

better ideas
better
results



We model, we integrate, we visualise



PEM

Process Event Monitoring

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Agenda



TTO Company

- Portrait
- Business lines

TTO Process Event Monitoring

- Common “daily” usage
- Introduction of the topic
- Key benefits
- TTO Process Event Monitoring
- Use Cases

TTO

Company portrait

TTO Integration
Solutions:
Sophisticated
like the
business fields
of our
customers

■ **Business Area**

We realize e-business platforms (B2B, EAI, EDI) and integrate IT applications for business processes

■ **Customers**

Well-known international enterprises in retail, logistics, industry, IT and telecommunication

■ **Core Competence**

Business Process Integration: B2B, EAI, EDI



TTO Integration
Solutions:
Sophisticated
like the
business fields
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TTO

Company portrait

■ Benchmark Data 2008

Employees: 35, Turnover: 3,6 Mio €

Locations: Herrenberg, Saarbruecken, Ostrava (CZ)

■ Business Partners

eurodata

EDIMASTER OY

Generix Group

QBITS (CH)



TTO

Business lines

TTO Solutions:
Software

&

Services

■ TTO-Consulting

Business Process and Application Integration, IT-
Concepts, Middleware Technology

■ TTO-Software and Applications

Products:

TradeXpress, TTO Monitoring, TTO-WebEDI

Project Solutions

Support Services

■ TTO-Managed Services and Outsourcing

Process integration as a service (IaaS)

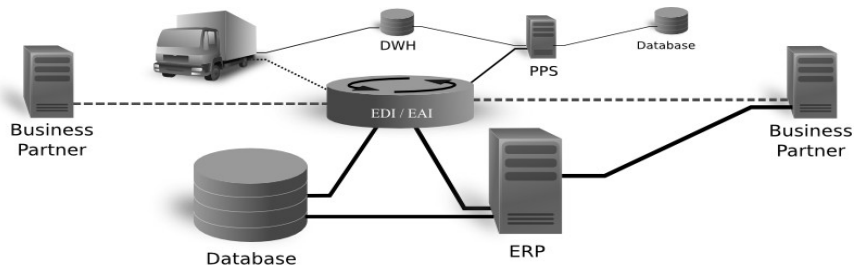
Hosting Services



Starting point

The reality nowadays

- The business processes are based on complex applications, that run on different technologies and platforms.
- The business processes and IT processes merge to services.



Daily business

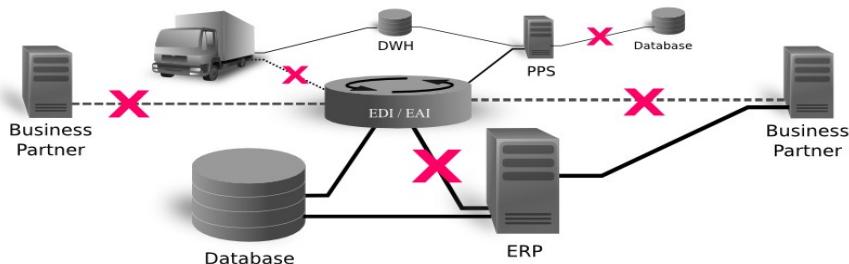
Asked questions

- How big is in the case of process problems the effort to find the cause?
How many resources? How much time?
- Have you ever been thinking about developing your own End-to-End monitoring?
- How can it be recognized the changes in the process to get better performance or quality?
- How often can it be reacted on any crises instead of the proactive handling?
- Would it be advantageous for you to can investigate in detail problems in one console?
- How big is an effort to turn data to reliable information?

Daily business

Common problems

- Handling of the increasing complexity of heterogeneous IT Systems and infrastructure.
- Reduce IT costs + increase the availability + reduce the spent time on solving problems
=> Quality of Service (QoS)
- Efficient organisation of application areas
=> show just needed data and not more
- End-to-End Monitoring



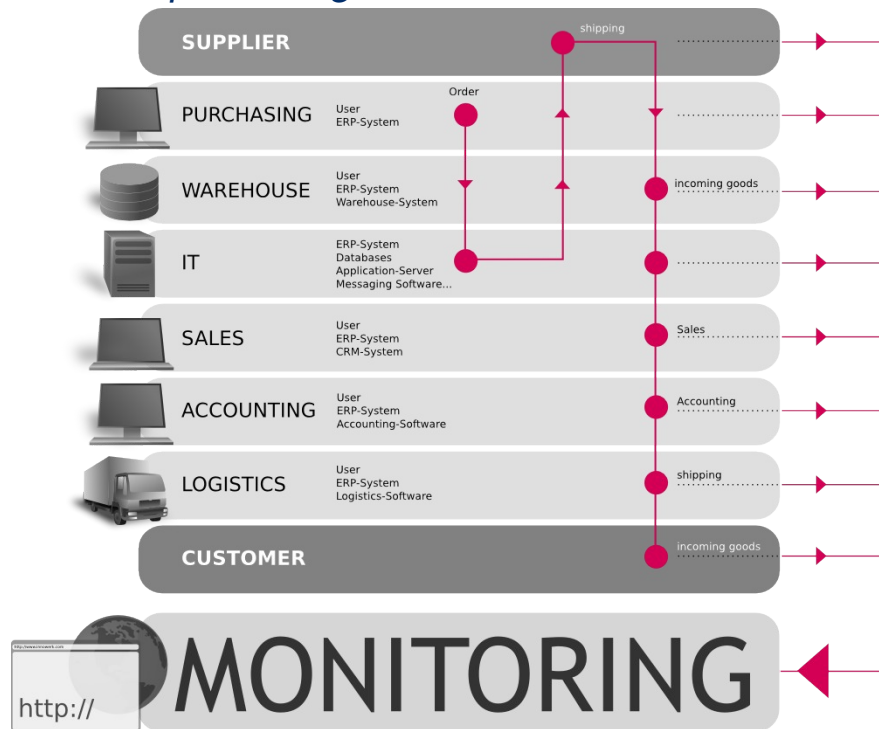
Process Event Monitoring

Key benefits

- Providing the overall status of process across-the-platform in a single view
- User-specific views
- Better communication of users among each other, the data are shown in the same manner
- Analyse of the real-time and past process data
=> TRENDS
- The problems can be handled more efficiently
=> Tips to troubleshooting

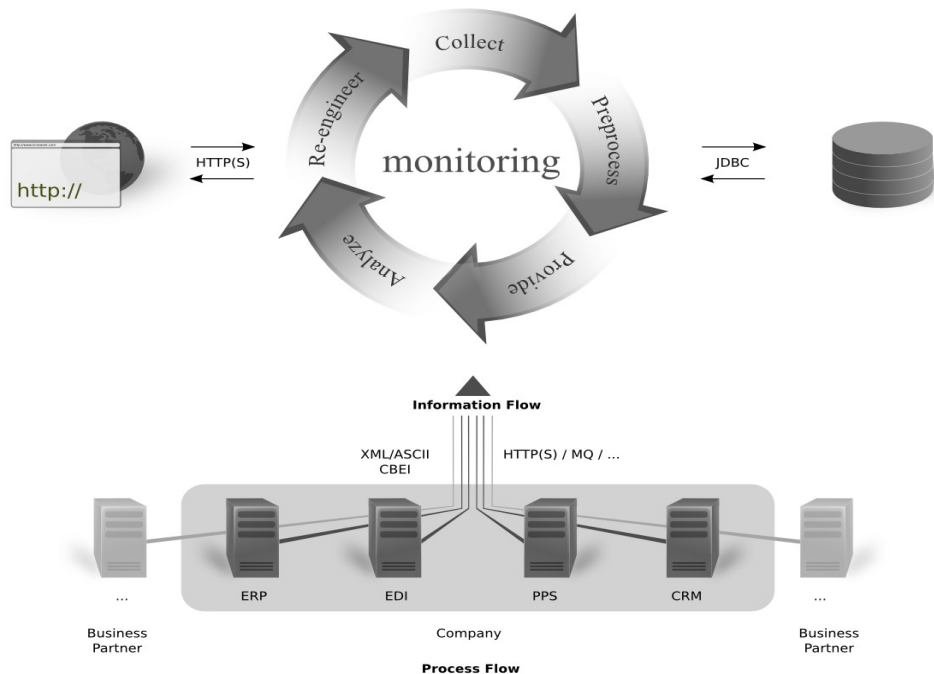
TTO Process Event Monitoring

Model Case: The purchasing Process



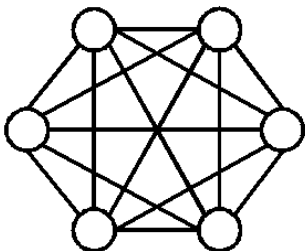
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Infrastructure

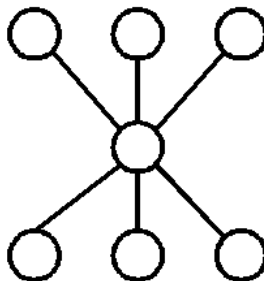


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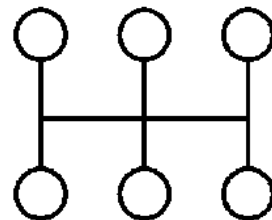
Topology



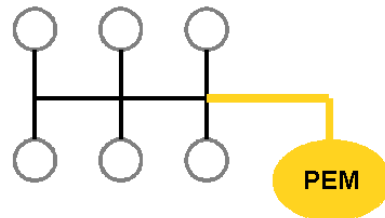
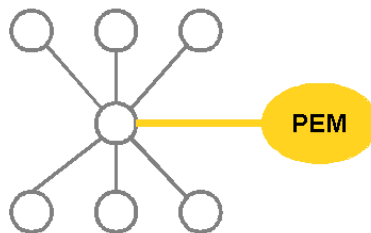
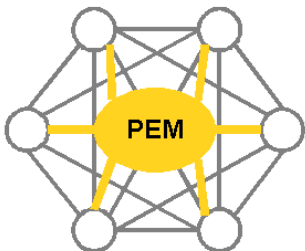
Point-to-Point



Star

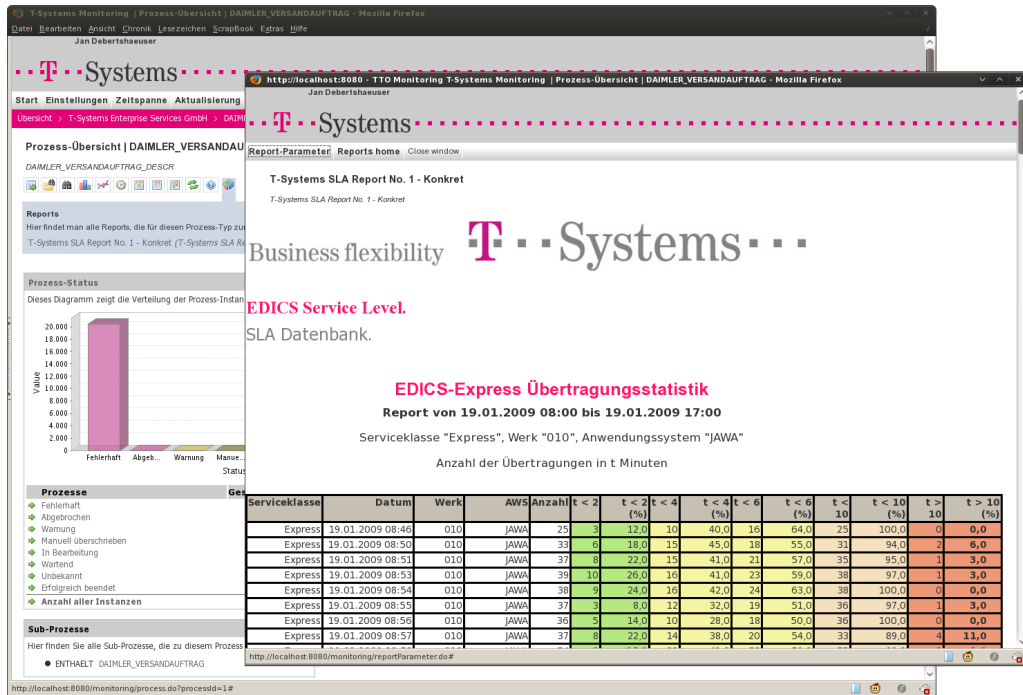


Bus



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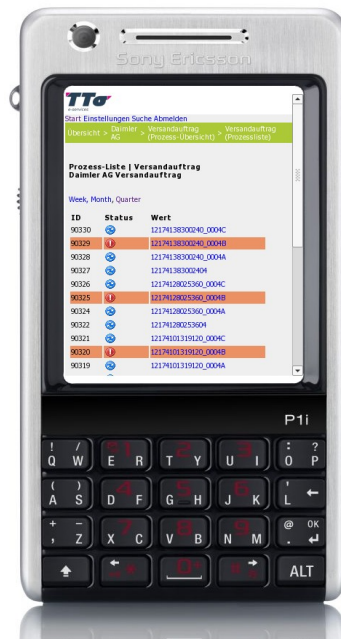
Components



TTO Process Event Monitoring

Mobile solution

- Flexible templating system allows freely customisable design



TTO Process Event Monitoring

Distinguishing features

- User-specific preparation of process information (content, corporate identity, language, time zone, ...)
- Dynamic definition of Rules
- Semantic technologies and principles used for storing process data
- ETL engine integrated in product
- Simple configuration of the system
- Scalability
- External systems can be plugged

TTO Process Event Monitoring

Results from reference project

- End-to-End monitoring
- Process analysis
- Process optimization
- Improved data quality
- Better quality of service
- Real-time enterprise event monitoring

„It is important to get the right information to the right person!“

„ ... **Time saving of 70 %** in administration of all EDI processes by TTO-Monitoring.“

Klaus Schnaible,
Procurist, FEGIME Germany GmbH



TTO Process Event Monitoring

References

- T-Systems Enterprise Services, Stuttgart



- Panasonic, Hamburg



- Fegime, Nürnberg



- DB-Systems, Frankfurt/Main



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