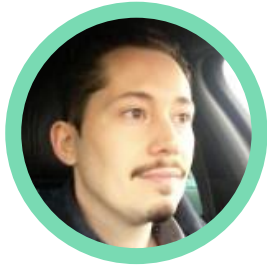


PRODIGO

Triple Crown
in Practice

About me and Prodigio



Dennis Aarts

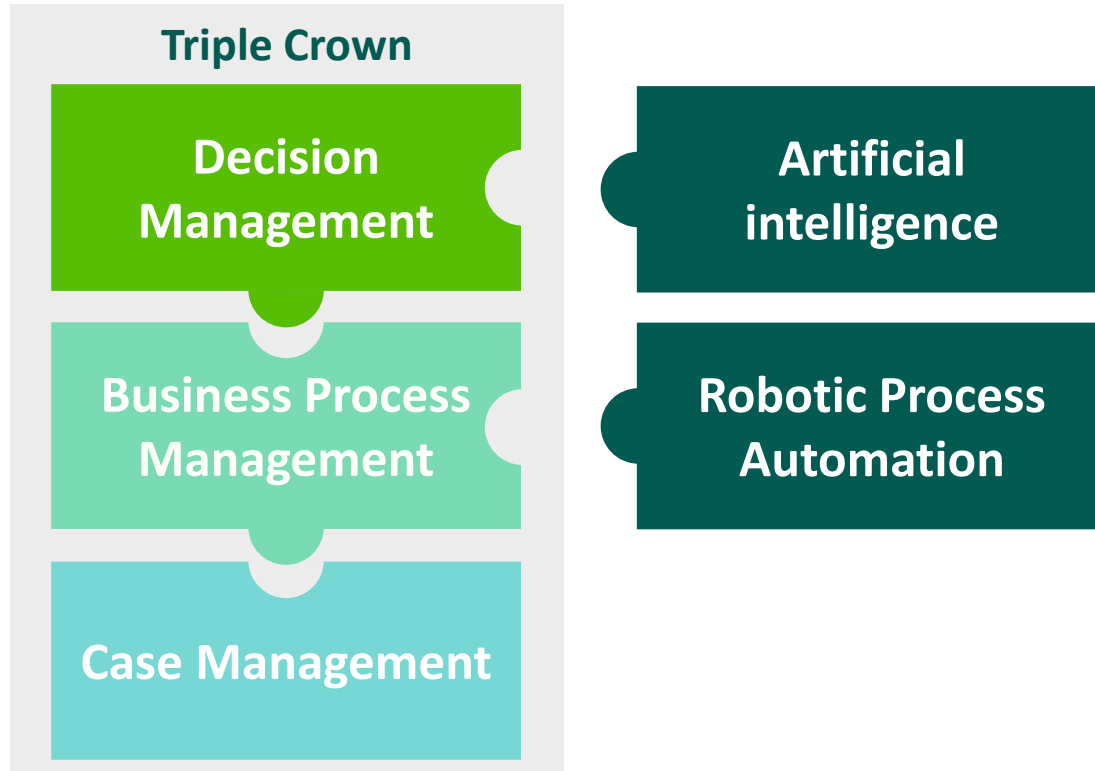
- Studies: Information Sciences @ Radboud University Nijmegen
- Specialization: Model Driven Engineering
- Second presentation for DecisionCAMP

Prodigo

- Focus on end to end support for business departments
- Currently about 100 employees in three organizations
- Product independent



The domain of the Triple Crown



The challenges of a modern organization



Big influence of IT

- Steering of priorities
- Block complexity
- Business logic as a black box



Low reaction speed

- Fast evolving environment
- Increasing automation demand
- IT has its own challenges



Shadow IT

- Increasing product offerings
- Fragmented IT landscape
- Not support program



The context of the project



Software reselling

The customer is a vendor of a broad range of products delivered by multiple companies

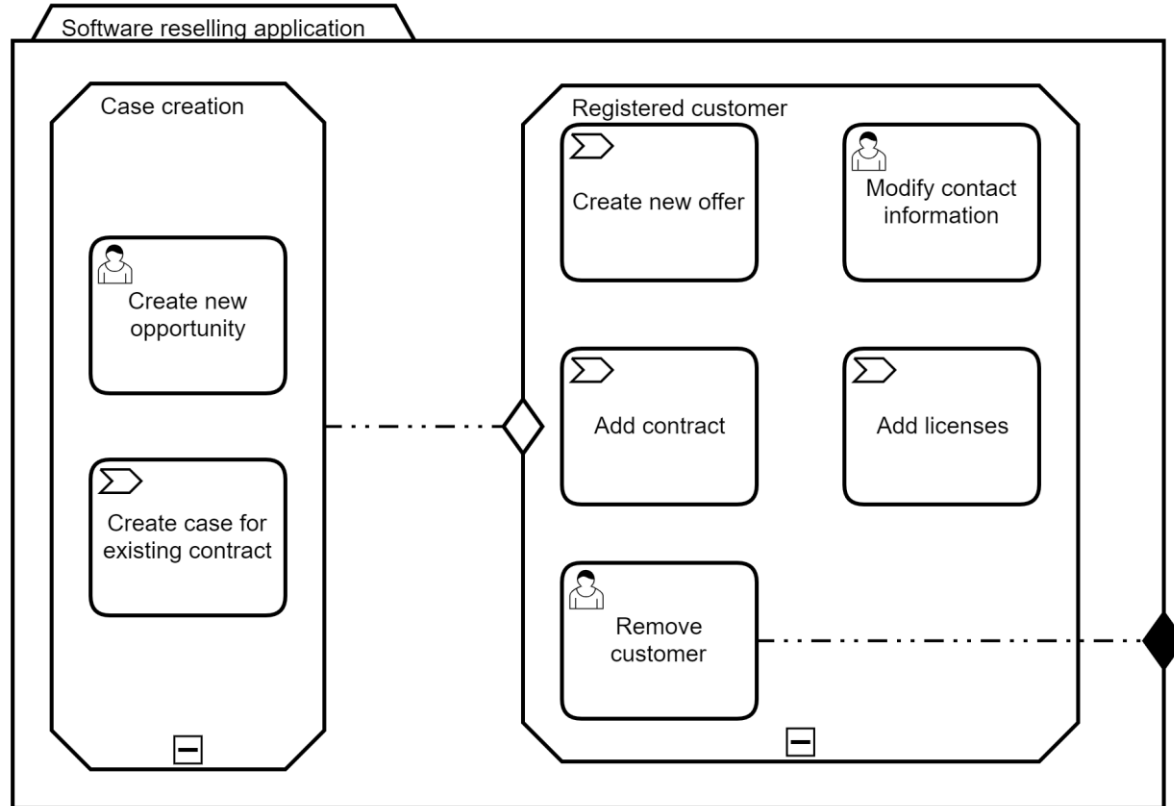
Manual work

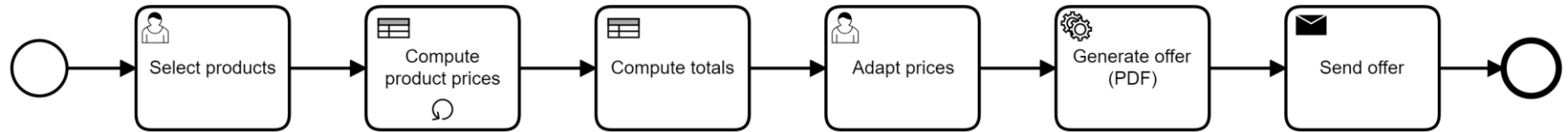
Error prone

Follow-up difficulties

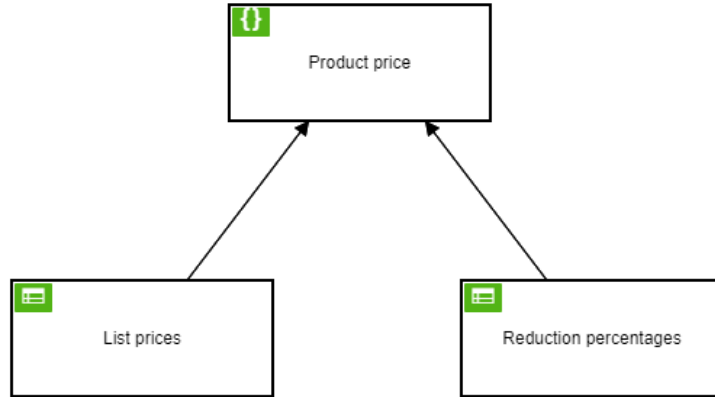


The case model



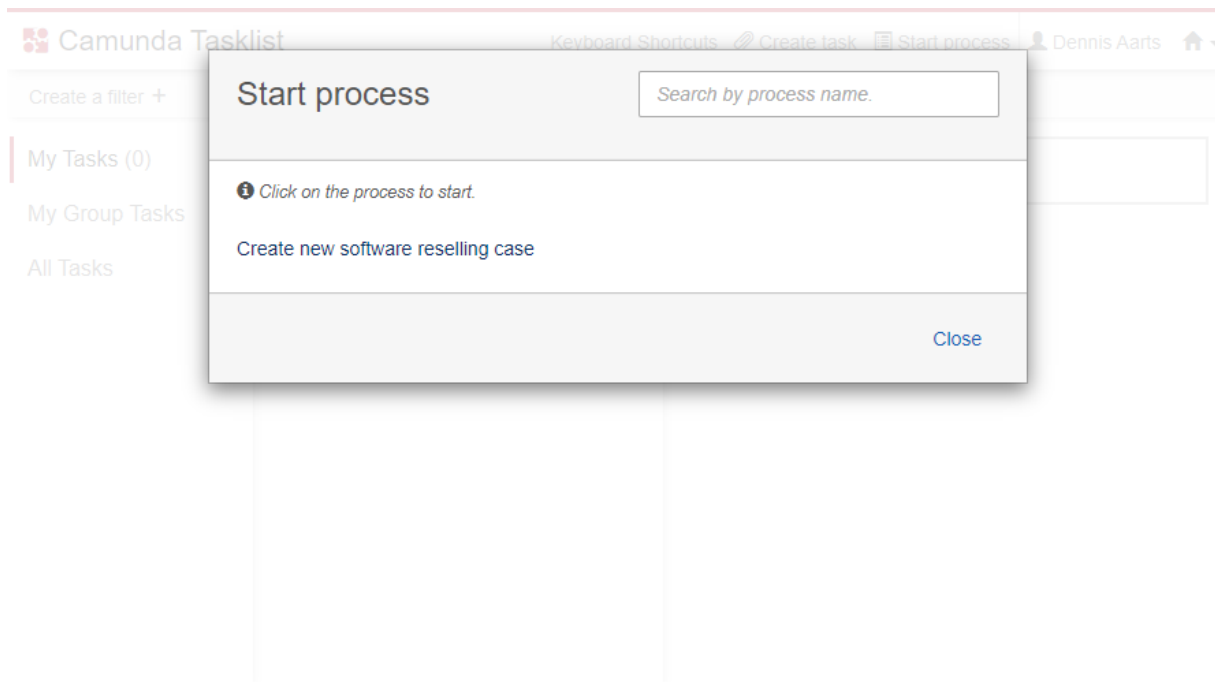


One of the DRDs and decision tables



Reduction percentages				
U	Input +		Output +	Annotation
	Product	Customer loyalty in years	Reduction in percentage	
	string	integer	double	
1	"product_1","product_2"	<= 2	5	
2	"product_1","product_2"	> 2	10	
3	"product_3"	<= 3	2.5	
4	"product_3"	> 3	5	
+	-	-		

Case creation



The screenshot shows the Camunda Tasklist interface with a 'Start process' dialog box open. The dialog box has a title bar 'Start process' and a search input field with the placeholder text 'Search by process name.'. Below the search field is an information icon and the text 'Click on the process to start.'. A list item 'Create new software reselling case' is visible. At the bottom right of the dialog is a 'Close' button. The background interface includes a header with 'Camunda Tasklist', 'Keyboard Shortcuts', 'Create task', 'Start process', and user information 'Dennis Aarts'. A sidebar on the left shows 'Create a filter +', 'My Tasks (0)', 'My Group Tasks', and 'All Tasks'. The footer of the interface contains the text 'Date and Time displayed in local timezone: Europe/Brussels' and 'Powered by camunda BPM / v7.11.0'.

Date and Time displayed in local timezone: Europe/Brussels

Powered by camunda BPM / v7.11.0



Generated UI based on variables

The screenshot displays the Camunda Tasklist interface. At the top, the title 'Camunda Tasklist' is visible along with navigation options like 'Keyboard Shortcuts', 'Create task', and 'Start process'. The user 'Dennis Aarts' is logged in. The main area is divided into a left sidebar with filters ('My Tasks', 'My Group Tasks', 'All Tasks (1)'), a central task list, and a right-hand form editor.

The task list shows a task titled 'Create new opportunity' with a sub-task 'Case test' assigned to 'Dennis Aarts', created 'a minute ago' with a duration of '50'. A filter box above the list is labeled 'Filter Tasks' and shows '1' task.

The form editor on the right is titled 'Create new opportunity' and includes a 'Case test' link. It features tabs for 'Form', 'History', 'Diagram', and 'Description'. The 'Form' tab is active, showing input fields for 'Company', 'Contact person', and 'Address'. At the top of the form, there are buttons for 'Set f...', 'Set d...', and 'Add groups'.

Date and Time displayed in local timezone: Europe/Brussels

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Tasks available from case model

The screenshot shows the Camunda Tasklist interface. At the top, there is a navigation bar with the Camunda logo, the text "Camunda Tasklist", and several utility links: "Keyboard Shortcuts", "Create task", "Start process", and a user profile for "Dennis Aarts". Below the navigation bar is a filter bar with "Created" selected and a plus sign. The main area displays a list of tasks grouped by case model. Each group has a blue pencil icon to its left. The tasks are as follows:

Case Model	Task Name	Created	Duration
Add licences information	Add licenses	Created a minute ago	50
	Modify contact information	Case test	Created a minute ago
Remove customer	Case test	Created a minute ago	50
	Add contract information	Add contract	Created a minute ago

At the bottom of the interface, there is a status bar with the text "Date and Time displayed in local timezone: Europe/Brussels" on the left and "Powered by camunda BPM / v7.11.0" on the right.



The business process in action

The screenshot displays the Camunda Tasklist interface for a task named "Adapt prices". The interface includes a top navigation bar with "Camunda Tasklist", "Keyboard Shortcuts", "Create task", "Start process", and user information "Dennis Aarts". Below the navigation bar, there are navigation arrows and an "Add Comment +" button. The main content area shows the task title "Adapt prices" and a "Create new offer" link. A toolbar contains "Set follow-up date", "Set due date", "Add groups", and "Dennis Aarts". Below the toolbar are tabs for "Form", "History", "Diagram", and "Description", with "Diagram" being the active tab. The BPMN diagram shows a linear process flow: Start (circle) -> Select products (task) -> Compute product prices (task) -> Compute totals (task) -> Adapt prices (task, highlighted with a blue border) -> Generate offer (PDF) (task) -> Send offer (task) -> End (circle). A zoom control is visible on the right side of the diagram.

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The decision model in action

Camunda Cockpit Processes Decisions Human Tasks More ▾ Dennis Aarts 🏠

Dashboard » Decisions » Reduction percentages » b6f2590f-bbb2-11ea-b0b1-a0c589c55580

Reduction percentages

View DRD

Decision_00t7sv9

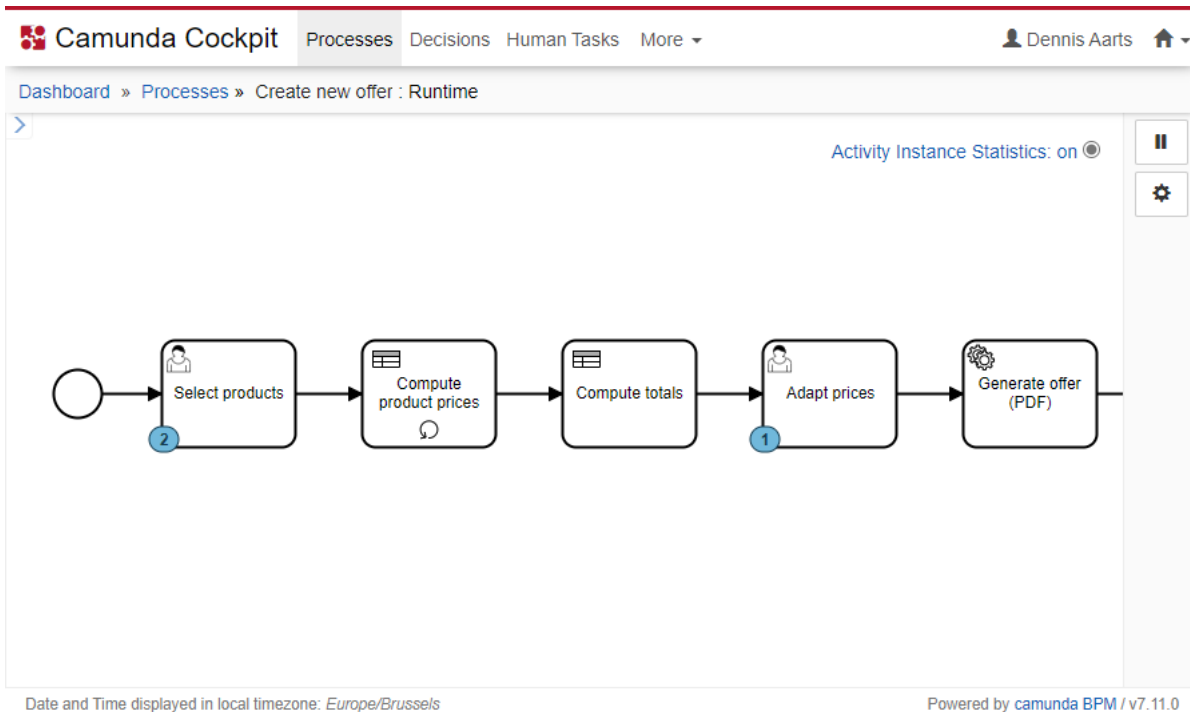
U	Input		Output	Annotation
	Product = product_3	Customer loyalty in years = 0	Reduction in percentage	
	string	integer	double	
1	"product_1","product_2"	<= 2	5	-
2	"product_1","product_2"	> 2	10	-
3	"product_3"	<= 3	2.5 = 2.5	-
4	"product_3"	> 3	5	-

Date and Time displayed in local timezone: Europe/Brussels

Powered by camunda BPM / v7.11.0



Monitoring



What experience has learned us



Things to keep in mind

Multiple projects have given us insights which are applicable for almost every environment

Direction of extensibility

Use the correct model

Focus on business users




How the challenges are resolved




Big influence of IT

- Business organizes priorities
- Complexity becomes manageable
- Analysis is the implementation



Low reaction speed

- Business can take action
- Changes are less time consuming
- IT focuses on own challenges



Shadow IT

- Collaboration of business and IT
- Offer one centralized product
- IT can validate work if desired



