



# Virtual Customer COE Event

**Lifetime Journey for Continuous Success**

**Strengthen your Foundation and Infuse your DNA with the Latest Innovations!**

**THE BEST RUN** 





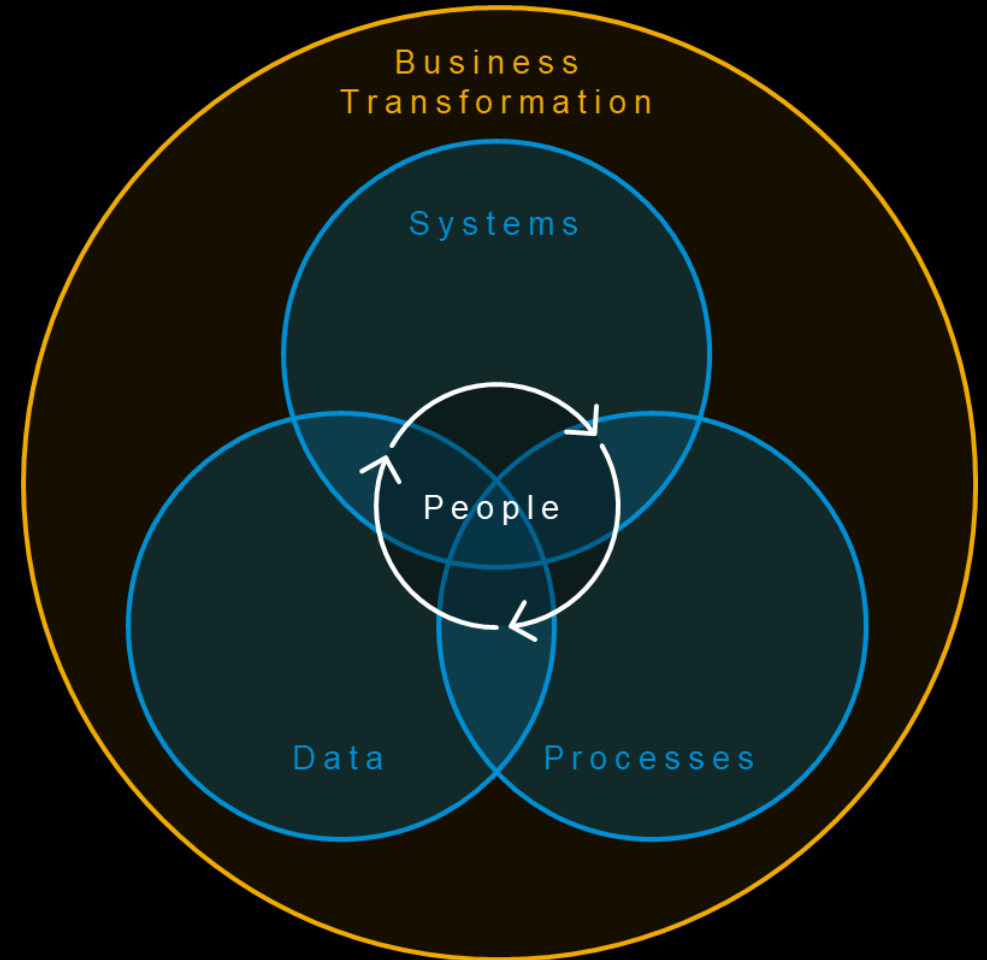
# The latest on the SAP Business Process Intelligence

Wassilios Lolas, SAP  
October 6<sup>th</sup>, 2021

PUBLIC

# A successful business transformation must include the four key dimensions of an organization

**Business transformation** is about the **people** who  
run and continuously innovate **business processes**  
by taking advantage of intelligent enterprise **systems**  
to process **data** intelligently.



# Today's Reality

## Companies need to change...

**53%**

face unprecedented  
**rates of change**<sup>1)</sup>

**30%**

need to **transform business**  
end-to-end<sup>1)</sup>

**29%**

struggle with  
**new technologies**<sup>1)</sup>

## ...but most transformation projects underperform or fail.

**55%**

of all ERP projects had  
**over-budget** issues<sup>2)</sup>

**60-70%**

of all ERP projects  
**fail to meet their objectives**<sup>2)</sup>

## Can you afford to get it wrong?

# Today's reality: A lack of collaboration and insight and hard-to-adjust IT landscapes hinder company transformation



**Transformation projects fail** for lack of buy-in by the people on the ground.



**Reacting quickly is difficult** because getting real-time insights is painful or even impossible.



**Legacy IT slows down change** because systems are scattered, and adjustments require major projects.



**Decisions are made with low confidence** because data is typically outdated and not harmonized.

Imagine:



Taking the right **data-driven business decisions**

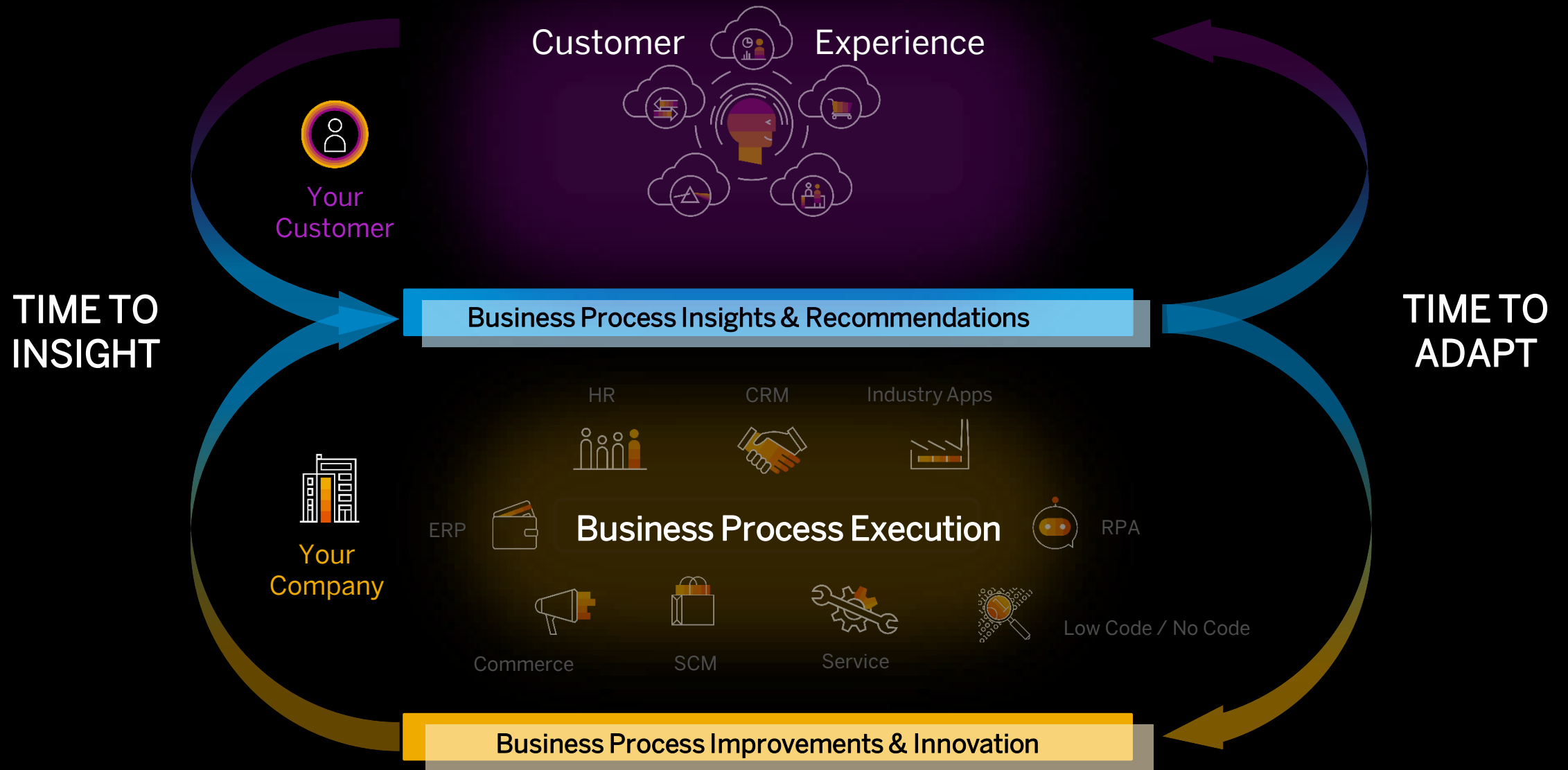
Having **full transparency** of your processes

Being able to align **business and IT** people

Transforming your business **predictably and safely**

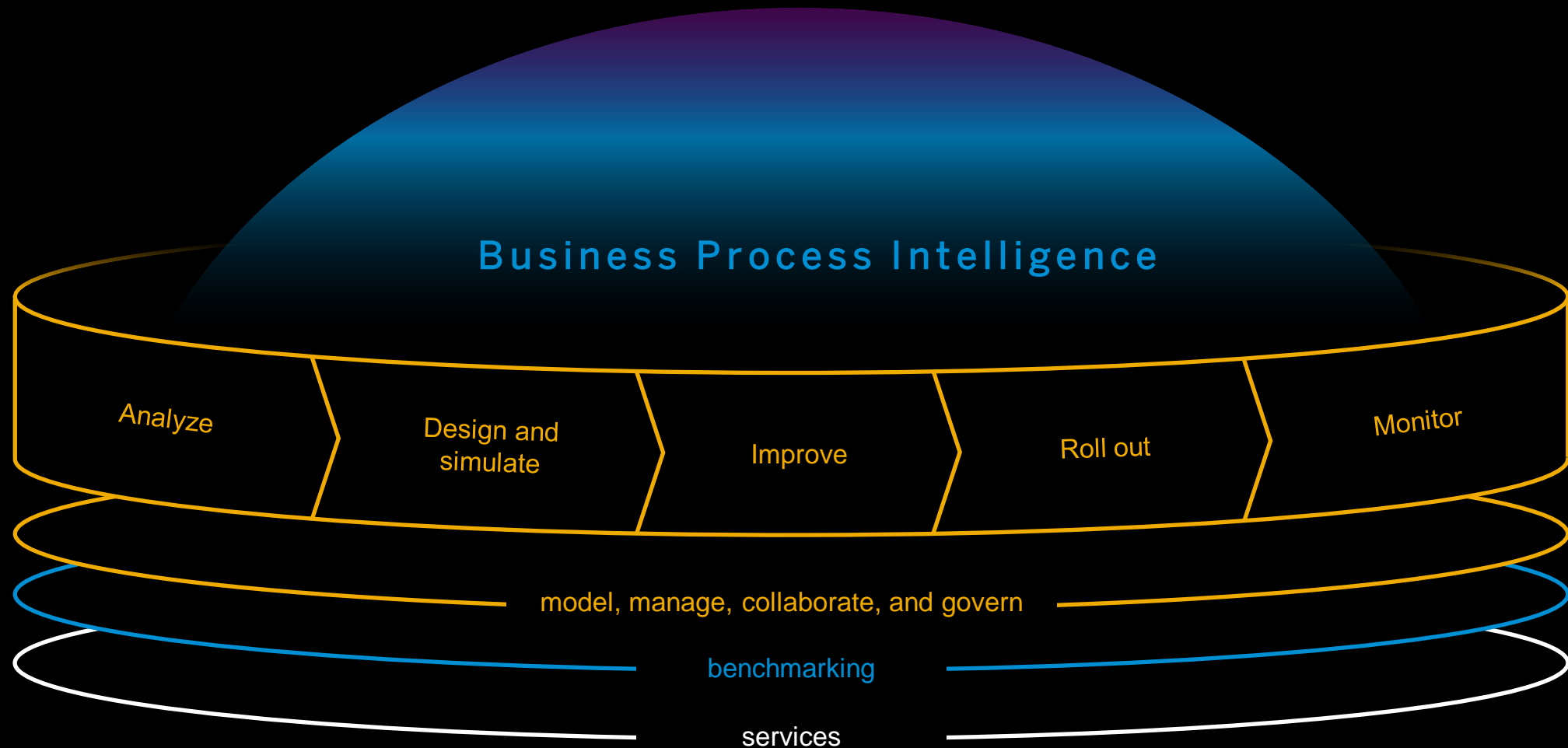
All in one **end-to-end business transformation solution**

# Making the **Intelligent Enterprise** a reality





**Business process intelligence (BPI)** from SAP enables organizations to understand, innovate, and transform all their business processes continuously

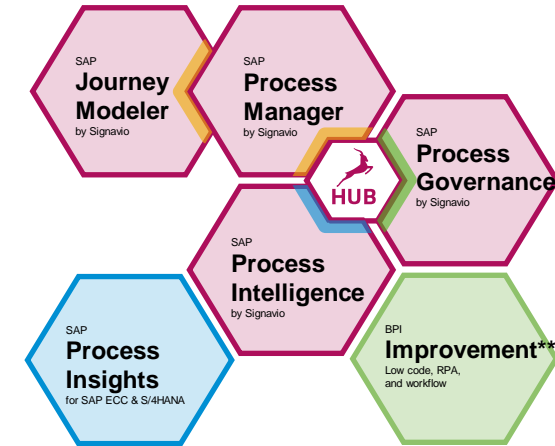




# **SAP Process Insights**

## **Value Proposition**

# Business process intelligence for SAP ECC & SAP S/4HANA customers



## Start with **Process Discovery** or **Pathfinder**\*

Free of charge

This free tool will help executives focus their attention on the most important process performance issues

Get started here:

[www.s4hana.com](http://www.s4hana.com)

[www.sap.com/pathfinder](http://www.sap.com/pathfinder)

## **SAP Process Insights** for immediate value

Subscription

Continuous monitoring and improvement of your company's business processes

Prepare your processes for the SAP S/4HANA transformation

Quick insights leading to quick results

## **Business process intelligence product portfolio**

Subscription

Process design, documentation and governance

Process mining (across SAP & non-SAP systems)

Journey Modelling

Collaborative business transformation

# SAP Process Insights - the fastest path to process excellence for SAP Customers

## Get insights instantly

Use automated, advanced process data extraction and continuous updates, for a clearer understanding of business processes end-to-end

## Narrow your focus

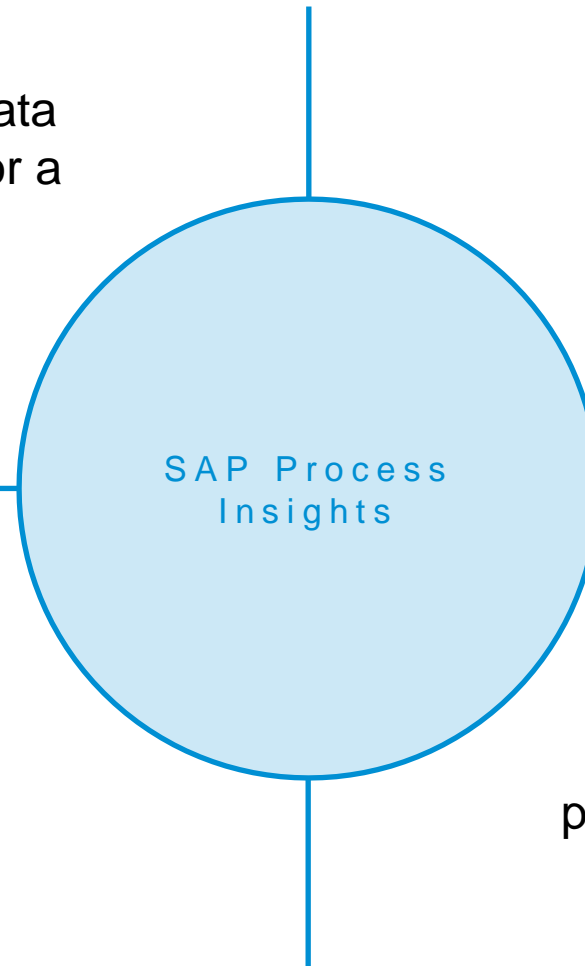
With the root cause analysis capability, drill down to find out where your issues really lie

## Connect the dots

Foster collaboration between decision-makers, business professionals, and IT experts through an intuitive, user-friendly application

## Start improving right away

Leverage the data-driven process improvement recommendations, focusing on corrective actions, best practices and relevant SAP applications

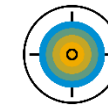
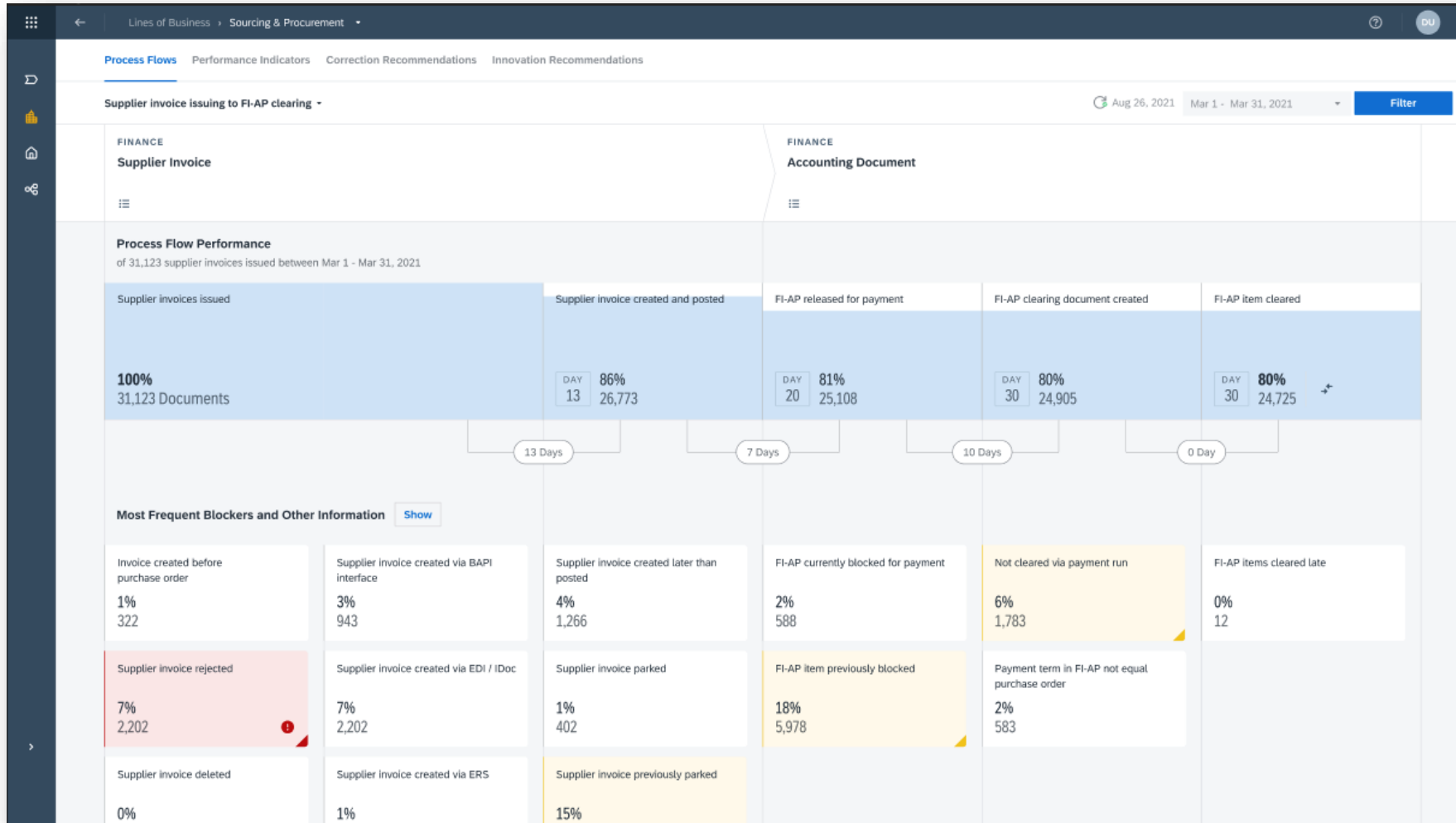


# **SAP Process Insights**

## **Features**

# Understand your processes

## using 20 out-of-the-box process flows and 150+ typical issues and inefficiencies



Make **data-driven decisions** which business areas to **prioritize** for improvement



Get insights fast: updates happen **daily**



More to come: number of available process flows and typical inefficiencies will **double** by end of year 2021\*

\* Numbers subject to change



# Understand your processes leveraging 60 out-of-the-box process performance indicators



Make **data-driven decisions** which business areas to **prioritize** for improvement



Get insights fast: updates happen **daily**



More to come: number of process performance indicators will **double** by end of year 2021\*

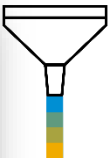
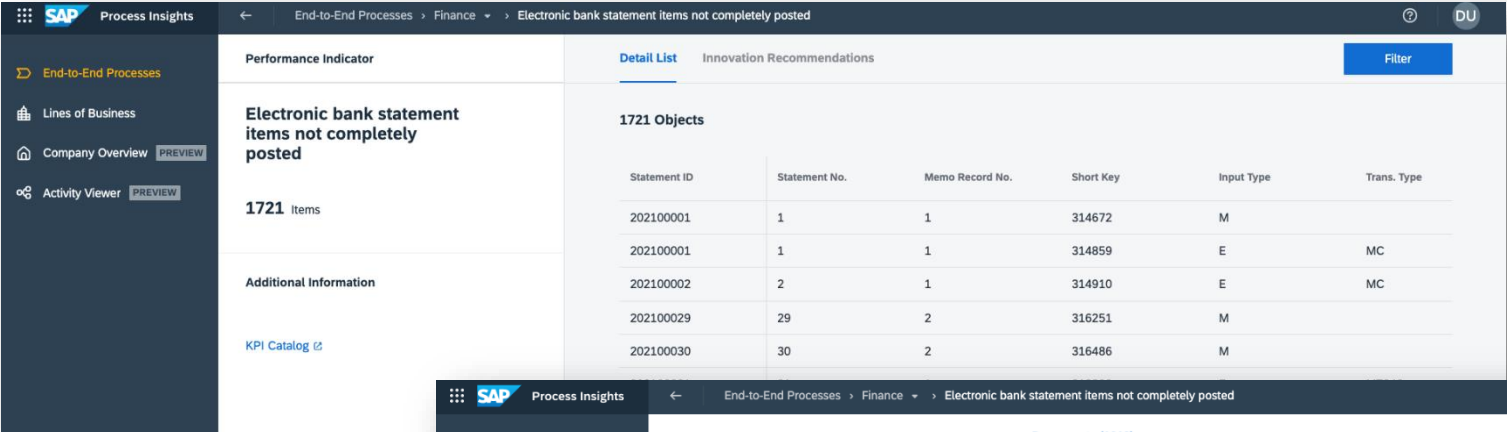
The screenshot shows the SAP Process Insights interface. The left sidebar contains navigation options: End-to-End Processes, Lines of Business, Company Overview (with a PREVIEW button), and Activity Viewer (with a PREVIEW button). The main content area is titled 'Performance Indicators: Finance' and displays a table of performance metrics.

Performance Indicator	Amount	Unit
Automation rate: Customer invoice clearing	62	Percent
Electronic bank statement items not completely posted	1721	Items
Errors during maintenance/internal order actual settlement	1120	Exceptions
Errors during manufacturing order actual settlement	153	Exceptions
Errors during variance calculation for manufacturing orders	387	Exceptions
Errors during WBS element/network order actual settlement	345	Exceptions
Financial documents created	5845	Documents
Lead time: Invoice creation to Accounts Receivable clearing	35	Days
Overdue and open Accounts Payable items	5845	Items
Schedule Manager: Runtimes and Status	22	Minutes

\* Numbers subject to change

# Dive deep with analytics:

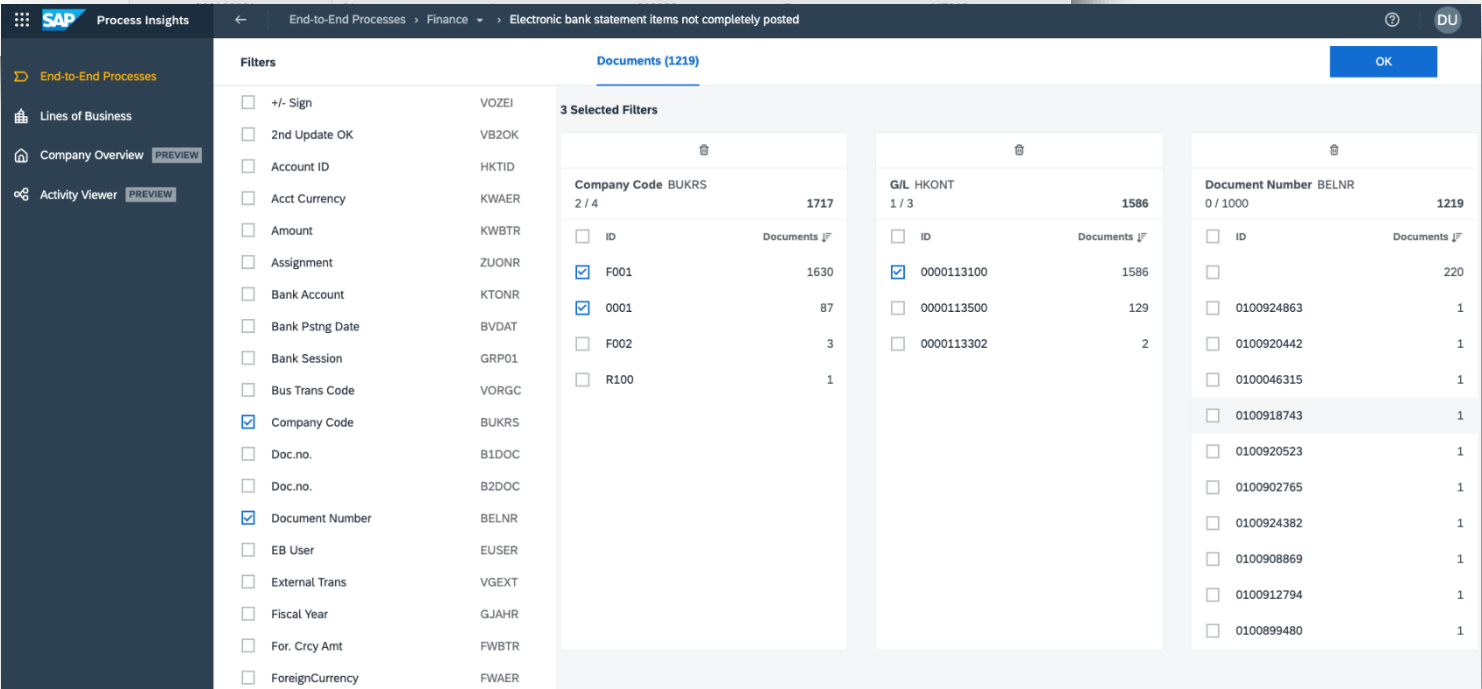
## filtering for the greatest impact



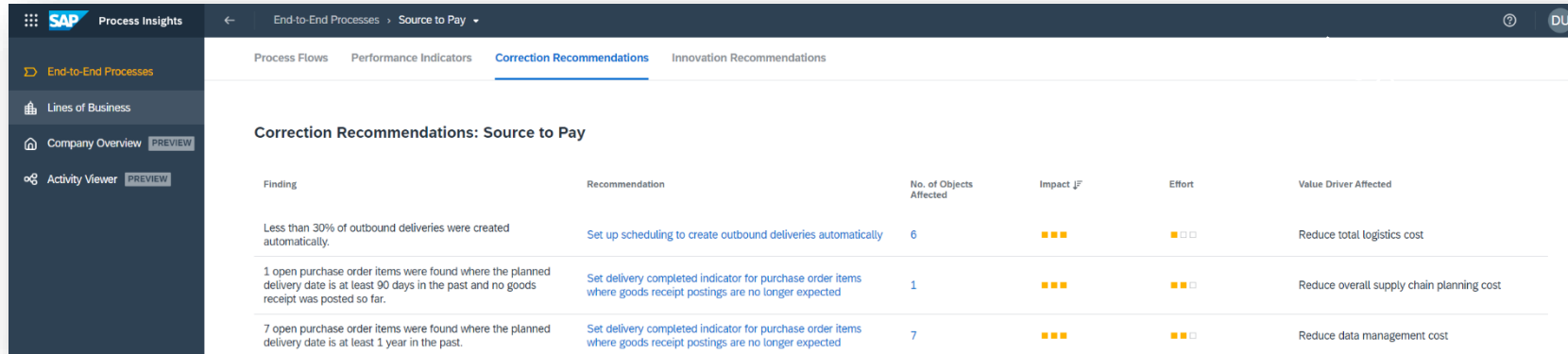
Narrow your **focus** to discover where your issues really lie



Fix the **root cause** instead of just applying band aids



# From fast insights to immediate results: use the tailored recommendations

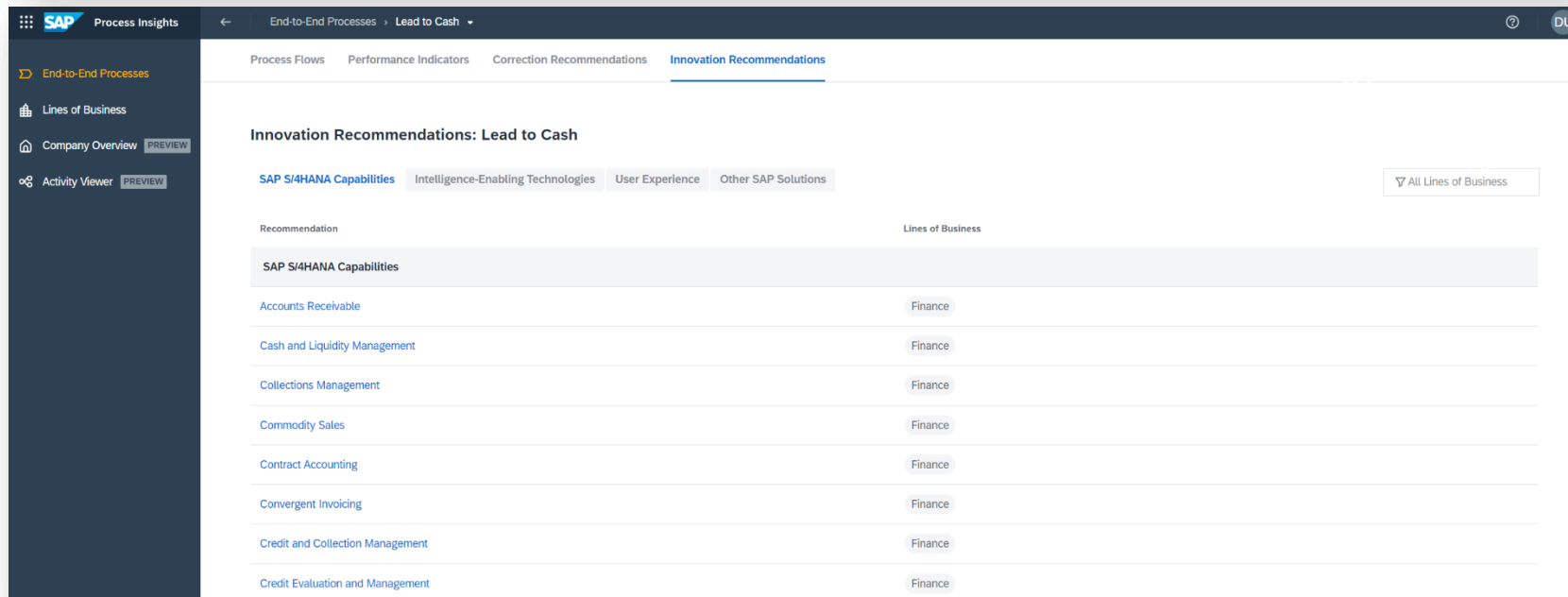


The screenshot displays the SAP Process Insights interface for 'Source to Pay'. The left sidebar shows navigation options: End-to-End Processes, Lines of Business, Company Overview (PREVIEW), and Activity Viewer (PREVIEW). The main content area is titled 'Correction Recommendations: Source to Pay' and includes tabs for Process Flows, Performance Indicators, Correction Recommendations (active), and Innovation Recommendations. A table lists three findings with corresponding recommendations, impact, effort, and value drivers.

Finding	Recommendation	No. of Objects Affected	Impact $\Delta F$	Effort	Value Driver Affected
Less than 30% of outbound deliveries were created automatically.	Set up scheduling to create outbound deliveries automatically	6	■■■	■□□	Reduce total logistics cost
1 open purchase order items were found where the planned delivery date is at least 90 days in the past and no goods receipt was posted so far.	Set delivery completed indicator for purchase order items where goods receipt postings are no longer expected	1	■■■	■ ■ □	Reduce overall supply chain planning cost
7 open purchase order items were found where the planned delivery date is at least 1 year in the past.	Set delivery completed indicator for purchase order items where goods receipt postings are no longer expected	7	■■■	■ ■ □	Reduce data management cost



Get **recommendations** specifically linked to previously identified issues



The screenshot displays the SAP Process Insights interface for 'Lead to Cash'. The left sidebar is identical to the previous screenshot. The main content area is titled 'Innovation Recommendations: Lead to Cash' and includes tabs for Process Flows, Performance Indicators, Correction Recommendations, and Innovation Recommendations (active). Below the tabs are filters for SAP S/4HANA Capabilities, Intelligence-Enabling Technologies, User Experience, and Other SAP Solutions. A table lists various SAP S/4HANA Capabilities and their associated Lines of Business.

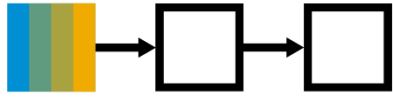
Recommendation	Lines of Business
SAP S/4HANA Capabilities	
Accounts Receivable	Finance
Cash and Liquidity Management	Finance
Collections Management	Finance
Commodity Sales	Finance
Contract Accounting	Finance
Convergent Invoicing	Finance
Credit and Collection Management	Finance
Credit Evaluation and Management	Finance



Choose the **improvement path** that is right for your organization

# **SAP Process Insights** **for Process Excellence**

# SAP Process Insights solution capabilities support **continuous improvement of processes** running through your SAP system\*



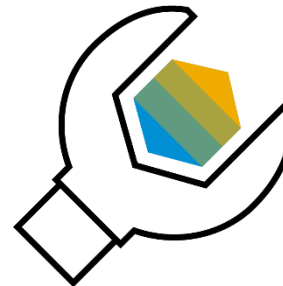
1. Understand your processes with out-of-the-box **process flows** and **process performance indicators**



Plug and Play  
in 24 hours



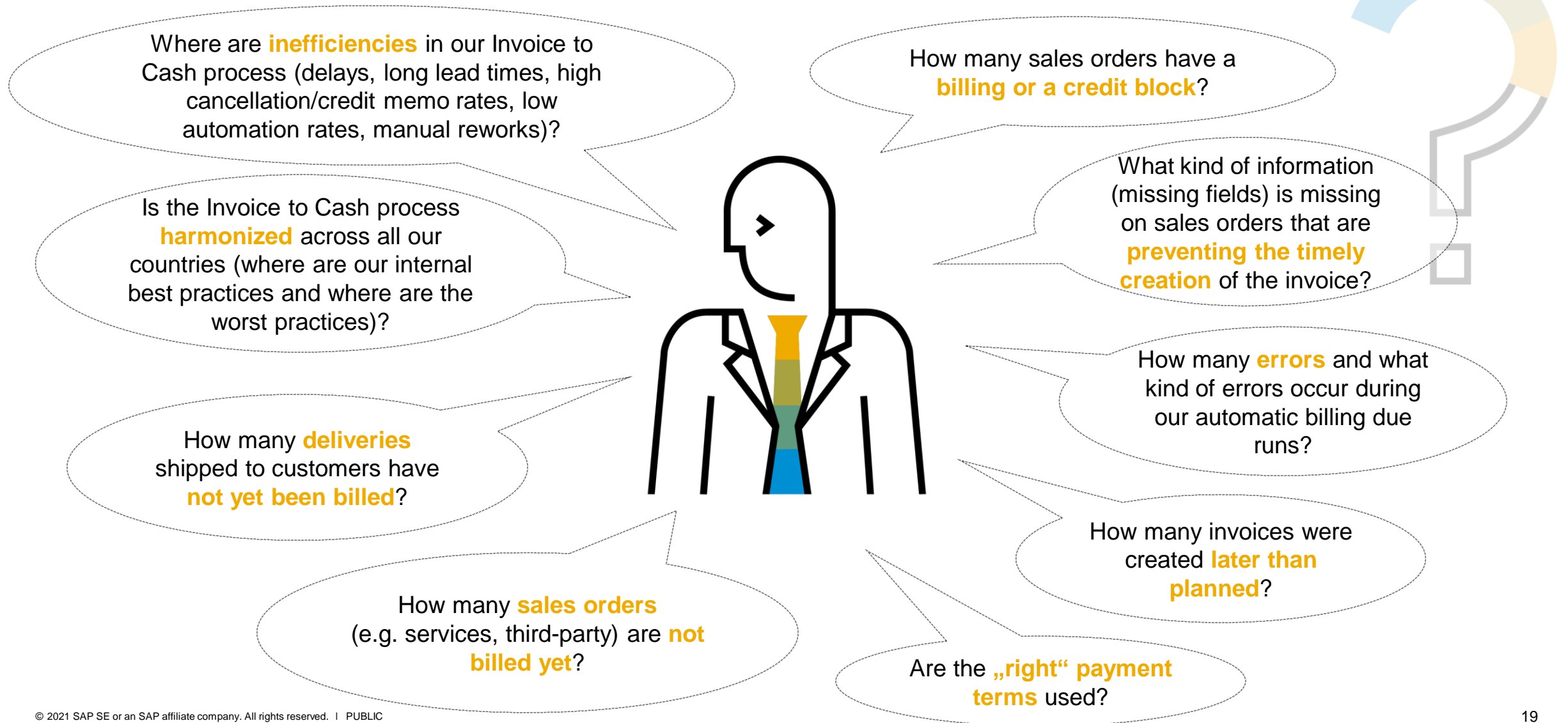
2. Dive deep with **analytic capabilities**: find the root cause of your issues



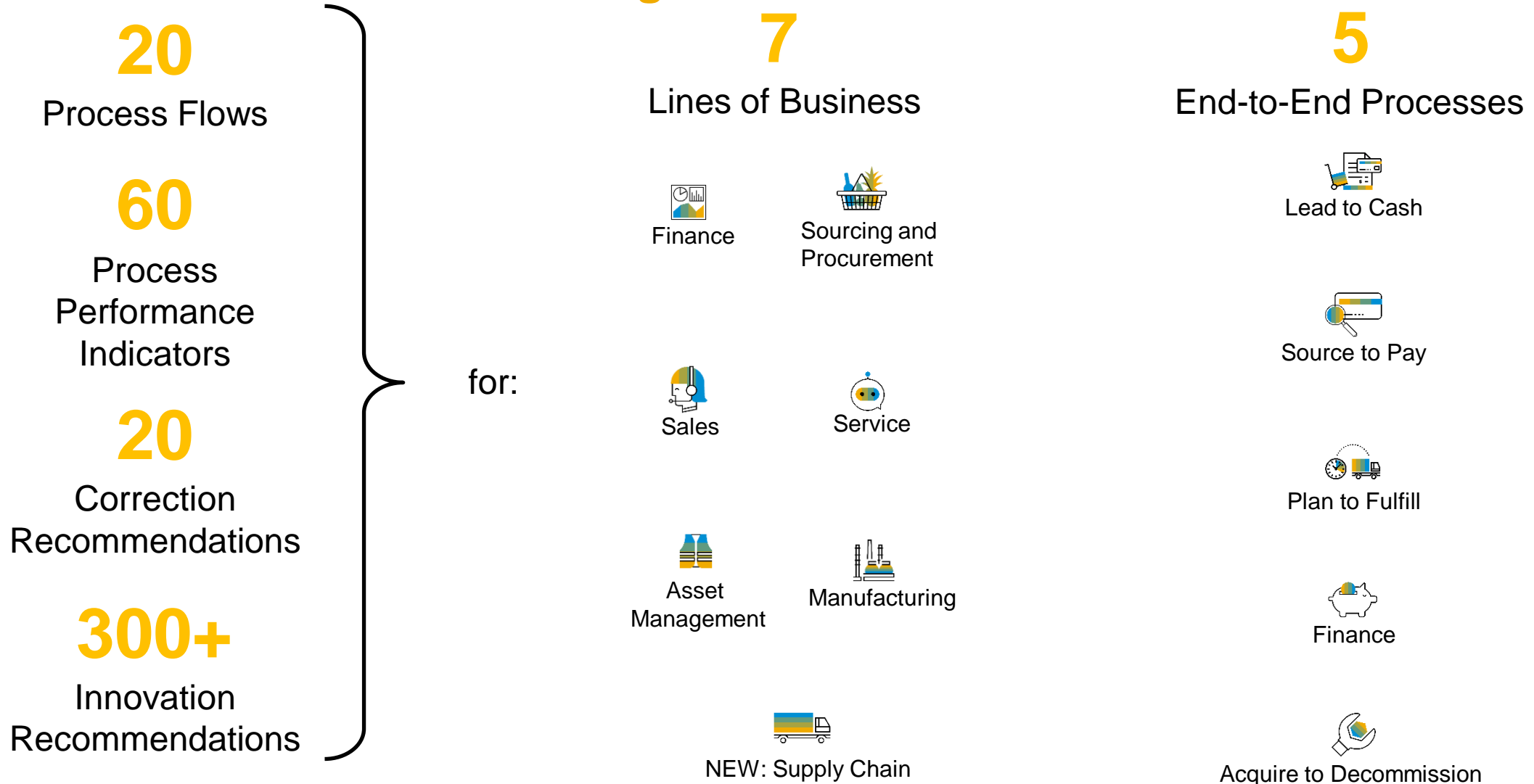
3. From fast insights to immediate results: use the tailored **improvement recommendations**



# Typical Customer Challenges and Questions that SAP Process Insights helps to answer (example for the lead to cash process)



# SAP Process Insights has an unrivaled and constantly growing out-of-the-box content coverage<sup>1</sup>



# **SAP Process Insights** **for SAP S/4HANA transformation**

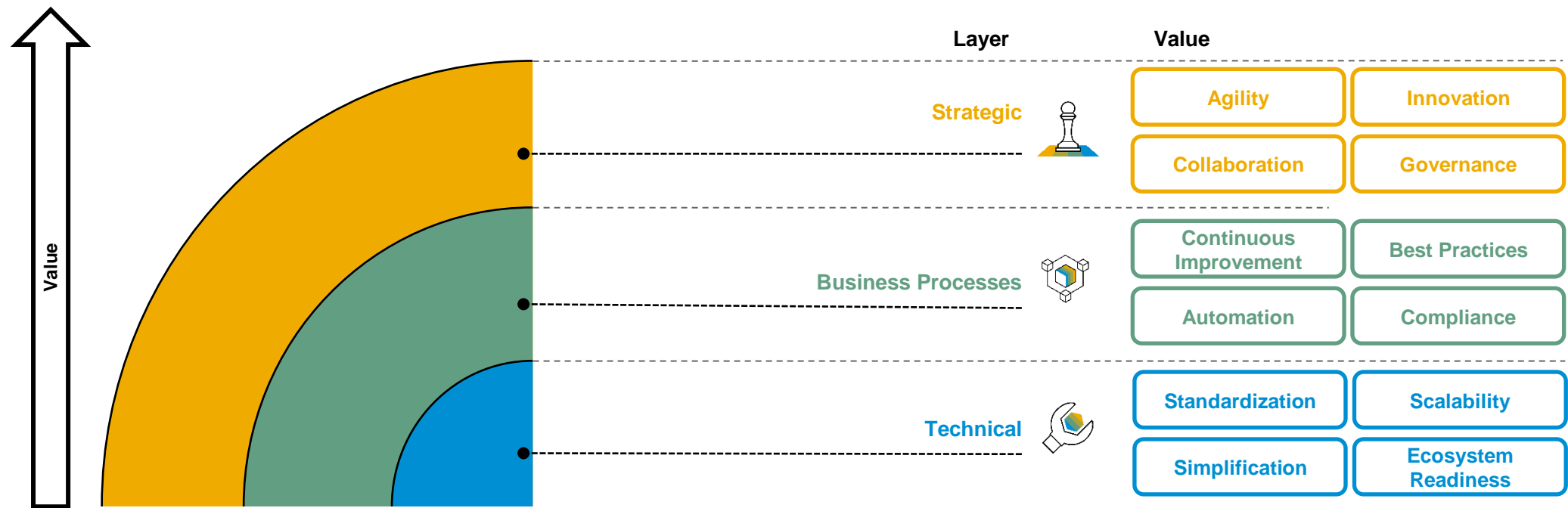
# SAP Process Insights accelerates and simplifies SAP S/4HANA transformation projects



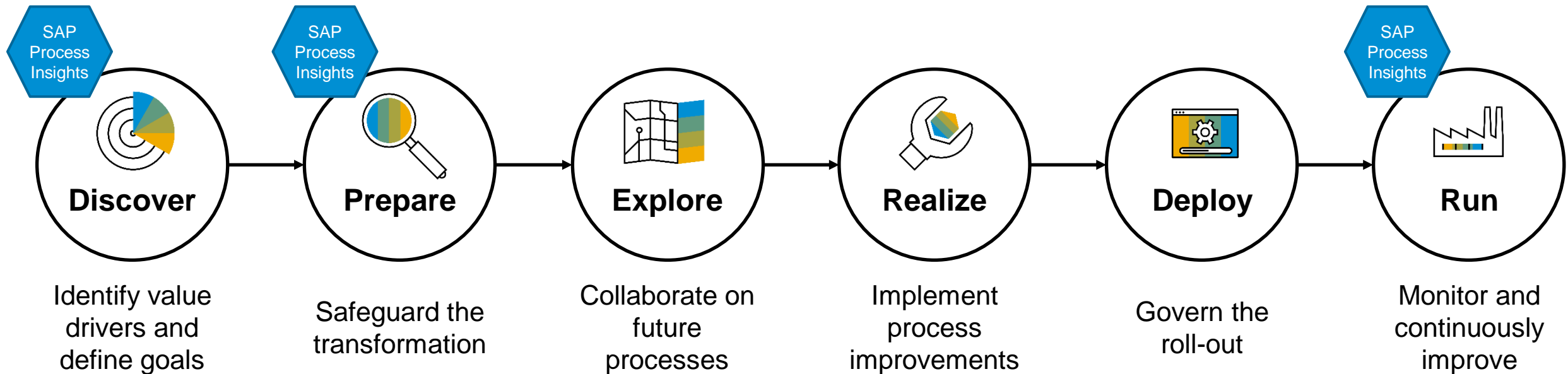
Faster time to value



Lower total cost of implementation



# SAP Process Insights is key for 3 of the SAP Activate steps for BPI supported SAP S/4HANA transformation project





# SAP Process Insights helps to secure the SAP S/4HANA transformation of our customers



## Get fast insights on:

- Process performance across different lines of business and end to end processes
- Master and configuration data
- Degree of automation
- Internal benchmarks
- Relevant SAP S/4HANA capabilities and their value

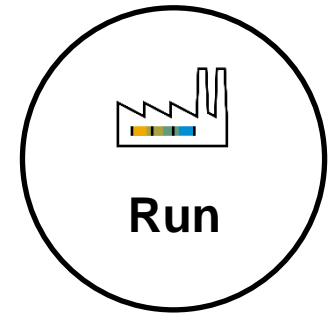


## Dive deeper:

- Analyze processes in more detail
- Identify inefficiencies
- Drill down to the affected business objects

## Clean up your system:

- Use correction recommendations for master and configuration data



## Stay on top of your performance:

- Leverage the live data connection and frequent updates to monitor your processes performance

## Keep improving:

- Make use of continuously updated improvement recommendations, both for corrective actions, and for SAP product investments

**What makes SAP Process Insights  
special**

# What makes SAP Process Insights the **clear choice for SAP Customers**?



- 1. Quick results and easy implementation**  
Not a months-long project. Just plug it in and the next day you get the results
- 2. Broadness of Scope**  
Not only one or two processes but 20 process flows<sup>1)</sup> provide a holistic overview
- 3. Recommendations out of the box**  
We built the “automated” business consultant (well, so to say)
- 4. Continuous monitoring**  
See the results of your improvements
- 5. Fact-based decisions**  
Act on meaningful insights instead of gut feeling

# Upcoming event: BPI Forum 2021 – Nov 15 - 17



#BPIForum



**Event Link:** [www.signavio.com/bpiforum/](https://www.signavio.com/bpiforum/)

# Thank you.

Contact information:

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SAP Business Process Intelligence

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Assess your current processes and  
discover opportunities for improvement

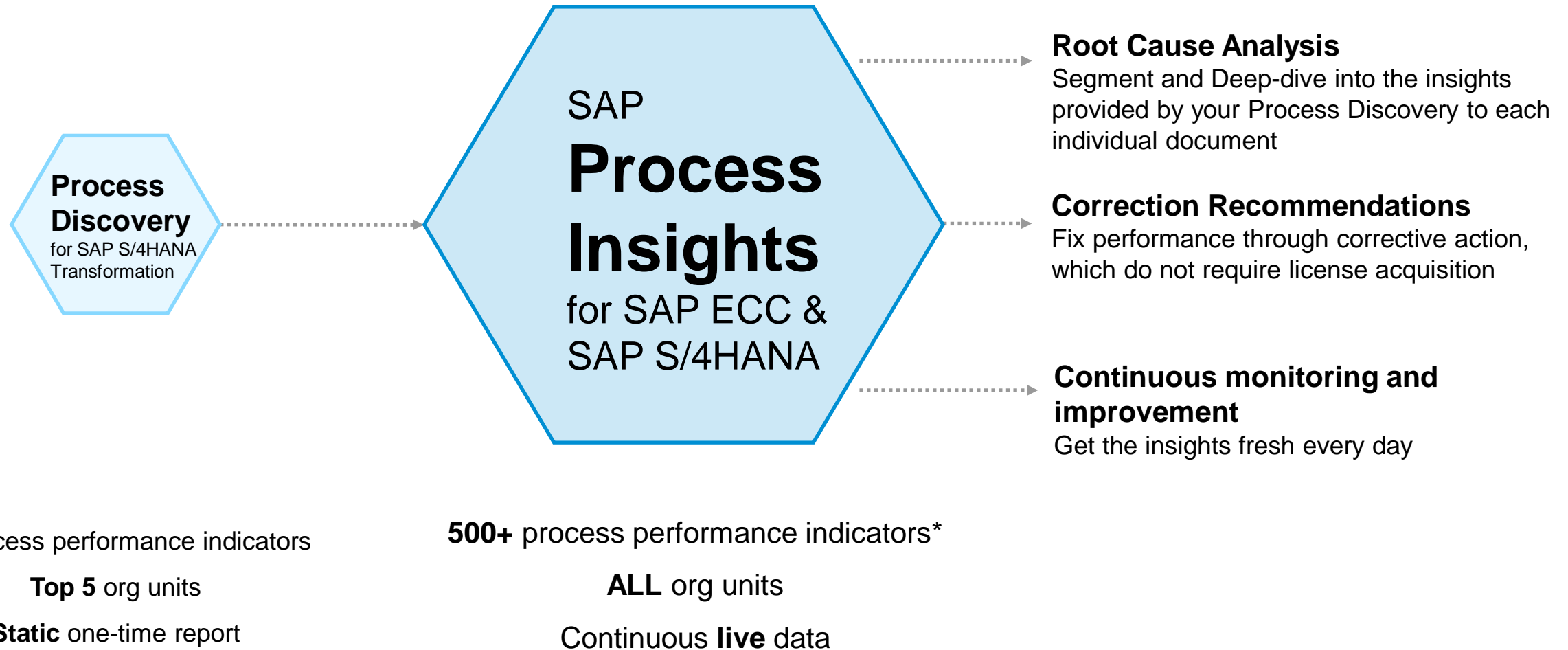
[www.sap.com/bpi](http://www.sap.com/bpi)

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# Appendix

# Prove the value with Process Discovery, level up with SAP Process Insights



\* Scope as planned by end of 2021

# SAP Process Insights supports your move to SAP S/4HANA

## Supported use cases

Goal

Understand current SAP process performance



Benefit

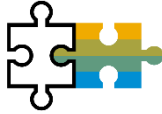
Instant insights into different business processes  
Understanding internal best and worst practices

Capability

Different process flow scenarios out-of-the-box for 6 LoBs



Reduce complexity of master and configuration data



Reduce implementation efforts in greenfield approach  
Reduce migration efforts (e.g. customer vendor integration)  
Reduce complexity for end users  
Reduce testing efforts in the future

Various PPIs to show what objects are not or no longer used



Provide solid transactional basis for planning apps



Ensure transactional system data is reflecting reality  
Solid basis for all SAP planning and simulation capabilities  
Reduce migration efforts  
Increase archiving success rate

Various PPIs to show obsolete documents with corresponding clean-up recommendations across LoBs

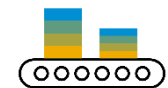


Understand current degree of process automation



Increase usage of automation capabilities (standard as well as iRPA or ML)  
Increase error-free automatic processing  
Increase no-touch processing

Various automation rate and exception PPIs across LoBs and many improvement recommendations





# SAP Process Insights supports your move to SAP S/4HANA

## Feature support

Deliverable

Description

Feature

### Fast insights



- First insights within a day and then daily updates on
- Completion rates
  - Automation rates
  - Cycle times
  - Exceptions
  - et.al.

Process Flows  
and single  
Process  
Performance  
Indicators

### Automatic corrective recommendations and instructions



Automatic and customer-specific recommendations on master data and configuration improvements that will otherwise remain also in the new SAP S/4HANA environment

Recommendation  
Board for  
corrective actions

### Automatic innovation recommendations



Automatic and customer-specific recommendations on new innovations that should be applicable as part of the new Intelligent Enterprise environment

Recommendation  
Board for  
innovations

### (Semi-) Automatic resolution



Integration with other tools (e.g. Business operations self-healing or SAP Process Automation) for (semi-)automatic resolution of recommendations

Business  
operations self-  
healing

### Progress reporting



Historic trending of PPI data to see the impact on implemented action items derived from given recommendations

Historic trend  
reporting

# SAP Business Process Intelligence

End-to-end Solution for Business Transformation and Continuous Improvement

## Design and document

current and future business processes

[Video](#) + JM: [Video](#)

SAP  
**Journey  
Modeler**  
by Signavio

SAP  
**Process  
Manager**  
by Signavio



SAP  
**Process  
Governance**  
by Signavio

## Collaboration hub

**Align** the enterprise to a common set of process objectives with a central repository and collaboration

[Video](#)

**HUB**

**Understand and Monitor** how processes are actually executed and measure compliance and process variability

[Video](#)

SAP  
**Process  
Insights**  
for SAP ECC & S/4HANA

SAP  
**Process  
Intelligence**  
by Signavio

BPI:  
**Improvement**  
Low code, RPA,  
and workflow

**Manage** the design and roll-out of business processes across the enterprise

[Video](#)

**Discover** process weaknesses with recommendations for improvement

**Repair and enhance** processes to improve effectiveness and efficiency, and improve business user productivity

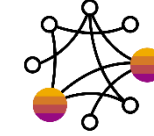
# **Services offering** **around SAP Process Insights**

# BPI Services organization further supports the customer with a number of tailored Service offerings



## For those just starting out

- **Business Process Assessment**  
**Scope:** Interpretation of the Process Discovery report, insights and engagement roadmap
- **Quick Start with SAP Process Insights**  
**Scope:** Implementation and setup service for SAP Process Insights
- **Business Process Insights Starter Pack**  
**Scope:** Using SAP Process Insights for continuous improvement and for securing SAP S/4HANA transformation success

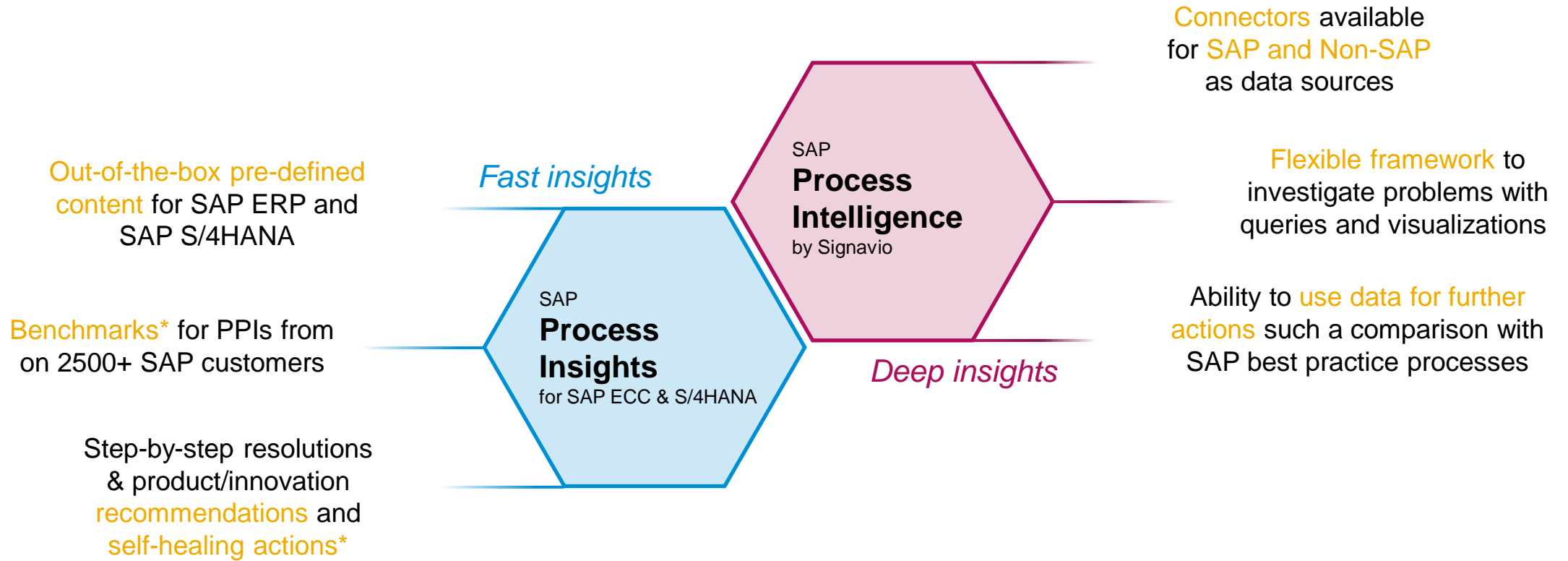


## More complex engagements

- **Process Insights and Improvement**  
(requires Business Process Insights starter pack and/or a Signavio starter pack)  
**Scope:** Leveraging the power of SAP Process Insights and/or SAP Signavio products for transformation and improvement projects
- **Premium Engagement Business Scenario**  
Improve Your Business Processes Through Insights, Automation and Innovation

# **SAP Process Insights meets** **SAP Process Intelligence by Signavio**

# Combine best of both worlds: **Fast and deep insights**



# SAP Process Insights and SAP Process Intelligence by Signavio

## answer complementary challenges for our customers

**Quickly** find out **where** your problems are...

Get an overview of a **broad scope**...

Fix majority of issues on your **SAP ERP** system...

Find immediate answers to inefficiencies in **standardized processes**...



...and then **focus** on them to learn **why** did they occur

...and then **drill deeper** into specific areas

...and mine parts of the processes that **run outside of it**

...and run projects to uncover issues caused by **heavily customized** systems