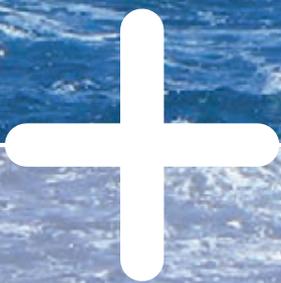


**PLOETZ + ZELLER**

*Process lifecycle partner*



**Business Process Management  
with passion**





*“The future lies in process-driven control.”*

The objective of Business Process Management (BPM) is to ensure the fastest possible process flow within the company across all departments, from customer inquiries to order fulfilment and beyond. That is why a successful BPM system involves all employees. A basic understanding of process-driven procedures is vital and should be an integral part of staff mentality and business processes throughout the organisation.

**Our focus: Content**

We establish a platform which brings together experts in various subject matters. Contents can then be discussed, and decisions can be made together. This platform will present all required process details in a clear and easy-to-understand format.

**Our goal: BPM for everyone**

A user-friendly and familiar user interface makes inter-departmental cooperation easy. This user interface is based on one of the most widely used applications in the world – Microsoft Excel®. Using the BPM system will soon be as routine as writing an email or creating a spreadsheet. Data comparison is a background task that runs automatically and is compatible with standard BPM databases.

## Business Process Management: Our knowhow

We are convinced that the critical success factor to turn any company into a process-driven organisation is an integrated and exhaustive approach. Our experience shows that this is only possible if executive and other management levels stand behind the benefits of BPM and act accordingly. Employees feel involved and want to participate. Business Process Management should therefore be aimed at both the strategic and the operative level. The focus is not on simply modelling processes but on contents and content relationships. For this you will need a tool that is based on user requirements and can integrate into daily routines.



## Our system

We have been implementing defined workflows in companies for many years. In many situations, a lack of communication between departments and process experts provides an obstacle to successful Business Process Management.

Our goal is to increase acceptance of Business Process Management with all employees and to integrate BPM into the daily working routine. For this purpose we have developed the Symbio Suite tools which enable all employees to easily create, maintain and implement processes.

Our success story: Since 2005 medium-sized and large companies have been relying on our expertise.

## Our portfolio



..... We supply the knowhow and the system. ....



## Ploetz + Zeller: Your Process Lifecycle Partner

Our team comprises of experts in process, project and knowledge management as well as software technologies. All our consultants and engineers are pragmatic, highly motivated and have a vision.

This is how we support our customers with software solutions and long-standing expertise in Business Process Management. We guide you through the complete lifecycle of all processes.



*“Sustainability and simplicity are priorities when developing our products.”*

**Steffen Ploetz**, CEO

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*“Business Process Management is more than simply drawing up processes.”*

**Oliver Zeller**, CEO

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*“We reach our customers with design, ergonomics and usability.”*

**Elmar Kubatta**, Product Development Manager

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..... Together and through simplicity we will reach your goals. ....

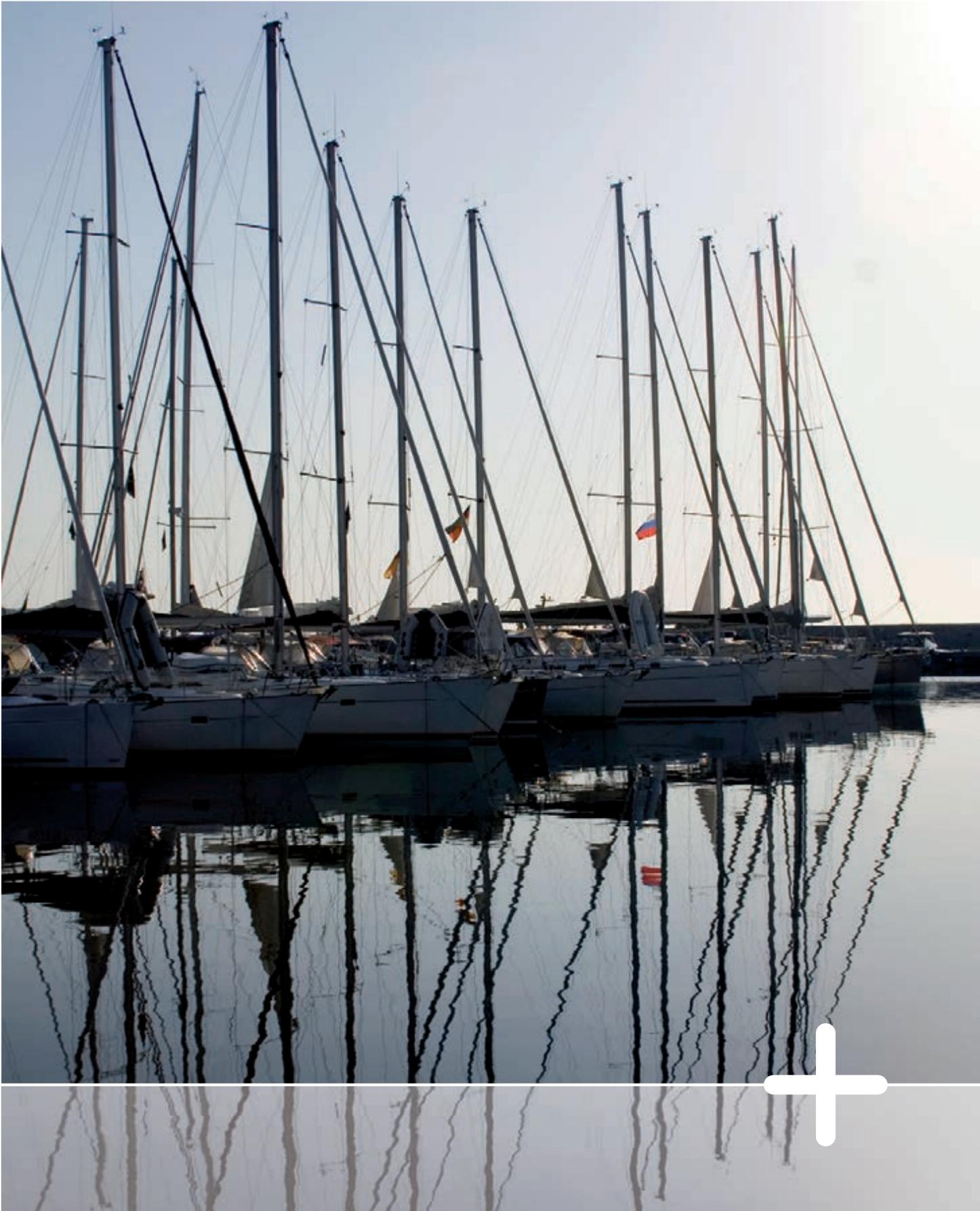
## Real-life Examples: BPM for everyone

**Harmonizing different IT systems** and optimizing several thousand business processes – that was an enormous challenge for the process experts working for a large financial service provider. Using Symbio Process they managed to prepare both new and existing processes for the migration to a unified system and made sure those processes would work – all within 18 months and for about 200 process owners. Decision makers were convinced by the short training periods for the BPM tool, the resulting high user acceptance of process management and the high quality of the processed data. For them Symbio is the best solution for integrating a high number of processes.

**Establishing consistent streamlined quality management** – this was the objective for a medium-sized IT security company. After having focused on core competence, many processes had become inefficient. Plus customers demanded more order status transparency. Within four months Ploetz + Zeller together with executive management and nearly all employees established a modular process architecture which can also handle potential growth. Staff uses Symbio Process to continuously capture and optimize company processes. Symbio Presentation presents all data in a clear and easy-to-understand format – for staff and customers alike. This has resulted in clearly defined responsibilities accepted by all employees, higher product quality, reduced production cost and satisfied and well-informed customers.

**Working together in a multicultural environment**, integrating into a new parent company and identifying common technology and sales platforms – no easy tasks for a manufacturer of specialized equipment. German planning met Scandinavian pragmatism, Symbio Process was the common language. The program facilitated a process-driven approach for all parties to help define the structure of a new organization with twelve locations and determine critical success factors. This resulted in a functioning sales channel with benefits for all company brands and multiple synergies for new equipment generations.

**An organization with many branches** but little acceptance of Business Process Management – this was the challenge for the parent company of an energy provider. Ploetz + Zeller had the answer: Symbio's easy-to-use interface and its straightforward application made the majority of the employees see the benefits of a process-driven approach. Today, maintaining data is as much part of the daily routine as sending emails.



## What our customers think



*“As part of a large-scale IT migration project processes are being documented using Symbio – alongside our day-to-day business. As process documentation with Symbio only requires knowledge of Excel, no extensive tool-specific training was needed. We could well imagine that we might use Symbio for process updates even after the project has finished.”*

**Claudia Czira**, Head of Process Management, Bank Austria - Member of UniCredit Group



*“Ploetz und Zeller offer us professional advice and expertise in developing our process management. Plus an innovative tool. For us this combination is an optimal solution. Ploetz + Zeller are practice-minded and respond to client requests with customized solutions: simple, fast and straightforward. We are completely satisfied.”*

**Oliver Müssig**, Quality Management/Organization, E.ON Wasserkraft GmbH



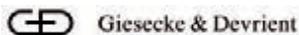
*“With the support of Ploetz + Zeller and by implementing the Symbio tool we were able to automate the data input process for activity-based costing for corporate management, which in turn saves time and resources.”*

**Dr. Götz Möller**, Member of the Board of Directors, Equens SE



*“When we integrated Gardena into the parent company there was no need to modify Symbio, and we were able to start immediately. We were very impressed. Another vital contribution to the synergies and savings can be attributed to Symbio Process: its coherent presentation of data has been and still is the basis for understanding and decision-making among IT experts and other SMEs in twelve countries.”*

**Dr. Burkhard Jaeger**, CCO - Corporate Office, GARDENA GmbH



*“Symbio as a tool and Ploetz + Zeller’s flexible support has been a great help. Both aspects have enabled us to concurrently create and consolidate process descriptions across various sectors.”*

**Andreas Lamina**, Head of QM - Banknote Processing, Giesecke & Devrient GmbH



*“Our new guideline portal provides a much better overview of our processes. It is now transparent how associated procedures, templates and roles interact, and at the same time we have created a basis for streamlining our internal guidelines.”*

**Hartmut Penning**, Quality Management Director, Rohde & Schwarz GmbH & Co. KG



