compacer
>eurodata-Group

# >edpem

## edpem - PROCESS EVENT MONITOR

**edpem is a proactive process event monitoring system that offers an intra- and cross-company end-to-end view of processes and thus builds a bridge between IT, specialist departments and management. With edpem, operative risks can be monitored so intensively that, if necessary, interventions and corrections can be made directly. The result is smoother, faster sequences, which in turn increase customer satisfaction, cut costs and improve competitive strength.**

**Simple implementation! edpem** does not require any particular BPM system. Thus it is not necessary to re-engineer the process.

The innovative **mashup concept** makes it possible to extend graphic user interfaces fast by adding external data sources.

**edpem** collates all the information from connected systems ad hoc and makes it available to **distributed teams**.

**edpem** makes **cross-company** end-to-end monitoring possible and builds a bridge between IT and specialist divisions.

Suitable for all corporate divisions! **edpem** incorporates **subject-specific monitoring** by translating technical information into subject-specific information.

Just **rely** on our vast experience: for over 20 years, customers have been partnering with **compacer** to protect their highly sensitive data.

## AREAS OF APPLICATION

**edpem** can be deployed in all corporate divisions where processes and workflows need to be monitored: CRM, logistics, ordering, supply chain management, SLAs, receipts, tracking & tracing etc.

### FOR ANALYSTS/ CONTROLLERS:

For the day-to-day work of **analysts and controllers** it is process analysis on the basis of accumulated data and process automation that are important.

- What are the current operating performance criteria?
- Are the key performance indicators in order?
- What adaptations need to be made for an improvement in performance?

### FOR IT DEPARTMENTS/TECHNICIANS:

**IT departments and technicians** require technical monitoring (protocols, syntax formats ...) to be translated into subject-specific monitoring, so that support outlay can be reallocated to the specialist departments.

- Is the performance adequate?
- Are the SLAs being complied with?
- Who is affected by the IT performance?

### FOR CUSTOMERS/ SUPPLIERS/SPECIALIST DEPARTMENTS:

For **customers**, **suppliers and specialist departments**, transparency over the entire process chain with dedicated views and information is of tremendous importance.

- What is the current status of orders, invoices etc.?
- Which partners and customers are involved in the process?
- Are escalations necessary?

## MODELS FOR USE

### MANAGED SERVICES:

services provided through our e-business platform. As we belong to the eurodata group, we are benefiting from eurodata's own ISO/IEC 27001-certified, high-performance data centre at Saarbrücken (Germany).

### SOFTWARE-AS-A-SERVICE (SAAS):

Secure cloud services at eurodata's own ISO/IEC 27001-certified, high-performance data centre at Saarbrücken (Germany). As part of the eurodata group, we fully trust in our sister company's data security.

### ON-PREMISE:

Implementation based on the technical infrastructures of our customers or of their hosting providers.

## BASIC FUNCTIONS

**edpem** covers the whole cycle, from the gathering of the data, via data loading, to the improvement of the processes.


## ARCHITECTURE

- **edpem** is a sector-neutral monitoring and reporting software.
- The application is cluster-compatible.
- **edpem** does not require any particular BPM system, so the processes do not need to be redesigned.
- With **edpem**, it is possible to monitor any number of different kinds of business object.
- The underlying system architecture is based completely on JAVA, so **edpem** is platform-independent.
- The application is web-based and that makes it available anywhere.

## CORE ELEMENTS

- Possible operating models:
  - By the specification of known or expected data/events the actual process sequence is visualised.
  - By the specification of dependencies and rules data/events are allocated to the process.
- **edpem** makes role-dependent views and information possible.
- Cyber-physical systems (sensors, actuators, machines, mobile devices ...) or humans can be integrated in the process chain.
- Interactive dashboards with alerts can be set up on the basis of procedural and activity information.
- The status of all the actors involved – including those out beyond the borders of the company – is visible at all times.
- The early recognition of critical situations is promoted, for example if threshold values are exceeded or messages/events do not arrive/occur within a given period (rules engine).
- **edpem** enables the measuring and monitoring of KPIs, SLAs etc. and the search for possible bottlenecks.
- Data aggregation at subject-specific level is guaranteed with **edpem**.
- Adaptation to the company's CI and individually configurable page presentation per user are also possible.
- The mashup concept renders a seamless integration of external data sources and graphic user interfaces possible.

## TECHNOLOGY

TECHNICAL CORE ELEMENTS:

- include HTML, Java, Java-Script, XML, JSP, CSS2, Ajax.

DATABASES:

- **edpem** can be operated with all standard databases (Oracle, IBM DB2, Microsoft SQL Server, MySQL, MariaDB).

SECURITY:

- **edpem** makes role-dependent access and views possible.

APPLICATION SERVERS:

- Standard application servers such as Apache Tomcat, glassfish, IBM Websphere etc. are supported.

COMMUNICATION INFRASTRUCTURE:

- Other infrastructure, including compacer **edbic**, IBM MQ Series or other ESBs/customers' own systems can be used to generate messages. Thus **edpem** does not, for example, require direct access to customer databases (passive solution); the availability and performance of existing systems/databases are therefore not affected.

Are you familiar with **compacer edbic**? **edbic** is a modern data integration system that connects up all parties involved along the value-added chain (digitalisation). All business data, with their various diff erent formats and origins, come together in **edbic**, and the business processes are improved with lasting effect through meaningful automation. **edbic** supports the visualisation of business processes (for example with **edpem**, **arcplan**, **cognos**) and ensures clarity (technical monitoring and process overview) and stability (active cluster architecture), for example in internal sequences (A2A) or data interchange with business partners (B2B). Info at **www.compacer.com/fr/edbic**