



Discovery Accelerator

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| FILE HOME EXPORT TEAMWORK | | FILE HOME EXPORT TEAMWORK |
| Board Text Relation Project Charter View Preferences | | Board Verw Project Verw Project |
| ← B Financial | 👻 🕸 Customer 🔍 👻 🕹 Loca | Bra EU-Rent rents cars to customers (individuals or companies), and offers standard models from major manufacturers, Car models are categorized in |
| Increase market share by 10% | Maintain 98% cars availability Custor | at the same rates. |
| Achieve \$900M in revenue | Maintain 100% cars availability at Airport Locations | Age Rental branches do not own specific ars. Each local area owns a pool of cars that are available to the rental branches in the area. Each branch has exhausts its allocation it can request additional capacity, which is provided fram a reserve pool on a first come. first served basis. |
| Achieve \$150M EBITDA Increase 3 day + car rentals by 4% | Maintain < 1% rental cars with mechanical breakdown | Tariffs are set nationally. The operational rental business is managed mainly at the local area ond branch level, with fairly strong national guidonce on customer service and the EU-Rent brand. |
| 0 | Suppo | |
| ▼ 🕑 Customer Support | 👻 🐨 Walk-in Rental | Advance bookings are accepted by phone, Internet or in person in branches. An EU-Rent branch can accept a booking for pick-up at any EU-Rent bra |
| Get issue description | Request Car Model | A rental booking specifies the car group required, the start and end dates/times of the rental and the EU-Rent branch from which the rental is to star |
| Escalate issue | Check Customer Background | pick-up branch) and may request a specific car model within the required group. |
| Provide solution | Check Car Availability | When a car is rented by a reservation in advance or by a walk-in'; a rental contract is produced, which specify the start and end dates of the rental, u rental will end (called the drop-off branch). Rentals have a maximum duration. The person who rents the car is called the renter, The one who is goin |
| 0 | Make Rental Offer | of the requested type must be ovailable. |
| ✓ ⊕ Internal business processes | Create Rental Contract | When a car reservation is made, either an advance reservation or a walk-in rental, the rental agent (or front desk clerk) captures and validates the r |
| Reduce processing time of Walk In Car | Pick-up Car | can be made for replacement, upgrade or downgrade of initial request. Loyalty program advantages can also be discussed and apply (e.g. discound |
| Rental by 10% | Θ | |
| Achieve 5 Mins support case resolution | | EU-Rent has a loyalty incentive program. Customers in this program are allowed to pay for their rentals using loyalty points. Moreover, any rental n |
| Maintain a NPS of 8 | | only pay for the basic price of a rental, i.e. without any discounts applied. |
| Maintain 95% cars on rental | | For advanced rentals, at the end of each working day, cars are assigned to rental requests due for pick-up the following working day. For walk-in re |
| 0 | | Customers are allowed to have many reservations, but they can only have one rental at a time. They are also allowed to return the car to a branch o |
| ← Æ Learning and growth | | At the end of a rental, the venter may pay by cash, or by credit card other than the one used to guarantee the rental. If a car is returned to a location car must be checked for wear (brokes, lights, tires, exhaust, wipers etc.) and damage, and repairs scheduled if necessary. If the car has been damage |
| Achieve 5% staff turnover Achieve 4.500 FTEs this year | | 🗟 Actor 🕒 Artifact |

The Discovery Accelerator is a web-based business strategy and lightweight business architecture tool for stakeholders unfamiliar with IT-focused enterprise architecture tools. Use the Discovery Accelerator to discover and document the structure and capabilities of your organization, and establish meaningful performance metrics. Optionally, incorporate industry frameworks to expedite the discovery process, and link your results to align with your organization's broader architecture efforts.

The Discovery Accelerator enables business subject matter experts to:

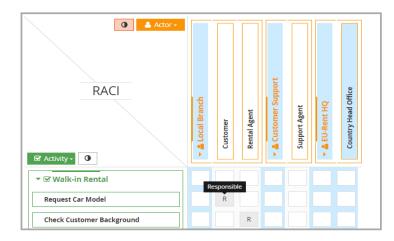
- Capture the "who, what, when, where, why and how" (W5) of an organization
- Accelerate discovery using existing corporate documentation and industry frameworks
- Specify business goals and analyze how they relate to activities
- Analyze and assign responsibilities using RACI charts
- Analyze the interrelationship of information and events with activities
- Capture and analyze time, cost, value and quality metrics for activities
- Maintain alignment with reference frameworks or enterprise architecture
- Export information for documentation, input to strategic planning or modeling activities

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Analyze relationships between elements in visual chart formats, easily identifying missing or conflicting information:

- Relate activities to the goals that they achieve and maintain
- Analyze roles and responsibilities by relating actors to activities, goals or artifacts in a RACI chart
- Analyze information flows by relating activities to their input and output artifacts
- Analyze event flows by relating activities to their trigger and result events
- Relate activities to systems used to perform them



Export information from Discovery Accelerator for further modeling or to augment external documentation:

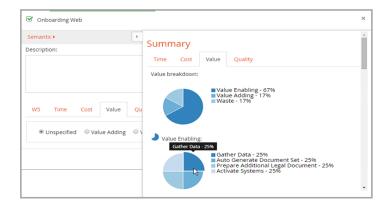
- Export process/case models as BPMN, CMMN, UML, XPDL or GO-BPMN
- Export organizational documentation as MS-Word or HTML

Create a Discovery Accelerator analysis project and quickly capture information:

- Create a new project as a completely blank board, or based on a W5, balanced scorecard or SIPOC template
- Define activities, actors, artifacts, events, systems and goals directly, or by highlighting within a text description from existing documentation
- Organize elements into related collections and hierarchies, and rearrange between collections using drag-and-drop
- Load predefined collections of elements from industry accelerators, including APQC, Panorama 360, FIBO and Disco

Specify additional information to enable analysis:

- Specify W5 relationships between elements to enable chart views and analysis
- Create and maintain semantic links from Discovery Accelerator elements and collections to corresponding elements in an industry framework or enterprise architecture tool
- Specify time, cost, value, and quality metrics for activities
- Add comments to collections and elements for real-time team collaboration



Part of the Digital Enterprise Suite

The Digital Enterprise Suite is a complete collaborative cloud-based visualization, innovation, transformation and improvement software suite. It enables non-technical business people to align strategies to operations while considering both the outside-in and inside-out perspectives.

Trisotech's customers gain competitive advantage by obtaining unique insights from the various models created using the Suite, harnessing the power of the Trisotech Digital Enterprise Graph – a semantic model of your organization.

For more information, contact us at sales@trisotech.com or see our website for more details at www.trisotech.com. All products in the Digital Enterprise Suite run in most modern browsers on desktops, laptops, tablets and mobile devices.