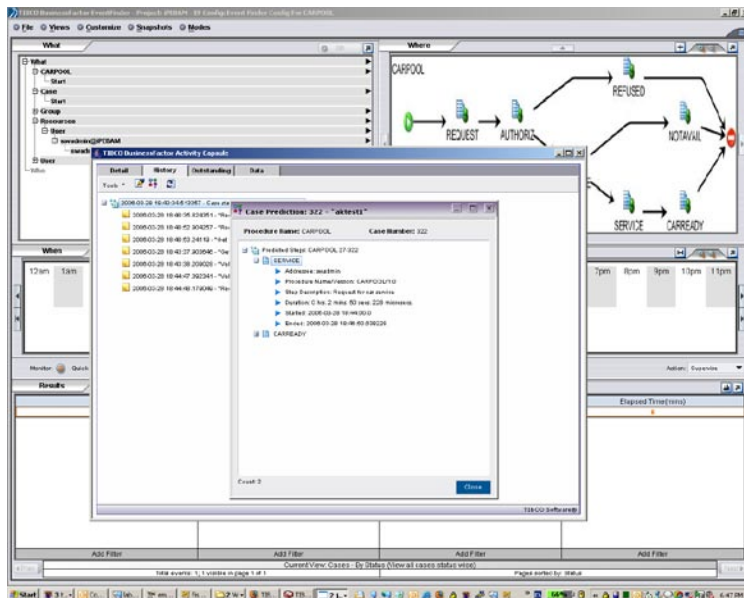


TIBCO iProcess Insight

Once business processes are put in place, how do you monitor their effectiveness? And how do you ensure that business processes remain relevant? Business processes are rarely static. They change priority. New processes are added. Old processes become obsolete. Business activity monitoring (BAM) is an important part of the feedback loop in a process-driven organization.

TIBCO iProcess™ Insight is a new process monitoring product from TIBCO that adds BAM capabilities to TIBCO's business process management (BPM) systems to support proactive management of users, tasks, operations and exceptions. TIBCO iProcess Insight accomplishes this by introspecting processes to discover registered procedures/sub-procedures and steps. iProcess Insight can help organizations:

- Determine process efficiency in realtime.
- Identify resource bottlenecks in realtime.
- Track performance against targets in realtime.



TIBCO iProcess Insight simplifies the identification and prioritization of processes and resources that need immediate attention.

How It Works

TIBCO iProcess Insight provides a wizard for automatic BAM project generation. This feature builds an immediately usable BAM project resource with out-of-the-box aggregations, metrics and bindings. It also allows user selection of multiple procedures and steps to monitor, then auto-generates a business-level process diagram based on selected steps. iProcess Insight also embeds a Supervisor Capsule, a subset of the iProcess Client, for closed-loop case interaction.

AT A GLANCE

TIBCO iProcess Insight provides Business Activity Monitoring capabilities to BPM suite users. It gives business managers real-time process performance visualization and optimization information through operational dashboards.

BENEFITS

- Increases business agility by reducing the time it takes users to sense and respond to trends and developing situations.
- Improves decision making by correlating historical data and real-time data for actionable insights.
- Minimizes risk exposure with real-time monitoring of processes against KPIs.
- BAM capabilities can be deployed in days or even hours.



ATTRIBUTES & CAPABILITIES

By providing BAM capabilities, TIBCO iProcess Insight provides real-time insight into business activities, enabling managers to make better decisions about how their resources are organized and respond more quickly to issues and opportunities.

Situational Awareness

TIBCO iProcess Insight enables organizations to translate situational awareness of lower level business activity into recognition of higher level processes that require immediate attention or action, such as fraudulent activity concerning your business or your customers. It "sounds the alarm" when something needs your immediate attention.

Actionable Insight

Many companies rely on data warehouses to derive useful intelligence from historical information, but in many situations this does not provide insight fast enough to make a difference. Executives and line of business managers need to know when problems or opportunities are occurring or are about to occur and must be in a position to respond to those situations. BAM provides *actionable* insight by enabling users to correlate historical information with real-time data, events or messages to gain a more complete picture of current operations relative to key performance indicators (KPIs).

Automated Sense and Respond

While many companies are deploying BAM as an independent technology, it is even more valuable when used in conjunction with a BPM system. When important situations occur and are detected through BAM, the BPM system can be used to automate a situational business process response to remediate or leverage the detected business or IT situation. A BAM system can detect situations from diverse events that might not be obvious or seemingly related. If you know what you want to measure, where you want to measure it, and when you want it measured, you can use those metrics to develop working KPIs for a BAM system.

Another advantage to adding BAM to BPM systems is that it is easier to change situational business policies with BAM than it is to change complex workflows in BPM.

Multidimensional Scorecards

Scorecards enable organizations to measure how they are doing at any given time. Using iProcess Insight, you can auto-generate out-of-the-box scorecards to reflect both financial and non-financial aspirations, targets, goals, and ideals derived from multidimensional performance information. Armed with this information, organizations can optimize processes and better deploy resources, which leads to improved performance and efficiency and rapid return on investment.

PLATFORM, STANDARDS AND SECURITY

SERVER SIDE

Operating Systems:

- Solaris 9,10
- Windows 2000, XP
- HP-UX 11i
- Linux 2.6 kernel (Redhat Enterprise Linux v.4, SUSE Linux Enterprise Server 9)
- AIX5.3

Databases:

- Oracle
- SQL Server

Application Servers:

- Tomcat 5.0.28, 5.5
- Weblogic 8.1SP4
- Macromedia JRun 4
- Sun Java System Web Server 6.1
- IBM WebSphere 6.0

Messaging:

- JMS
- SOAP
- TIBCO

LDAP:

- Microsoft ActiveDirectory
- Novell eDirectory
- Sun ONE Directory

Portlet Creation:

- JSR-168

CLIENT SIDE

Operating System:

- Windows XP, 2000 with IE6.0

TIBCO Software Inc. (NASDAQ: TIBX) is a leading independent business integration software company and a leading enabler of real-time business, helping companies become more cost-effective, more agile and more efficient. TIBCO has delivered the value of real-time business, what TIBCO calls The Power of Now®, to thousands of customers around the world and in a wide variety of industries.

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