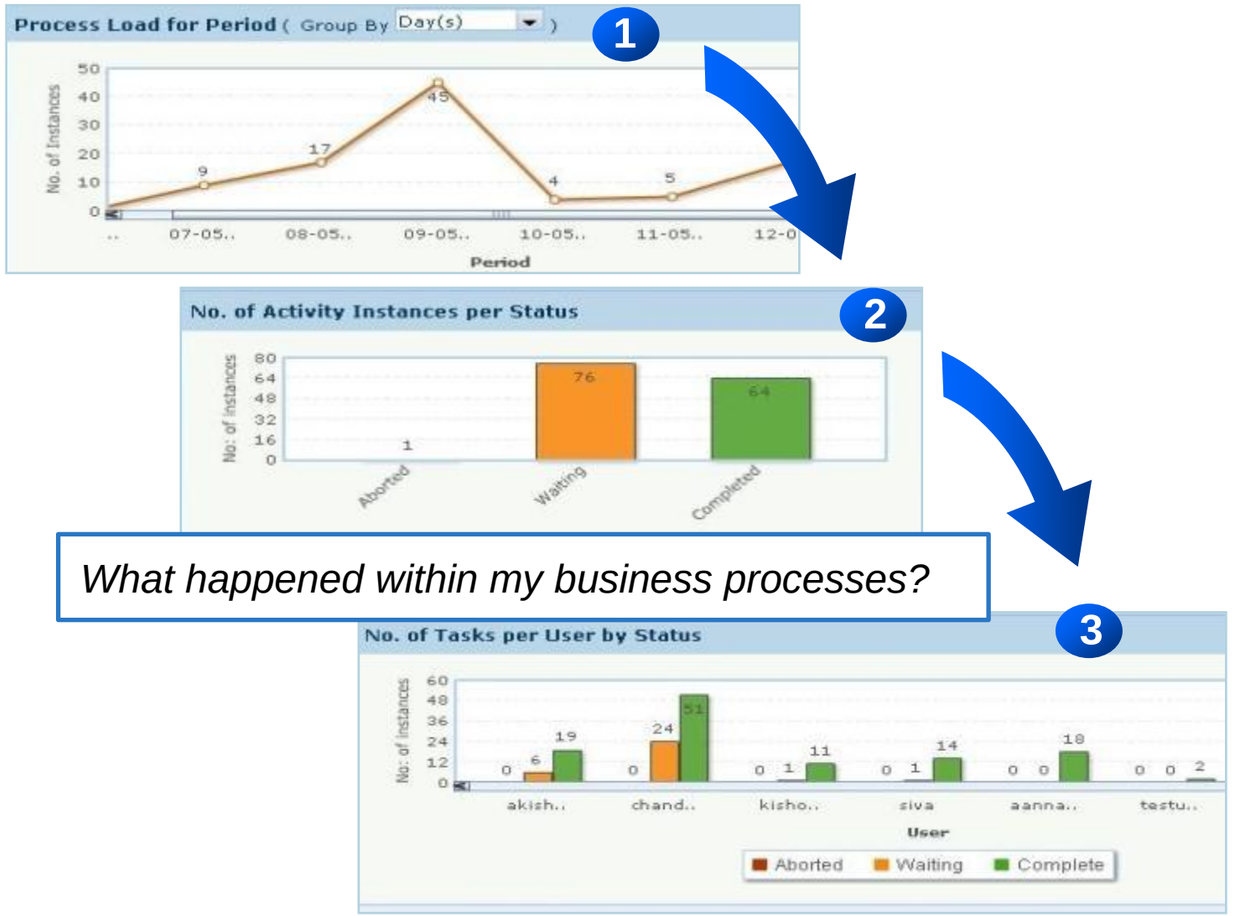
## Discover process bottlenecks and inefficiencies

### Features & Functions

- Change between levels of analysis
- Process instance dashboard
- Display process data in tables

### Benefits

- Detect bottlenecks
- In-depth scans of process performance
- Detailed performance analysis



# Real Time View on Business: Real-Time Notifications

CORDYS

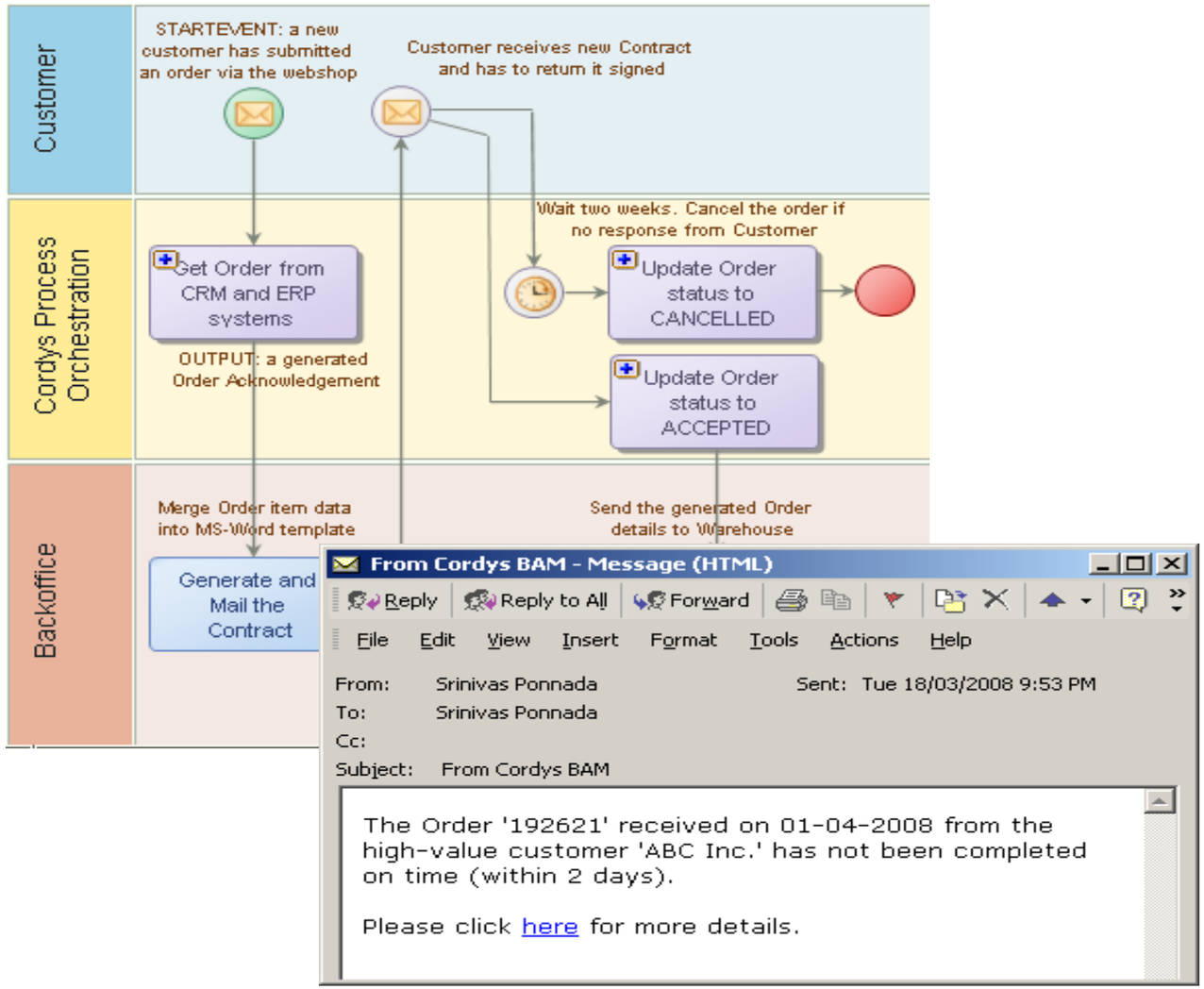
## Take timely decisions and corrective actions

### Features & Functions

- Receive alert in Cordys  or user inbox
- Automatically start a business process
- Automatically start a web service

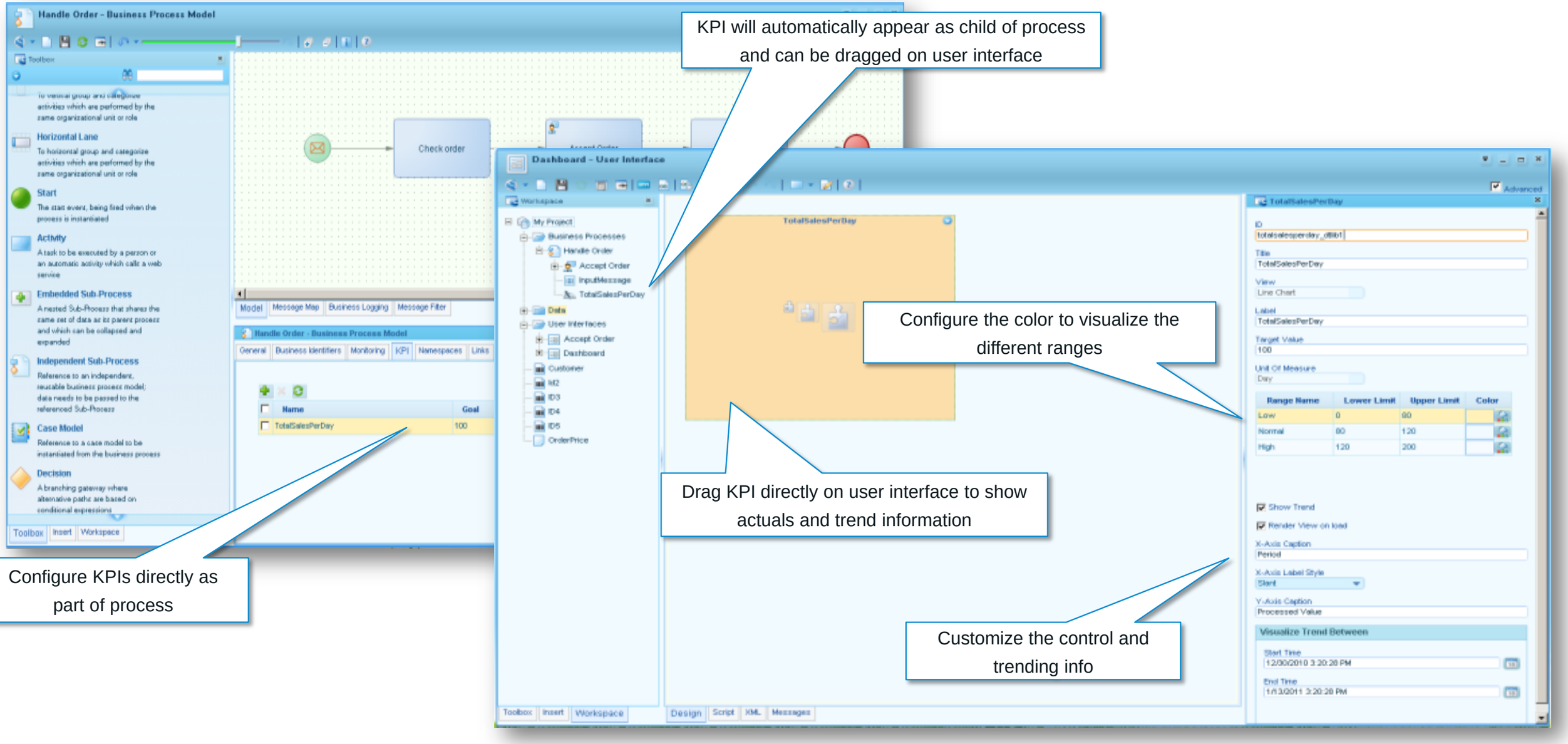
### Benefits

- Proactively address eventual business process issues
- React to business opportunities instantly



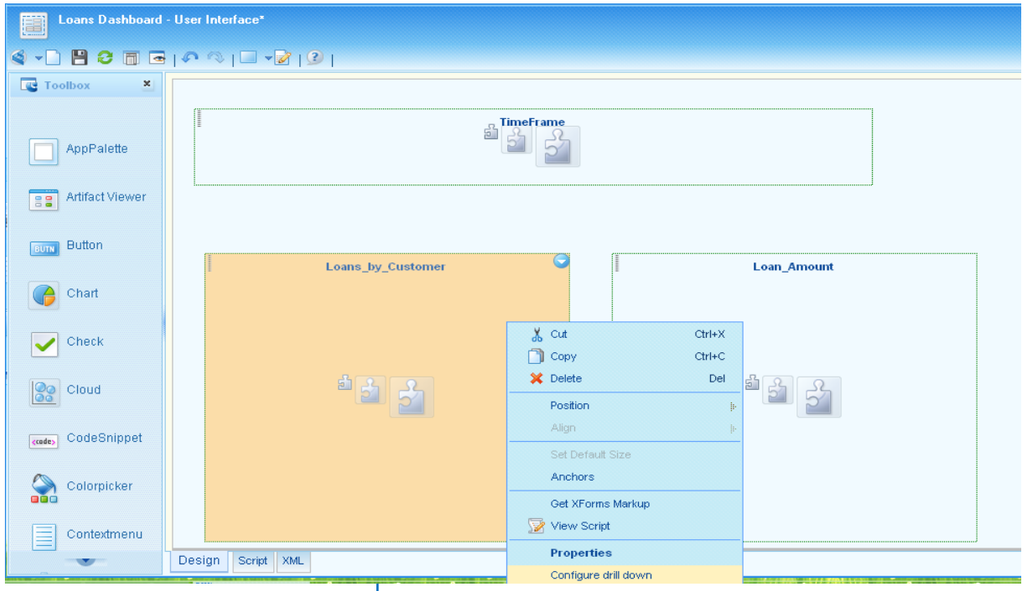
# KPI on Top of Process

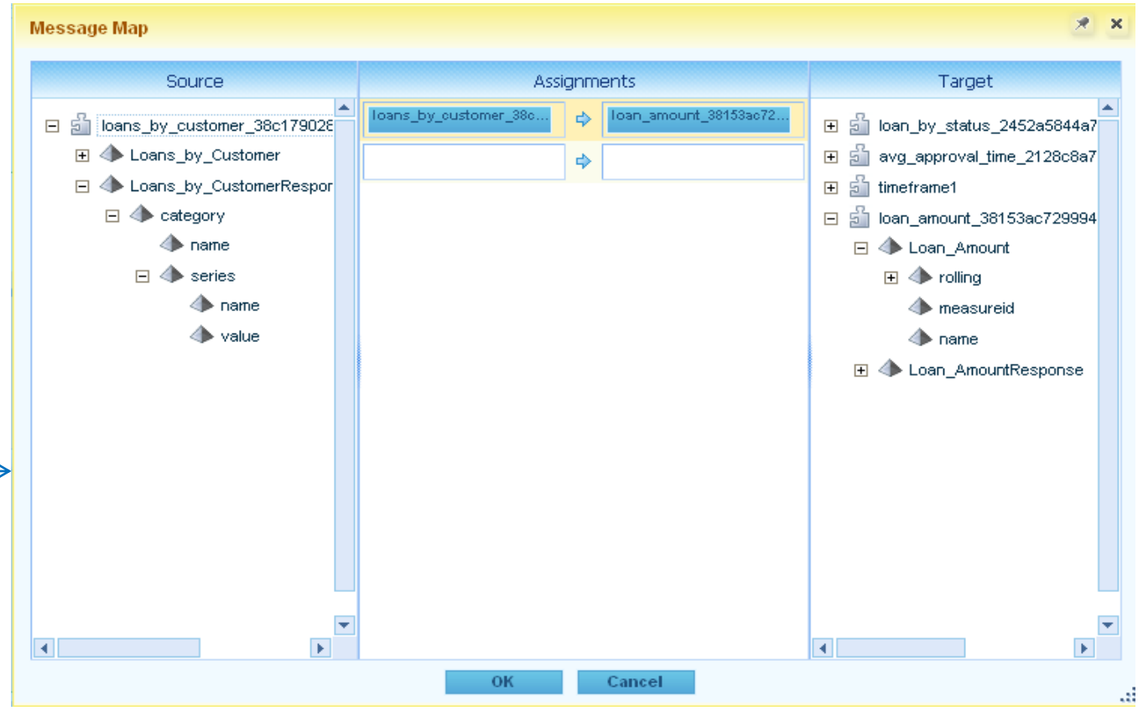
CORDYS



# Configuring Drill-downs

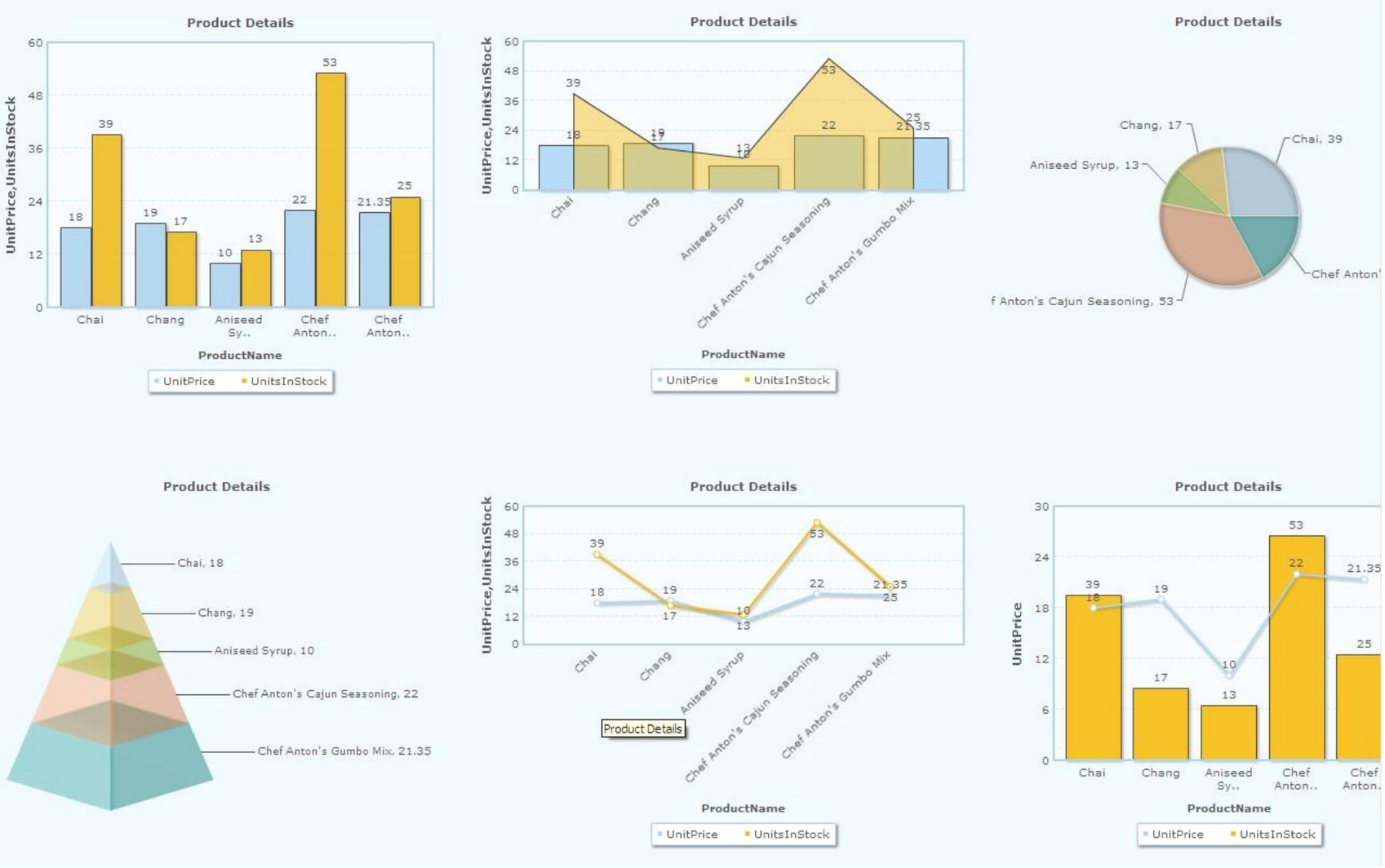
CORDYS



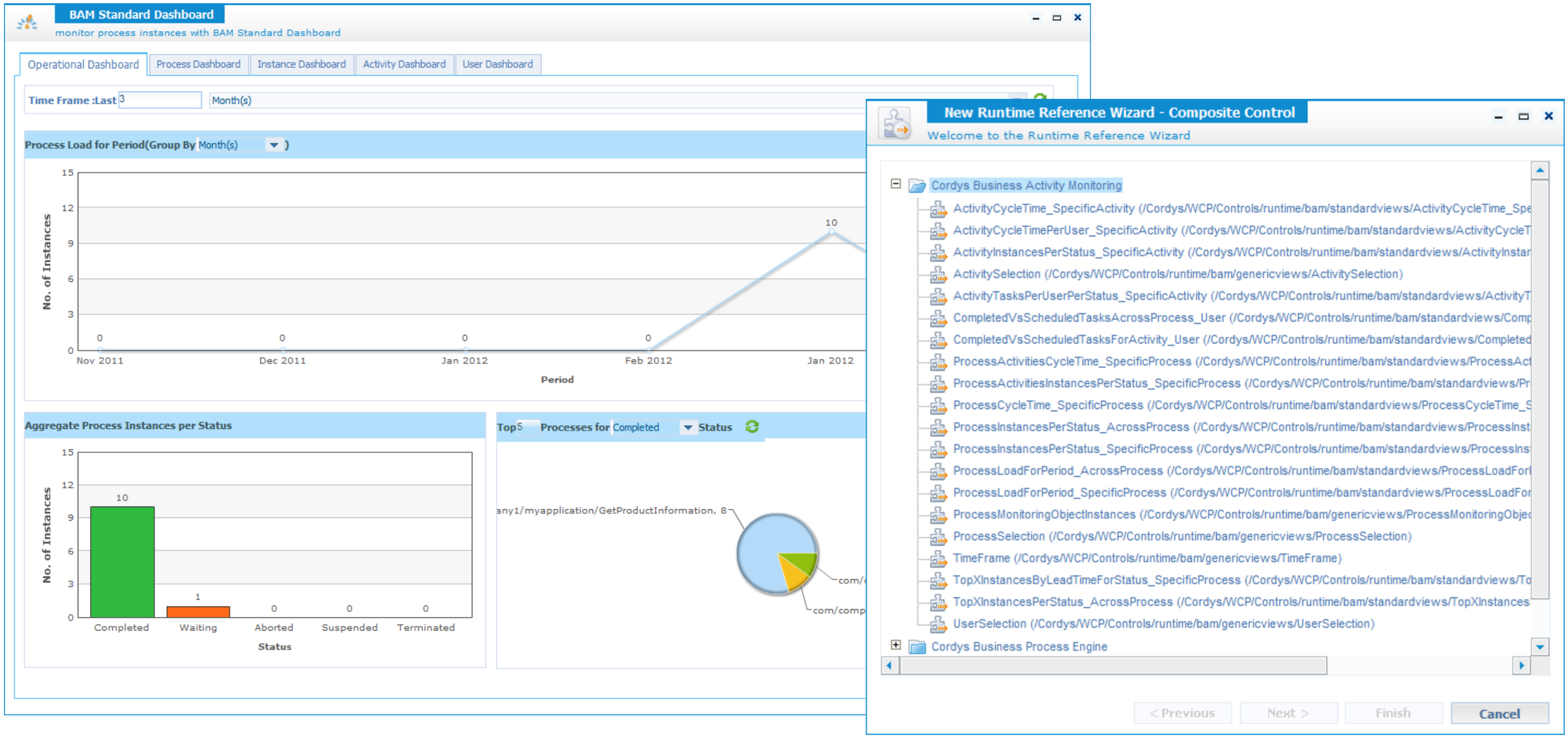
# Dashboard – Run-time

CORDYS



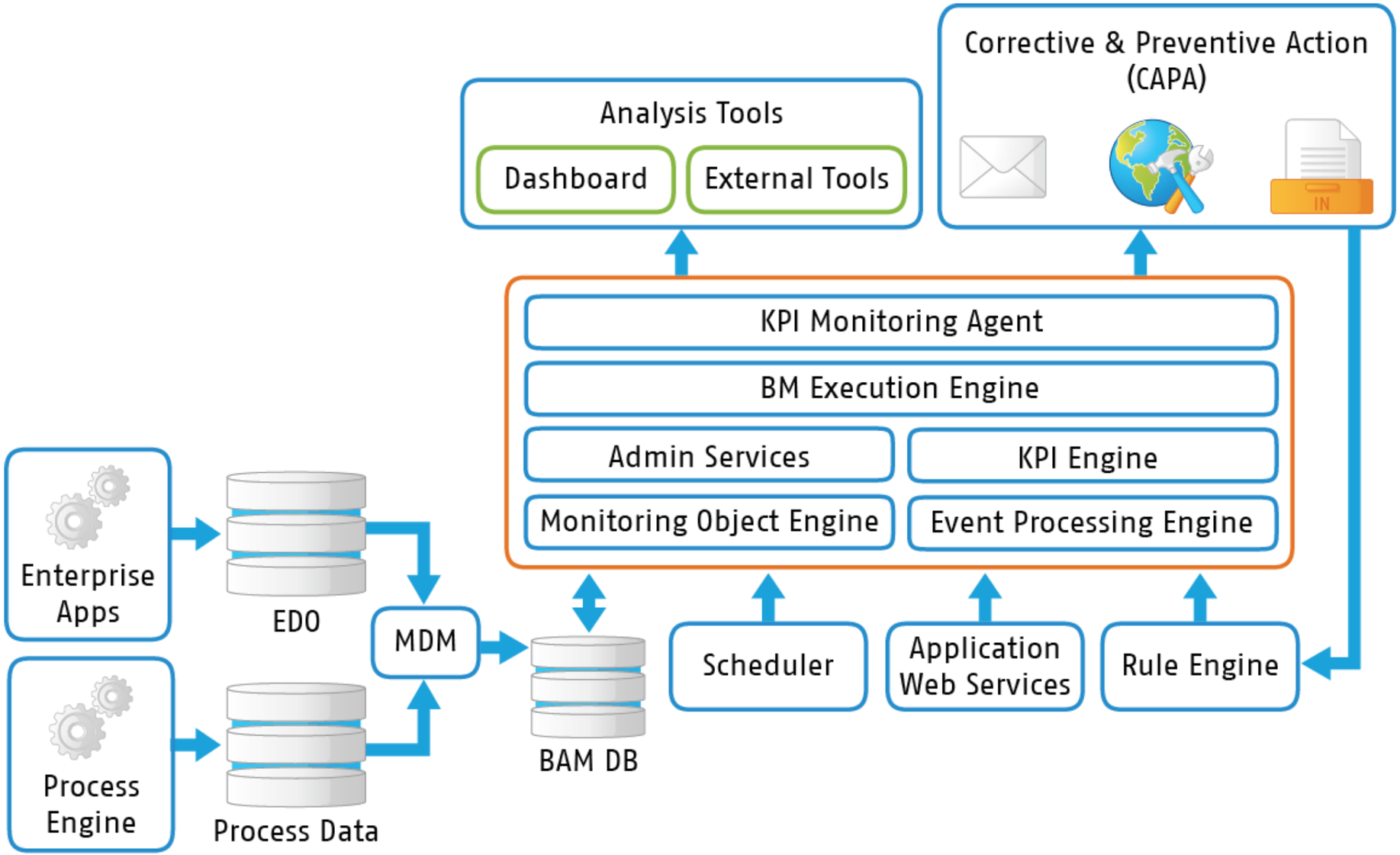
# BAM Standard Dashboard

CORDYS



# BAM Runtime Architecture

CORDYS



# Thank You

Questions?