



# ABBYY® Timeline

## Automatic Analysis of Business Processes

Embedding Process Intelligence capabilities to your application ABBYY Timeline offers your customers insights on all processes of any complexity or size. Deliver true operational excellence to your customers.

The vast majority of process execution today is tracked, managed, and performed through any number of IT systems of record. That means you already have a record of just about every aspect of any of your processes. You just need the right tool to recreate an end-to-end view of process execution. Traditional business intelligence tools, dashboards, and reports can't create this for you. ABBYY Timeline can. As businesses strive for operational excellence, ABBYY Timeline adds true Process Intelligence capabilities to your application for your customers.

### Achieving True Process Intelligence

Organizations run numerous processes and struggle to properly utilize all their systems to manage them. ABBYY Timeline can be integrated into any software platform to align the best of each of these tools and goes far beyond to deliver a single, unified process intelligence solution via API, connectors, and fully integrated solutions. The result is a completely new delivery of advanced analysis of process data. Timeline allows users to quickly uncover and understand the truth about how their processes are performed based on facts – not assumptions. Best of all, since Timeline is automatic, results are delivered in a fraction of the time of any other approach. This gives you more time to understand and act on the information.

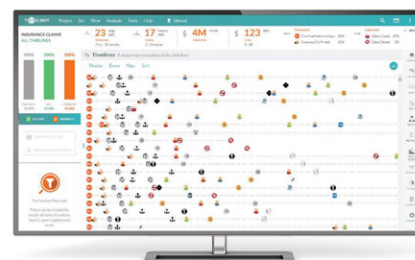
### The Timeline Analysis Approach

As businesses strive for operational excellence, there is often a struggle to deliver Process Intelligence capabilities within your application for your customers. Integrate ABBYY Timeline via API to deliver critical Process Intelligence insights automatically – any process, any complexity and any size.

The power of ABBYY Timeline comes from its unique Timeline Analysis approach to Process Intelligence. This technique allows Timeline to reconstruct the original process instances, step by-step, from event data left behind when they were actually performed. Since Timeline allows you to combine event data from multiple systems it is possible to reconstruct processes even when different steps of the process are performed using multiple back-end systems. The result is the ability to visualize and analyze complete business processes even when there is no other place to find these details in your customer's existing systems. Once Timeline has reconstructed your customer's business processes you are ready to learn much more about their processes and drive improvement. Best of all, these advanced analysis features work in any business or software environment - whether these processes are well behaved and consistent or completely ad-hoc as is common in case management environments.



*As soon as data is loaded ABBYY Timeline immediately provides profile metrics for your business processes.*



*Timeline automatically reconstructs process instances from your data even when that data is sourced from multiple systems.*



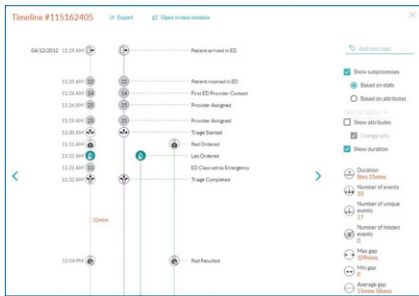
*Process schemas are automatically detected in both structured and ad hoc (case management) business process environments.*

Our laser focus on analyzing business processes allows you to deliver a wide variety of best-practice analyses for critical use cases across multiple industries and operational areas within your software.

Below is a sample of some of these key capabilities that can be integrated into your technology and white-labeled.

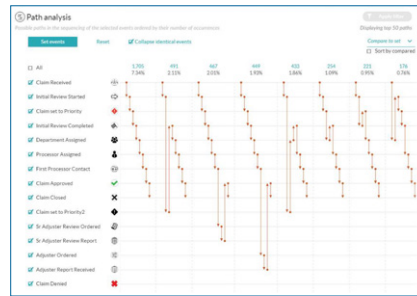
### Detailed Case (Instance) Analysis

Process instances can be analyzed in detail even where different steps in the process are performed on multiple back-end systems. Subprocesses are detected using event pattern analysis.



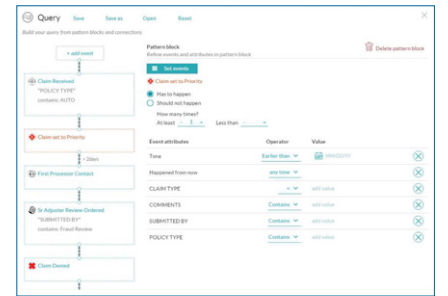
### Path Analysis

All process instances are analyzed to identify hidden execution patterns that can be used to detect behaviors that may be beneficial or detrimental to operations.



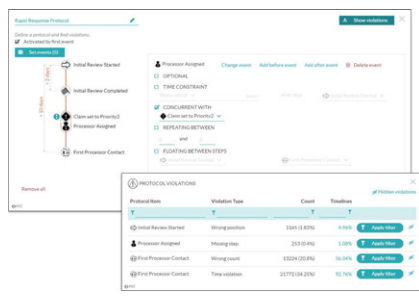
### Process Query

Users can easily define complex queries using a simple point-and-click configuration tool and find those process instances that match those conditions with sub-second response time.



### Protocol Analysis

Protocol analysis allows users to specify precise execution rules (order, timing, count, etc.) that must be followed and identify those process instance that fail to meet those conditions.



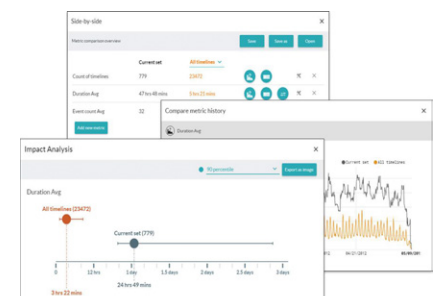
### Workflow/Journey Mapping

Processes that utilize queue-based routing of people or work items (e.g. customer service, IT services or call center operations) are analyzed automatically.



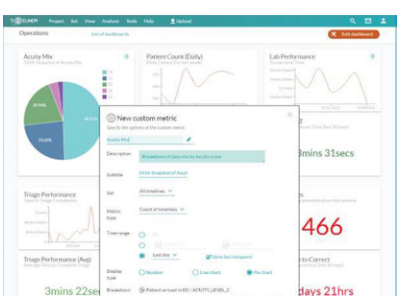
### Side-by-Side Comparison

Subsets of process instances which meet certain conditions (e.g. cohorts) can be compared side-by-side to more easily identify variations of one cohort versus the other.



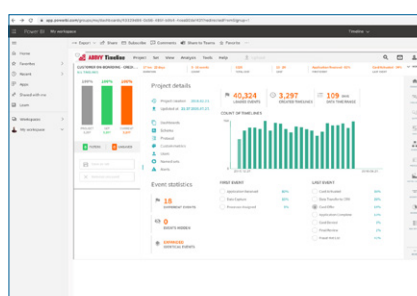
### Operational Dashboards

All users can easily define process monitoring dashboards to track key process metrics and be alerted to any change of conditions that relate to their operational areas.



### Web Page Embedding

Web page embedding allows Timeline modules to be embedded in an iframe in other web applications. This means that Timeline analytics and your chosen visualizations can be included in other applications, providing a customizable and easy way of integrating Timeline in other platforms.



If you have additional questions, contact your local ABBY representative listed under [www.abby.com/contact-us](http://www.abby.com/contact-us).

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