

WebSphere Business Process Management

Technical Overview

SOA on your terms and our expertise

Marty Wang 王俊人

WebSphere Technical Sales

IBM Software Group cjwang@tw.ibm.com

© 2007 IBM Corporation

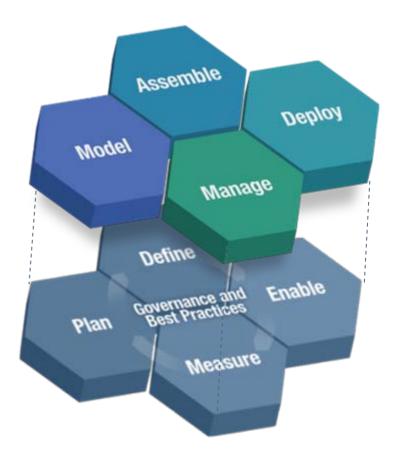


Agenda

- IBM SOA Foundation
- Model
 - WebSphere Business Modeler
- Assemble / Deploy
 - WebSphere Process Server
 - WebSphere Integration Developer
- Manage
 - WebSphere Business Monitor
- Govern

2

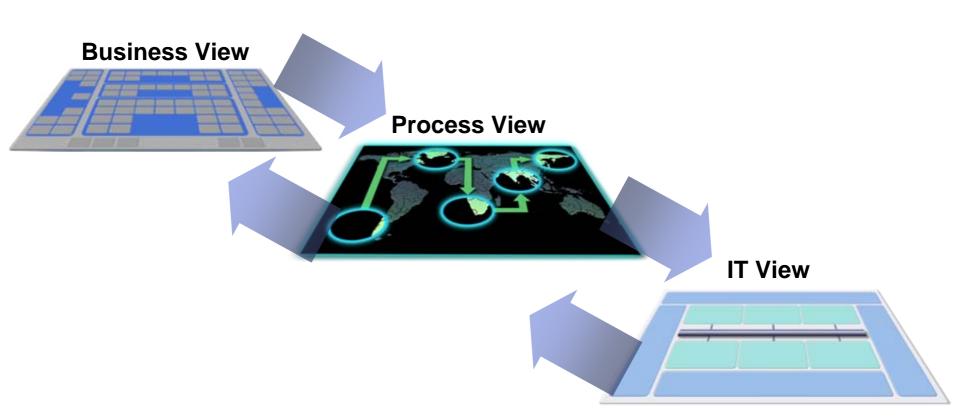
 WebSphere Service Registry & Repository





BPM – Holistic Approach to Innovation and Optimization

Globally aligning your Strategy with Business and IT Execution

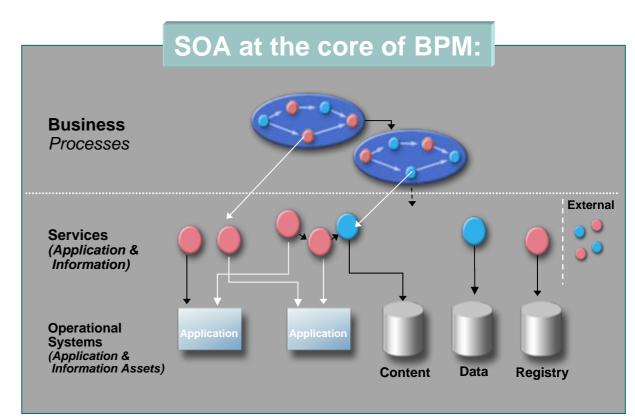




Translate vision into action with BPM enabled by SOA

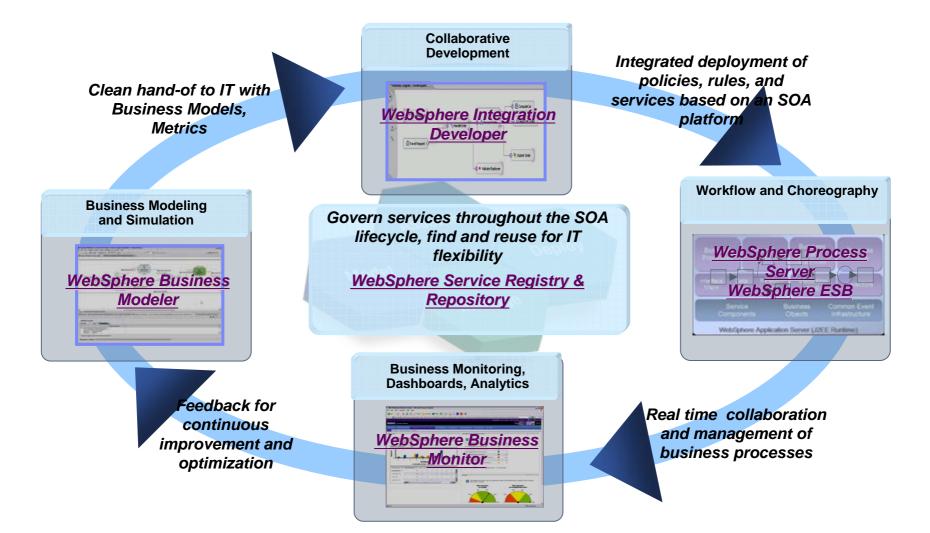
SOA improves how you design, manage, and optimize your business processes by enabling:

- Solution Building Efficiency
- Reuse of existing assets
- Flexibility in change





Business Process Management enabled by SOA WebSphere Process Server is the core of BPM

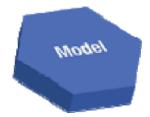


Agenda

- IBM SOA Foundation
- Model
 - WebSphere Business Modeler
- Assemble / Deploy
 - WebSphere Process Server
 - WebSphere Integration Developer
- Manage
 - WebSphere Business Monitor
- Govern

6

 WebSphere Service Registry & Repository





Why Customers do Business Process Modeling

Documentation & Compliance



- Existing: Sarbanes Oxley in US; WEEE and RoHS in EU
- Forthcoming: Carbon emissions

Redesign & Optimization



- Increase efficiencies
- Reduce costs/waste/errors
- Six Sigma Lean initiatives
- Increase visibility into endto-end processes

Execution



- Offer new products & services
- Compete effectively in global economy
- React quickly to unexpected situations



Document & analyze processes for insight and understanding

Designed for business users

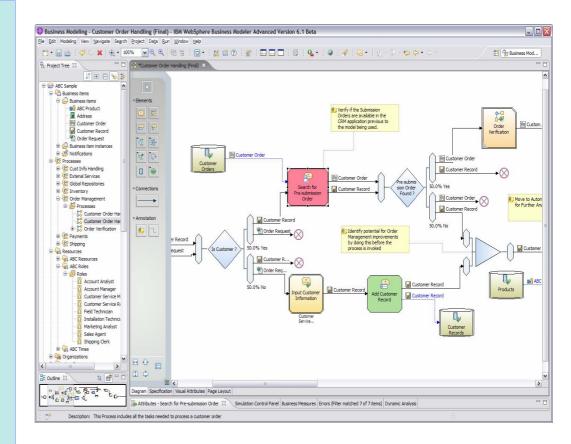
- Import models directly from Visio
- Hundreds of process templates available (IFW, IAA)
- Optimize all aspects of your business set KPI's and metrics
- Collaborate with subject matter experts through WebSphere Business Modeler Publishing Server

Model, simulate, and analyze

 Enhanced analysis and simulation capabilities. Fully understand impacts before deploying.

Clean hand-off to I/T

- Rapid and accurate deployment of your solutions
- Business modeling is the starting point for IT deployment (WebSphere Integration Developer)



WebSphere Business Modeler 6.1

Document Process Flow

15.0% Yes

Inventory

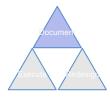
Backordered?

85.0% No

- Simple drag-and-drop interface
- Process diagrams are easy to read and interpret
- Capture process activities and decision logic
 - Use existing process collateral, interview involved parties and key stakeholders

æ

Receive



.....

Create Invoice

Shipping Confirmation E-Mail

Common understanding of processes throughout the organization, compliance is well documented

.....

Ship Order

.....

Check

Inventor

Add Detailed Process Information

Through additional investigations and interviews, begin to identify detailed attributes

✓Costs

	✓Durations	✓Organizations	
			Shipping Confirmation E-Mail
Diagram Specifica	ation Visual Attributes Page Layout		
🕞 Attributes - Sh	ipping Confirmation E-Mail 🕺 Business Measures Erro	rs (Filter matched 0 of 0 items)	
General	Cost and Revenue Duration Inputs	Outputs Input Logic Output Logic Resources Organiz	ations Classifiers Advanced Input Logic Advanced Output Logic
General informat	ion		
This section prov	ides general information about this task.		
Name			
	nfirmation E-Mail		
Descriptio	on		
	confirming order shipment to customer.		×

✓ Descriptions

✓Classifiers

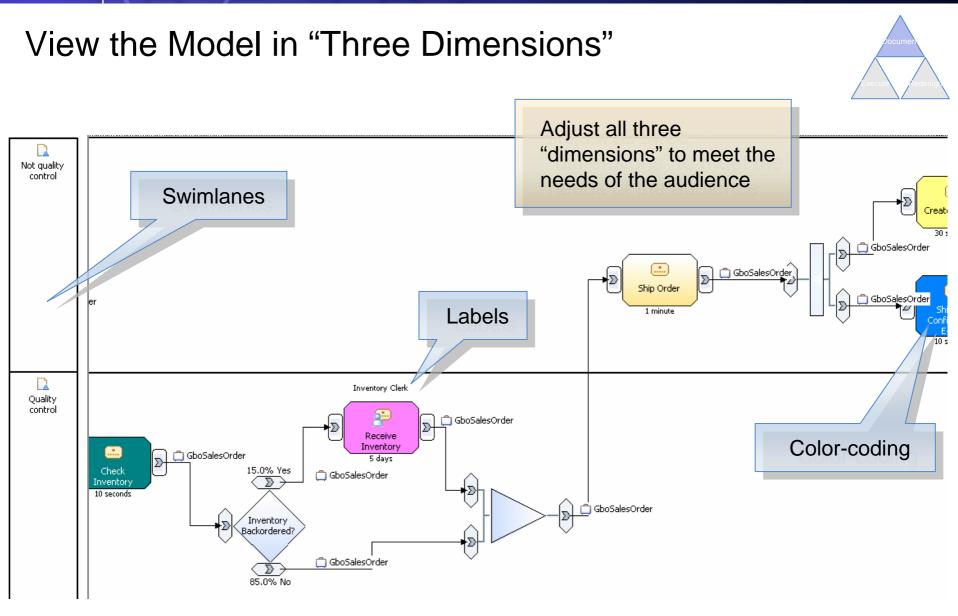


✓ Business Items

✓ Roles

✓ Resources

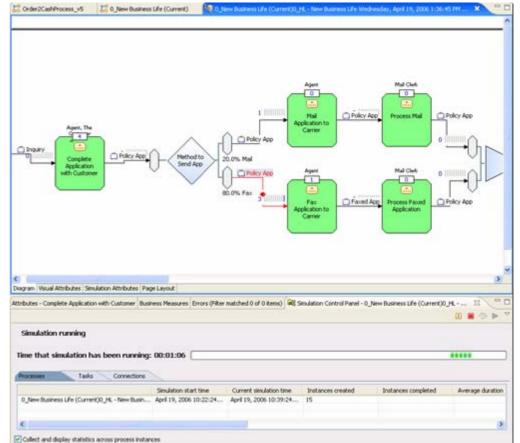




12

Process Simulation

- Based on metrics provided by subject matter experts
- Powerful simulation engine allows for detailed, statistically relevant investigations
- Specify input volumes, time constraints
- Visualize simulated behavior
- Improve understanding of process behavior





Process Analysis

- Analyze simulation results or static process models
- Identify root cause of problems in current state processes
- Perform what-if analysis and calculate ROI on potential future states
- Holistic business view of processes, including costs, cycle time, etc.
- Investigate various utilization patterns for people and other resources Current State – Times & Costs

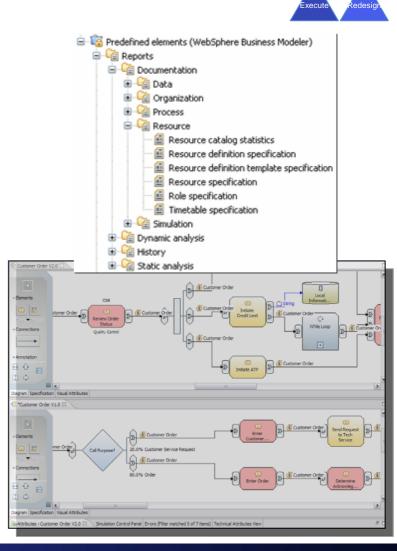
Activity Name 0_HL - New Business Life : Assemble Policy													
	Average Elapsed Duration	Average Delay Duration	Average Throughput		Probability	Average Process Time (min:sec)	Average Cost	Case	Case Description	Probal	P	Average Process Time nin:sec)	Average Cost
Accemble Dolloy	23 hours 30 minutes 13.75 seconds	1 day 6 hours 16.875 seconds	0.04 work tem / hour		32.91%	10:11	\$5.40	1	Paper & Mail, Complex	35.57	%	8:16	\$4.38
	5 hours 4 minutes 13.5 seconds	4 hours 59 minutes 13.5 seconds	0.20 work item / hour		32.10%	3:11	\$1.67	2	Paper & Mail, Simple	33.03	,96	1:51	\$0.96
Complete Application with Customer	8 minutes 23.625 seconds	7 minutes 23.625 seconds	7.15 work items / hour		15.01%	14:11	\$7.56	3	Printed Phone Calls (Complex)	13.51	96	7:51	\$4.16
Fax Application to Carrier	3 minutes 36.27 seconds	1 minute 36.27 seconds	16.65 work items / hour		5.20%	3:21	\$1.77	4	Paper & Mail, Work not Complete, Sim	de 4.50	36	1:54	\$0.96
File Poly (6 hours 50 minutes 47.625 seconds	6 hours 47 minutes 47,625 seconds	0.15 work item / hour		5.20%	11:11	\$5.93	5	Email, Complex	3.93	*	8:16	\$4.38
Fork.	0 seconds	0 seconds	undefined		4.85%	4:11	\$2.20	6	Email, Simple	4.85	*	1:51	\$0.96
Fork:2	0 seconds	0 seconds	undefined	N	3.58%	10:21	\$5.50	7	Paper & Mail, Work not Complete, Com	lex 3.70	%	8:19	\$4.38
Join	0 seconds	0 seconds	undefined		0.81%	11:21	\$6.03	8	Email, Work not Complete, Complex		%	8:19	\$4.38
Mail Application to Carrier	3 minutes 54.666 seconds	54.666 seconds	15.34 work ite		-96	4:21	\$2.30	9	Email, Work not Complete, Simple	0.23		1:54	\$0.96
Mail to Agent	6 hours 49 minutes 4.875 seconds	6 hours 47 minutes 4.875 seconds	0.15 work it										
Merge	0 seconds	0 seconds					Si	nulatio	on Results – Weighted Avera	ige Analys	ils		
Method to Send App	0 seconds	0 seconds	undefined										
Photocopy Application	5 minutes 39.75 seconds	3 minutes 39.75 seconds	10.60 work items / hour	(Current Pro	cess Resu	ts			Future Proc	ess Re	sults	
Pickup & Sort Policies	9 hours 39 minutes \$8.875 seconds	9 hours 34 minutes 58.875 seconds	0.10 work item / hour					Average			ems	Elapsed	
Print Policy	1 hour 15 minutes 29.925 seconds	1 hour 14 minutes 29.925 seconds	0.79 work item / hour		p p	erhour [uration	Cost	· · · · ·	esources p	er hour	Duration	Cost
Process Faxed Application	14 minutes 28.15 seconds	12 minutes 28.15 seconds	4.15 work items / hour		Unlimited	7.55	7.58	\$4.20		nlimited	10.95	5:28	\$2.85
Process Mail	15 minutes 24 seconds	10 minutes 24 seconds	3.90 work items / hour		Resources					esources			
Route Application	13 minutes 2.25 seconds	12 minutes 2.25 seconds	4.60 work items / hour		Current Resources	3.41	17.33	\$4.02		urrent esources	.80	1:15:19	\$2.55
Underwrite	1 second	0 seconds	3,600.00 work items / hour						De alles d'as secondes halance	alanced	2.45	24:28	\$2.75

13

Future State - Times & Costs

Reports

- Extract useful information from models in an easily consumable format
 - Microsoft[®] Word (.docx)
 - PDF
- Choose from dozens of pre-defined reports, or build custom reports
- Integration with Crystal Reports
- Visually compare process models

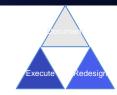




Business Measures Definition

- Business users identify their Key Performance Indicators and other business measures, relate them to the process or individual process activities
- Information on what is to be measured is defined in Modeler, details on how to perform the measurements are defined in the Monitor Development Toolkit (plug-in to WebSphere Integration Developer or Rational Application Developer)
 - Modeler exports a skeleton Monitor Model (.mm) file

Pre-defined but measure templ for common me Convert to Input and Output Create Business Measure Predefined Custom	ates available easures	Optionally, you can create a business measure by applying a predefined template to a process element. Template Process element Check Inventory Name Check Inventory Elapsed Duration Ype KPI Instance metric Aggregate metric Unspecified Description This business measure measures the elapsed duration of Check Inventory. Dashboards Specify a default value and type
♀ Undo ♥ Redo of Cut	Working Duration Elapsed Duration State Assigned User	Type: Duration Days Hours Minutes Seconds Milliseconds Default value: 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Copy	Is Escalated	Specify when to send an alert and the action to take as a result
💥 Delete	Is Delayed	For example, when this measure exceeds a certain value, an email may need to be sent.
Save	Business Item Input Business Item Output Iteration Counter	Alert Description Add Remove
age Layout	Calling Process Name	



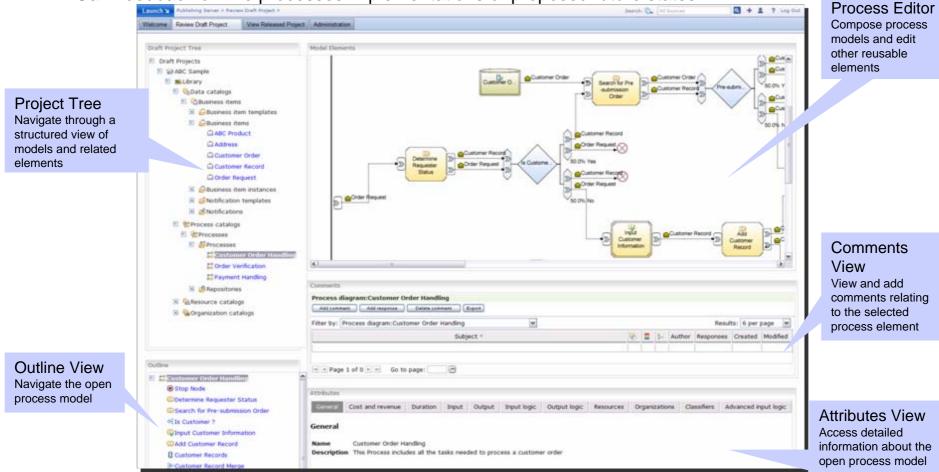
- Refine process models by feeding live monitored business data back into models
 - Update activity durations and costs, decision percentages
- Perform simulations with updated data to gain a more accurate understanding of the process
 - Modifications to the process may be suggested as a result of this further investigation and analysis

usiness Performance Indicators Monitored Values					Launcht Getting Started Dashboards KPI Explorer Alert Subscriptions Export Values My Dashboard Heathcare Revence Cyclo Overview Heathcare Instances Haman Tasks				
ned from WebSphere Business Mor	ator after the proces	s has been monitor	ed.		0 24 D 45 D 72 D 90 D 120 D				
Processing Time	Processing Cost	Startup Cost	Revenue	% Per Branch	Administrative Claim Error R 🛛 🗟 s.w.	0 021	c 12		-
						Personalize View			
					Claim Cycle Time KDI	KPI			
R					C THE CASE CASE CASE AND A	KPI Display Name	Status KPI Value	Target Value in Range	
2			~						
R			12		Claim Error Ra 601	Claim Cycle Time KPI	3 0	20 D	
						Claim Discrepancy Rate KPI	0 2	s 🔤	
				2	Coding Claim Error Rate KPI	Claim Error Rate KPI			
				1.1.1	0 24 48 72 96 12	Coding Claim Error Rate KP1	<u> </u>	2	
				2		Personalize View			
				×	Personalize View				
	M				Explore Administration				
					Home Manage Pages Site Map Themes and Stons Web Modules				
	ed from WebSphere Business Mor	ed from WebSphere Business Monitor after the proces	red from WebSphere Business Monitor after the process has been monitor	red from WebSphere Business Monitor after the process has been monitored.	red from WebSphere Business Monitor after the process has been monitored.	Internet Values Monitorial filteration forward (sold) red from WebSphere Business Monitor after the process has been monitored. % Per Branch Processing Time Processing Cost Rate of a sold % Per Branch Image: Sold of a sold of	Image: Second Values Monocond Values	Image: Advances The function of the processing Cost Revenue % Per Branch Image: Advances Revenue % Per Branch Image: Advances Revenue Image: Advances Revenue <td< td=""><td>Advector Market Revenue Ye restrict Revenue Y</td></td<>	Advector Market Revenue Ye restrict Revenue Y





- Web Portal Publishing Server
 Share models with employees across multiple geographic locations without requiring them to have Modeler installed on their desktop
 - Gain feedback on live processes implementations or proposed future states



IBM

Agenda

- IBM SOA Foundation
- Model
 - WebSphere Business Modeler
- Assemble / Deploy
 - WebSphere Process Server
 - WebSphere Integration Developer
- Manage
 - WebSphere Business Monitor
- Govern

18

 WebSphere Service Registry & Repository

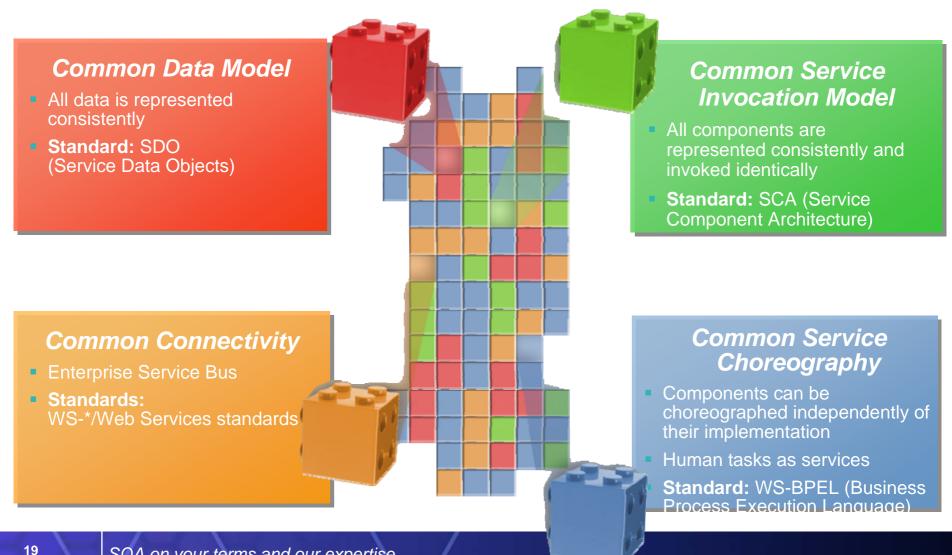






Integration in a SOA World

Critical Requirements Met by WebSphere Process Server

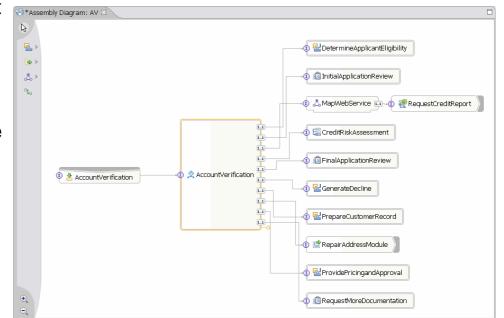




WebSphere Integration Developer

Service-oriented Integration Application Development

- User-friendly Authoring Environment
- Component based Programming Model
 - Service Components & Modules
- Visual Editors minimize writing Code
 - Business Process
 - Human Task
 - State Machine
 - Business Rules ...
- Team-based development
- Full Test Environment
 - Including Visual Debugger for all components
- Service discovery including WebSphere Service Registry & Repository





WebSphere Process Server

Comprehensive Business Flexibility

- A Single Server Environment for
 - Business Processes
 - State Machines
 - Human Tasks
 - Business Rules
 - Integration of existing assets
- Reliable, scaleable, secure
 - Fully leverages the breadth and capability of IBM WebSphere Application Server ND
- Integrated ESB For Range And Reach
 - Provides seamless access to available assets
 - Adapters provide the service on-ramp for existing applications
- B2B Capabilities to interoperate with your extended partner network



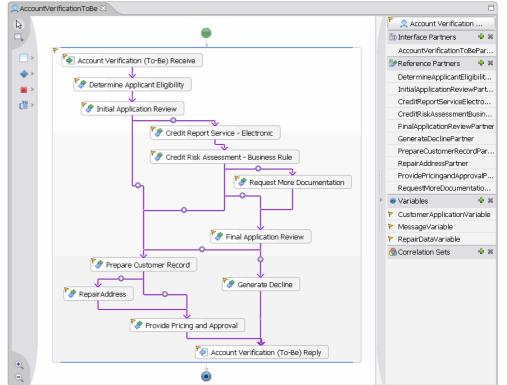
"Once the up-front analysis and definition work are completed, the Business Integration infrastructure allows us to implement new business processes at a rate of one every few weeks for medium to complex processes."

EAI Project Manager, Electrabel



Comprehensive Support for Business Processes Standards Based Business Process Support without Coding

- Import process models from WebSphere Business Modeler
- Intuitive drag-and-drop tools
 - Visually define the sequence and flow of business processes
- Develop Executable Process
 - WS-BPEL with or without IBM Extensions
- Integrated fault handling
- Compensation support
 - Provide a logical "undo" capability

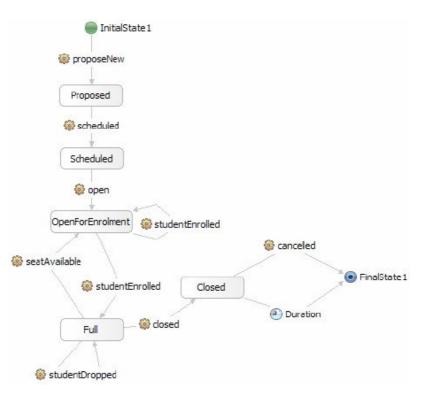




Comprehensive Support for Event-based Scenarios

Business State Machines

- "Sequential" Business Processes are not suitable for event-based scenarios
- Some business processes need to understand and react to many different events that can occur at any time
- State machines simplify design by focusing states & events
 - Events are handled differently depending on the current "state" of a process
 - Processes may need to revert to earlier states at any time
 - Reaching a point in time can change the process state without requiring an event



Time / priority based aging of tasks

Notification through e-mail and notification work items

🔏 Human Task

Human tasks are treated just like any other service

Human Workflow fully integrated with SOA Environments

- Full flexibility to adapt business processes quickly to changing requirements
 - With a few mouse clicks, replace human tasks by unattended services, and vice versa
 - No Change to business process necessary
- Rich task assignment capabilities
 - Staff queries to assign the right task to the right person at the right time
 - Real-time access to staff / organization directories through LDAP
 - Ability for fully dynamic task assignment at runtime
 - Query Parameters from process variables
 - Historic information
- Multi-level escalation mechanisms
 - Time / priority based aging of tasks

WebSphere Software





© 2007 IBM Corporation



	_		
_			
_			
_			
	_		_
	_		
	_	_	

Flexible User Interface Support

Generate & Customize the user clients you need

- Comprehensive User Interface
 Support for Human Tasks
 - BPC Explorer
 - WebSphere Portal Task List
 - Generate Custom Clients
 - Completely customized API Clients
 - Graphical Process Instance View
- Customizable business user interface support
 - Tasks allow to specify client settings that contain information used at runtime to properly render a task, depending on user role and client used

dress	k • →		jfavorites 🕐 Meda 🎯 🔁 - 👙 🗊 🛄 ypotal (pana)change Page Goup JSP Command 💌 (2 ² Go Units ³⁰
bSphe	ere. Portal		Helcenne Managert Edit Luyout New Page Edit my profile Help Log of 🖃
	me Wo	rk with Pages Workflow	My Favorites 🖃
isks 1y Ti	ask List	t	
You	ır Task		
		😻 Index - Mozilla Firefox	
Nar	~~~~	Ele Edit View Go Books	
	prove	Coogle -	SSY 🙆 Forms* 🚀 Images* 👔 Information* 🗄 Miscellaneous* 🖉 Outline* 🖪 Resize* 🕗 Tools* 🕼 View Source* 🕌 Options* 🧭 💓 ♦ 💪 Search * 🧔 PapPlank 🌾 Check * 🌾 AutoLink 💮 AutoFill 🖏 Subscribe * 🛃 Options 🖉
Tas	sk		
Ар	prove	My Company.co	JM
Tas	sk	→ HOME	Business User Client
Ap	prove	→ Business Case	
Tas	sk	→ New	- Business Case
	prove	→ Status	Business Case
-		→ My ToDo	Select
Tas		→ Open → Claimed	→ New
-	prove	+ Claimed	to receive a list of all tasks from which you can start the creation of a business case. You can insert the values for input data and additional information to create a loan application business one for example.
Tas	sk	→ User: rue	case for example
		→ Logout	Select
			+ Status to receive a list of
			After selecting the 🥒 Invoke_SBE_Fault
			fault1 fault2 fault3
			- My ToDo
			Assign1 Snippet3 Snippet4 Snippet4
			Select
	1		Open to be able to sele
			task, you can clair Assign Ass
			nasgro nasgro nasgro
			Select + Claimed
			Select Claimed to be able to sele continue to work(
			Select Claimed Chimed Chimed Chimed Chimed Chimed Chimed Chimed Chimed Chimed Chimed C
		Done	Select + Claimed to be able to sele continue to work r
		Done	Select Claimed to be able to sele continue to work



Dynamic Processes for Flexibility And Responsiveness

- Business Rules & Decision Tables dynamically determine process flow
 - Expose process decision points as business parameters
 - e.g. Credit rating level based on net worth
 - Allow non-disruptive, real-time business change
 - e.g. New lending policies allow changing the credit rating criteria without redeploying the loan application process
 - Ensure consistency across the business
 - e.g. Every loan application process executes the same rule group
- Selectors dynamically determine which components are used
- Dynamically call sub-processes
 - WS-Addressing or by name

Name	Rule2
Template	Template 1
Presentation	If the assets are greater than 2000000 and the liabilities are less than 500000, then the rating is
Name	Rule1
Template	Template 1
	If the assets are greater than 2000000 and the liabilities are less than 1000000, then the rating is

Name	Templa	Template 1						
Presentation	If the assets are greater than $\{0\}$ and the liabilities are less than $\{1\}$, then the rating is $\{2\}$							
	Index	Name	Туре	Constrai	int			
	{0}	var1	double	None				
Parameters	{1}	var2	double	None				
	{2}	var3	string	None				
f	•	info.asse	followi ets > var1 ities < var2	ng are	true			
Then	rating :	= var3						

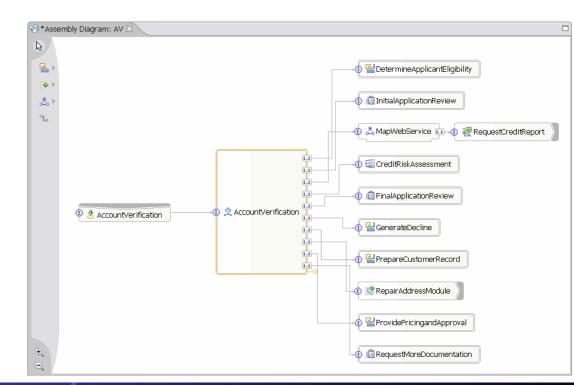
* Decision Table) • B/ 6		
info.assets	> 500000		<= 500000	
info.liabilities	< 10000	>= 10000	< 10000	>= 10000
rating	"A"	"B"	"C"	"D"

Decision Table



Assembly With WebSphere Integration Developer

- Assemble Integration Applications from Service Components
 - An Assembly Editor for overall solution assembly
 - All the tools you need for building solution components (Editors for Business Processes, Business Rules....)
- Modular Development
 - Build modules for specific functionality
 - Link Modules through Imports / Exports
 - Update / Maintain Modules independently from each other
- Change Implementations without disrupting Module consumers
 - E.g. replace Human Task with Business Rule

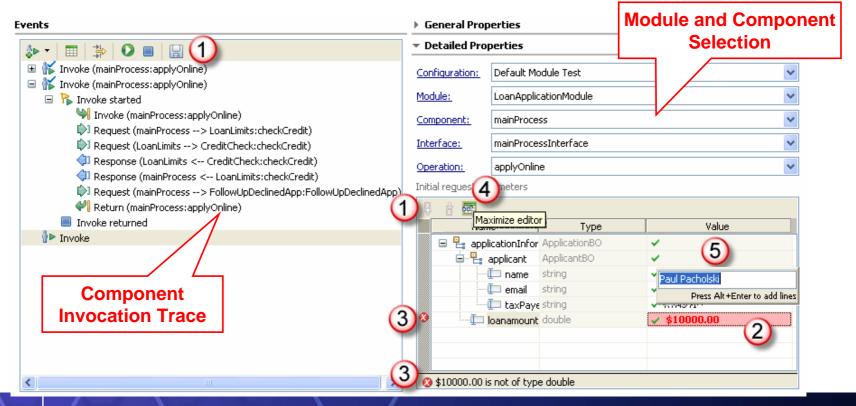


Test with Integration Test Client

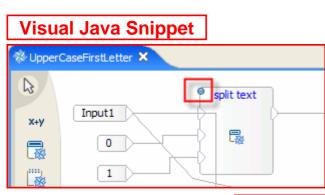
Test a Component and examine the outputs

- 1. Enter input data and start the test
- 2. Data entry with parameter validation
- 3. Error markers

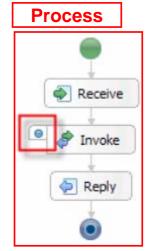
- 4. Maximize button for easier data entry
- 5. Multi-line data entry



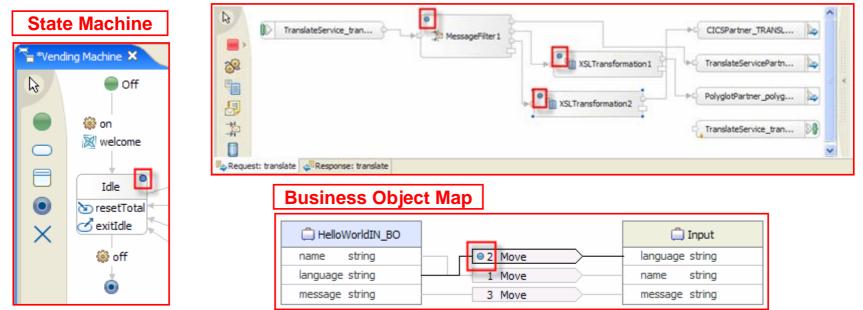
Integrated Debuggers



	Business Rule							
-	Decision Table	R.	智慧者					
	Conditions							
	input1.creditScore	Θ	>500	>300	>=0			
	input1.requestAccountAmount	-	output1	output1	output1			
	>50000		"REQ"	"REQ"	"REJ"			
	>10000		"APP"	"REQ"	"REJ"			
	>=0		"APP"	"APP"	"REQ"			
Ľ					Actions			



Mediation Flow



SOA on your terms and our expertise

IBN

Agenda

- IBM SOA Foundation
- Model
 - WebSphere Business Modeler
- Assemble / Deploy
 - WebSphere Process Server
 - WebSphere Integration Developer
- Manage
 - WebSphere Business Monitor
- Govern

30

 WebSphere Service Registry & Repository





Process

Information

People

WebSphere Business Monitor at a glance

Understand, monitor, and explore the state of business operations

Scorecards

Key Performance Indicators for business units

Collaboration

Work with teams to resolve situations

Business Alerts

Notification of situations that require response

Reports & Analyses

Understanding trends by combining real-time performance and historical information

External Information

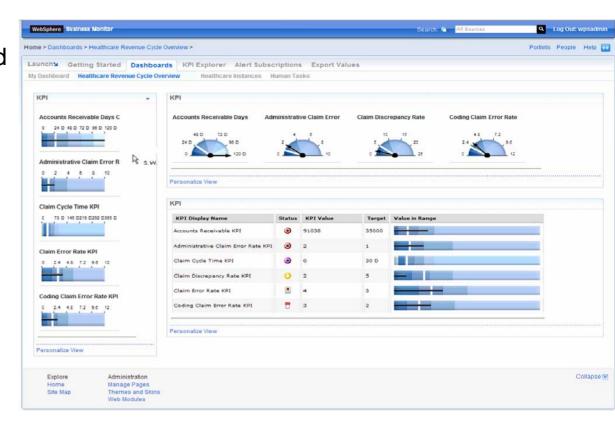
Information affecting performance





Business Activity Monitoring for better Business Decisions WebSphere Business Monitor 6.1

- Create high productivity role based Dashboards
- Monitor Business
 Process Performance
- Manage In-Flight Business Processes
- Gather Business
 Intelligence from
 Collected Data
- Detect Business Situations and Take Action

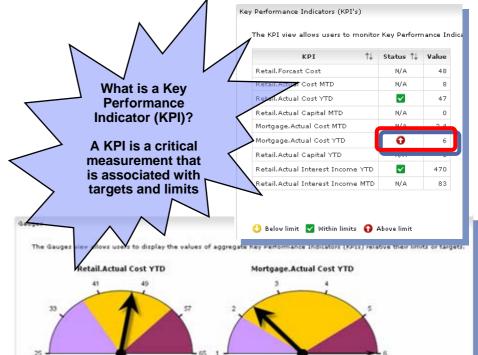


Monitor Business Process Performance

- View Key Performance Indicators (KPIs) calculated from live event data
 - Understand how your projected cost KPIs are doing against actual values
- Anonymous BAM Support

WebSphere Software

- Monitor events from arbitrary systems
- Not just IBM Software

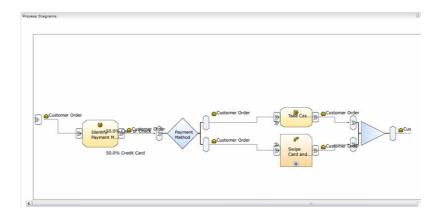


KPI Name	Status	Value	Target	Value in Range
MaxRaceDurationInRaleigh	۲	0 D, 0 H, 46 M, 40 S	0 D, 0 H, 45 M, 0 S	
Average Claim Amount in New York	0	674.17	350	
Total Claim Amount in New York	۲	4045	4045	
My KPI2	0	42.85	24	
My KPI3		93.62	45	
kpi1	۲	27.20	25	

Manage In-Flight Business Processes

- Monitor executing processes
 - Process Status
 - Execution paths
 - Inspect process instance data
 - Examine durations, costs
- Administer process instances
 - Start/Stop claims processes if a high value claim is being handled incorrectly
 - Transfer work items to users with the appropriate authority

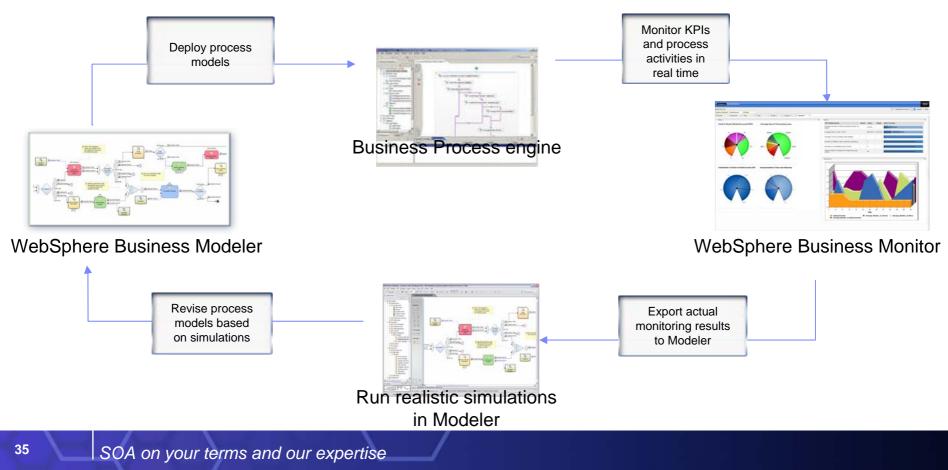
ReserveFl Shows old	ight I instances dit View	Data Too Results 1 to 3	2017 (110.0 %)	ties. Tou can	ann down through the list
Actions	Diagram	State 1	Description	Is Delayed	Start Time
-10	ŵ	Completed		false	Oct 12, 1980 10:10:30 AM
-12	ap.	Completing		false	Oct 12, 1980 10:10:30 AM
-10	i de la come de la come Come de la come de la Come de la come de	Ready		false	Oct 12, 1980 10:10:30 A
	w	Running	Flight Reservation for flight AF6755	false	Oct 12, 1990 10:10:30 A
-10	ŵ	Suspended	Flight Reservation for flight AF6766	false	Oct 12, 2000 10:10:30 A
-12	age -	Suspending		false	Oct 12, 1980 10:10:30 A
	ŵ	Terminated		false	Oct 12, 1980 10:10:30 A



Continuous Process Improvement

Simulate the processes you monitor with actual, real-time data

- WebSphere Business Monitor integrates with WebSphere Business Modeler
- Create more realistic simulations in Modeler with actual data from Monitor





Agenda

- IBM SOA Foundation
- Model
 - WebSphere Business Modeler
- Assemble / Deploy
 - WebSphere Process Server
 - WebSphere Integration Developer
- Manage
 - WebSphere Business Monitor
- Govern

36

 WebSphere Service Registry & Repository





SOA brings new emphasis to the governance challenges within organizations

How do I eliminate "rogue services" and ensure control of my SOA?

How do I manage the services lifecycle?

How do I enable enforcement of policies across all internal and external services?



How do I govern services as part of my SOA?

How do I increase service reuse?

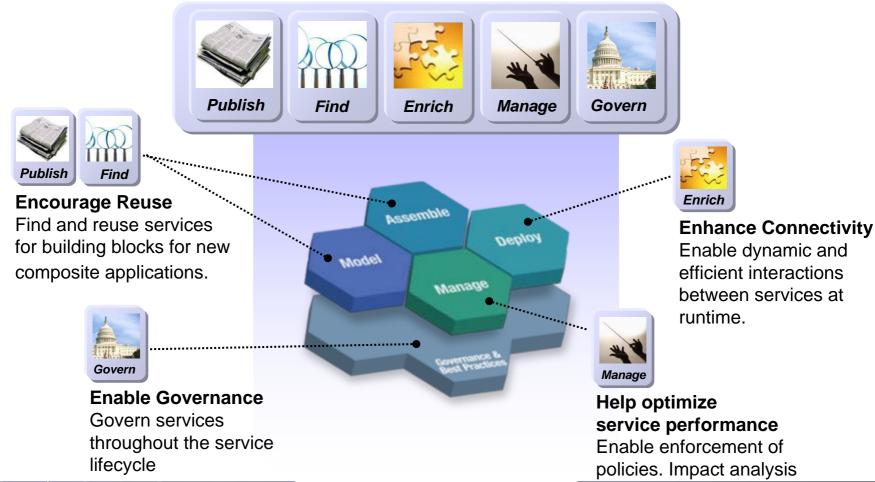
How can I help my ESB execute in the right context?

How do I help services interact efficiently and dynamically with each other? How do I optimize service interactions to be better aligned with business process?



The WebSphere Service Registry and Repository provides value throughout the SOA lifecycle

WebSphere Service Registry and Repository





WebSphere Services Registry & Repository

Integration points into WebSphere BPM

- Development: Get services at development time
 - Search for service definitions that where published to WSRR
 - Import Service Definitions into WebSphere Business Modeler
 - Import to WebSphere Integration Developer
 - Use services to assembly solution
- Runtime: WebSphere ESB supports dynamic selection and invocation
 - Search suitable service at runtime

V

 Invoke service dynamically based on business policy data

🚯 Enterprise Service Discovery		
Query Filter Properties Set the query filter properties, then press OK.		
File type: Web serv Search: 9 Babel	vices (WSDL)	_
Find search term in: ✓ <u>N</u> ame ✓ <u>D</u> escription ✓ <u>O</u> wner Custom properties:		
Property	Value	Add
	Mediate Message	
	🛞 Translator	e.g. fastest or cheapest service
Veb Service –	Silver Web	Service – Gold



Summary

- IBM SOA unleashes the Real Value of BPM
- IBM delivers the most comprehensive Business Process Management solution to power your SOA! Increase business flexibility and responsiveness with:
 - WebSphere Business Modeler
 - WebSphere Process Server
 - WebSphere Integration Developer
 - WebSphere Business Monitor
 - WebSphere Service Registry & Repository
- IBM has been a leader in the IT architectural evolution and continues to be on the forefront as the leading provider of Web Services / SOA platforms







41

© 2007 IBM Corporation