

## Business Process Improvement starts with Discovery.

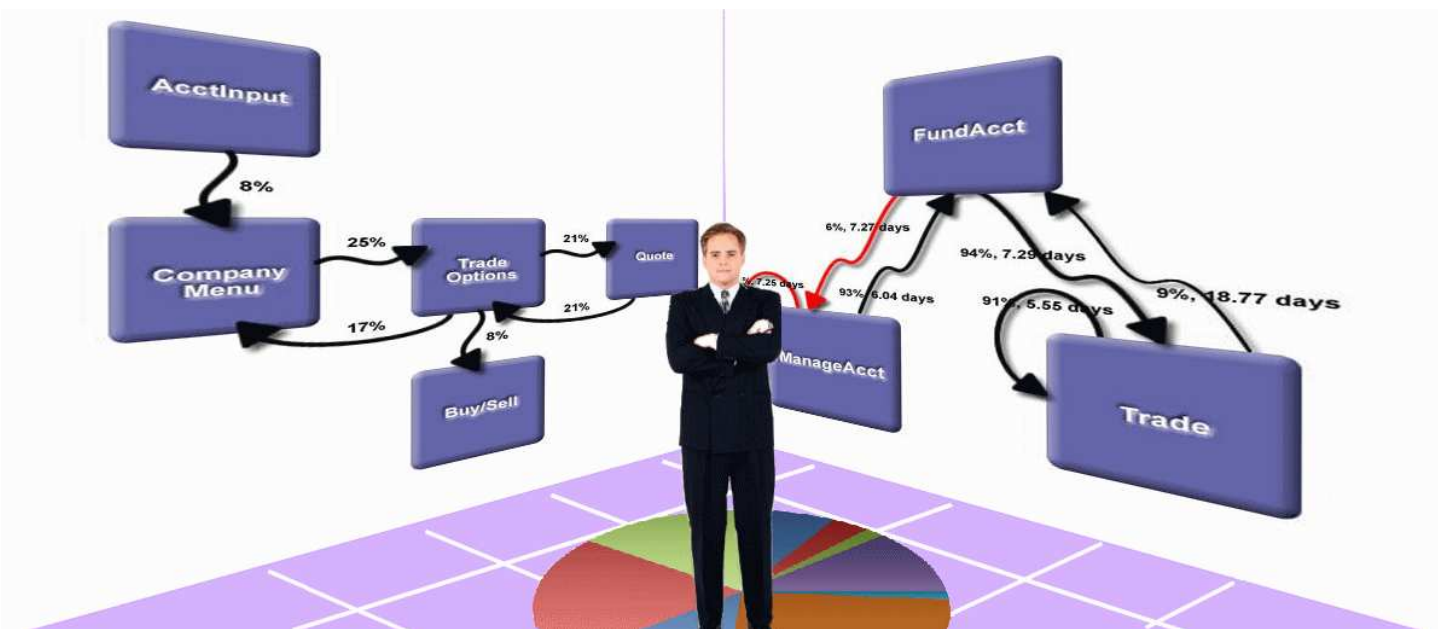
### Scientific diagnosis or just a theory?

Too often businesses embark on expensive, painful business improvement projects with little more than a theory based on anecdotes and consultants expert advise. With little to no data, and very limited diagnostics to the root causes of the problem, it is little wonder that only 1 in 3 projects deliver any value.

Proper diagnosis of business process inefficiency starts with a robust examination of the details of process facts. Only by understanding what is really happening deep in the details of your business processes, can the exceptions that are driving costs, bleeding revenue and costing opportunity be discovered.

*It is a capital mistake to theorize before one has data.*

*Insensibly one begins to twist facts to suit theories, instead of theories to suit facts.*



*Only 1/3 of IT projects are successful and create new value.*

*Lack of process knowledge is leading cause of failure.*

Forrester Research

### Comprehend discovers the details based on fact

OpenConnect's *Comprehend* is the only product that automatically observes and learns business processes and use patterns; providing a dynamic map of these interactions to show where processes can be improved. *Comprehend* records every detail of every process event to create a complete view of your business processes automatically. There's no need to pre-configure processes, or process attributes or limit what surprise may emerge from the details of your business processes.

