



@ctiveFRIEND – such an advantage

Minimize business risk, and profit from stable business processes and services:
@ctiveFRIEND covers any bottlenecks and faults. The availability and quality of your business processes is clearly improved. Fault search times become shorter and faults can be remedied much more quickly, before they get out of hand.

Motivate your employees by means of simple and comprehensible representations:
@ctiveFRIEND displays entire process chains in real time in a simple and comprehensible way and thus shows your employees contexts and dependencies of your respective activities.

Optimize costs and competitive advantages on the market by means of constant process improvement:
@ctiveFRIEND renders important company processes transparent and thus opens up new potential for optimization with regard to process and processing improvements.

Ensure business success with stable business processes:
@ctiveFRIEND separates the important from the unimportant and focuses your attention on what is currently necessary in a targeted way.

Make rational business decisions based on precise reporting:
@ctiveFRIEND provides you with reporting for complex Service Level Agreements and Key Performance Indicators on the business process level.

Business process management with Siemens at a glance:

Design

Optimization of processes in IT service management – consistently oriented toward established standards.

Integration

Automation of business processes through consistent integration solutions – from Web-based solutions to EAI to service-oriented architectures.

Monitoring

Online monitoring of business processes – on both a technical/functional and a content level. Key Performance Indicators and Service Level Agreements ensure a maximum extent of transparency.

Siemens AG, IT Operations

Werner-von-Siemens-Str. 60
D-91052 Erlangen
Germany

www.siemens.com/activefriend

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Business Process Monitoring

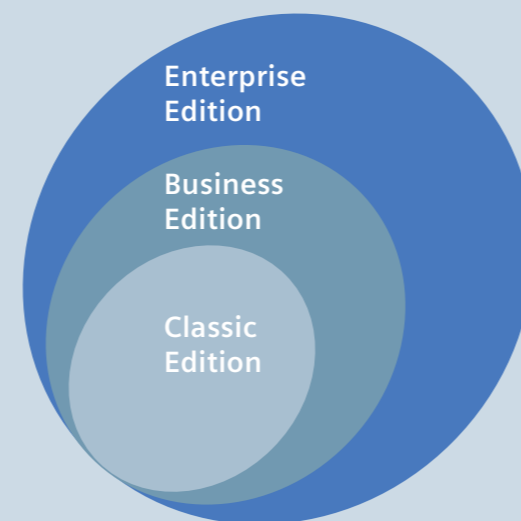
Efficient control of your business processes with @ctiveFRIEND

IT Operations

SIEMENS



Trust is good, but control is much better. Particularly when it's about highly complex structures such as in IT. Business Process Monitoring with @ctiveFRIEND helps you stay on top of impairments in your IT systems in a rapid and confident way.



Success with @ctiveFRIEND – the right software edition for every deployment:

Classic Edition
Optimal transparency of your IT-supported business processes and infrastructure by means of a central, technology-wide platform

Business Edition
In addition to the functions of the Classic Edition: Professional and comprehensible representation of Key Performance Indicators (KPIs) and Service Level Agreements (SLAs)

Enterprise Edition
Advanced business license model and additional functionalities for the scalable mapping of very large systems



The business relevance of IT systems continues to grow

Today, IT is an integral part of most areas of a business and has thus become a central instrument. In order to secure the success of a business on a permanent basis, business processes are being supported with increasingly effective IT structures. These must be utilizable round the clock. The dependency of IT solutions continues to grow – as does their complexity.

An outage or a fault in IT systems usually has direct consequences for your business. A business-critical extent can quickly be reached and losses in turnover can be the result.

From the perspective of business processes, which evaluate not only the monitoring data but also its relevance for the respective business process, this situation means that today IT monitoring is of critical importance.

Process monitoring with @ctiveFRIEND proactively illuminates your business processes, covers faults and also transparently displays their contexts and consequences – in real time. In this way you recognize all important developments that are under way and can act in a targeted way. @ctiveFRIEND supports you in continuously optimizing your business processes.

@ctiveFRIEND – for successful interplay of business and technology

@ctiveFRIEND shows you how your processes are running and how they are connected...

...in terms of technology, such as for example:

- Can employees use their e-mails?
- Can customers submit orders online?
- Can invoices be billed?

...and in terms of content, such as for example:

- Are deadlines being complied with?
- How is the inventory looking?
- How many calls are being rejected in the call center?

@ctiveFRIEND processes IT-based data and correlates it to an overall view. Our solution not only provides all critical information on a mandate-dependent and role-dependent basis at a glance, in a simple and transparent way – it also filters out logical parameters and business-relevant data, and orders and correlates it. This means you have full control: Complex dependencies are displayed in a transparent way, can be rapidly evaluated and are thus under control – with little effort.

In addition, we offer...

- @ctiveFRIEND in the editions: Classic, Business or Enterprise
- Professional consulting for the analysis and specification of your IT-supported business processes
- Systematic planning of a technical solution and project management as a basis for a rapid start
- Targeted implementation in your business by specialists who have experience of numerous projects.

Use @ctiveFRIEND to always have to hand the right information for your decisions. Ensure smooth business processes with @ctiveFRIEND.

The right answer to every challenge – with Siemens

Your aim is to run your business without outages. Our aim is to help you do this. With @ctiveFRIEND, you have a solution that puts your business in focus and shows you how your processes are running: Concise, relevant and low-cost. We are the right partners for you, if you want the availability of your business processes to be high and your IT operational risk to be low.

Why begin now?

You have been managing highly complex IT systems for years and must provide a reliable and available service. You can now reduce your daily risk. Use @ctiveFRIEND now, in order to have the right information for your decisions and actions.

Everyone is responsible for what they do and don't do. Be conscious of your responsibility and avoid unnecessary risks.

"@ctiveFRIEND reduces our costs in that we can react more quickly and in the right place. The available process views mean that we first look at the entire process before searching in a particular place."

Klaus Hintermayr,
IT Manager DAB bank AG

"@ctiveFRIEND gives us the flexibility to link almost all IT systems into our central monitoring system and in addition to measure the availability of these monitored systems."

Werner Moschner,
Group Leader of itecPlus Network Services,
100% subsidiary of N-ERGIE