



**TIM Solutions**


# Let your work flow

Digital Process Automation made easy

# TIM Solutions in facts and figures



Founded in  
**2007**



**98%**  
customer satisfaction




A **100%**  
family-owned business



**+280.000**  
licences sold



**+500** companies  
worldwide count on TIM

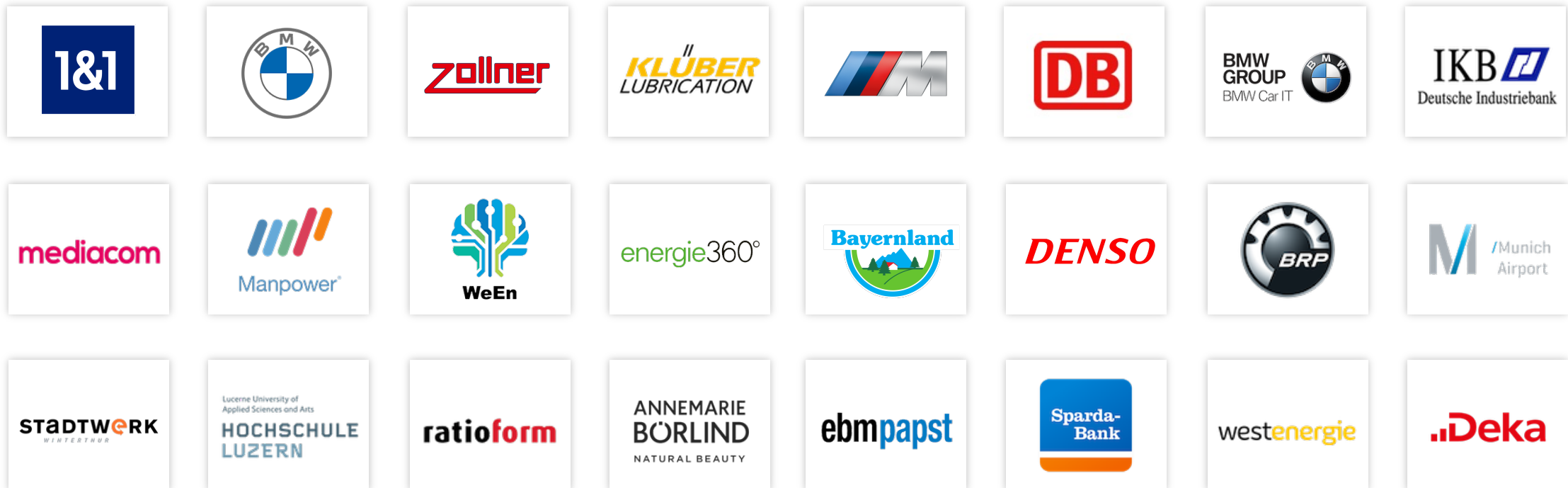


More than **300**  
different process topics

# Our Customers – Our Pride



Over 500 companies in 74 countries count on our unique software solutions. In this context, we have realized more than 400 projects with our well-known customers. Here is an excerpt from our customer list:





# Savings / ROI



## DYNAMIC CHANGE MANAGEMENT



**26.160** h savings per year  
≈ **66%**  
cost saving compared to other  
workflow solutions



## EVALUATION PROCESS, PERSONNEL PROCESS AND TOOL TRACKING



Estimated:  
**1.400** h  
time saving per year



## PRODUCT DEVELOPMENT PROCESS



Several  
**thousand** h  
time saving per year



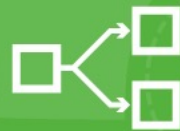
## DEUTSCHE BAHN



Global booking requests for  
subsidiaries  
Worldwide centralization from  
**350** to **3** locations



## SPECIAL REQUEST MANAGEMENT



**1** process run to  
achieve ROI



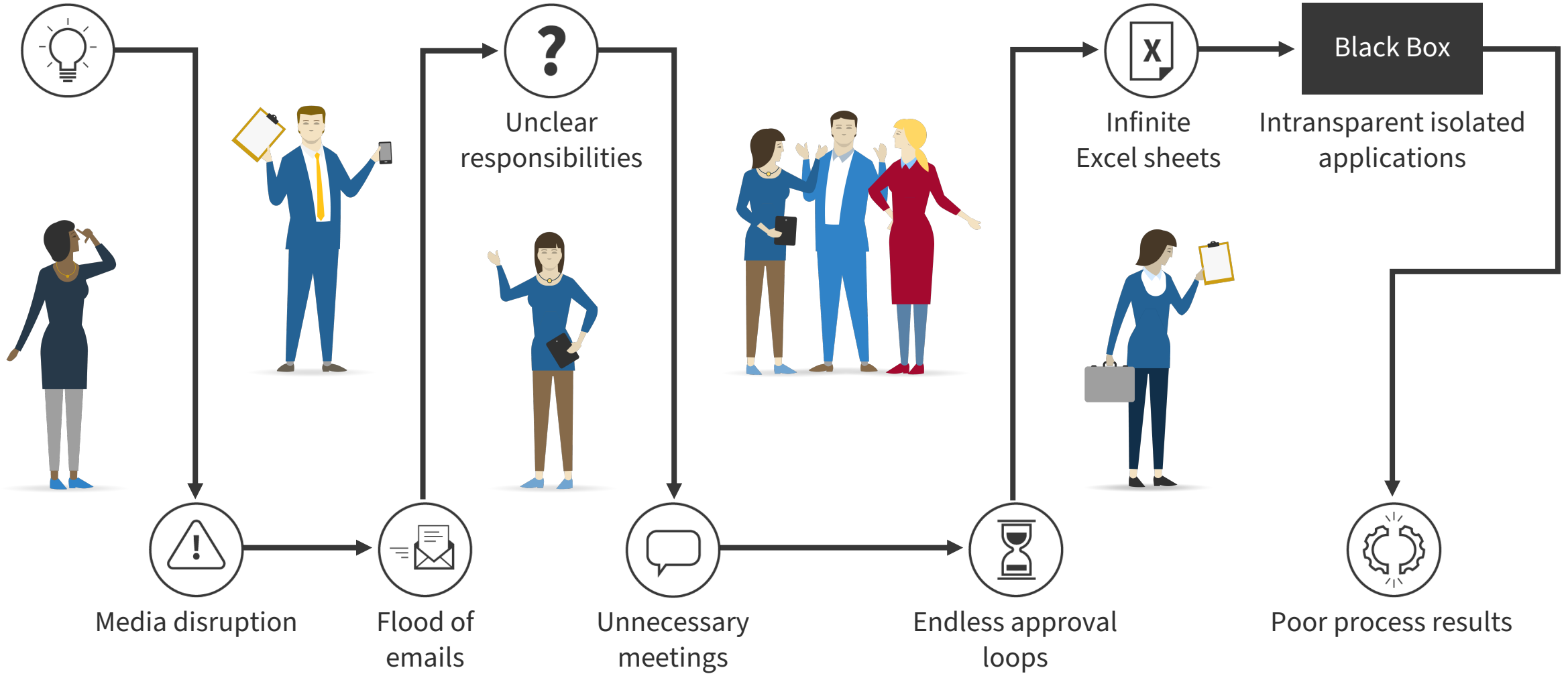
## PAYROLL ADJUSTMENT



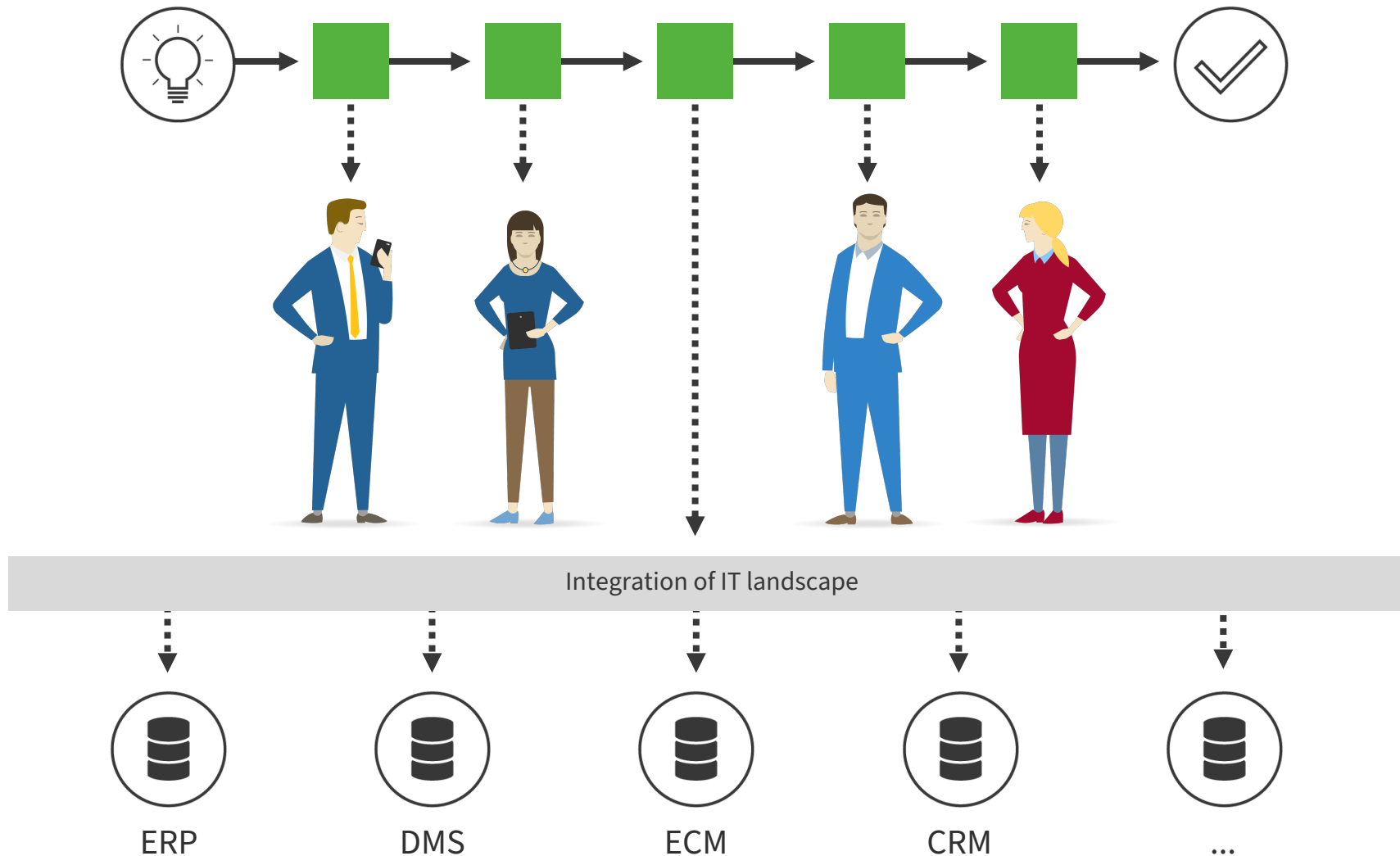
after only  
**6 months**  
ROI achieved



# Without TIM: Typical Business Process Flows



# TIM Philosophy

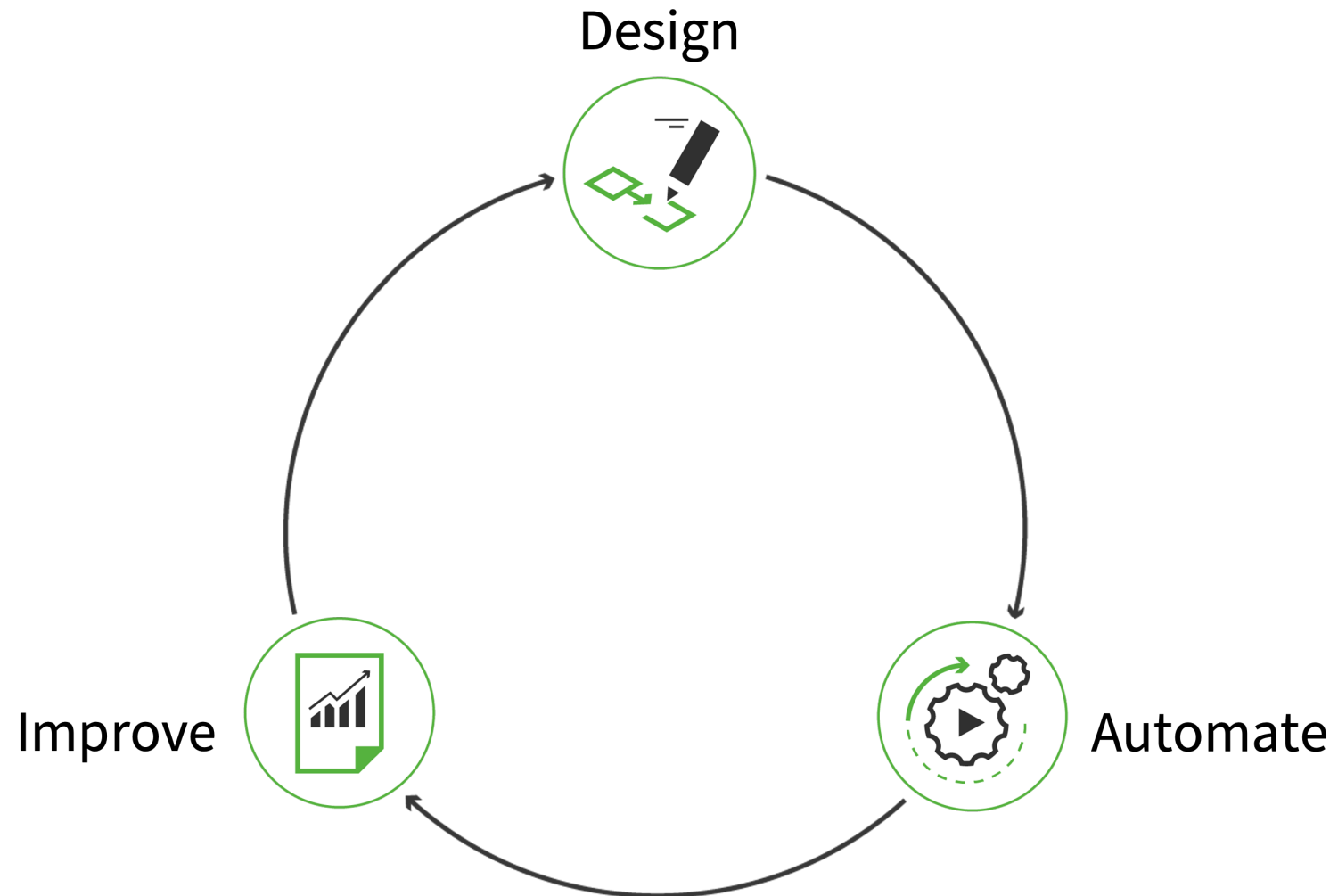


Structured workflows

Involvement of process participants

Integration of existing IT landscape

# Workflow Lifecycle





# Form Design with TIM



Web-based  
form editor



Simple configuration of  
rules and logic



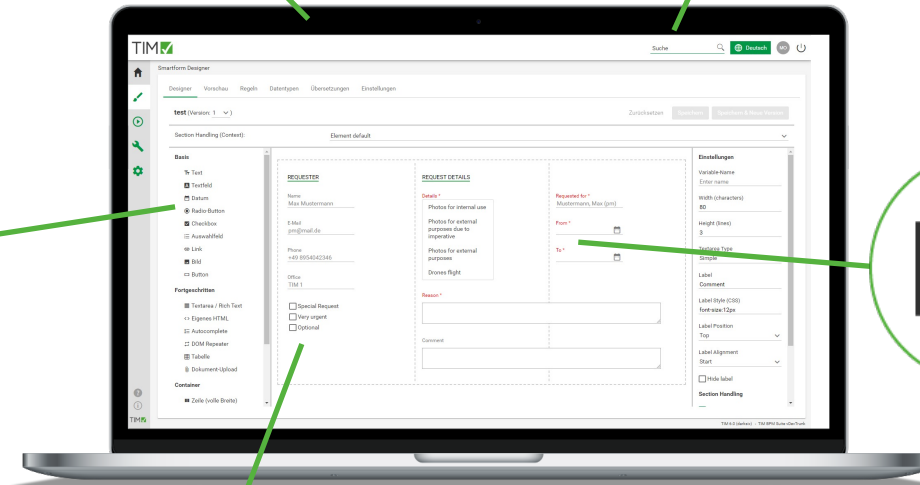
Simple adaptation  
per process step



Preview mode



Revision-proof change  
history



# Automate



Process control –  
Acting instead of reacting



Automatic escalation to  
meet deadlines



Structured  
completion of  
all processes



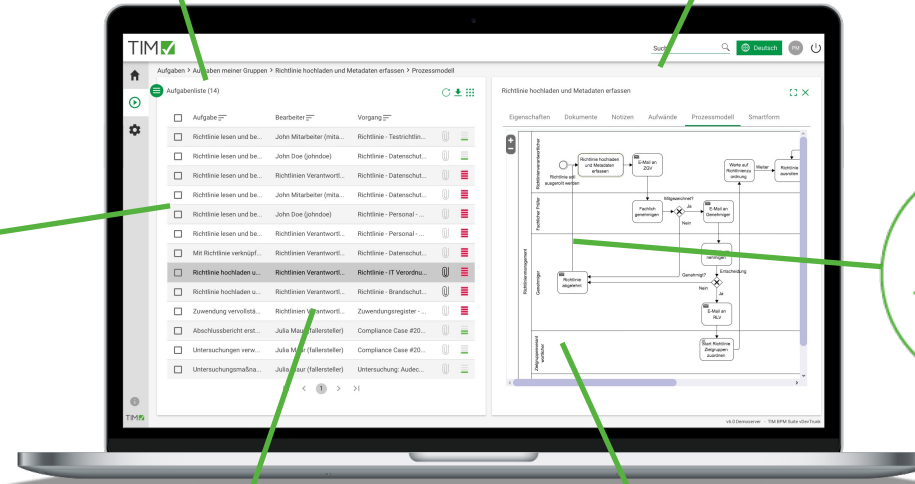
Traceability of all  
processes



Identification of  
bottlenecks



Adherence to schedules for the benefit  
of all participants in the process



# Improve

Monitoring of all processes



Target-performance comparison



Identification of weak points



Live evaluation of individual key figures



Verifiability through audit-proof documentation

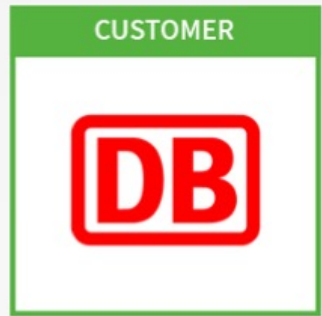




# Success Story Deutsche Bahn



## Global Booking Requests for Subsidiary Companies

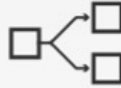


TIM is deployed in

**48** countries on **6** continents




**320.000**  
employees

 **25**  
different processes

 **22.000**  
users

 **250.000**  
completed tasks  
per month

 **80.000**  
process instances  
per month

# Success Story DB Cargo



## DB Cargo: International Special Train Planning

CUSTOMER

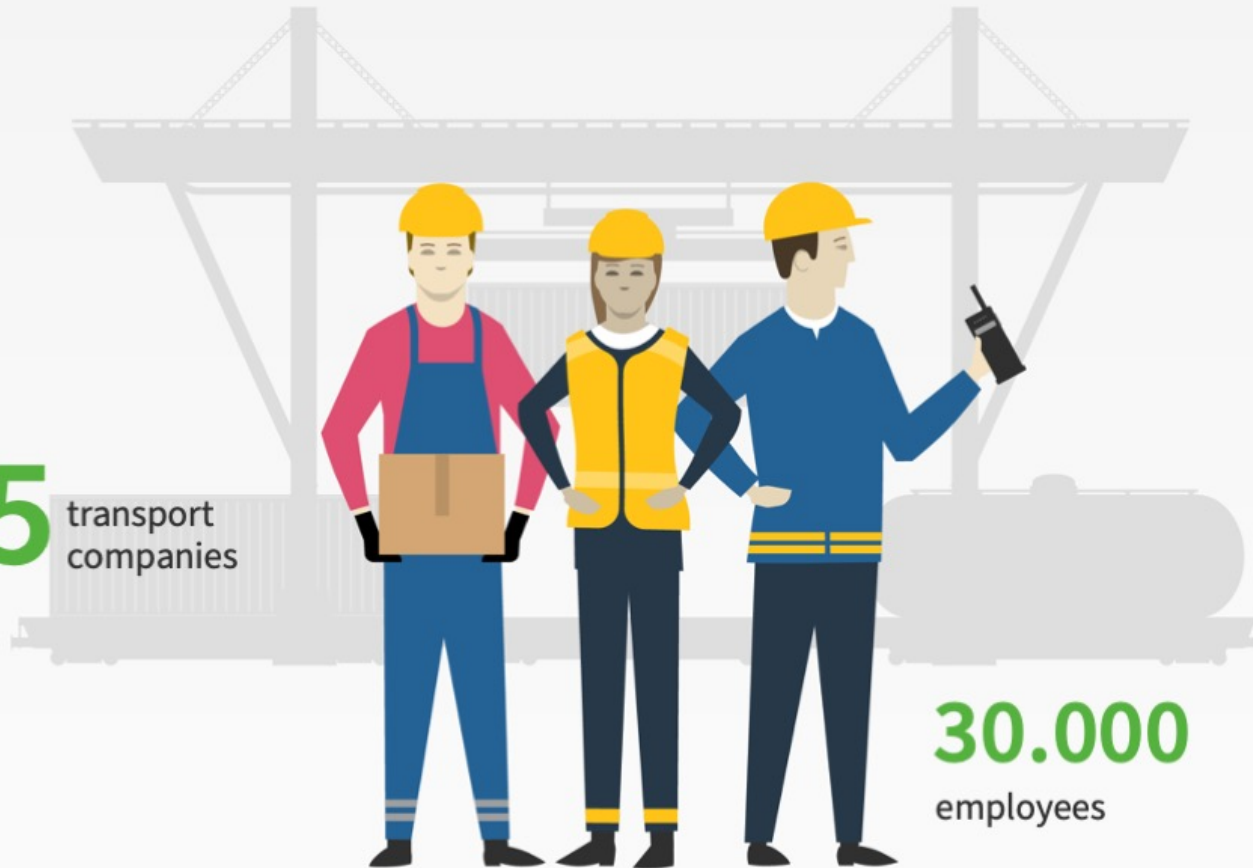
**DB Cargo**  
Deutsche Bahn Gruppe

TIM is deployed in

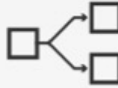
**15** countries and

**45** transport companies


Live since May  
**2012**




**30.000**  
employees

 **172**  
different processes

 **1.350**  
users

 **25.000**  
completed tasks per month

 **9.500**  
process instances per month

# Success Story Deutsche Bahn Overall

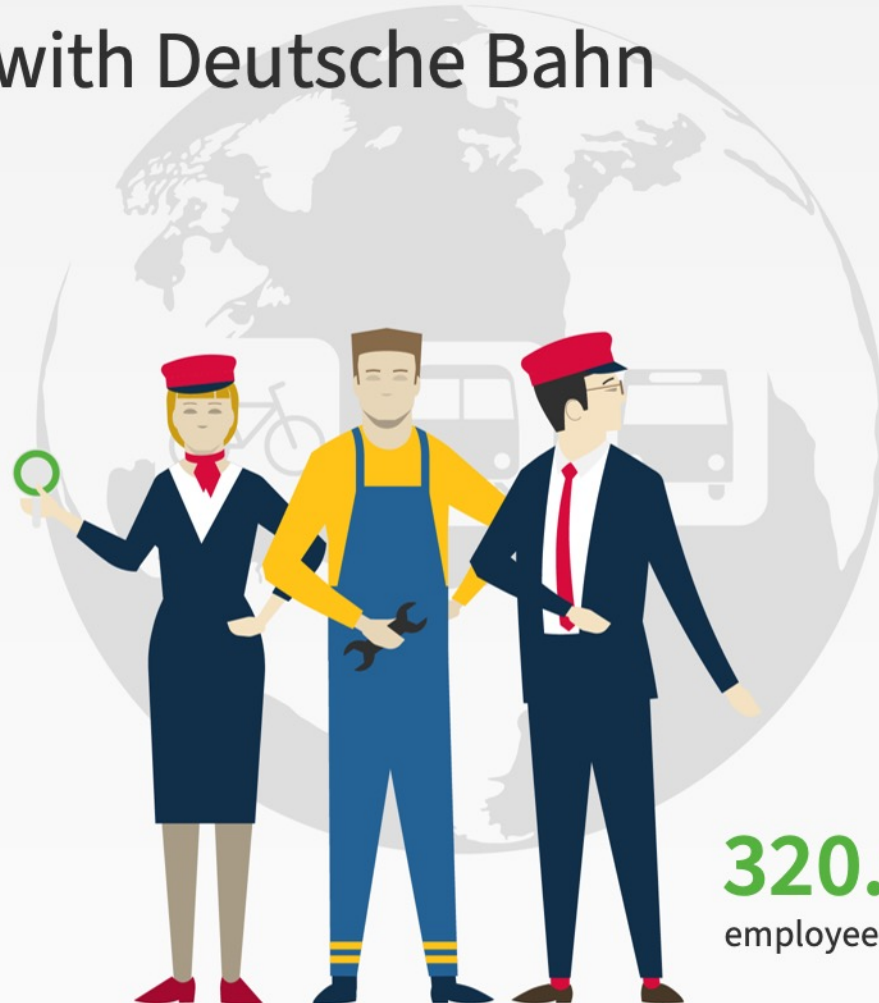


## All TIM Processes with Deutsche Bahn

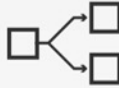


TIM is deployed in


**49** countries on **6** continents




**320.000**  
employees

 **207**  
different processes

 **24.000**  
users

 **280.000**  
completed tasks  
per month

 **90.000**  
process instances  
per month



# Success Story BMW GROUP



## Development Processes

CUSTOMER

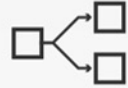
**BMW GROUP**



 **1.400**  
hours time saving  
per year

 Customer  
since  
**2018**

**133.000**  
employees

 **6** different  
processes

 **200**  
process participants

 **3.200**  
process runs  
per year

# Success Story Munich Airport

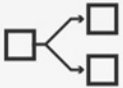


## Risk Management and further operative processes



**40%** Time saving  
reduction of coordination effort and  
lead times



 **7** different  
processes

 **7.600**  
employees

 around **50**  
users parallel on  
the system

# Success Story 1&1



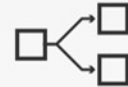
## Coordination of Marketing Campaigns and Approval Workflows




 **6.000**  
employees

 Live since  
December  
**2013**



 **30**  
different processes

 around **90**  
users parallel on  
the system

 **2.200**  
process instances  
per year

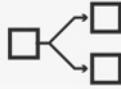


# Success Story DENSO



## Product Development Process and Approval Workflows



 **3** different processes

 several **thousand** hours time saving per year

 **130.000** employees

# Success Story Zollner



## Change Management Workflow




 **784.800**  
Euro savings per year

 Live since  
July  
**2012**



 **1** standardized process

 **> 900**  
changes per month

 **3.700**  
users

 **6** different languages

# Human Workflows achieve the top 5 goals of BPM



## **1. Cut costs**

Through automated activities, shorter lead times and more effective processes



## **2. Increase transparency**

The status of all relevant processes is always visible, filterable and sortable



## **3. Harmonize and standardize processes**

Processes run 100% according to standard, daily execution shows optimization potential



## **4. Improve quality**

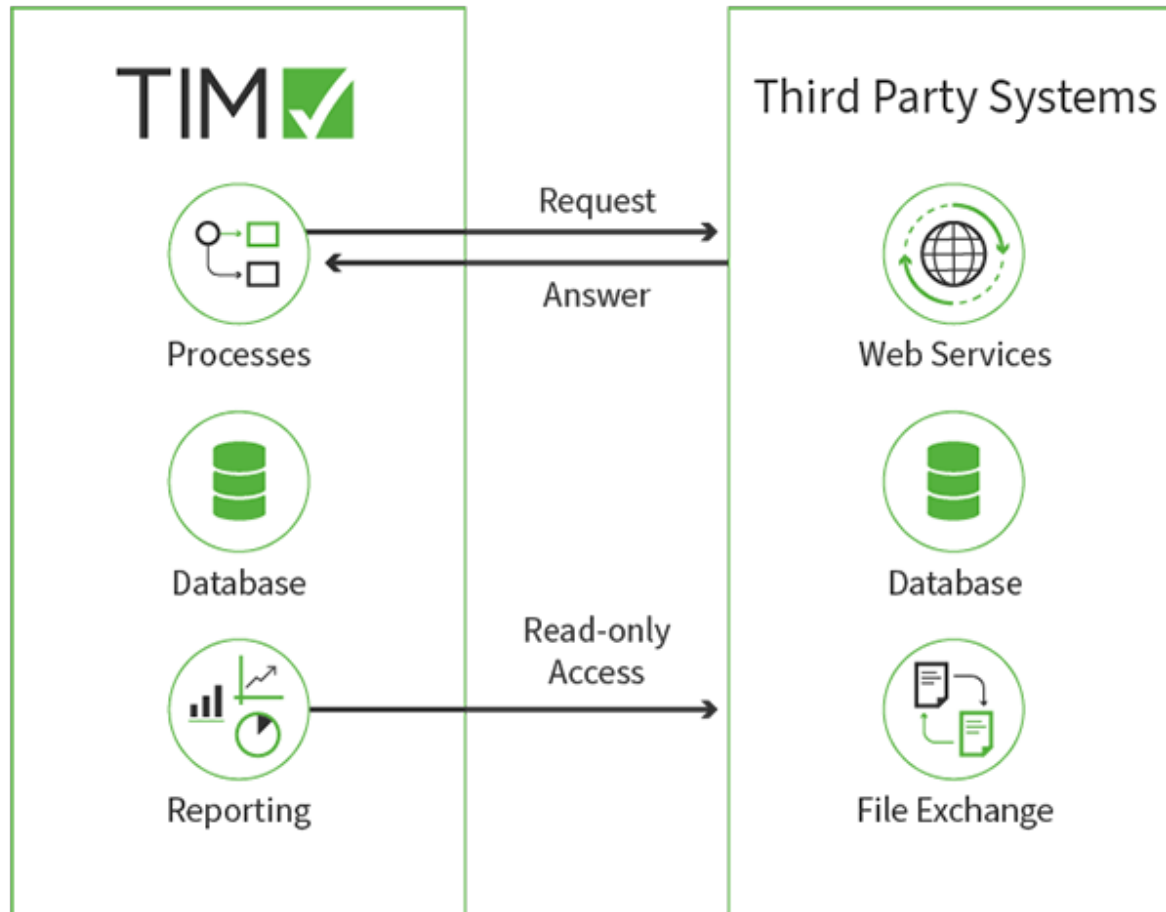
Mandatory fields, validations and selection lists improve data quality



## **5. Digitize processes**

Human workflows are digital and integrate other systems

# Integration of Third Party Systems



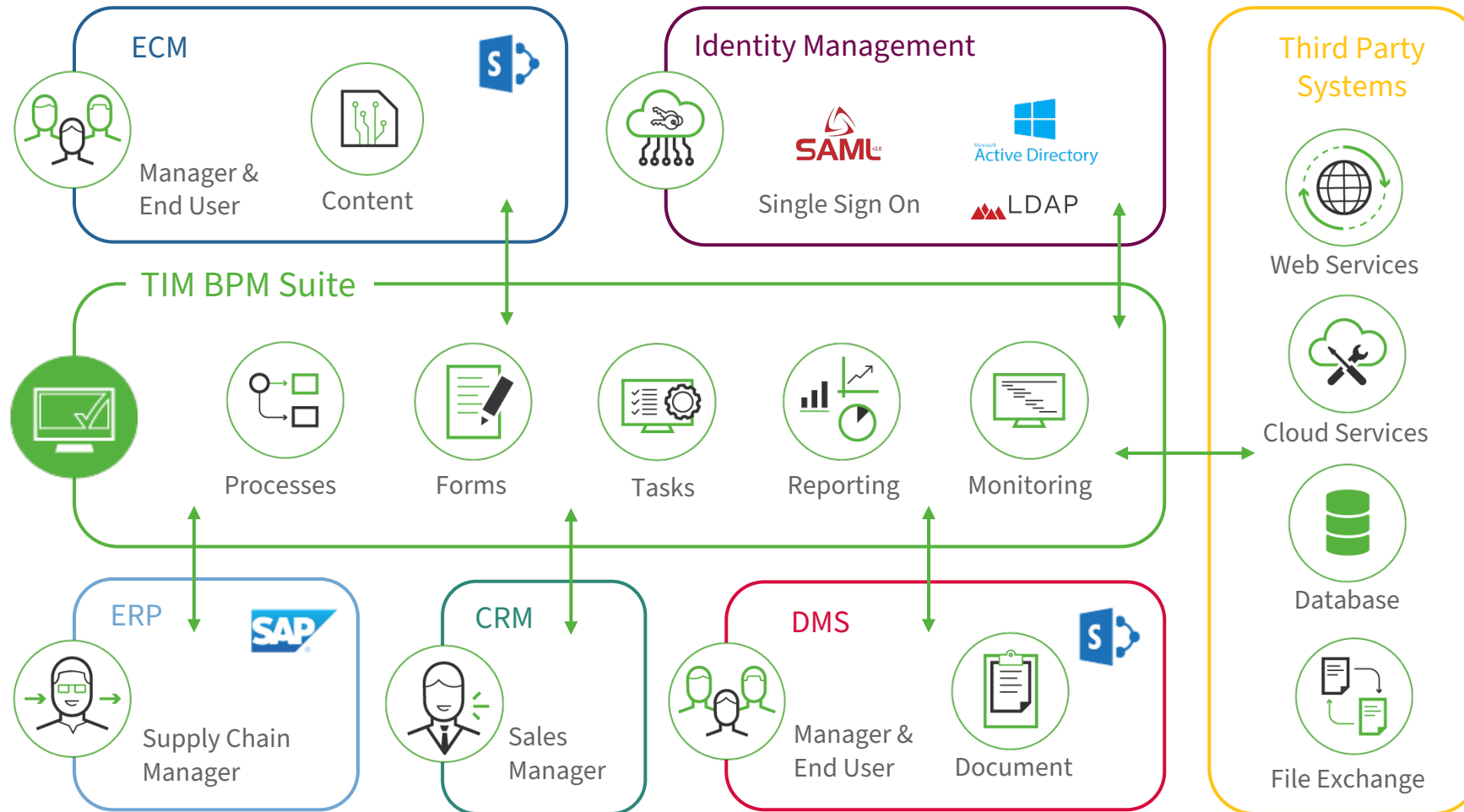
With these interfaces, it is possible to:

- provide information from the workflow to third party systems
- read information from third party systems and then process it further
- store information as master data, e.g. to fill selection lists in forms

Examples for standard interfaces:

- Webservices
- Direct Database Exchange
- File Exchange
- E-Mail Integration

# Digital Process Automation with TIM



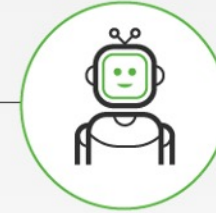


# Intelligent Process Automation



## TIM Connectors

Our connectors seamlessly integrate external data sources from existing IT systems into your workflows.



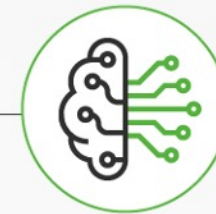
## Robotic Process Automation (RPA)

Combining TIM with RPA enables an efficient link of third-party systems through TIM orchestrating all workflow-relevant robots.



## Process Participants

TIM not only realizes technical links, but also creates connections between people, departments and organizations.

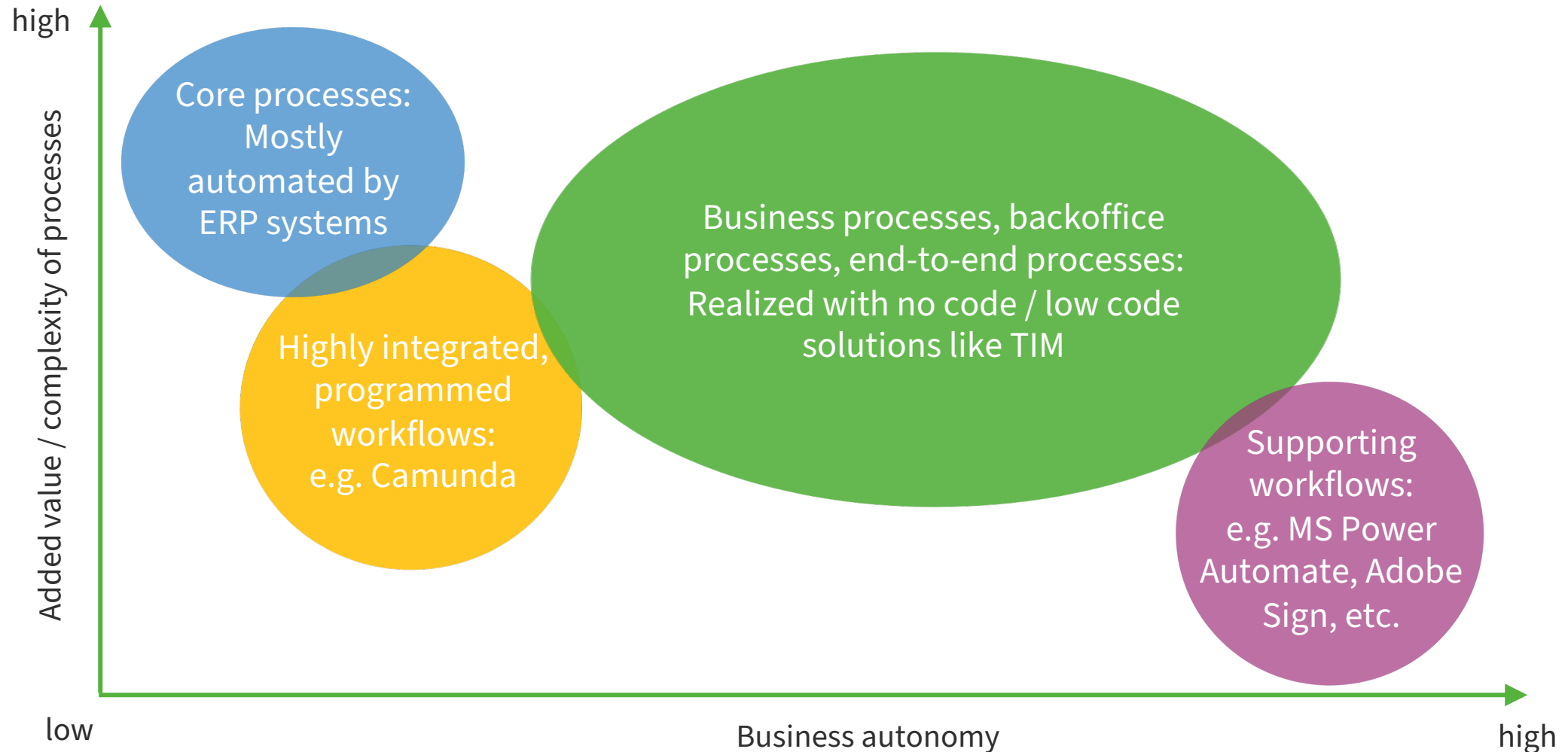


## Artificial Intelligence (AI)

TIM uses algorithms based on empirical values for automated approval processes or automatic form filling, for example.



# Workflow types and their area of application



# TIM as a No-Code DIY Solution



## The Tanker

- Heavy-duty IT system
- Expensive and difficult to customize and update
- Expensive to maintain
- Long project runtimes
- Many dependencies on internal IT or external consultants
- Examples: ERP systems, SAP, etc.



## Lonely Island

- IT system that can only be used in one area
- Almost impossible to modify
- Only superficial modifications possible
- Expensive and difficult to customize and update
- No interfaces
- Example: HR systems



## DIY Solution Kit

- ✓ From no-code to low-code
- ✓ Universally deployable
- ✓ WYSIWYG-Editor
- ✓ Many expansion options
- ✓ Easy to update
- ✓ Independent from IT
- ✓ Configurations make it easy to modify
- ✓ Example: TIM ✓



## Spaghetticode

- Code only
- Universally deployable
- Considerable dependency on internal IT or external consultants
- Hard to maintain for the long-term
- Expansions often fail even before implementation



**1. Platz**

**Process Solution Award 2019**

Kategorie

**Workflowmanagement**

**gesellschaft für organisation e.V.**

St. Augustin, Mai 2019







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