Introduction to **Business Process Intelligence**
Understand, innovate and transform – fast and at scale

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A successful business transformation needs to include four key dimensions of an organization.

**Business Transformation** is about the **people**, who run and continuously innovate the **business processes** by leveraging intelligent enterprise **systems** to process **data** in an intelligent way.
Today's reality: Companies are hindered in their transformation by lack of collaboration and insight, and hard to adjust IT landscapes

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

- **Reacting quickly is difficult**, for 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- **Decisions are made with low confidence**, since data is typically outdated and not harmonized.
What is stopping companies from transforming business processes?

- Employees from business and IT are not able to collaborate sufficiently and efficiently.
- Getting performance insights and understanding how the process works is painful and takes time.
- The IT systems are scattered and changes require major projects.
- Data is not in sync across systems and typically outdated.
Poll 1 – Question for the Chat

Which tools for business process documentation / modeling / analysis / governance and optimization have you been using so far?

➢ Please respond in the chat!
Imagine …

… taking the right **data-driven business decisions**

… having **full transparency** about 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**

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

Company page: [www.signavio.com](http://www.signavio.com)

Overview with CFO Luka Mucic, Signavio CEO Gero Decker and BPI head Rouven Morato: **Video**
The keys to a successful transformation

Collaboration to secure buy-in
… and Signavio invented process model collaboration

Speed and ease of use
… with BPI, insights are almost instant and effortless

Fixing the root cause is better than applying a band aid
… and if you need a band aid, you get it as well
Business process intelligence (BPI) from SAP enables organizations to continuously understand, innovate and transform all of their business processes.
Business process intelligence from SAP enables organizations to continuously understand, innovate and transform all of their business processes.

- 6 end-to-end processes & 40+ sub-processes
- 500+ Key Process Performance Metrics
- 2,500+ customers in the benchmark database
- 7 lines of business & 15 transformation value drivers
- 100+ corrective actions, 150+ pre-built RPA bots, 20+ process packages for workflows
- 300+ tailored recommendations for S/4HANA, RPA, ML and others

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What is business process intelligence for your company?

The Home of Transformation

Transform your business safe and predictably with the needed project and process governance and a simulation engine to evaluate the impact of the changes. Transform along proven methodologies and make use of best practice content.

The Process Machine Room

Get 360° insights and full control on your processes with standardized KPIs, process performance indicators and benchmarks, process mining and user behavior mining. Improve your process performance by realizing intelligent recommendations tailored to your process issues.

The Automation Power House

Empower your end-users to automate their activities with a LowCode / NoCode platform and all needed capabilities for process automation like workflows, RPA or Machine Learning.

The Symbiosis of X+O for Processes

Get an inside-out and outside-in view on your processes by analyzing your operational process performance based on customer experience data. Define the customer journey to put the customers at the center of your processes.
Poll 2 – Multiple choice with multiple responses possible

Which areas of process optimization are most important to you?

- Initial analysis
- Continuous monitoring
- Documentation
- Process modeling
- Improvement and automation
- Process governance
- Rollout (to other plants, countries, regions)
SAP Organizations Use SAP Business Scenario Recommendations To Evaluate The Business Value Of The Transition To SAP S/4HANA

In July 2020 Forrester published a study on how customers use the “predecessor” of SAP Process Insights and the benefits they can get out of this.

Forrester interviewed representatives of five organizations with experience using some or all of the tools that are part of the SAP S/4HANA Adoption Starter Engagement and combined the results into a three-year composite organization financial analysis. Risk-adjusted present value (PV) quantified benefits include:

- **Over $275,000 in staff effort** and **third-party services cost savings** during SAP S/4HANA planning.
- A clear understanding of innovation goals and system readiness eliminates the risk of timeline delays.
- **Reducing the project timeline** creates **three additional months** of benefit from SAP S/4HANA.

Forrester Study

Three-year benefit

$2 million

Faster time-to-value

3 months

“This is a process of change management, and Signavio has been a key enabler to help us along this journey.

Digital transformation is about empowering our people and making sure our processes can live up to unexpected challenges – as we’ve seen during this global pandemic.”

➢ 99% reduction of manual errors due to standardized processes
➢ Procure-to-pay cycle time cut by 80%, to a 3-day turnaround
➢ 5x improvement in efficiency for complex projects spread geographically

Read the full story: https://www.signavio.com/success-stories/inti/
“Signavio has been our program’s lifesaver. It prevented us from some costly decisions being made. The technology fixed problems before we even got started!”

- Reduced 800+ process PDFs to just 75, across 65 BPMN visualizations
- Reduced process repositories from nine to one
- Reduced process improvement cycles by almost 80%

Read the full story: [https://www.signavio.com/success-stories/veritas/](https://www.signavio.com/success-stories/veritas/)

“We have only positive feedback from using Signavio. So, we want to promote the Signavio tools as the first place to look for processes.”

- Elimination of inefficiencies and additional costs, including over 20% reduction in the number of business processes
- Built single source of process documentation for the whole organization
- Created baseline for process maturity assessment and further optimization

Read the full story: https://www.signavio.com/success-stories/kmd/
Business reality in a complex world

- Geo-Political Change
- Environmental Change
- Technological Disruption
- Global New Normal
- Increasing Competition

Business Change
“We have many fundamental business decisions to take – how can I get the needed process and data insights to make the right decisions?”

“The individualization of our business processes got out of hand – how can we understand our process performance and where we are able to harmonize?”

“We have a strong cost pressure to achieve our business goals – where can we become more efficient?”

“We have a scattered and outdated system landscape – how are we able to move to new technologies?”

“We receive more and more customer complaints, but are unable to infer – how can we improve our customer-facing processes?”
Company leaders face various business challenges every day

“Our strategy includes a 20% increase in organic growth over the next two years, and two major acquisitions are in the works. Are we prepared to handle this growth?

Our people are already working hard. But some of our best talent has left, and our employee survey results are trending downward.

I am hearing more and more complaints about our customer service.

I can see the results, but I really can’t see what’s causing these problems. So how am I supposed to manage them? How can we make improvements where we need to improve the most?”

“We need to be better! And we need to be better, faster!”
Business reality in a complex world

Geo-Political Change

Environmental Change

Global New Normal

Technological Disruption

Increasing Competition

Asset Management
- Reduce un-planned downtime or outages
- Reduce asset maintenance cost

Finance
- Reduce cost
- Reduce days to close annual books
- Reduce (days) sales outstanding

Replenishment
- Reduce revenue loss due to stock-outs
- Reduce days in inventory
- Optimize supply chain planning

Sales
- Improve on-time delivery & reduce sales costs

Manufacturing
- Reduce manufacturing costs and cycle time

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Poll 3 – Multiple choice with multiple responses possible

In your opinion, which percentage of recent (last five years) business process optimization projects have been successful in your company?

➢ 100 %
➢ 70 % or more
➢ 30 % or more
➢ Less than 30 %

In your opinion, to what extent did recent business process optimization projects achieve the intended goals?

➢ 100 % - goals fully achieved
➢ 70 % or more
➢ 30 % or more
➢ Less than 30 %
Business process intelligence is seamlessly embedded in SAP’s Intelligent Enterprise in order to support value driven transformation and process improvements end-to-end.
SAP and Signavio join forces: the world market leaders for process transformation & intelligence as recognized by customers, analysts and the ecosystem

1,000,000+ USERS
AT 1,500+ CUSTOMERS
2021 CUSTOMERS CHOICE AWARD
FOR ENTERPRISE BUSINESS PROCESS ANALYSIS
BY GARTNER PEER INSIGHTS

2,500+ CUSTOMERS
“STRONG PERFORMER”,
THE FORRESTER WAVE, ROBOTIC
PROCESS AUTOMATION, Q1 2021

*preliminary name, solution available in Q3/2021
**preliminary name, new solution planned for Q4/2021
How integrated business process transformation is coming together

<table>
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<th>Q2/2021</th>
<th>Q4/2021</th>
<th>2022 &amp; beyond</th>
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<td>BPI: Improvement*</td>
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<td>BPI: Improvement* GA Release</td>
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Integrated Business Process Transformation

*preliminary name
Business process intelligence is the most holistic portfolio in process transformation solutions

The most complete **end-to-end business process transformation solution**

- **Collaborative & easy to use**
- **Customer excellence**
- **Data-driven & human-centered insights**
- **Single source of truth for processes**
- **Natively integrated process insights for SAP**
- **ERP Excellence Benchmarks**
- **Best run business processes for SAP**
- **Fast insights to action**
Business process intelligence is an end-to-end transformation solution

Capture, document, compare, and simulate your process portfolio, design customer journeys

- SAP Journey Modeler by Signavio
- SAP Process Manager by Signavio
- SAP Process Intelligence by Signavio
- SAP Workflow Accelerator by Signavio
- SAP Workflow Collaborator by Signavio

Embrace a data-driven approach to discover, analyze, and mine your end-to-end processes

- BPI Insights for ECC & S/4HANA
- Locate and prioritize process improvement potential
- Collaboration Hub
  Enable insights consumption and enterprise collaboration
- Leverage a human-centric workflow engine to execute tasks and enable your integrated governance
- Repair and enhance processes to improve effectiveness and efficiency, and improve business user productivity

BPI Improvement
Low code, RPA and workflow
Business process intelligence offers all capabilities required to drive an end-to-end business transformation

By combining the products of **Signavio and SAP**, and associated services, organizations can drive **holistic end-to-end process transformations** to optimize their operations, improve customer excellence and put operational risks under control.
Typical customer initiatives to innovate and improve their processes

**Initiative Types**

- **Enterprise Transformation** (program)
- **Process Excellence** (project + ongoing continuous improvement)

**Examples for Corporate Initiatives**

**Business Transformation**
- Company-wide process standardization and simplification
- Process consolidation inc. shared services
- Equip for mergers and acquisitions, or carve-outs
- Foundation for continuous improvement programs

**IT Transformation**
- Conversion to SAP S/4HANA
- ERP consolidation
- E2E processes across multiple systems
- Digital foundation

**Process focus** (to address a particular process area)
- Sales Order Management (O2C)
- Purchase requisition to purchase order to payment (P2P)
- Lean manufacturing
- Service management

**Performance initiatives** (cross- or multi-functional)
- Customer excellence
- Cost reduction (procurement, plant floor, etc.)
- Automation of processes or manual activities
- Governance, Risk, and Compliance
YOUR CHALLENGE

Companies today need to manage a rapidly changing business environment where transparency and insight are essential. The ability to improve, adapt, innovate, and disrupt is paramount to ongoing success.

OUR PURPOSE

To enable organizations to continuously understand, innovate and transform all of their business processes – fast and at scale.

OUR APPROACH

Provide an easy-to-use application suite for helping the entire organization see process improvement opportunities, intelligently select the best opportunities, then quickly improve their processes and performance.
Challenges for Managing Transformation … and Business Process Improvement

“How do we roll out process changes consistently across the entire company?”

“How will I know if a particular business process starts to perform poorly?”

“How do I ensure that our re-engineering efforts achieve what we set out to achieve?”

“How is work actually being done today?”

“How are the most beneficial opportunities for process improvement?”

“How do other companies like us solve this problem?”

“How do we gain access to the technologies we want or need for process improvement?”
Solutions to Your Challenges in Managing Your Business Processes

“*Our CEO says our company performance needs improvement, but how can I tell where to focus our improvement efforts?*”

**Team success!**

How will I know if a particular business process starts to perform poorly?

*Continuously monitor company and process performance in real time* for early warning of potential process-related issues

How do I ensure that our re-engineering efforts achieve what we set out to achieve?

*Compare actual work execution against expected results* to detect process inconsistencies and compliance issues

How do we roll out process changes consistently across the entire company?

*Collaborate with process owners and stakeholders across silos to coordinate roll-out of new processes*

How is work actually being done today?

Determine the “*as is*” process model using Process Mining and User Behavior Mining, and model “*to be*” processes.

Where are the most beneficial opportunities for process improvement?

Review the Process Discovery report to *discover improvement opportunities with recommendations*

How do other companies like us solve this problem?

Reference SAP “Best Practices” repositories and benchmarking data to quickly gain process and process performance insights

How do we gain access to the technologies we want or need for process improvement?

*Repair, enhance, and automate processes* across SAP and non-SAP applications using workflow, RPA, and other process technologies

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*Reference SAP “Best Practices” repositories and benchmarking data to quickly gain process and process performance insights*

*Repair, enhance, and automate processes across SAP and non-SAP applications using workflow, RPA, and other process technologies*

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We guide our customers in their IT & SAP S/4HANA transformation along their business processes based on SAP Activate

Discover
- Identify value drivers

Prepare
- Safeguard the project

Explore
- Collaborate on future processes

Realize
- Implement process improvements

Deploy
- Govern the roll-out

Run
- Monitor process performance

Use SAP Process Insights to get tailored recommendations for value drivers
Use Signavio Collaboration Hub to create your transformation journey with defined scope, timeline and milestones
Use Signavio Process Manager to define your future processes and simulate their impact on your business
Handover your process definitions to Solution Manager to start the implementation and testing processes
Use Signavio Collaboration Hub to provide the single source of truth for your processes to the end-users
Use SAP Process Insights and Signavio Process Intelligence to monitor your process performance and process conformance
Business process intelligence bridges business and IT

**Business**
- Define the business strategy
- Analyze current processes
- Define business requirements
- Sign off target processes
- Enable end-users
- Continuously adapt business strategy

**IT**
- Create the transformation journey based on business strategy
- Provide process insights
- Add IT requirements and define target processes
- Implement new processes
- Provide the single source of truth for process information
- Continuously improve

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Process 360
- Define target KPIs

Process mining
- Model current processes

Collaboratively model & simulate target state
- Agree on target state & variants
- Validate effort

Implementation blueprints
- Prepare testing

Documentation for roll-out & user onboarding

Continuous monitoring, change mgmt. & improve

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Poll 4 – Multiple choice with one response possible

Did this webinar help you to better understand business process intelligence and SAP’s integrated approach on this topic?

➢ Yes, definitely
➢ Somewhat
➢ No – not really
Enable our Customers to continuously understand, innovate and transform all of their Business Processes - fast and at scale.

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Overview with CFO Luka Mucic, Signavio CEO Gero Decker and BPI head Rouven Morato: Video
Upcoming Signavio Webinars in English and German language

18.05.2021 | Webinar: Deliver Customer Experience Excellence by using Process Intelligence | Sprache: ENG | Link

19.05.2021 | Webinar: Leverage Technology to Drive Process Intelligence | Sprache: ENG | Link

20.05.2021 | Webinar: Change Management am Beispiel von S/4HANA. Der Mensch als Schlüssel zum Erfolg | Sprache: DE | Link

26.05.2021 | Webinar: Modellierung, Automatisierung und Optimierung Ihrer Prozesse | Sprache: DE | Link

01.06.2021 | Webinar: Maßnahmenmanagement mit Signavio: Präzise identifizieren, zielführend definieren und nachhaltig verwalten | Sprache: DE | Link

06.07.2021 | Event: Business Process Intelligence Tour (DACH-Region) | Sprache: DE | Link: TBD

07.07.2021 | Event: Business Process Intelligence Tour (EMEA-Region) | Sprache: ENG | Link: TBD


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Existing recordings: [English](#) / [German](#)

General access to upcoming Signavio Events: [English language events](#)

German language: [Events in German](#)
Poll 5 – Please respond in the chat

Which topics around business process intelligence would you like to know about in more depth?

➢ Please respond in the chat.
Thank you

Assess your current processes and discover improvement opportunities

Thomas Grande
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