

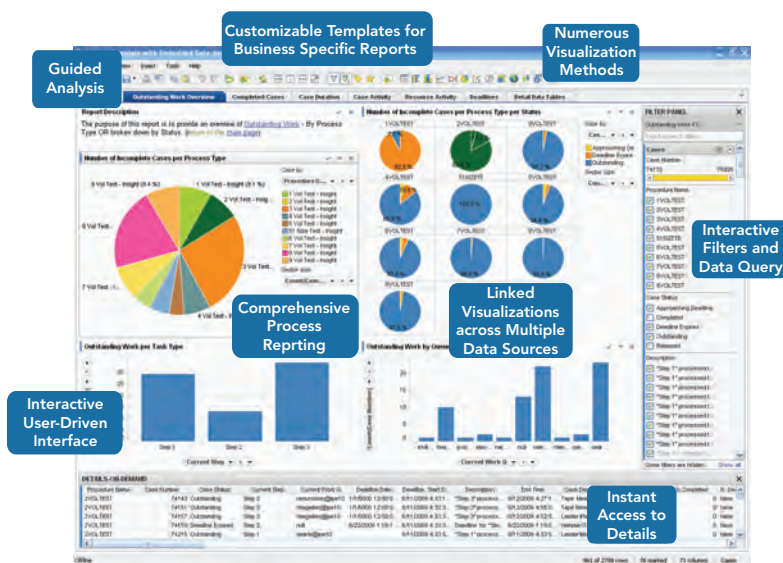
TIBCO iProcess Spotfire

When enterprises leverage business process management (BPM) software to model and automate core business processes, they need to be able to monitor and continuously improve those processes. For example, they should be able to see that the right level of service is being delivered to customers in different segments, determine more effective thresholds for escalation based on the distribution of sales data, and proactively allocate resources based on demand planning information.

This is hard to do with traditional BPM reporting tools because they provide a "one size fits all" dashboard that doesn't take into account the needs of different users. Competitive pressures, combined with user expectations for real-time information, require faster access to the right information. IT can provide customized reports to meet business-specific requirements, but this is a costly solution that delays access to the information by the business.

TIBCO iProcess™ Spotfire® uses next generation business intelligence software to deliver process reporting and analytics that enables business users to report on, analyze, and evaluate business processes, providing deep insight into the performance of key processes and the knowledge needed to continuously improve them. An easy-to-use reporting and analytics dashboard provides an intuitive user interface with rich visualization options to enable business users to visually interact with the data. It allows them to quickly view and comprehend process data and high-level business metrics and then delve deeper with ease to analyze trends and perform root cause analysis.

TIBCO iProcess Spotfire enables personalized process reporting and analytics by providing a fully extendible solution based on configurable templates. An out-of-the-box template provides standard process reporting metrics that can be customized and extended by non-technical users to create business-specific reports and analysis quickly without the need for IT support.



AT A GLANCE

TIBCO iProcess Spotfire applies next generation business intelligence software to business process reporting and analytics, providing visibility into running business processes that improves your ability to optimize business performance. TIBCO iProcess Spotfire provides the unique self-service ability for business users to create their own personalized business process reporting and analysis.

BENEFITS

- **Visibility into business processes:** Understand the efficiency and effectiveness of business processes to make the correct and timely decisions to address potential issues before they occur, seize opportunities before they are lost, and continuously improve business performance.
- **Reduce time to information:** The self-service capability allows new reports and analysis to be produced with less involvement from IT, resulting in faster access to the right information to enable better and faster decisions to be made.
- **Reduce time to decision:** Business users can visually interact with data to gain new insights and make better decisions. This makes it faster and easier to analyze trends, perform root cause analysis, and understand the impact of process performance on business KPIs. All dimensions and data can be accessed using filters and click-and-drag controls in the dashboard, allowing users to experiment with the data.
- **Process performance in the context of the business:** By combining process performance data and business data from key business applications such as CRM and ERP, process performance can be understood in the full business context.

TIBCO iProcess Spotfire provides visibility into business process performance through an easy-to-use reporting and analytics dashboard.

ATTRIBUTES & CAPABILITIES

Visually interactive reporting and analytics

Representation of complex process and business data in easily understood, visually interactive charts and graphs leads to greater insights and immediate answers.

- Rich chart types for reports, including candlestick, bubble, network analysis, and 3D scatter plots as well as traditional bar, line, and pie charts.
- A click-and-drag interface that enables dynamic visual interaction with reports and charts using simple visual aids like slide bars, check boxes, and filters.
- Ability to link different graphs and charts for easy identification of the relationships between different data-process KPIs such as process duration, transaction volume, and resource utilization and business metrics such as region, channel, price, product type, and resources.
- Dynamic modification of existing reports and creation of new reports at runtime.
- Guided analytical reports allow expert users to capture and record the steps they take in performing an analysis. Once these are notated, they can be shared with non-experts as a guide for performing more complex inquiries. They can also be used as a way to share best practice information among experienced users.
- Fast, in-memory analysis for flexible free-dimensional ad-hoc analysis.

Personalized process reporting and analytics

- Infrastructure collects running business process performance data over which extensible templates allow non-technical business users to create business specific reports and analysis.
- Customizable out-of-the-box template provides standard process reports and will be regularly enhanced.
- Community templates enable users to benefit from shared experience and knowledge.

Process report types

Comprehensive process reporting that can be customized to specific business requirements.

- Volume analyzed by process, process status, and task.
- Outstanding and completed work.
- Work approaching service level expiry.
- Trend analysis: Case duration, activity, and completion; daily completion rate; task duration trend; user processing rates.
- Transaction aging: Time in process, expired service level.
- Visualization of currently running processes using color schemes to highlight qualitative data relating to process executions.
- Enables users to drill down into process instance data.
- Report templates can be easily extended to include business metrics such as region, price, product type, resources, channel type, customer type, etc.
- Enables business managers to analyze the effectiveness and efficiency of business processes at the aggregate or individual level.

Process performance in the context of the business

Process performance data can be combined with business data from spreadsheets, files, databases, and applications (SAP, Salesforce.com, Siebel, Oracle eBusiness Suite, and web services with the additional Spotfire Application Data Services).

Desktop and web clients designed for business users

- Intended for business analysts and managers, the desktop client provides powerful reporting and analysis.
- Intended for business users and executives, the web client provides a zero-footprint, rich interactive Ajax-based user interface to enable easy distribution of reporting and analytics to a wide audience.

Communicating reports

- Easy to create and share reports in a read-only medium. For static use, reports can be distributed in presentation format, PDF or published online.

PLATFORM STANDARDS AND SECURITY

SPOTFIRE 3.0 SERVER

Operating Systems:

- Windows Server 2003, 2008
- Solaris 9,10
- Red Hat Enterprise Linux 4, 5
- SUSE Linux Enterprise Server 9, 10

Databases:

- Oracle 10g, 11g
- Microsoft SQL Server 2005, 2008

Browser (Administration client):

- Internet Explorer 7
- Firefox 3

SPOTFIRE 3.0 PROFESSIONAL CLIENT

Operating Systems:

- Windows XP, Vista

SPOTFIRE 3.0 WEB PLAYER

Operating Systems:

- Windows Server 2003, 2008

Web Server:

- Microsoft Internet Information Services 6.0, 7.0

Browser:

- Internet Explorer 6, 7, 8
- Firefox 3



www.tibco.com

Global Headquarters
3303 Hillview Avenue
Palo Alto, CA 94304

Tel: +1 650-846-1000
+1 800-420-8450

Fax: +1 650-846-1005

TIBCO Software Inc. (NASDAQ: TIBX) technology digitized Wall Street in the '80s with its event-driven "Information Bus" software, which helped make real-time business a strategic differentiator in the '90s. Today, TIBCO's infrastructure software gives customers the ability to constantly innovate by connecting applications and data in a service-oriented architecture, streamlining activities through business process management, and giving people the information and intelligence tools they need to make faster and smarter decisions, what we call The Power of Now®. TIBCO serves more than 3,000 customers around the world with offices in more than 20 countries and an ecosystem of over 200 partners. Learn more at www.tibco.com.

©2009, TIBCO Software Inc. All rights reserved. TIBCO, the TIBCO logo, The Power of Now, TIBCO Software, and TIBCO iProcess Spotfire are trademarks or registered trademarks of TIBCO Software Inc. in the United States and/or other countries. All other product and company names and marks mentioned in this document are the property of their respective owners and are mentioned for identification purposes only. 29001