# VISION MANAGER
*Process Intelligence for Business Process Management*

## Process Intelligence
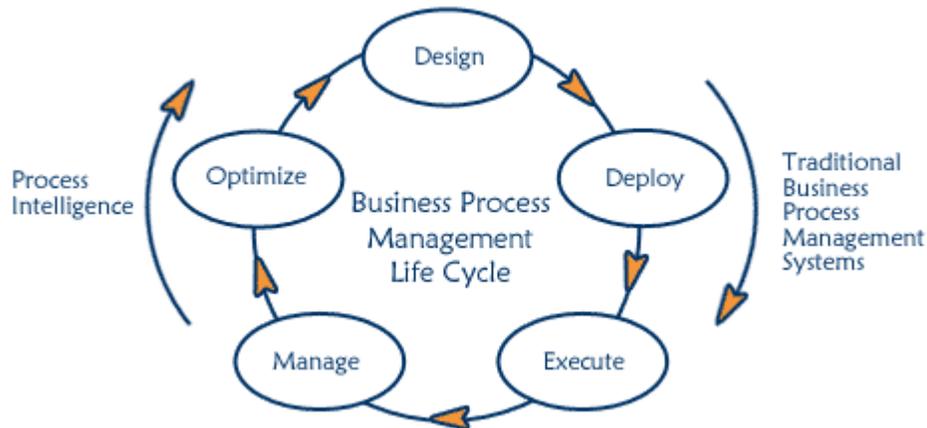
*Optimization of Business Processes*

Process Intelligence empowers people to continuously improve their processes and resource utilization.

Business Process Management (BPM) solutions are proliferating in the form of Workflow, Enterprise Resource Planning (ERP), Enterprise Application Integration (EAI), Supply Chain Management (SCM) and Web Services systems. In all of these systems, 'work' is directed electronically through the desired processes and an audit trail is generated that results in a complete history of everything that has happened.

A recent Delphi BPM Survey[†] offered the following:
*A quarter of respondents identified the ability to manage and monitor business processes as the largest benefit of BPM software deployment. These organizations most likely have identified business processes in place, but no way to track the performance of individual process participants or the status of work in the context of the entire process flow.*

BPM solutions traditionally handle the initial design, deployment and execution stages of the Business Process Management Life Cycle.



Adding Process Intelligence completes the BPM Life Cycle by providing extensive functionality for the management, optimization and process re-design stages.

## Vision Manager

*Completing the BPM Life Cycle*

Vision Manager is a Process Intelligence solution improving decision making by uniquely combining business performance measures with business process information to provide a more complete picture of the business. It does this by:
  o Monitoring work in progress
  o Reporting on past performance
  o Supporting process analysis for continuous process improvement
  o Forecasting the outcome of possible 'what if' scenarios
  o Optimizing Resource Schedules.

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[†] *Web Services and Business Process Management*; Delphi Report; 12/18/2001

Vision Manager has three main components each contributing to a part of the BPM Life Cycle.
- o Vision Monitor
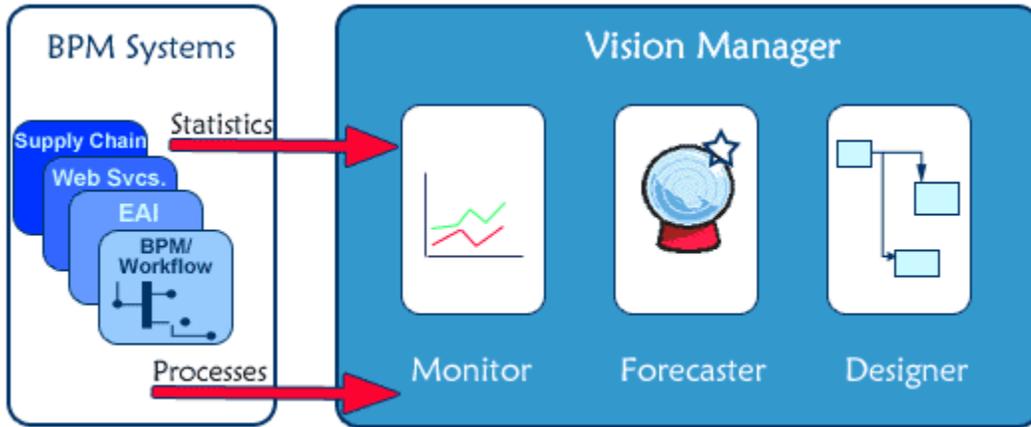- o Vision Forecaster
- o Vision Designer



**Figure 1:  Vision Manager Overview**

Vision Manager uses knowledge about the business processes as the basis for understanding performance and assists in the exploration of alternatives.  It extracts process definitions and performance metrics from existing systems and uses the latest technologies to manipulate, aggregate, and present performance information.  It utilizes simulation-based forecasting to predict the effects of anticipated or planned changes.

## Vision Monitor

Vision Monitor is the reporting and analysis component of Vision Manager.

Vision Monitor provides a web based environment for viewing predefined reports, creating and saving reports, and performing data analysis.
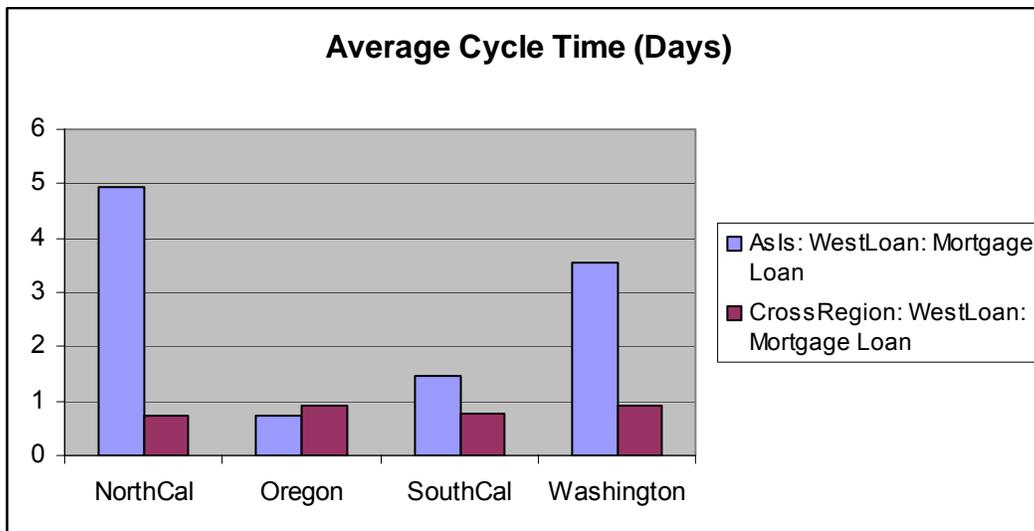


**Figure 2 – Vision Monitor Reporting (Cycle Time Comparisons)**

Using product specific or standards-based adaptors, Vision Monitor captures production statistics from an XML event log and then manipulates and aggregates the data into an OLAP multidimensional data warehouse.

In addition to reporting, Thresholds can be set which will trigger notification messages. Vision Monitor also provides comparison reporting and is used to view results of Vision Forecaster runs as well as production results. For more information, please refer to the **Vision Monitor Datasheet**.

## Vision Forecaster

Vision Forecaster is the optimization component of Vision Manager.

Monitoring production and finding problems is one thing; deciding what to do about the situation is another. Vision Forecaster provides a view into the future and a vehicle for testing ideas before they are implemented. It is also used to look back in time to compare actual production results against what could have been. Forecasting is as useful in annual budgeting exercises or acquisition planning as it is in daily performance optimization and can apply to workloads, process efficiencies, resource scheduling and the like.
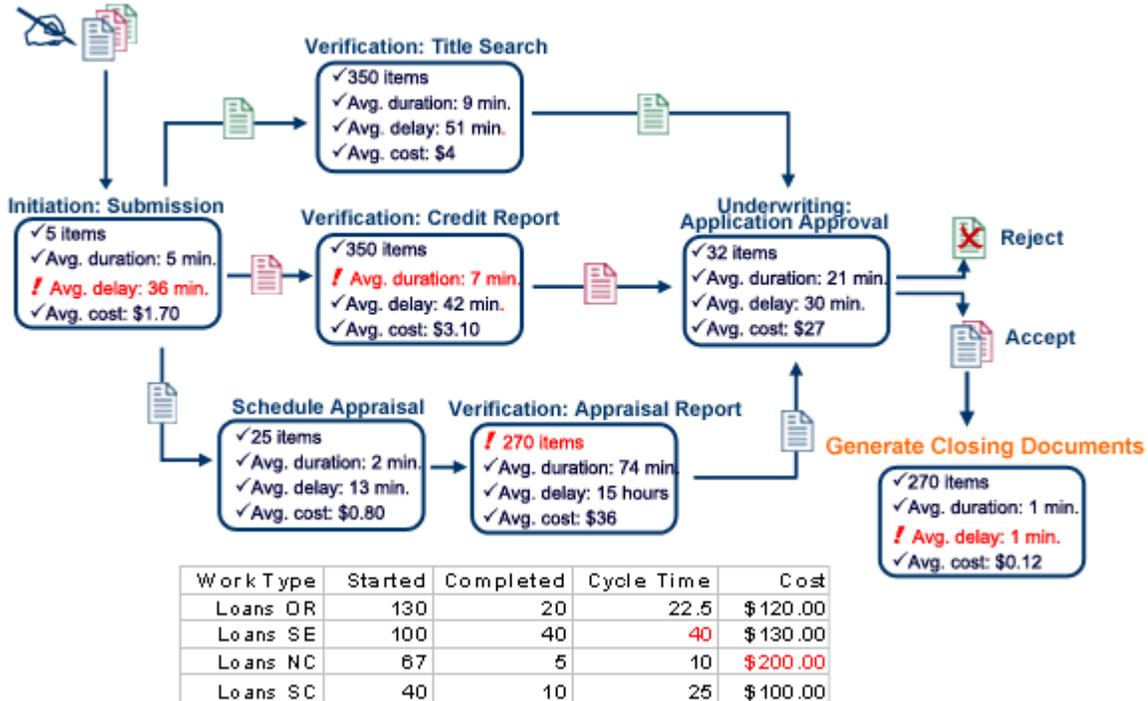


**Figure 3 – Vision Forecaster**

Vision Forecaster has the following key attributes:
1. Forecasting is based on the simulation of business processes which are imported from the BPMS.
2. The simulator can use actual data as collected and stored in Vision Monitor or estimated data as entered in the Forecaster Wizard.
3. Vision Forecaster uses Cape Visions' server-based discrete event simulation engine designed specifically for business process management systems (BPMS).
4. Animation is optional and shows the simulation run though the various processes
5. Forecaster results are viewable in Vision Manager.
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For more information, please refer to the **Vision Forecaster Datasheet**.

## Vision Designer

Vision Designer is the business process definition component of Vision Manager.

Vision Designer is a Microsoft Visio Add-on for designing and redesigning processes. The Add-on imports and exports process models as XML files. It currently has built-in support for WfMC standards (XPDL) as well as FileNET's eProcess models.
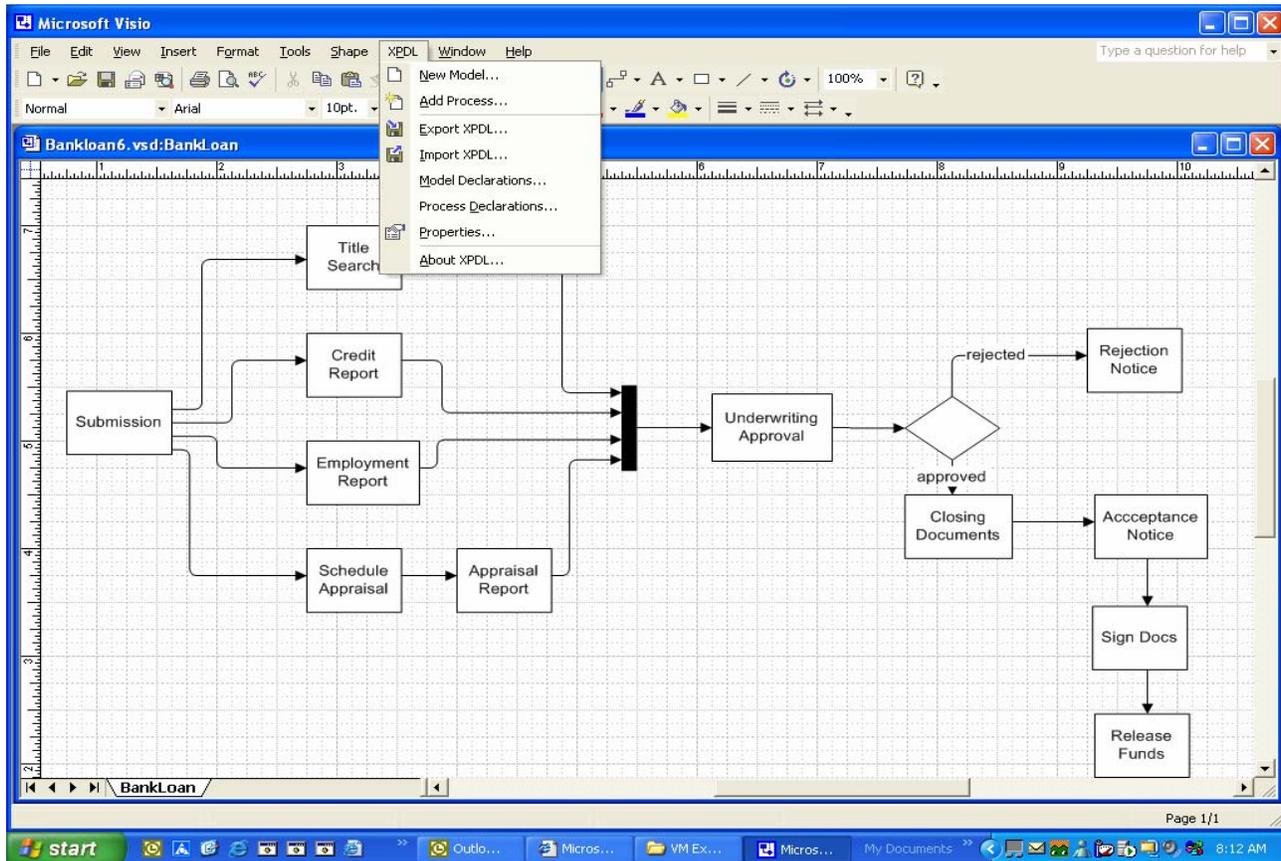
**Figure 4 – Vision Designer (Visio Add-on)**

The Visio Add-on is also used to provide process context when analyzing process performance. Data in Vision Monitor can be displayed on top of the process diagrams to give the user added value. Additionally, animations from Vision Forecaster can be displayed on the Visio diagram.

## Cape Visions

Cape Visions™ is revolutionizing the way people manage their business operations. We specialize in helping people understand and manage the complexities in their organization. Our software supports decision making through easy to use, web-based visualization and simulation technologies.

## Availability

Vision Manager is available for FileNET eProcess, Fujitsu Software i-Flow and for standard WfMC (XPDL) processes.

For more information, please contact Cape Visions:

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