



CUSTOMER SUCCESS · ADVISORY

Success Packages Activity Catalogue

The menu of advisory activities available within your ARIS Success Package. Structured guidance to help you adopt, realize value from, and innovate on the ARIS Process Intelligence platform.

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Advisory access, on your terms.

A Success Package gives you a pool of **Advisory Credits** and access to an ARIS advisory team for your contract term. You can exchange credits for the activities in this catalogue, choosing what matters most for your priorities.

How to read this catalogue

Activities are grouped into **five pillars**, each representing a stage of your journey from strong process foundations to AI-enabled transformation. Within each pillar, activities are organized as recommended core activities and elective activities, which can be selected as your programme scales.

Each activity shows its indicative Advisory Credit cost (“Cr.”). Think of this catalogue as a curated menu that ARIS prepared for you to choose from. Not every activity is right for every organization; together we select the ones that suit your appetite for success.

01

Execute Strategy

Governance, adoption & strategic alignment

Where insights become your direction. Align leadership on what success looks like, embed adoption and governance, and keep the platform investment tied to measurable business outcomes.

RECOMMENDED CORE ACTIVITIES

Activity	Cr.	Advisory description	Value outcome
Success Plan	6	A structured advisory engagement to support the customer in definition, documentation, and alignment on what success looks like and helps translating strategic business objectives into a clear, measurable plan with owned milestones, KPIs and a shared commitment to outcomes.	A clear, shared definition of success: both teams aligned strategic objectives, measurable outcomes and ownership, so every action drives real business value.
Platform Adoption Review	3	A structured advisory review of how the platform is being used across the organization, identifying adoption gaps, underutilized capabilities and actionable recommendations to help increase the value of the investment.	A clear view of where adoption falls short of its potential and a prioritized set of actions to protect and grow the value of the platform.
Periodic Value Review	4	A quarterly, structured advisory review meeting of the business value being realized from the platform investment including tracking progress against defined objectives, surfacing risks and recommending actions to accelerate outcomes.	Regular validation that the investment is delivering against agreed objectives, surfacing course corrections before small gaps become costly problems.
Executive Business Review (EBR)	2	A bi-annual, executive-level advisory review that demonstrates realized value, assesses progress against your Success Plan, and builds shared commitment to priorities and next steps for the period ahead.	Realized value made visible, strategic alignment reinforced, and shared commitment to priorities at the executive level twice a year.
Product Roadmap Briefing	2	Regular structured, bi-directional advisory briefing that connects upcoming platform capabilities to the customer's strategic priorities - enabling forward planning, informed adoption decisions and direct input back to the product team.	Upcoming capabilities connected directly to your priorities by enabling forward planning, informed adoption decisions, and a direct voice into product direction.

ELECTIVE ACTIVITIES — AS YOUR PROGRAMME SCALES

Activity	Cr.	Advisory description	Value outcome
E2E Process Outcome Mapping	4	A structured assessment that validates and aligns enterprise end-to-end processes with strategic objectives and KPIs, giving a clear, data-driven view of operational reality and serves as a cornerstone for informed decision-making by Process Intelligence.	Process performance connected directly to business outcomes by giving leadership a clear line of sight from operational reality to strategic value, and a prioritized foundation to act on.
Change Readiness Assessment	4	A structured assessment that evaluates the organization's readiness to adopt and sustain change by identifying key stakeholders, cultural and capability barriers, and establishing the governance and communication foundation needed for successful platform deployment and value realization.	Executive stakeholders supported in stakeholder assessment and change management, enabling efficient and successful process change.
Strategic Initiative Prioritization Advisory	2	A structured advisory session to help leadership evaluate, rank and prioritize initiatives by individual value potential, risk and strategic fit to enable faster, smarter investment decisions that balance quick wins with long-term goals.	Faster, smarter investment decisions: initiatives ranked against clear value potential, risk and strategic-fit criteria, balancing quick wins with long-term goals.
Executive Business Case Advisory	5	A structured advisory engagement to help the customer to build the internal narrative and evidence needed to justify Process Intelligence investment by giving executives confidence and arguments to secure stakeholder buy-in and funding.	Executives equipped with the structured narrative and evidence to build internal confidence, secure funding and move forward Process Intelligence investments faster.

02

Realize Value

Validate business impact, scale outcomes

Validate the value the platform is delivering, build the evidence to prove it, and prioritise where to scale next.

RECOMMENDED CORE ACTIVITIES

Activity	Cr.	Advisory description	Value outcome
Capability & Use-Cases Review	3	A structured advisory engagement assessing how well current platform capabilities are being leveraged against relevant use cases by identifying untapped opportunities and a clear roadmap to unlock additional business value.	The full potential of the platform revealed: untapped capabilities and use cases identified, with a clear roadmap to unlock value already within reach.
Value Hypothesis Advisory	3	A structured advisory engagement to help the customer to define and validate the expected value of Process Intelligence initiatives by establishing a clear, agreed hypothesis of where and how value will be realized before committing to full deployment.	A clear, agreed view of where and how value will be realized by reducing investment risk and creating a measurable baseline before full deployment begins.
Process Intelligence Maturity Assessment	2	A structured advisory engagement that supports the customer in defining and validating the expected value of Process Intelligence initiatives by establishing a clear, agreed hypothesis of where and how value will be realized before committing to full deployment.	Provides a candid, structured view of the organization's current Process Intelligence capability and outlines a clear and actionable path to the maturity level needed to achieve strategic objectives.

ELECTIVE ACTIVITIES — AS YOUR PROGRAMME SCALES

Activity	Cr.	Advisory description	Value outcome
Mining Prioritization & Readiness Advisory	4	A structured advisory engagement to help the customer to identify and prioritize the most valuable mining opportunities, assessing organizational and technical readiness so the right processes are targeted for optimal impact.	Process mining effort is focused where it matters most by targeting the processes with the peak level of readiness to deliver optimal, early impact.
Use Case Expansion Guidance	2	A structured advisory planning engagement that supports the customer to identify and prioritize the next wave of Process Intelligence use cases by providing guidance on how to scale adoption across the organization and maximize the breadth of value delivered by the platform.	Scaling accelerated: the next wave of use cases identified and prioritized to support adoption growth in a structured, impactful and sustainable way.
Process & Platform ROI Validation	6	A structured advisory engagement that supports the customer to reveal actual value and estimated return delivered by Process Intelligence initiatives by comparing realized outcomes against the original value hypothesis and providing evidence to justify continued and expanded investment.	Quantified return on investment, demonstrating platform benefit in financial terms relevant to your decision-makers.
Value Realization Evidence Advisory	2	A structured advisory engagement to help the customer identify, capture and articulate the evidence of value delivered by Process Intelligence initiatives by building a credible, fact-based narrative to demonstrate impact to internal stakeholders and leadership.	The value of Process Intelligence is clearly articulated and communicated through a structured, fact-based narrative that evidences business impact and demonstrates tangible outcomes to leadership and stakeholders.

03

Make Dynamic

Transform processes with intelligence & agility

Turn a static process foundation into a living one — with the standards, governance and process- and task-mining practices that keep it accurate and improving.

RECOMMENDED CORE ACTIVITIES

Activity	Cr.	Advisory description	Value outcome
AI Companion for Insights and Actions	2	A structured advisory engagement to leverage the AI Companion to surface actionable process insights faster by sharing best practices and guidance to help teams maximize value from AI-assisted analysis and decision making. It conveys guidance for the practical, accelerated creation of content in an efficient and quality-managed way.	Customer understands and adopts AI Companion capabilities to accelerate insight generation and action recommendations within their process intelligence platform. The structured approach to content generation enables the customer to create content with greater efficiency, quality and integration within the repository.
Platform Experience & Collaboration Advisory	2	A structured advisory engagement that evaluates how teams interact with and collaborate around the platform by providing tailored recommendations and practical way-of-working guidelines to improve the platform experience and drive more effective, cross-functional adoption.	A clear path, how teams work with and around the platform by removing collaboration friction and establishing practical ways of working that drive more consistent and effective cross-functional adoption.
Taxonomy & Modelling Standards Guidance	3	A structured advisory engagement that supports the customer in the definition and alignment on naming conventions, classification structures and modelling standards needed to confirm consistency, scalability and long-term governance of the customer's Process Intelligence environment.	A unified, company-wide taxonomy with standardized structures and modelling conventions, ensuring scalable and sustainable Process Intelligence.
Process Governance & Accountability Advisory	3	A structured advisory engagement to establish clear ownership, decision rights and governance practices around process management by ensuring accountability is embedded and Process Intelligence drives sustained, organization-wide improvement.	Clear ownership and decision rights embedded into process management by ensuring accountability is sustained and Process Intelligence continues to drive improvement long after initial deployment.
Content Quality Practices	2	A structured advisory engagement that reviews and improves the quality, consistency and maintainability of process content by establishing best practices and standards to confirm the platform can remain a reliable, trusted and actionable source of process knowledge.	The platform kept a trusted, reliable and actionable source of process knowledge, with quality standards that protect long-term value and user confidence.
Expert Coaching	1	A structured, ongoing coaching engagement that builds internal capability and confidence through hands-on guidance, knowledge transfer and expert advice to help the customer teams get the most from the platform and practices.	Internal confidence and capability built: expert knowledge transferred hands-on so teams become self-sufficient and effective faster.

ELECTIVE ACTIVITIES — AS YOUR PROGRAMME SCALES

Activity	Cr.	Advisory description	Value outcome
Process Mining Foundation Advisory	4	A structured advisory engagement that establishes the foundational knowledge, approach and best practices needed to successfully launch and sustain Process Mining by ensuring teams have the right understanding and direction to drive meaningful insights from the start.	The knowledge, approach and best practices to launch Process Mining with confidence by ensuring teams are set up to generate meaningful insights from the start.
Digital Twin Conformance Advisory	2	A structured advisory engagement to help you create a digital twin that bridges the current and future state of the customer processes with the realities of business operations and facilitates closing the gap between ideal and real.	The gap between ideal process and operational reality closed and insight and guidance to identify deviations and drive continuous conformance improvement.
Integrated Process & Task Mining Guidance	2	A structured advisory engagement guiding your teams on how to use Digital Twin capabilities to monitor, validate and improve conformance — with a best-practice approach to a repeatable, scalable process- and task-mining solution.	A proven, repeatable and scalable method to uncover inefficiencies and automation opportunities by reducing operational cost and improving quality results.
Dashboard Strategy Advisory	2	A structured advisory engagement guiding you to a clear, purposeful approach to dashboard design and deployment by ensuring the right insights are surfaced to the right stakeholders to drive informed decisions and maximize the actionability of your data.	The right insights reaching the right people at the right time by designing a purposeful dashboard strategy that turns Process Intelligence data into informed decisions and action.
Process Mining Root Cause Advisory	2	A structured advisory engagement guiding your teams on how to use Process Mining to systematically identify and validate the root causes of process inefficiencies by moving beyond symptoms to evidence-based diagnosis and targeted improvement actions.	Root causes of inefficiencies, bottlenecks and deviations effectively identified and validated, combining process mining with domain expertise.
Operating Model / CoE Advisory	5	A structured advisory engagement to support establishing a Center of Excellence by ensuring sustainable governance and operating models as a foundation for growing Process Intelligence maturity.	Guidance on setting up a CoE and fitting operating model including management and governance processes to ensure grow in the Process Intelligence maturity.

04

Make Agentic

Identify & design AI-driven agents

Find the highest-value opportunities for agentic AI and design agents that are grounded in your real process knowledge.

RECOMMENDED CORE ACTIVITIES

Activity	Cr.	Advisory description	Value outcome
Process Agentification Advisory	2	A structured advisory engagement that identifies the processes best suited to agentic AI automation, using the ARIS Process Lens to give a prioritized view of where autonomous agents can deliver the greatest impact and what is needed to deploy them.	The highest-value, agentic-ready processes identified by providing a prioritized, evidence-based view of where autonomous agents deliver the greatest, fastest impact.
Agentic AI Use Case Opportunity Mapping	4	A structured advisory engagement that maps and evaluates the most promising Agentic AI use case opportunities across the organization by connecting process insights to automation potential and providing a prioritized roadmap to guide the customer's Agentic AI journey.	Process intelligence connected to automation potential by advising on a prioritized roadmap of agentic opportunities guiding you toward high-impact, scalable outcomes.
Agentic AI Readiness Briefing	1	A structured briefing that builds leadership awareness of agentic AI by assessing organizational readiness, clarifying the strategic opportunity, and equipping executives to make informed decisions on their agentic AI journey.	Executives equipped with concise, evidence-based briefings that demonstrate agentic AI value and build confidence in AI capabilities.

GROWTH — AS YOUR PROGRAMME SCALES

Activity	Cr.	Advisory description	Value outcome
Process-Grounded AI Advisory	1	A structured advisory engagement guiding your teams on leveraging the Model Context Protocol (MCP) grounded in process data by ensuring AI models are informed by real process context for more accurate, relevant and actionable outcomes.	Understand how to design MCP scenarios grounded in actual process data, enabling contextually relevant agentic AI applications.
Process-Native Agent Design Advisory	4	A structured advisory engagement guiding your teams on designing AI agents natively grounded in process knowledge by ensuring agents are built around real process context, constraints and outcomes for reliable, process-aware automation at scale.	Agents designed around real process knowledge by ensuring reliable, context-aware automation that performs within actual process constraints and scales.
Agentic AI Adoption Advisory	4	A structured advisory engagement to help your organization navigate the people, process and governance challenges of adopting agentic AI by providing practical guidance to build confidence, manage change and establish the foundations for sustainable, responsible AI-driven automation.	Agentic capabilities adopted responsibly and sustainably by navigating people, process and governance challenges to build lasting transformation.

05

Make Operational

Drive day-to-day excellence

Keep teams productive and the platform healthy — operational guidance, technical advisory, upgrades and enablement for everyday success.

RECOMMENDED CORE ACTIVITIES

Activity	Cr.	Advisory description	Value outcome
Operational User Support	1	A structured, ongoing support engagement giving users direct access to expert guidance and troubleshooting by helping teams resolve operational challenges, build confidence and maintain momentum in day-to-day platform use.	Teams kept productive and confident in everyday use by providing direct access to expert guidance that resolves challenges quickly and maintains momentum.
Advisory-Led ARIS Configuration Guidance	1	A structured advisory engagement providing expert guidance on ARIS configuration decisions by helping teams make the right setup choices to align with governance standards, modelling requirements and long-term scalability.	ARIS configured to support long-term governance, modelling standards and scalability — the right setup decisions made early to avoid costly rework.
Technical Advisory Support	1	A structured, ongoing advisory engagement providing expert technical guidance on platform architecture, integration and configuration by helping teams make informed decisions and resolve complex issues before they affect performance and value.	The expert technical guidance to make informed platform decisions by resolving complex architecture, integration and configuration challenges early.
ARIS Release & Upgrade Management Support	2	A structured advisory engagement guiding teams through platform releases and upgrades by expert support to assess impact, plan the transition and adopt new capabilities with minimal disruption.	Upgrades planned, managed and adopted smoothly — disruption minimized and the value of new capabilities maximized as they release.
Learning Lab — Enablement Advisory	1	A structured advisory engagement to help you design a tailored enablement roadmap by ensuring teams have the right learning path, resources and capabilities to confidently adopt and scale Process Intelligence across the organization.	A tailored enablement path that builds the right skills at the right time by ensuring teams have the capability and confidence to adopt and scale across the organization.

GOOD TO KNOW

A few important notes.

Advisory Credits are an access unit, not a fixed deliverable

Advisory Credits represent access to ARIS advisory capacity over your contract term. References to person-days or hours are estimates used for planning and resource management only. They are not contractual delivery commitments, service-level guarantees, or obligations to deliver a specific number of sessions, outputs or work products. Your entitlement is advisory access over the term. For more information, please visit aris.com/terms.

Guidance, not execution

Success Package activities are advisory in nature, consisting of guidance, coaching, reviews and recommendations. Build, configuration, implementation and other execution work is delivered separately through ARIS Professional Services.

Term, expiry and travel

Advisory Credits are valid for the 12-month term and expire at its end with no rollover, carry-forward or refund. Delivery is virtual by default; ARIS funds on-site travel for your Executive Business Review (up to 4 days per year), with other in-person travel available at your expense under the ARIS Travel & Expense Policy. More information can be found under aris.com/terms.

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