

## inubit Process Monitor – Functional Monitoring and Controlling your Business Processes

For a continuous optimization of company operations, the transparency of processes is absolutely essential. To control and monitor processes, specialty departments need a holistic view of processes. With the process package “inubit Process Monitor”, inubit presents a powerful solution for this challenge.

To prepare process information for the user, it is necessary to use all process-relevant data i.e. status of a process or given processing time-lines. The “inubit Process Monitor” provides the essential tools for collecting and editing the required information. This process information is then comfortably on hand in the inubit Enterprise Portal and/or in the intranet.

There, the user can not only display the information, but also actively manage

processes, that means technically intervene in processes. Users can, for instance, restart processes, display or edit data.

Due to the monitoring of the complete process, the user also obtains information, which is important for the process flow, as for example, information about the current process status, whether the process was interrupted or errors occurred or which other colleagues have to continue.

### “inubit Process Monitor” Features

- Transparent processes can be controlled and monitored
- System and company-wide monitoring
- All process information are displayed in table-form in the portlet

- Filtering and sorting data
- Display of information and history via multi-level drill-down
- Fast status identification by preconfigured traffic light signals
- Users can restart, edit and stop processes via event functions
- Download of documents and data
- Linking process steps with functional processes and vice versa
- “Process Monitor” dashboard as central home page
- WebService interface

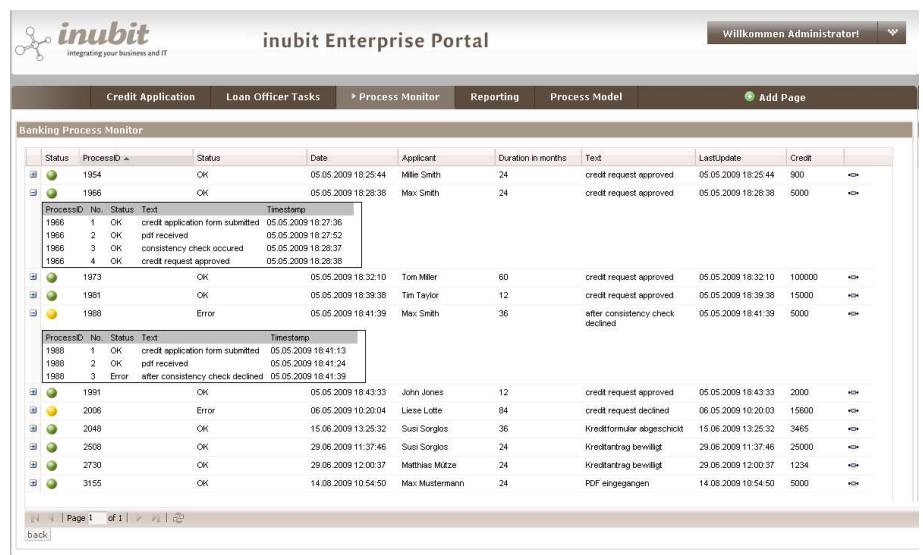
Due to its flexible design, the Process Monitor can be integrated easily into existing processes, so that its application scope ranges from monitoring B2B processes up to Human Workflows.

### Functional Principle of the „inubit Process Monitor“

Processes can be monitored and controlled transparently by the “inubit Process Monitor”, regardless of whether the monitored processes are executed in the inubit BPM-Suite, in other applications or manually.

To achieve this, information is either made available by the respective applications, retrieved via the integration options of the inubit BPM-Suite or recorded by the responsible person within the portal. The “Process Monitor” is integrated in processes at relevant positions via a Workflow Connector and automatically processes and stores monitoring information into a data base.

To record process data, a log entry is created in the particular technical workflow. Afterwards the data are grouped and so the complete flow of the functional processes execution is recorded. The process information is visualized for users in the inubit Enterprise Portal.



Status	ProcessID	Status	Date	Applicant	Duration in months	Text	LastUpdate	Credit
OK	1954	OK	05.05.2009 18:25:44	Millie Smith	24	credit request approved	05.05.2009 18:25:44	900
OK	1966	OK	05.05.2009 18:28:38	Max Smith	24	credit request approved	05.05.2009 18:28:38	5000
OK	1973	OK	05.05.2009 18:32:10	Tom Miller	60	credit request approved	05.05.2009 18:32:10	100000
OK	1981	OK	05.05.2009 18:39:38	Tim Taylor	12	credit request approved	05.05.2009 18:39:38	15000
Error	1988	Error	05.05.2009 18:41:39	Max Smith	36	after consistency check declined	05.05.2009 18:41:39	5000
OK	1991	OK	05.05.2009 18:43:33	John Jones	12	credit request approved	05.05.2009 18:43:33	2000
Error	2008	Error	06.05.2009 10:20:04	Liese Lotte	84	credit request declined	06.05.2009 10:20:03	15600
OK	2048	OK	15.06.2009 13:25:32	Susi Sorglos	36	Kreditformular abgeschickt	15.06.2009 13:25:32	3465
OK	2598	OK	29.06.2009 11:37:46	Susi Sorglos	24	Kreditantrag bewilligt	29.06.2009 11:37:46	25000
OK	2730	OK	29.06.2009 12:00:37	Matthias Mütze	24	Kreditantrag bewilligt	29.06.2009 12:00:37	1234
OK	3155	OK	14.08.2009 10:54:50	Max Mustermann	24	PDF eingegangen	14.08.2009 10:54:50	5000

The dynamic portlet is not only used for process monitoring but also enables the user to intervene functionally in processes.

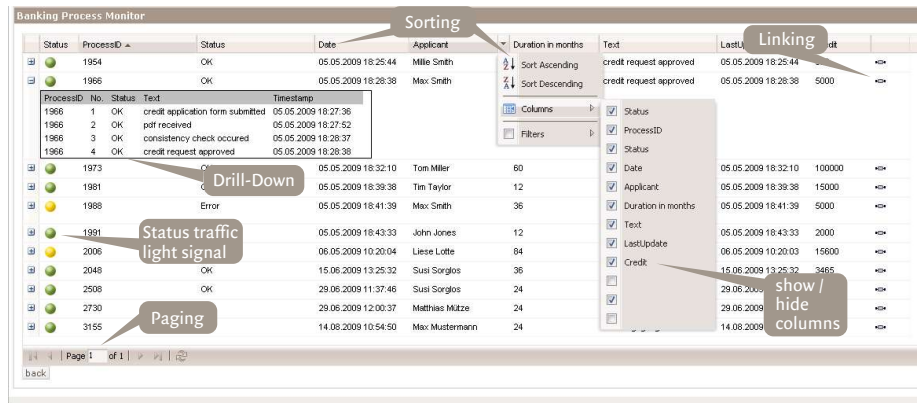
Via the inter-portlet communication it is also possible to visualize any information in process-specific portlets and to provide them for further processing.

## Data Display Options in the "Process Monitor" Portlet

The recorded data from the data base can be individually displayed in the "Process Monitor" portlet. There, not only information regarding the current process step is available. By clicking a button, detailed information about a business process can be obtained.

Functional buttons allow the user-friendly further handling of the process (restart, show documents,...).

To handle the displayed data conveniently, different editing options are provided. Besides the simple, alphabetical and numerical sorting, it is also possible to filter the data according to various criteria, for example status, last update or deadlines.

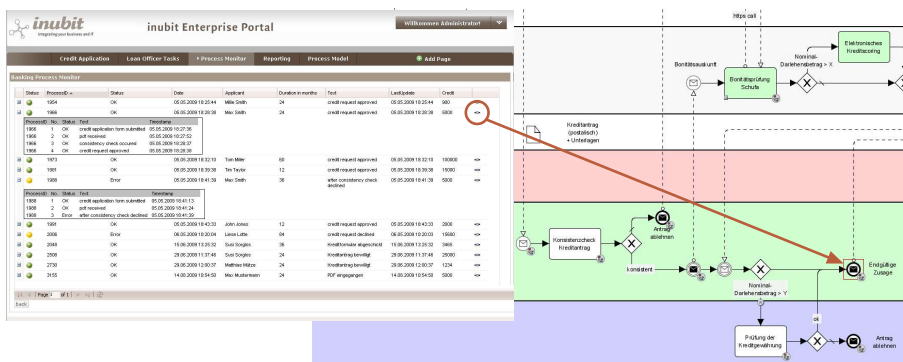


The screenshot shows a table with columns: Status, ProcessID, Status, Date, Applicant, Duration in months, Text, LastUpdate, and Credit. A 'Drill-Down' callout points to a row with ProcessID 1966, showing a detailed view of its steps: credit application form submitted, pdf received, consistency check occurred, and credit request approved. Other callouts highlight 'Sorting' (Sort Ascending/Descending), 'Linking' (checkboxes for columns), 'Status traffic light signal' (colored circles), and 'Paging' (Page 1 of 1).

The height of the displayed table can be determined by the number of lines. If there are too many records to display them on one page, you may use paging to conveniently browse through the re-

ords. Furthermore, columns can be renamed, re-located or hidden. For the visualization of the process status, pre-configured traffic light signals are available.

## Linking Process Steps with Functional Processes



The screenshot shows the 'inubit Enterprise Portal' with a 'Process Monitor' portlet on the left and a 'Business Process Model' diagram on the right. A red circle highlights a status entry in the table, which is linked to a specific step in the process diagram. The diagram includes steps like 'Bonitätsauswert', 'Bonitätsprüfung', 'Kreditantrag', 'Kreditprüfung', and 'Kreditvergabe'.

In the "inubit Process Monitor" all process status are linked with the according functional process model in order to place status messages into their functional context.

At the touch of a button a business process can be shown as business process diagram in a new browser window. The functional process step related to the status entry is color-marked in the diagram.

## Selected Features at a Glance

### Multi-client Capability

In the "inubit Process Monitor", data of different clients can be displayed in specific portlets. A client-oriented data management, the presentation within a customized graphical user interface and an appropriate customer-specific configuration are possible.

### „Process Monitor“ dashboard

To monitor different processes simultaneously, a preceding dashboard is available. This home page summarizes the status of all existing processes. By clicking on a status, the "Process Monitor" shows all processes with the selected status. Access to the corresponding process view is provided via a drill-down.

### Multi-Level Drill-Down

Most processes consist of several sub-processes, which each holds different status and detailed information. Therefore it is reasonable to monitor and control them, too. With the multi-level drill-down functionality of the "inubit Process Monitor" these sub-processes are also accessible.