
SEAMLESS MIGRATION TO A NEW VERSION OF A CRM SYSTEM BY MEANS OF EMPLOYING ARIS SOFTWARE METHODOLOGY AND NOTATIONS

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Abstract

Today, when the connection between information technology and business processes is growing closer, the impact of business process modelling has significantly increased, meaning that it is more and more often considered to be a yet another aspect of business management. In this case, the basic objective of business process modelling is to describe actual progress of the business processes in a company. A large number of means for describing business processes is present on today's market, for instance, CRM (Customer Relationship Management) software applications. The authors consider the architectural methodology of the ARIS integrated information systems and the principles behind the problems that this system can help to solve, using a specific problem of migrating to a new CRM version as an example.

Keywords

Analysis, interface, information space, scalability, efficiency, modelling, business process, ARIS, process migration, IDEF0 model, CRM

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