

A man with short brown hair, a beard, and round glasses is looking down at a white smartphone in his hands. He is wearing a dark suit jacket over a blue shirt and has large blue headphones around his neck. The background is blurred, showing what appears to be an office or airport setting. The image is partially covered by a blue overlay on the right side.

SAP Signavio Process Mining to Improve SAP's Efficiency and Effectiveness

Mate Komaromi, SAP

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- Counter
- Mobile
- Drive-thru



- Make the coffee
- Heat the milk
- Put it all together

- Call the order
- Handover the cup

- Take the first sip
- Relax and drink
- Give feedback

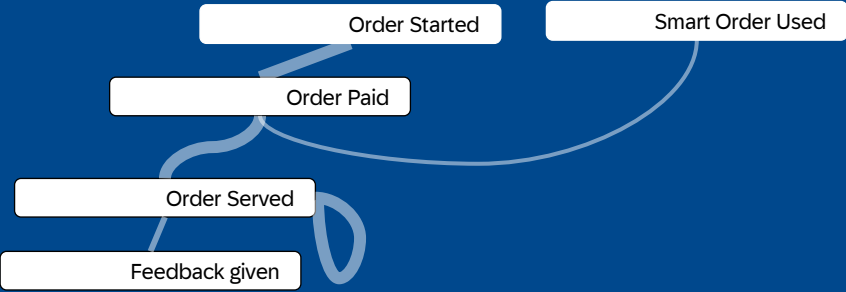
Each customer journey leaves a digital trace

CaseID:1111
Activity name: Feedback given
Timestamp: 2025.10.22 10:06:11
Feedback answer: Satisfied

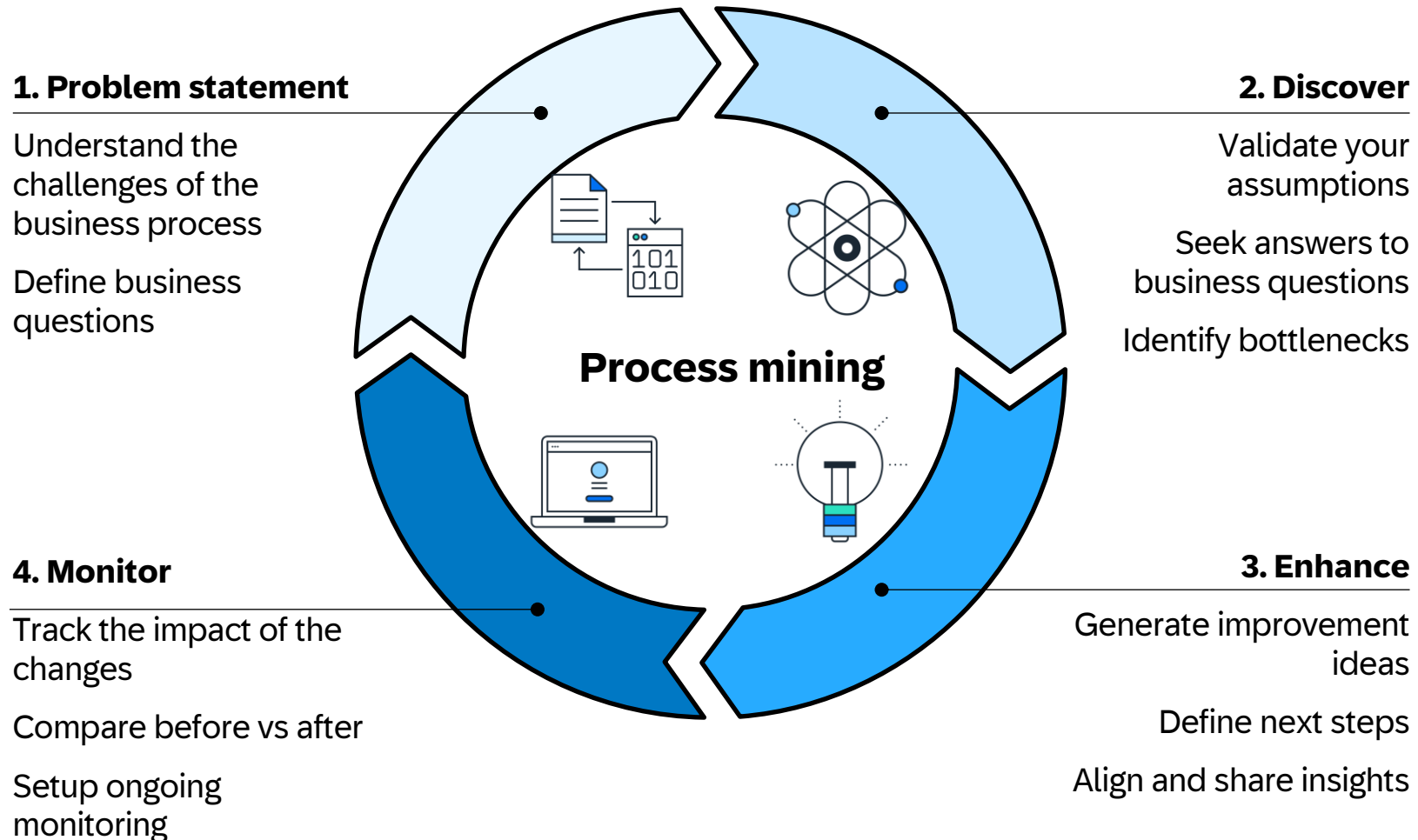
CaseID:2222
Activity name: Feedback given
Timestamp: 2025.10.22 11:12:11
Feedback answer: Extremely Satisfied

CaseID:2222
Activity name: Feedback given
Timestamp: 2025.10.22 11:12:17
Feedback answer: Dissatisfied

Process mining connects those traces to reveal how work really flows

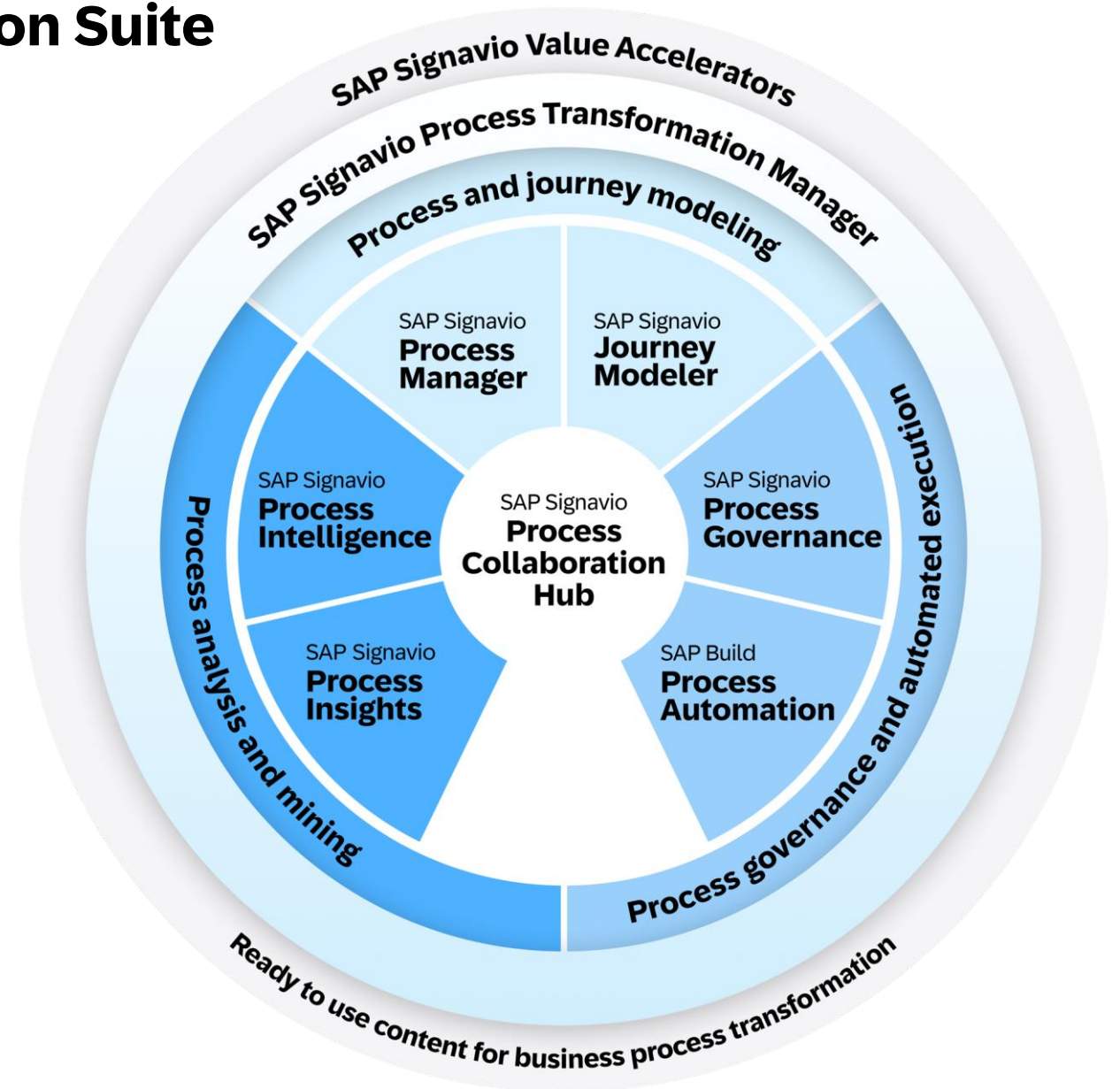


Process mining cycle

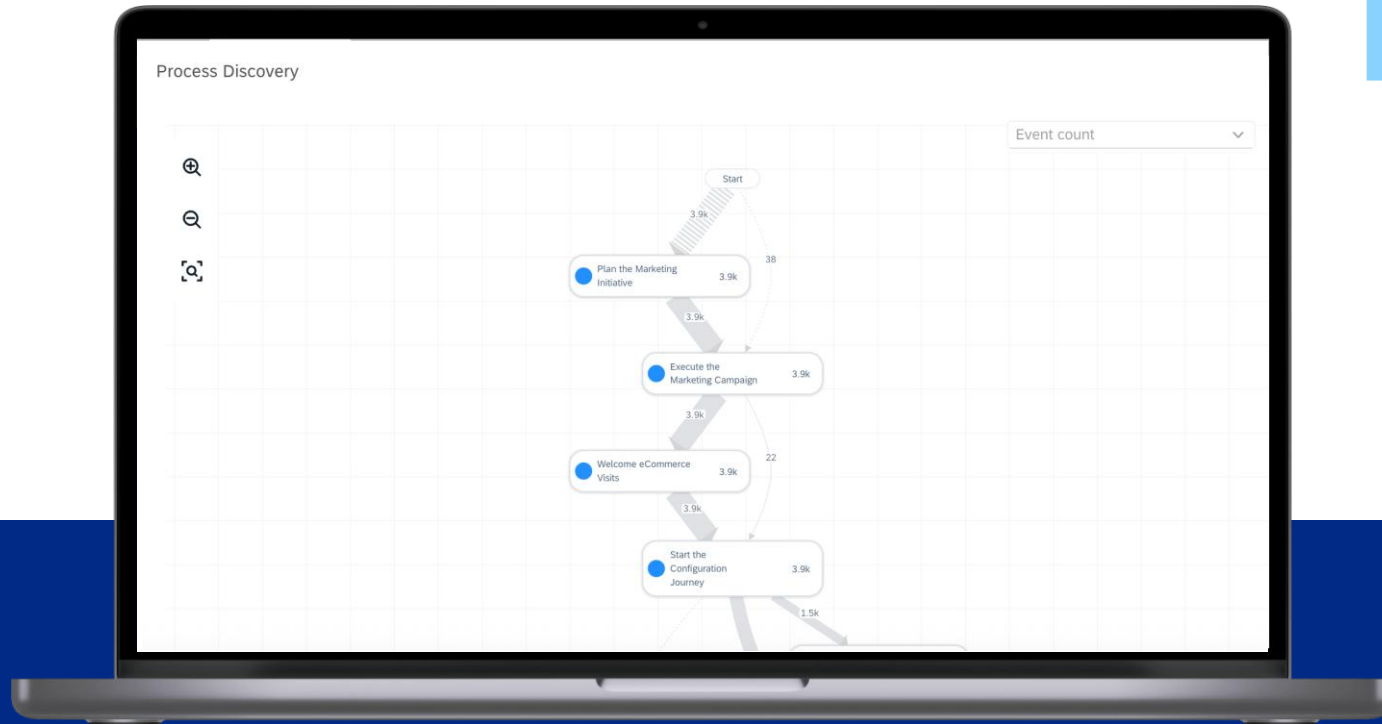


SAP Signavio Process Transformation Suite

A cloud-based process transformation solution that gives companies the ability to **understand, improve, and transform all their business processes**, fast and at scale.

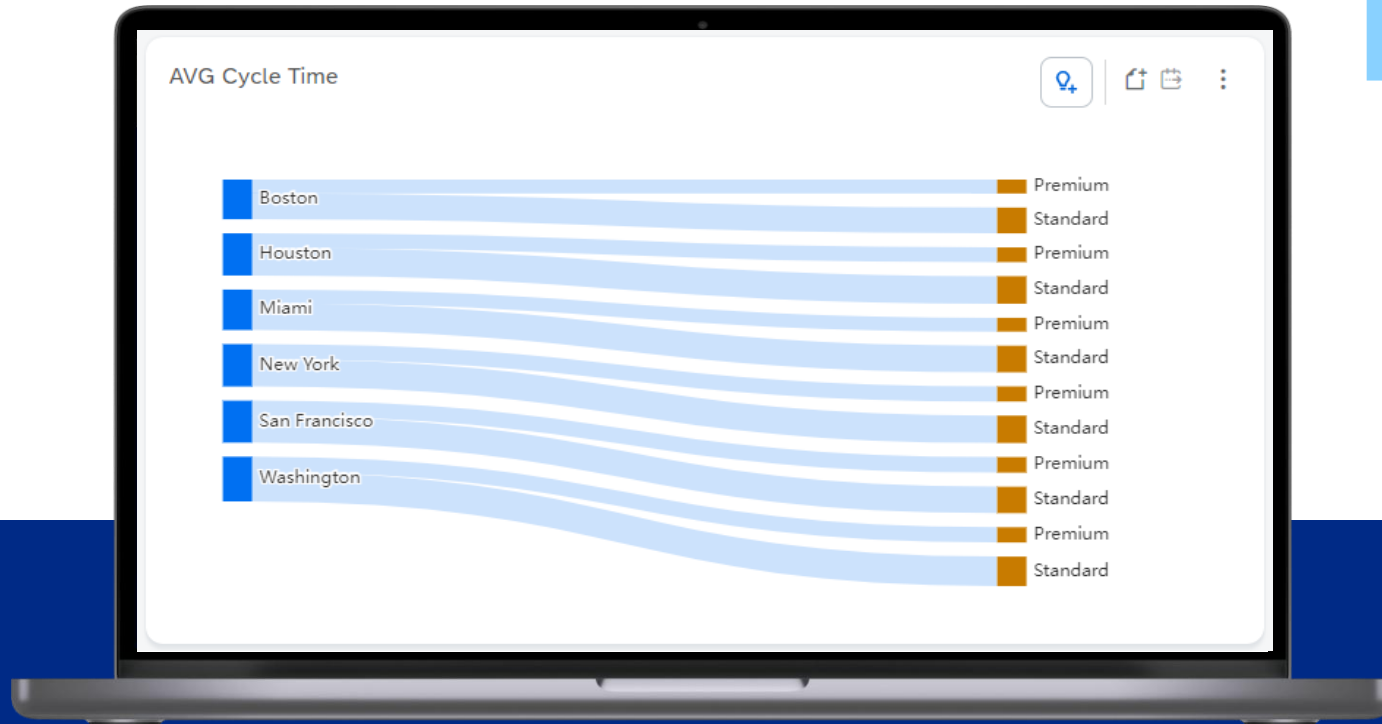


Process Discovery widget

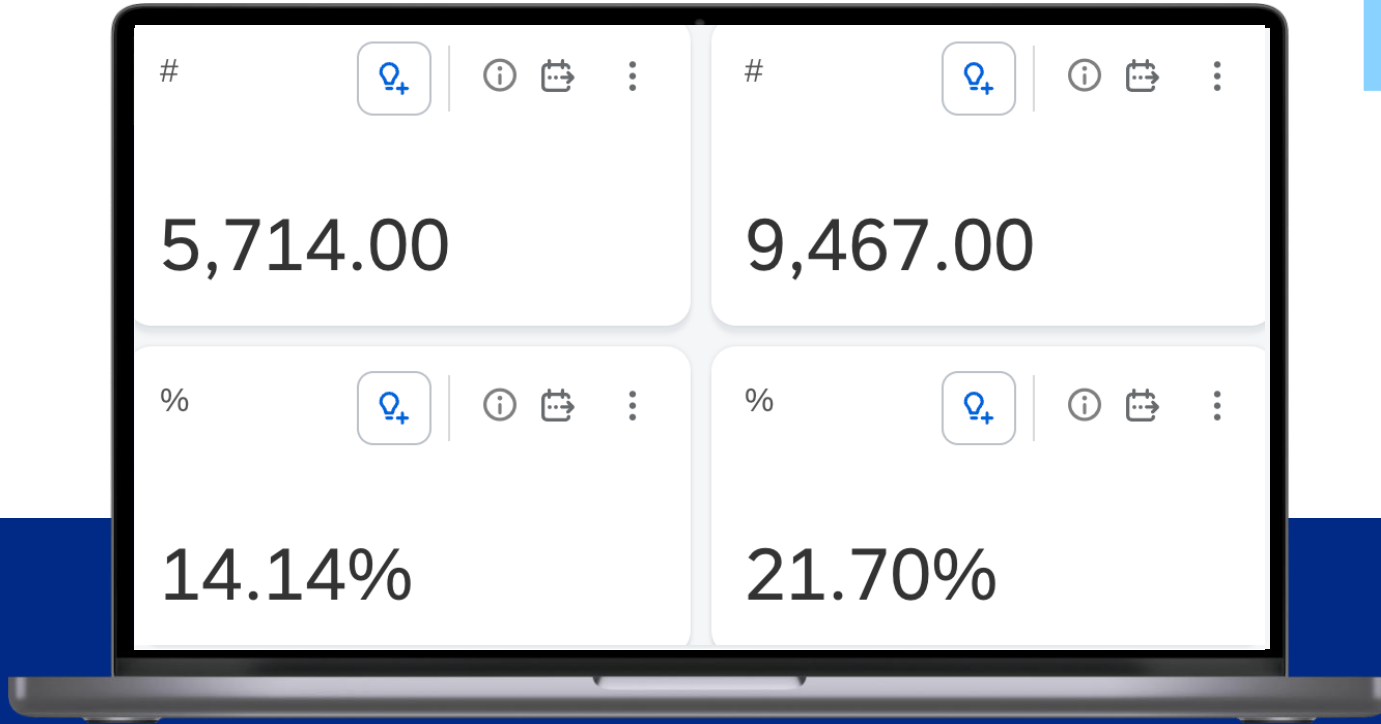


- Automatic process discovery
- Full visibility on how processes are executed
- Identify long cycle times, loops, issues and main inefficiencies

Sankey diagram



- Identify process behaviors
- Visualize flow clearly
- Highlights proportions

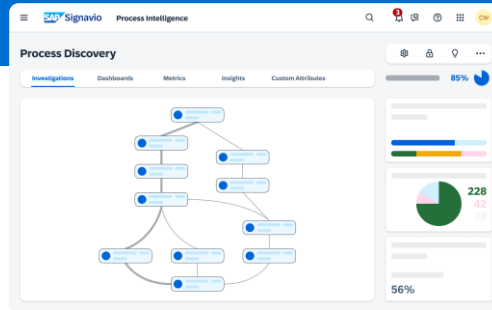


Value widget



Simplified data representation - it condenses complex data sets into a single, easy-to-understand metric, facilitating quick comprehension of KPIs.

Example solution landscape



**SAP Signavio
Process Intelligence**



SAP Datasphere

(HANA) data lake

SAP BDC data product

Usage data apps



Timestamp
Event name
CaseID

When we moved AI-suggested documentation earlier — adoption doubled

Before

Insight

Action

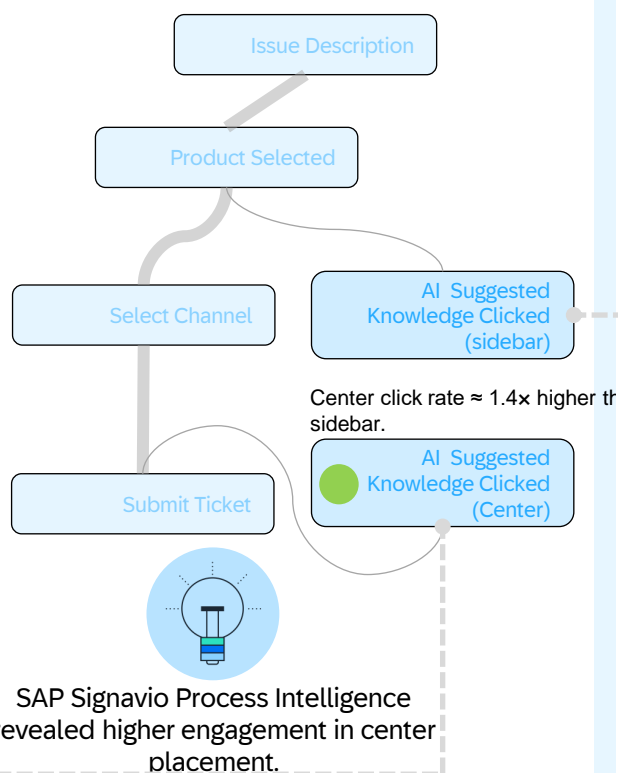
Impact



AI-suggested knowledge articles displayed while the user typed their detailed problem description



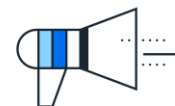
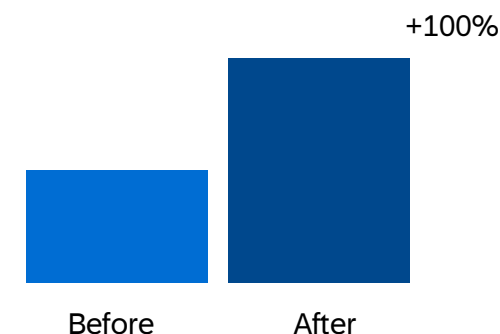
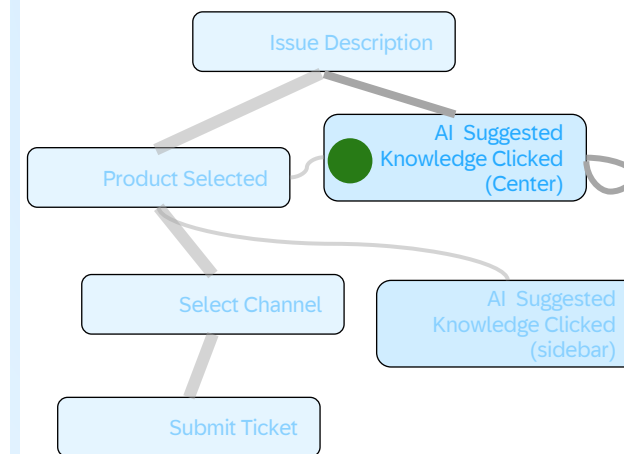
AI-suggested knowledge articles displayed right before the ticket creation step



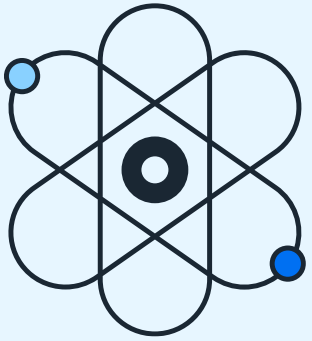
Design Change



AI-suggested documentation moved earlier - right after issue description.



Visibility and timing drive engagement: SAP Signavio Process Intelligence findings turned *insight* into measurable action



Lessons learned

1

Secure organizational buy-in

2

Enable cross-functional alignment

3

Drive action before expansion

4

Celebrate success and scale



Human Insights and AI
Innovation with SAP
Business Data Cloud



Advancing Sales
Transformation
at SAP



Attracting Citizen Users
with SAP Datasphere
and Collibra



Agentic AI
Revolutionizes Support



Running on
RISE with SAP



SAP Signavio
Process Mining
for Process Efficiency



End-to-end Planning
with SAP Analytics Cloud



Transforming
End-to-end Processes
with SAP Business AI



Data and AI engineering:
SAP Business Data Cloud and
SAP Databricks



Scan the QR code to
register for the series

Lessons learned / key takeaways

1

XXX

2

XXX

3

XXXX

4

XXXX

5

XXXX



Thank you

name
role
email



Change QR code with one
which is to your linkedin profile



Thank you.

Contact information:

Mate Komaromi

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