

TIBCO ActiveMatrix BPM Spotfire

BENEFITS

VISIBILITY INTO YOUR PROCESSES:

Understand the efficiency and effectiveness of business processes in real time, enabling correct and immediate decisions that address potential issues before they occur, seize opportunities before they are lost, and continuously improve business performance.

FASTER, EASIER USE OF DATA:

Spotfire allows you to build applications, dashboards, and mashups that use the power of a specific data source without exposing the complexity to end-users. Users can access huge volumes of information quickly and easily—whether it is in ActiveMatrix BPM, the global data repository, or external to ActiveMatrix BPM.

FASTEST TO ACTIONABLE INSIGHT:

Business users can visually interact with data and take actions immediately from the dashboard. 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.

SELF-SERVICE DISCOVERY:

Increase productivity by drastically reducing reliance on IT and eliminating time related to data preparation, report building, and spreadsheet version control. Any employee can monitor their KPIs remotely, without lengthy deployment cycles.

AT A GLANCE

TIBCO ActiveMatrix® BPM Spotfire® applies next generation business intelligence software to business process reporting and analytics. The result is visibility into running business processes, which improves your ability to optimize business performance. ActiveMatrix BPM Spotfire provides the unique self-service ability for business users to create their own personalized business process reporting and analysis.

ACT ON YOUR INSIGHTS

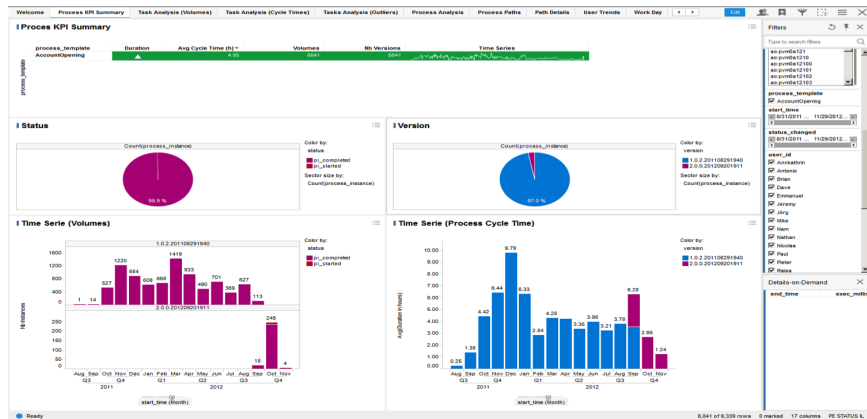
With ActiveMatrix BPM Spotfire you can seize new business opportunities and avoid risks with unmatched speed and flexibility. Using interactive dashboards, visualizations, and predictive and event-driven analytics, you can develop insights immediately. You can drill-down into work, process, and resource details so you can discover answers to pressing questions, uncover answers to questions you didn't even know you had, and anticipate what happens next.

Do I have a potential capacity problem?

Is there a skills gap for projected work?

Do I need to re-prioritize work?

Do I need to reallocate resources within my team? Or across teams?



The TIBCO Spotfire® analytics platform helps business users quickly explore data and take actionable insights from the dashboards without requiring IT intervention. This allows the business to change how their core processes operate and align with current resources, capacity, load, or changing business goals directly from the dashboard.

SUPPORTED PLATFORMS AND STANDARDS

SPOTFIRE 6.5 SERVER

Operating Systems (Only 64-bit versions are supported):

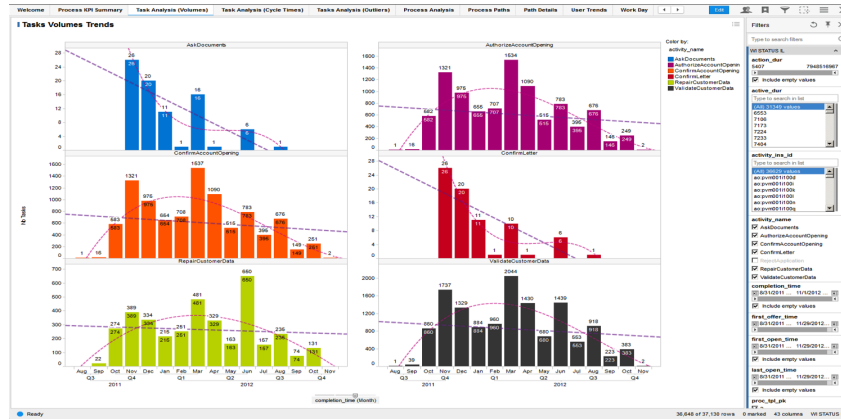
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2008
- Oracle (Sun) Solaris 11
- Oracle (Sun) Solaris 10
- Red Hat Enterprise Linux 6
- Red Hat Enterprise Linux 5
- SUSE Linux Enterprise Server 11

Databases:

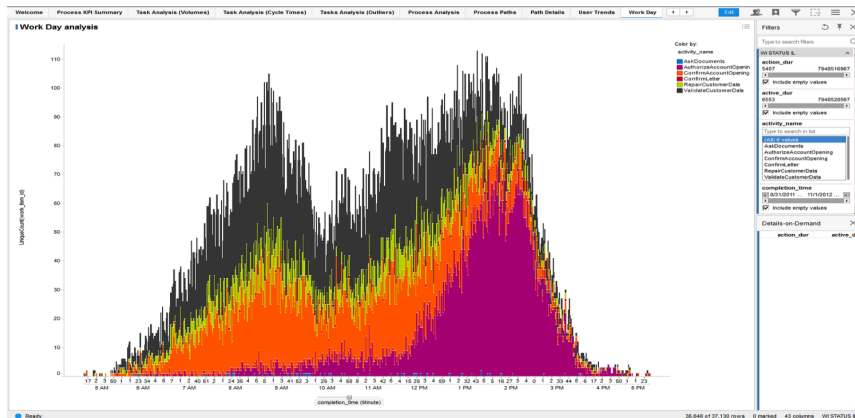
- Oracle:
 - Oracle 11g Release 2 (11.2.0.x)
 - Oracle 11g Release 1 (11.1.0.x)
 - Oracle 10g Release 2 (10.2.0.x)
 - Oracle 10g Release 1 (10.1.0.x)
 - Oracle 10g XE (Not recommended. For nonproduction environments only.)
- Microsoft SQL Server:
 - Microsoft SQL Server 2012 (Datacenter, Parallel Data Warehouse, Enterprise, Standard, Workgroup, Express, Developer)
 - Microsoft SQL Server 2008 R2 (Datacenter, Parallel Data Warehouse, Enterprise, Standard, Workgroup, Express, Developer)
 - Microsoft SQL Server 2008 (Enterprise, Standard, Workgroup, Express, Developer)
 - Microsoft SQL Server 2005 SP2 and higher (Enterprise, Standard, Workgroup, Express, Developer)

UNLEASH YOUR WORKFORCE'S FULL POTENTIAL

TIBCO ActiveMatrix® BPM unleashes a workforce's full potential with its Intelligent Work and Resource Management (IWRM), a combination of organizational transparency and flexibility, dynamic calendars, model-driven process patterns, diverse work delivery methods, skills-based routing, and *interactive analytics*.



Intelligent Work and Resource Management introduces several new options that can be turned on by business users. To avoid introducing complexity with all these new options, a new presentation and management method uses an actionable analytics dashboard that provides business context for real-time fine-tuning of IWRM and business process management suite (BPMS) capabilities.



VISIBILITY INTO YOUR PROCESSES

TIBCO ActiveMatrix BPM Spotfire provides unprecedented end-to-end visibility into your business processes.

- Intelligent Work and Resource Management dashboards allow you to drill-down into work, process, and resource details in ActiveMatrix BPM so you can discover the answers to pressing questions, uncover answers to questions you didn't know you had, and even anticipate what happens next.

SUPPORTED PLATFORMS AND STANDARDS

SPOTFIRE 6.5 SERVER CONT.

Web Browsers

(Administration Client):

- Microsoft Internet Explorer 8 to 11
- Mozilla Firefox 20 or higher
- Google Chrome 26 or higher

SPOTFIRE 6.5 PROFESSIONAL CLIENT

Operating Systems (64-bit strongly recommended):

- Microsoft Windows 8
- Microsoft Windows 7
- Microsoft Windows Vista SP2

Web Browser:

- Microsoft Internet Explorer 8 to 11

SPOTFIRE 6.5 WEB PLAYER

Operating Systems:

- Microsoft Windows 8
- Microsoft Windows 7
- Microsoft Windows Vista SP2
- Mac OS X 10.x (10.6 or higher)
- iOS 6 or higher (on iPad) *
- Android 4.0 or later

* When using iPad, there is no support for Kerberos authentication.

Web Browsers:

- Windows:
 - Microsoft Internet Explorer 8 to 11
 - Mozilla Firefox 20 or higher
 - Google Chrome 26 or higher
- Mac OS X 10.x (10.6 or higher):
 - Mozilla Firefox 20 or higher
 - Safari 5 or higher
 - Google Chrome 26 or higher
- iOS 6 or higher on iPad
 - Safari
- Android 4.0 or higher
 - Google Chrome Browser

- Dashboards can track the key performance indicators (KPIs) and success metrics of your processes to track service level agreements (SLAs), progress towards business goals, and overall process efficiency and effectiveness.
- Comparison performance reports (A/B testing) provide different process versions for continuous improvement efforts.
- Activity monitoring and visibility into the progress of real-time processes supplies instant advantages.
- Business reports for case management with the global data repository offer the ability to compose for change (create situational processes on the fly), allowing paths and outcomes to be analyzed to find the most effective routes. This information could be used directly by knowledge workers completing similar work, or to feed event-processing predictive patterns to improve the next-best actions, contextual suggestions, and real-time cross and upsell opportunities.

ATTRIBUTES AND CAPABILITIES

VISUALLY INTERACTIVE REPORTING AND ANALYTICS

Representation of complex process and business data in easily understood, visually interactive charts and graphs lead to greater insight and immediate actions.

- Ability to react to the right events in real time directly from the Spotfire dashboard.
- Access from mobile devices to allow immediate, informed decisions anytime from anywhere.
- Rich chart types for reports.
- A click-and-drag interface that enables dynamic visual interaction with reports.
- 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 between 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 allowing 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.

SUPPORT FOR KNOWLEDGE WORKERS

- Immediate, easy-to-find information that provides the right data, insights, and options to make the best decision in a particular situation
- Mobile access for workers to immediately act on information as it happens from anywhere
- Ability for workers to analyze and predict outcomes instead of reacting to events
- Flexible solution that promotes innovation in how things are completed, without being confining



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.
- Ability for users to drill-down into process instance data.
- Easy extension of report templates to include business metrics such as region, price, product type, resources, channel type, customer type, and others.
- Ability for business managers to analyze the effectiveness and efficiency of business processes at the aggregate or individual level.
- Customizable out-of-the-box template provides for standard process reports and will be regularly enhanced.
- Community templates enable users to benefit from shared experience and knowledge.

PREDICTIVE AND EVENT-DRIVEN ANALYTICS

Spotfire helps you anticipate opportunities and risks by seamlessly integrating predictive models and real-time event streams to deliver the Two-Second Advantage[®], the right information at the right time and place. It offers the best of both worlds: powerful predictive analytics for the business user, and a broad array of cutting-edge statistical analysis tools for statisticians and quantitative analysts. Professionals can use these statistical analysis tools to rapidly prototype, develop, and deploy new analytic applications.



Global Headquarters
 3307 Hillview Avenue
 Palo Alto, CA 94304
 +1 650-846-1000 TEL
 +1 800-420-8450
 +1 650-846-1005 FAX
 www.tibco.com

TIBCO Software Inc. (NASDAQ: TIBX) is a global leader in infrastructure and business intelligence software. Whether it's optimizing inventory, cross-selling products, or averting crisis before it happens, TIBCO uniquely delivers the *Two-Second Advantage*[®]—the ability to capture the right information at the right time and act on it preemptively for a competitive advantage. With a broad mix of innovative products and services, customers around the world trust TIBCO as their strategic technology partner. Learn more about TIBCO at www.tibco.com.

©2014, TIBCO Software Inc. All rights reserved. TIBCO, the TIBCO logo, TIBCO Software, the Two-Second Advantage, TIBCO ActiveMatrix BPM, TIBCO ActiveMatrix BPM Spotfire, and TIBCO Spotfire are trademarks or registered trademarks of TIBCO Software Inc. or its subsidiaries in the United States and/or other countries. All other product and company names and marks in this document are the property of their respective owners and mentioned for identification purposes only.

05/12/2014