

## ABOUT US

### Company Profile & Portfolio

Process4.biz develops **Microsoft Visio based software tools** covering the fields of **Business Process Management (BPM)**, **Process Controlling**, **Enterprise Architecture Management (EAM)** and **IT Governance**. Microsoft Dynamics AX customers may benefit from our unique solution **process4.biz Dynamics AX**. Our points of reference for software development are Microsoft products, some of which we integrate in our standard software. Considerable synergies and **overall solutions** for the benefit of our customers emerge from this cooperation.

We offer software, consulting and training for the following business relevant areas of application:

- **Business Process Management (BPM)**
- **Enterprise Architecture Management (EAM)**
- **IT Governance** in compliance with:
  - CobiT (*Control Objectives for Information and related Technologies*),
  - ITIL (*IT Infrastructure Library*),
  - Sarbanes Oxley (SOX),
  - ISO 17799, Basel II, ...
- **Enterprise Resource Planning (ERP)** with Microsoft's Dynamics AX System based on a special solution or for other systems as well
- **Network documentation**
- **Quality Management Projects**, ISO Certification
- **Audit and Revision**

### Team & Partners

The process4.biz company is jointly managed by the owners **Thomas Handlir** and **Christian Fehlinger**.

Our highly motivated process4.biz team is made up of professional and experienced **experts** responsible for software development, consulting, and customer care. Our **consulting partners** are considered as extended team members. We offer special conditions to our vendor partners who enjoy a unique market position as distributors of our solutions.

### Industries & Customers

Owing to its flexibility and modular nature, the process4.biz software is a profitable investment for all companies in any industry who intend to optimize their business processes and IT Governance-related issues with professional, multi-lingual, and database supported solutions in a variety of application fields relevant for strategic management. The process4.biz software is used in hundreds of companies by thousands of users.

## THE SOLUTION

The software developed by process4.biz is a specialized and **database supported tool for modeling business processes and enterprise architectures** including reference models in compliance with CobiT and ITIL standards, and a process model for Microsoft's ERP system Dynamics AX. Detailed information brochures are available either per E-mail or as PDF files for download on our website:

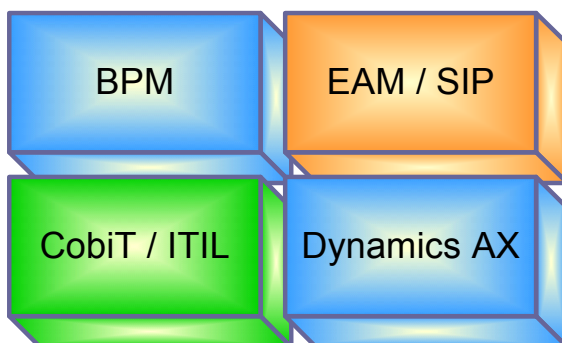
<http://www.process4.biz>.

## BENEFITS

### Four strategic application fields

The **process4.biz Core** module covers two application areas of central importance for any company: Business Process Management (**BPM**) and Enterprise Architecture Management (**EAM**). **The process4.biz overall solution**, including the process4.biz Core and two optionally available components, provides for further application areas within strategic business management:

- **Business Process Management:**  
→ [process4.biz Core](#)
- **Enterprise Architecture Management**  
→ [process4.biz Core](#)
- **IT Governance (CobiT/ITIL)**  
→ [process4.biz CobiT/ITIL](#)
- **Enterprise Resource Planning**  
→ [process4.biz Dynamics AX](#)



### Maximum quality at minimum costs

Process4.biz provides best value for your money. We charge **lower prices** than the competitors can because we integrate Microsoft Office functions and features into our software. As a **Microsoft ISV Royalty Partner** we can offer you

very profitable solutions. Our certified product development receives professional support from Microsoft in Redmond. We are authorized to sell you Microsoft products integrated in our software at highly competitive prices.

### Easy to learn and easy to use

To plan, analyze, document, and communicate business processes and supporting IT structures is an easy task with process4.biz. **Redundancy-free modeling** increases transparency and efficiency when setting up models. **Integration** into the existing Microsoft Office product line increases product value for users, making the functions of our software easy to learn and to use. A highly **user-friendly product** ensures simple administration and, consequently, nominal training needs and costs.

### Flexible variety of functions

Modeling methods and notations can be **freely selected and defined**. As a consequence, more than one methodology can be simultaneously deployed within one model. Our software operates in **multi-user** mode. Data can be **exported** to different formats (\*.xls, \*.doc, \*.html,...), and Visio diagrams can be **imported** into the database. Translations in any number of languages are also supported by our **multi-lingual** tool. Access to the software is controlled by a **role-based authentication** system. Last but not least: customer specific implementation requirements can be met by variable and flexible **licensing** solutions.

## CONSULTING & TRAINING

### Consulting

We offer consulting before, and also during software implementation. We help you to develop the most promising individual approach for you to optimally benefit from our software. Consulting topics are partly a matter of agreement. According to our experience, the following topics prove to be useful:

#### ***Process Analysis & Optimization***

Together with our clients, we develop and analyze business process, application, and technological architectures for a business model with maximum potential for creating added value. Organization structures, operational processes, roles, positions, and functions are extensively analyzed based on methods and procedures we had developed. Together with you, we plan and initiate necessary changes.

#### ***Enhanced IT Planning***

Introducing process4.biz software is a good opportunity to re-design your IT planning processes to make them more effective and cost-efficient. Take advantage of this opportunity to benefit from our long-time experience in the context of local and international projects.

### Training & Workshops

Our standard training units are as follows:

#### ***process4.biz Basics for Users (1-2 days)***

Hands-on examples make it easier for you to use our software. Topics may vary depending on the components you purchased and also on the size of the group. We recommend that not more than 5 Users participate in a training at the same time.

#### **Topics:**

- process4.biz Core (Repository [database], Database Designer essentials, Graphical Visio Modeler)
- Introduction to the functions of the additional modules (process4.biz CobiT/ITIL and/or process4.biz Dynamics AX) and of the Extensions (Word Publisher, Excel-Import-Export & PowerPoint Wizard, Web-Publisher, Pivot Reports, etc.)

#### ***process4.biz Expert Training for Administrators (approx. 1 day)***

We advise this training course for administrators and regular users. As contents are based on the training unit "process4.biz Basics", we recommend you to attend that unit first.

#### **Topics:**

- Installation and configuration
- How to use the Graphical Visio Modeler
- Details of defining and configuring automatic linking rules
- How to develop a finely tuned authentication concept
- Web publishing using the process4.biz Webpublisher or the Enterprise Portal Server.

#### ***Company-wide IT Architecture (Workshop, 2 days)***

This workshop focuses on (EAM) Enterprise Architecture Management. Get to know the most important standards for successful IT planning and implementation based on our process4.biz CobiT/ITIL reference model.

#### ***Individual training units (on an as-needs basis)***

We offer individual training units based on your needs and demands.

## SERVICE

### Information

Detailed information material for our present and future customers, and also for other interested parties who want to get to know our company and our products, is available on our website: <http://www.process4.biz>.

Comprehensive information brochures and videos demonstrating the use of our software can be downloaded under [Resources](#) on the above mentioned website.

After successful registration, you may also access the customer area of our website offering more detailed information. If you want to register, please do not hesitate to contact us per e-mail: [info@process4.biz](mailto:info@process4.biz).

### Support

[helpdesk@process4.biz](mailto:helpdesk@process4.biz)

Support requests via e-mail are processed in the scope of a priority system and can quickly be attended to. To ensure we are able to provide the appropriate solution as soon as possible, please do not forget to include the following details:

- Screenshots to better illustrate your problem
- Version details of Windows, Microsoft Office and process4.biz. The latter is located under the subentry "About process4.biz" within the navigation entry "?"

#### helpdesk\_p4b

The above is our Skype user identification to be used as a further support option via VOIP or chat.

To access our knowledgebase visit this URL:

<http://dev.process4.biz/confluence/dashboard.action>

### Netviewer remote support

Remote support can also be implemented. With Netviewer ([www.netviewer.de](http://www.netviewer.de)) you can visit product presentations in a virtual conference room. If you wish this option, please download the Zip-file on the [Support](#)-page of our website and execute the included .exe-file. You will have to insert the number of the conference room you want to enter. You should contact us ([info@process4.biz](mailto:info@process4.biz)) in order to obtain the conference room number and to make an appointment for the presentation.

Netviewer uses the same port (80) as your browser and can be executed behind an active firewall.

## CONTACT

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