Customer success story

Siemens promotes digital process management with ARIS

"Siemens AG regards ARIS as a reliable, stable process management application and values its latest developments in process mining and robotic process automation. ARIS enables Siemens to collaborate on documenting current processes and developing future processes."

– **Stephan Schwandner,** Siemens AG, Information Technology, Corporate Development IT Partner

Customer profile

Siemens AG (Berlin and Munich) is a global technology powerhouse that has stood for engineering excellence, innovation, quality, reliability and internationality for more than 170 years. The company is active around the globe, focusing on the areas of intelligent infrastructure for buildings and distributed energy systems, and automation and digitalization in the process and manufacturing industries. Siemens bridges the gap between the physical and digital world — with the aim of achieving benefits for customers and society as a result. Through Mobility, a leading supplier of smart mobility solutions for rail and road transport, Siemens is helping to shape the world market for passenger and freight services. Due to its majority stakes in the publicly listed company Siemens Healthineers, Siemens is also a world-leading supplier of medical technology and digital healthcare services. Siemens also has a minority stake in Siemens Energy, a world-leading company in power transmission and generation. In fiscal 2020, which ended on September 30, 2020, Siemens generated revenue of €57.1 billion and net income of €4.2 billion. As of September 30, 2020, the company had around 293,000 employees worldwide. Further information is available on the internet at www.siemens.com.

Cooperation on an equal footing for greater efficiency, better performance, high transparency and agile project development

To accelerate digital transformation and reinforce transparency around process management, the group looked for a reliable partner to provide the basis for innovative process optimization. The decision was made in favor of Software AG and its ARIS products. Software AG's long-term strategic perspective combined with its ability to implement locally were the key factors in this decision, and aligned perfectly with Siemens' requirements.

ARIS provides an environment for optimizing processes, underpinned by collaboration. To implement the many requirements, Siemens set up a taskforce of experts from Software AG with IT managers and specialists from the various Siemens department units. Using agile working methods they were able to process and resolve the topics in weekly jour fixe meetings: operational use of processes and regulations, sometimes audited, with multiple modules; provision of process information with process portal and collaboration; and user statistics via a Matomo platform.

"The proficient support from Software AG's committed team helped us to meet the implementation requirements of Siemens business units," sums up Siemens project manager Stephan Schwandner. With real-time information and user-friendly dashboard operation, transparency around processes could be increased throughout the group. The teams from the various units were enthusiastic about the opportunities for visualization, along with improvements in efficiency and performance.

Challenges for Siemens AG

- Complexity of group structure
- Global availability of IT process systems
- Powerful, scalable IT infrastructure
- Competitive pressure
- Digitalization of processes
- Cybersecurity

Software AG's solution

- ARIS Enterprise Architecture Management
- ARIS Design & Strategy
- ARIS Rollout & Change Management

Key benefits

- Reduced costs
- Processes can be mapped quickly
- Easy to use
- Results in real time
- Secure access for users
- Future-proof by integrating latest technology
- End-to-end support for process auditing

Real-time translation—at process level

During the ARIS collaboration Siemens always remained open to new functions—including the introduction of an automated translation service which was established as part of the collaboration between Software AG and Siemens Global Business Services. All process descriptions in ARIS can be translated into the selected language with very high quality in real time just by clicking. Implementation was well-received by Siemens users and could be rolled out quickly throughout the world.

Automation makes life easier

In the future the group wants to create further opportunities for improvements and cost savings. Innovative structures not only increase transparency but also make life easier in general. The parties are already regularly discussing confirmation, process mining and robotic process automation, and the first PoCs that are running.

"Software AG was the right partner for us, as ARIS products match our spirit of innovation with developments in process mining and robotic process automation and provide the right templates for it," says Schwandner. "Siemens is well-equipped to continue to drive forward digital process management."

ABOUT SOFTWARE AG

Software AG began its journey in 1969, the year that technology helped put a man on the moon and the software industry was born. Today our infrastructure software makes a world of living connections possible. Every day, millions of lives around the world are connected by our technologies. A fluid flow of data fuels hybrid integration and the Industrial Internet of Things. By connecting applications on the ground and in cloud, businesses, governments and humanity can instantly see opportunities, make decisions and act immediately. Software AG connects the world to keep it living and thriving. For more information, visit www.softwareag.com.

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