

# PROCESS EVENT MONITOR

## The advantage of a better overview

### Business process monitoring

The 'event processing' method recognises trends and irregularities in business processes at an early stage to enable users to react.

Processes of external and internal IT applications continually generate results – events – that are relevant to the management of a company. That in turn is associated with the necessity of being more flexible and reacting within shorter times.

The demands made on information management are increasing because there are more people involved in the process, and because the distances in international procurement networks are greater in terms of both time and space: the result is that the monitoring of operative business processes is becoming more and more complex.

### edpem process event monitor

This is where **edpem** helps. The event monitor watches over all important and urgent corporate processes, ensuring transparency. Thanks to the simultaneous automation of processes, productivity is improved and costs are reduced. This means higher service quality, and it means a reaction can come in time if there are any problems.

### Architecture and technology

Based completely on JAVA, the fundamental system architecture is platform-independent. The application is web-based and thus available anywhere.

The technical core elements include XML, HTML, JSP, JavaScript and CSS2; **edpem** can be run with MySQL.

Generally available J2EE application servers are used, such as the Jakarta Tomcat web server or IBM WebSphere.

The communication infrastructures that can be used include **edbic**, IBM MQ Series and other ESBs. The availability and performance of existing systems is not influenced by this choice.



### Why edpem

**edpem** is integrated fully in process management. Typical real-time requirements are:

- the monitoring of complete processes of various different IT systems
- the analysis and visualisation of process events
- short reaction times

### Main functions

- real-time information about processes and IT systems
- interactive dashboards with alerts based on process and activity information, status of the teams involved and track-and-trace system
- numerous 'extractors' enable access to systems with a wide range of different IT infrastructures
- recognition of critical situations
- filter function of the 'rules engine'
- automatic notification when threshold values are exceeded
- measuring and monitoring of KPIs

## Process Event Monitor

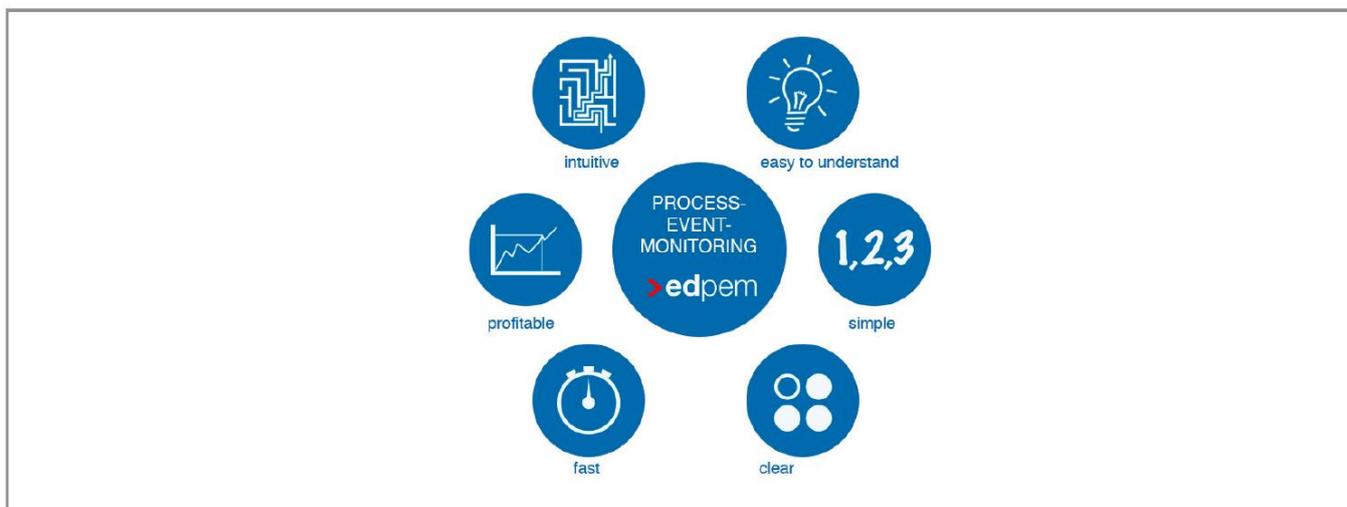
**edpem** provides an end-to-end view of processes that run right through the company and transcend the borders between companies, and builds a bridge between IT, specialist departments and management.

With **edpem**, operative risks can be monitored in such a way that immediate corrections can be made if need be; smoother and faster sequences are the result.

That, in turn, increases customer satisfaction, reduces costs and improves competitive strength.

## Diversity of applications

**edpem** can be used in many corporate areas: CRM, logistics, ordering, supply chain management, SLA, receipt processing etc.



## Who needs **edpem**?

### Operations managers

- Is the process operation normal?
- Where is the process disrupted?
- How much time is available for rectification of the disruption?
- Which partners and customers are affected by the disruption?

### Business analysts

- What do the current performance criteria look like?
- Are the key performance indicators ok?
- What adaptations need to be made to improve performance?

### Management

- Are the activities normal for the day in question?
- Are there any foreseeable or imminent risks?
- Are any escalations necessary?
- How much turnover is in jeopardy?
- Is there enough time to take measures to avert the risks?

### IT

- Is the performance normal?
- Are the SLAs being complied with?
- Who is affected by the IT performance?
- What trends and regular occurrences can be recognised?



For further information: [www.cc-ltd.com/products/edpem](http://www.cc-ltd.com/products/edpem)