## **Table of Contents**

Introd	uctionvii
Part 1:	Development of digital business models 1
A.	Drivers of success of digital business models2
I.	Opportunities for start-ups7
II.	Personalization/Individualization9
III	. Self-control11
IV.	Products and services with low marginal costs14
V.	Smart Services
VI.	Community/Swarm Effect
VI	I. Lean Organization and Exponential Growth19
VI	II. Artificial Intelligence20
IX.	. Infrastructure26
X.	Platform Companies
В.	Digital Sector Concepts34
I.	Consulting 4.036
II.	Industry 4.049
III	. University 4.0
Part 2	: Automation of business processes 107
Α.	Business processes as the central focus of digitization 109
B.	From the process model to the application system116
I.	Business process modeling117
II.	Model-supported customizing119
III	. Model-based software generation121
C.	Process Mining128
I.	Overview129
II.	Log file

## TABLE OF CONTENTS

II	I.	Generation of the actual model139
IV	V.	Comparison of the log file with the process model 142
V.		Comparison of generated actual model with target model 146 $$
V	I.	Improvement of the process model and process management 147 $$
V	II.	Alternative approach to Process Mining149
V	III.	Combination of Process and Product Mining149
D.	O	perational Performance Support153
I.		Process planning and management
II		Complex Event Processing (CEP)158
II	I.	Predictive Performance Support
IV	J.	Operational Support using real-time learning aids167
E.	R	obotic Process Automation (RPA)172
I.		Overview of Robotic Process Automation (RPA)173
II		Areas and cases of application177
II	I.	Software functions of simple RPA applications
IV	V.	Intelligent or cognitive RPA
V.		RPA and Process Mining
F.	In	nfluence of IT infrastructure on process automation 193
I.		Cloud computing
II		Blockchain architecture
G.	D	igitization innovation network205
ihliography		

## Introduction

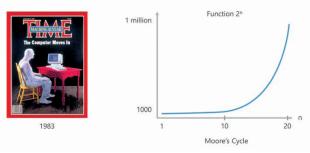


Figure 1.01: Time Magazine 1983 and Moore's Cycles

In 1983, the PC was distinguished by TIME Magazine as "Machine of the Year" (see Fig. 1.01), even though usually only important people are mentioned. Already at this time, the magazine wanted to highlight the great importance of the computer. Since then, around 20 Moore's cycles on the development of information technology are behind us, after each of which performance doubles. Performance has therefore increased by a factor of millions. Now quantity is changing into quality; possibilities to develop new products and processes are arising which were unthinkable just a few years ago. Catchphrases like "Industry 4.0" or "Software is eating the world" (Andreessen, 2011) are proof of the high expectations of researchers and practical experts in the power of digitization for change. Many changes in the private sector are already apparent through social media and the Internet.

This work will deal with digital changes by companies. In Part 1, drivers of success for the development of digital business models will first be analyzed and demonstrated using numerous examples. Subsequently, new business models will be developed as holistic industry concepts for consulting companies, industrial companies and universities. In this way, service, industrial and public organizations

## INTRODUCTION

and a wide range of disruptive opportunities for change will be dealt with. They show the profound influence on structures and should inspire the reader to develop concepts for his own company.

Part 2 will deal with implementation concepts for the design and management of digital companies. This concerns above all the automation of business processes, because these form the core of digital business models.

In the foreground is the examination and assessment of the organizational effects of digitization, so that technical aspects should only be dealt with only as far as is necessary for their understanding.

The illustrations used throughout the book are available online as PDF at <a href="https://www.aws-institut.de/enterprise4-0">www.aws-institut.de/enterprise4-0</a>.