

Management Summary

Companies have to face various challenges and problems in the markets, the relations with their customers and their suppliers. Competitiveness, efficiency and the capability to be innovative are vital for companies. Not the size of a company is the critical competitive factor; it is how fast, how efficient and how close to their business partners they operate. To handle the challenges they have to face and to reduce the problems inside a company and in the interaction with their partners, companies invest in Business Process Management and Business Process Modeling. In the area of Business Process Modeling the Business Process Modeling Notation (BPMN) is becoming more important. The BPMN is a standard for modeling business process and workflows. The intention of this standard is to reduce the fragmentation of modeling notations. Therefore many software vendors contribute to the standardization process and support, respectively plan to support the standard in their products.

In the beginning of the thesis the concept of Business Process Management is analyzed and exposed. Based on the analysis the area of modeling business processes and workflows is classified within Business Process Management. Further the concepts of process execution and monitoring are examined.

Next the Business Process Management portfolios of the vendors IBM and SAP are examined in reference to modeling within the Business Process Modeling Notation. Further process execution and monitoring capabilities are analyzed.

In the following the realization of the Business Process Modeling Notation standard in the IBM and the SAP portfolio is analyzed. Therefore the concepts and methodologies of the BPMN are examined. In addition the portfolios are analyzed for support of the provided elements by the BPMN.

Finally the capabilities of the IBM and the SAP portfolio for modeling business processes and workflows within the BPMN are demonstrated in use cases. Therefore common business scenarios in companies were identified, modeled and implemented within the portfolios.