AXON iVY
digitalize your business

AXON IVY THE COMPREHENSIVE DIGITALIZATION PLATFORM

Axon.ivy BPM Suite

Today, companies are exposed to more and tougher competition than ever before. They are forced to continuously optimize business processes and to provide as much automation as possible.

It is not only cost optimization that takes priority in the course of digitalization. It is rather to question one's own business models, which may have even been successful over many years. In doing so, new and innovative ideas are inevitable. And it must be possible to implement them in a fast and simple manner.

Providing support in integrated process optimization, Axon.ivy BPM Suite is the ideal platform for digital transformation.

AXON IVY is the perfect partner for a successful start into your digitalization journey.

Solutions are predominant

Using the Axon.ivy BPM suite, existing systems will remain untouched even after the successful implementation of the digital transformation process.

The new digitalization platform enables the use of a so-called bimodal IT and allows the implementation of dedicated solutions for specific challenges.

Success Factors of Digitalization

• Business Process Management
• Adaptive Case Management
• Internet of Things
• Big Data
• Social Collaboration
• Intelligent Mobility

iBPMS INTELLIGENT BUSINESS PROCESS MANAGEMENT SUITE

Low-coding Approach

In the age of digitalization, process solutions not only must be intuitive, they also need to be easily adaptable to ever changing surrounding conditions.

An intelligent BPM System (iBPMS) makes it possible. The basis of an iBPMS is the so-called low-coding approach. More than 90 % of applications are modeled, while only 10 % require specialized knowledge and programming skills.

In an iBPMS, new and innovative ideas can be implemented easily and flexibly.

User Friendliness

End users of a process solution are very dissimilar and have specific demands. The same applies to the end devices used by an enterprise.

Accordingly, easy handling and distinct user friendliness are essential in any application.

The integrated portal of AXON IVY adapts to end users as well as to end devices. Moreover, customization is always an option, along with individual settings.

Customer Centricity

Each application is geared to the requirements of the specific customer. Therefore, the focus must be placed strictly on customer centricity. Success or failure is defined by the customer and determines profit or loss.

With the iBPMS from AXON IVY, customer requirements and individual adjustments can be implemented throughout.

Thanks to integrated, real-time analytics and in combination with a build-in business rule engine, Axon.ivy BPM Suite opens up new perspectives for digital transformation.

ACM ADAPTIVE CASE MANAGEMENT

End-to-End Processes

Structured business processes demonstrably enhance the contribution toward the success of a company. To this end, consistent modeling and executing of end-to-end processes is essential.

This requires, however, that each work step is determined beforehand. But, specifically in successful implementation of digitalization projects, business processes are less structured; they change frequently and need a higher degree of freedom than before. Accordingly, rigid implementation with structured processes will cause financial losses in the long run.

Spaghetti BPM

Automating structured processes is suitable only where each step, from start to finish of the process, can be clearly defined and execution is stringent.

A so-called spaghetti BPM process emerges where there is a lot of looping, many abort options and frequent rebounding within the process. Such a process is not only confusing, but it is also quite unsuitable for automation. It takes a large number of connections to cover all ends and this inevitably gives rise to data inconsistencies.
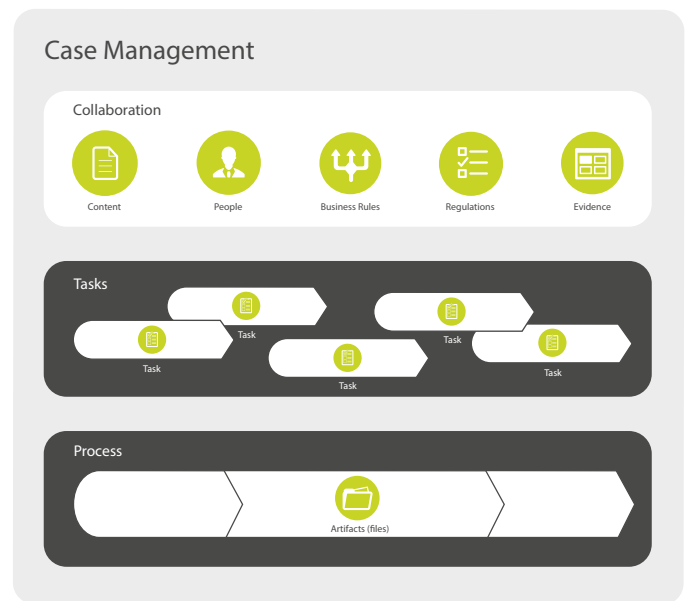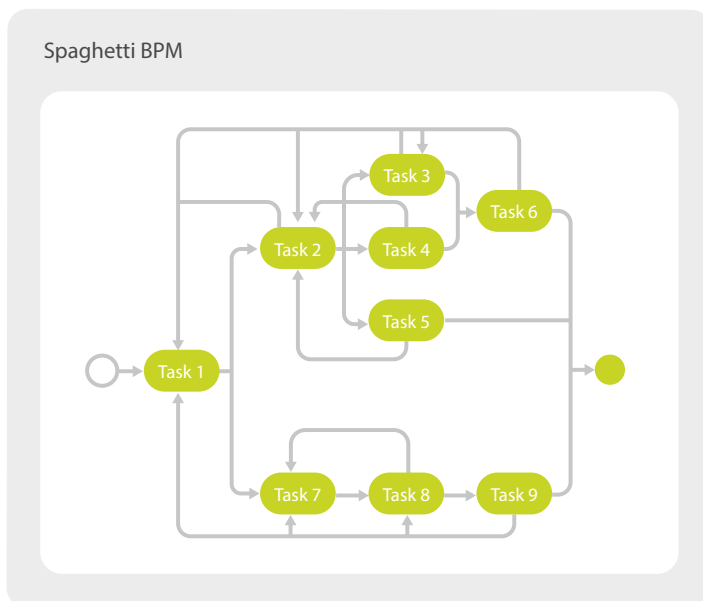
Adaptive Case Management (ACM) is the right choice for a spaghetti BPM process.

The Goal – Not the Path

In ACM, rather than the path being the goal, the central focus is on the goal alone. Process design and sequence definition for the process steps is more flexible with ACM, which supports even ad-hoc events without any problem.

With many requirements for digital transformation, these characteristics (e.g., lots of looping and many abort options) are a great challenge:
- Approval processes in car leasing;
- Government processes with long cycle times;
- Client onboarding at banks;
- Candidates management in HR;
- And many more…

Spaghetti BPM

Task 1 · Task 2 · Task 3 · Task 4 · Task 5 · Task 6 · Task 7 · Task 8 · Task 9

Case Management

Collaboration

Content · People · Business Rules · Regulations · Evidence

Tasks

Task · Task · Task · Task · Task

Process

Artifacts (files)

IOT INTERNET OF THINGS

Connected from Near and Far

The term "Internet of Things", in short IoT, means all devices that are equipped with the technology to communicate with other devices or systems, irrespective of their location. Far becomes near, isolated becomes integrated and single-players become a successful team.

This phenomenon opens the doors for entering into the digital age. It literally forms the prerequisite for even thinking about digitalization.

According to various market research institutions, more than 6 billion devices are currently employed all over the world are equipped with IoT functionality. This number will increase significantly over the coming years. Moreover, it should be noted that IoT devices are not limited to mobile phones, rather, these may be any kind of "things" ranging from tiny sensors in clothes up to sophisticated control systems in airplanes.

Nevertheless, the devices alone are of no use to enterprises. Appropriate business models are needed that apply the IoT to implement innovative and new solutions in an existing or new market. Thanks to the IoT, business processes are changing significantly, creating disruptive solutions that generate increased sales and higher profits for the enterprise.

Going by cab has changed with Uber; TripAdvisor has rendered hotel stars insignificant; and Netflix is challenging traditional broadcasting stations in the long run.

Digitalization has arrived! Now, it needs innovative ideas, the right technology and the best partner for successful implementation.

IoT and BPM = Digitalization

The IoT causes end-to-end processes to change so fast that process optimization is not enough to help you prevail on a market.

Therefore, IoT and BPM are crucial to digitalization; they must be closely connected and harmonized seamlessly.

AXON IVY integrates IoT directly in its Axon.ivy BPM Suite as an IoT gateway, thus allowing an ideal exchange between IoT devices and the business process.

Nurse 2.0

IoT and BPM allow nurses to work in an entirely different manner. It is not enough to give her a tablet device to record measured temperature values of patients. Thanks to IoT, temperatures are continuously monitored, appropriate medication is automatically administered and the nurse, or even the doctor, is immediately and precisely notified in case of complications.

Nurse 2.0 wastes no time changing rooms; but rather, she focuses on value-adding, here life-saving, activities.

Internet of Things
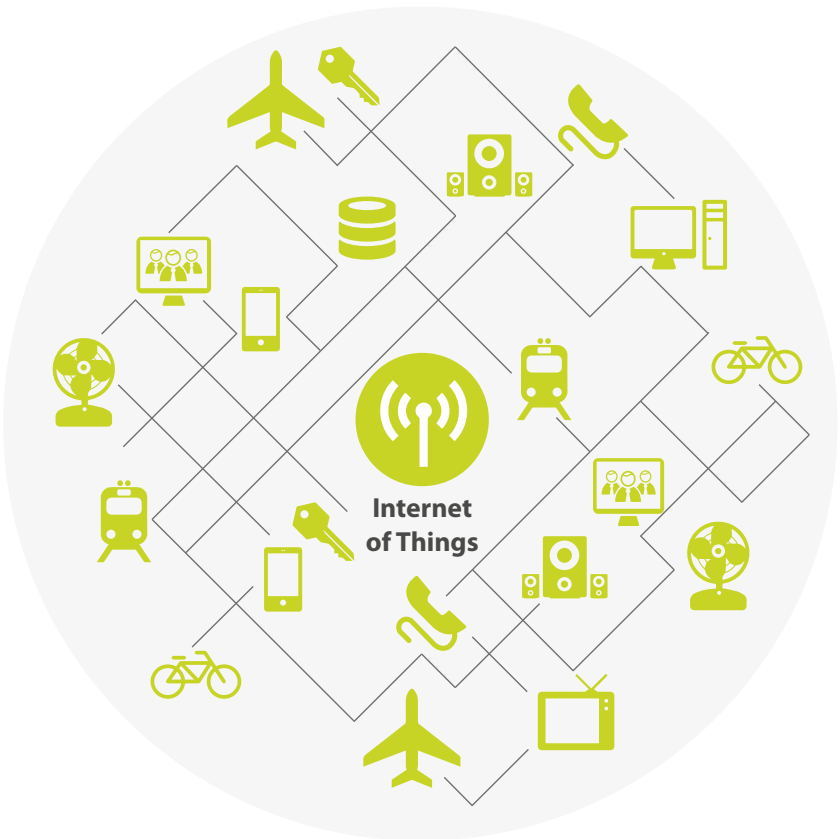
BIG DATA BUSINESS INTELLIGENCE AND ANALYTICS

Data are not the Problem

Companies rarely suffer from a lack of data. Quite to the contrary, many companies are unable properly to process their large amount of data.

This is due to the following reasons, among others. The data:
• Exist in too large an amount;
• Change frequently;
• Are not of a uniform format;
• Are usually much too complex.

Big Data solves this problem and, thanks to digital technology, allows the conversion of data into intelligible information.

Intelligent Companies

By means of Big Data technologies, companies are able not only to process internal data sources, but to incorporate additional data from the Web for analyses and reports as well.

Thanks to the much more global perspective companies become intelligent and it allows them to increase company success significantly.

It is important to point out that data analysis and interpretation should not be seen in isolation; but rather, these should be understood in the context of the respective business process. Often the business process changes completely.

Lots of Potential

Business intelligence creates new possibilities. Along with the other success factors of digitalization it generates new business models and inevitably gives the company a competitive edge.

In combination with changing business processes Big Data optimizes business success and increases sales.

The company acts with more flexibility; it is able to define anticipatory measures and react early to new market scenarios. There is unlimited potential for Big Data projects assisted by a digitalization platform.

Revenue and Target by Region

Revenue by Product

Revenue by Sales Representative and Quarter

Revenue and Target by Quarter

SOCIAL COLLABORATION UNIVERSAL COMMUNICATION

Everyone is Joining in

Exchanging information is more crucial today than ever before. Decentralized companies work together through networking. Thus, more and more frequently, large numbers of people and various locations are simultaneously involved participate in a single business process. In this context, even those persons are relevant who are affected only indirectly by the process, yet represent a crucial part of the communication chain.

A digitalization project can be successful only if efficient universal collaboration is ensured in the long term. Accordingly, digital transformation must provide appropriate tools at the right time.

Transparent Knowledge

Social collaboration is an important piece in the puzzle of successful digitalization. Thanks to targeted interconnection of all internal and external participants, knowledge can be better distributed throughout the entire organization; it can be made accessible and available irrespective of location, person or time.

Such transparency significantly increases productivity, enhances flexibility and creates a competitive advantage, even in the digital age.

Time is Money

Digitalization utilizes all technical options and systematically applies these in defining new and innovative business models.

In most cases, the time factor plays a major part. A company that is runner-up in placing a successful business model on the market will achieve distinctly fewer sales than the pioneer (Examples: Uber, TripAdvisor, Airbnb, etc.).

Thus, social media and dissemination of information via these channels must play an integral part in marketing the new business model.

Group A

Group B

Group C
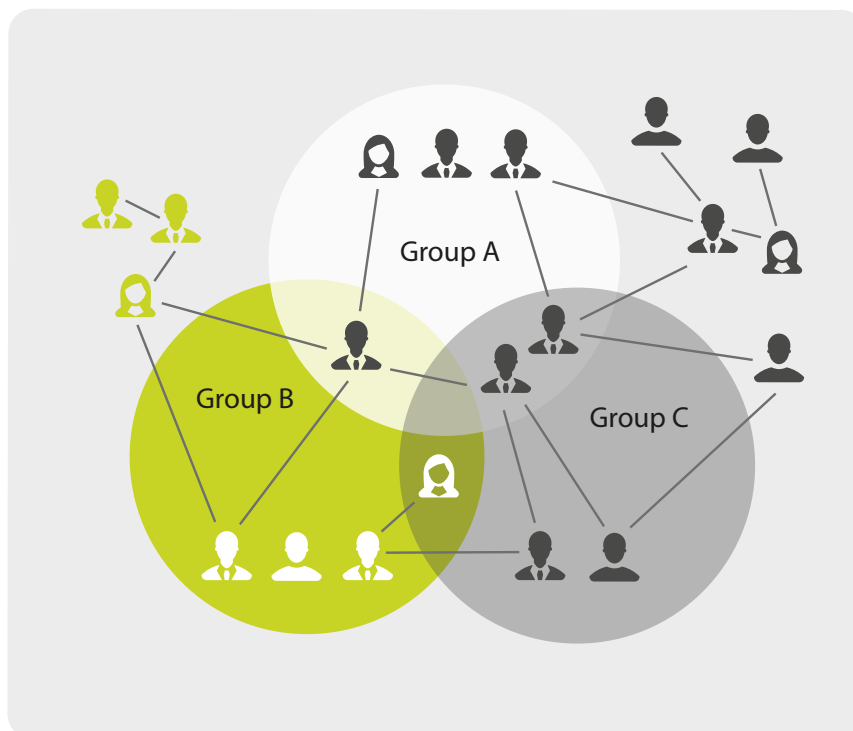
INTELLIGENT MOBILITY REAL INDEPENDENCE

Responsive Alone is not Enough!

The term "mobile first" is erroneously interpreted as websites adapting to end devices. However, applying such a "responsive design" approach carries great risks in creating applications. Even though optical modifications assist in displaying contents, nevertheless, these neither change the way of working, nor do they fundamentally optimize the business process.

Therefore, it is absolutely necessary to know already upon creating an application the type of device end users will apply. In this context, the end-to-end process does not change, but each specific process step must be geared to the respective end devices.

Offline & Geo Positioning

Mobile working is the most important element in the course of digitalization. Disruptive approaches and novel business models urgently require intelligent mobility.

On the one hand, a business process must not depend on continuous network connection while, on the other hand, geo positioning plays a central part in any successful business model (e.g., Uber, Airbnb, etc.).

Working "offline" and yet having access to all business relevant information is the key element in this context.

Axon.ivy BPM Suite supports "offline" as well as "geo positioning" as standard features.
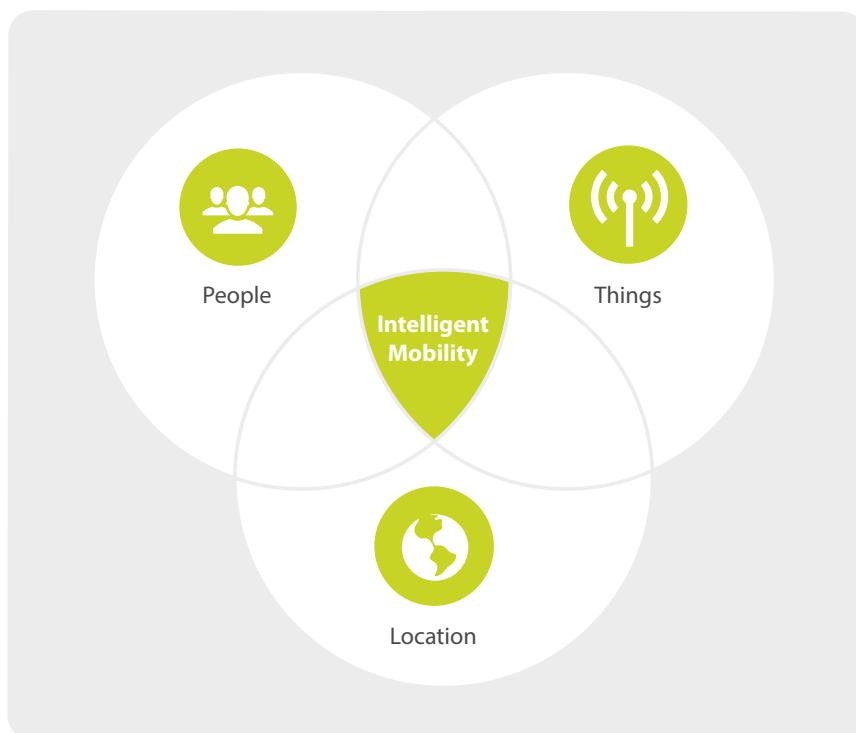
Using the Entire Device

A mobile end device provides a number of advantages that must be utilized consistently.

Motion sensors, cameras and the integrated microphone are core elements that need to be integrated into the business process.

The construction worker controls the process through verbal instructions, while the mechanic adds a photograph to document the defect unit.

In combination with geo positioning and offline functionality, this results in disruptive innovations and ensures successful implementation of the digitalization project.

People · Things · Location · Intelligent Mobility

AXON IVY REFERENCES

Airbus

AMAG

bank zweiplus

Bauer

Berenberg Bank

Centre de services partagés du Québec

City of Lucerne

Coppenrath & Wiese

Credit Suisse

Currenta

E.ON

Emil Frey

Emmi Schweiz

ERGO

ETH Zurich

Fiat Automobile

FIXIT TM

Forstinger

GfK

Hummel Holding

Interpane Glass Industries

KSV 1870

Logwin Services

Mayr-Melnhof Paper

Mettler Toledo

Migros

Ministère de l'Énergie et des Ressources naturelles

Ministère des Forêts, de la Faune et des Parcs

Mohn Media

Nationale Suisse

Naturstrom

Novartis

Post Finance

Publicitas

R + V Insurance

State Museum of Stuttgart

State of Zug

Statewide Bank of Lucerne

Swisscom

Swiss Federal Institute of Technologies

SwissLife

Swissphone

Thomas Cook

United Heritage

Vaillant

Vifor Pharma

Weiss automotive

WIR Bank

USA
AXON IVY Inc.
281 Ellis Street
San Francisco, CA 94102
Phone +1 415-813-1221

SWITZERLAND (head office)
AXON IVY AG
Schloessli Schoenegg
Wilhelmshoehe
CH-6003 Lucerne
Phone +41 41 249 25 70

GERMANY
AXON IVY AG
Munich Office
Elsenheimerstraße 57
D-80687 Munich
Phone +49 89 58 999 86 0

AUSTRIA
AXON IVY AG
Vienna Office
Neubaugasse 43
A-1070 Vienna
Phone +43 1 522 25 76

SINGAPORE
ABP Solutions Pte. Ltd.
2 Venture Drive
Vision Exchange #06-11
Singapore 608526
Phone +65 9818 6861