



Introduction to **Business Process Intelligence**

Understand, innovate and transform – fast and at scale

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Disclaimer

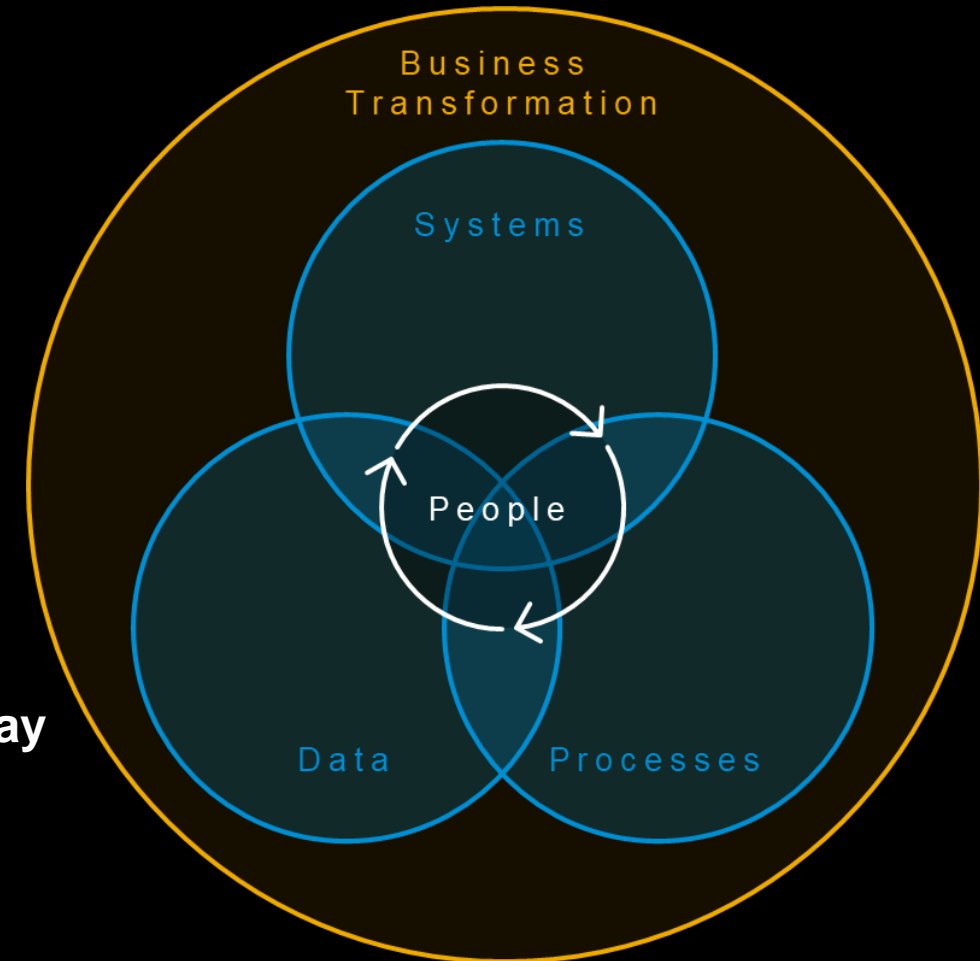
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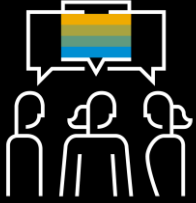
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A successful business transformation needs to include four key dimensions of an organization

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.

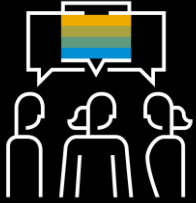


Legacy IT slows down change, because systems are scattered and adjustments require major projects.



Decisions are made with low confidence, since data is typically outdated and not harmonized.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Data is not in sync across systems and typically outdated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

Company page:

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

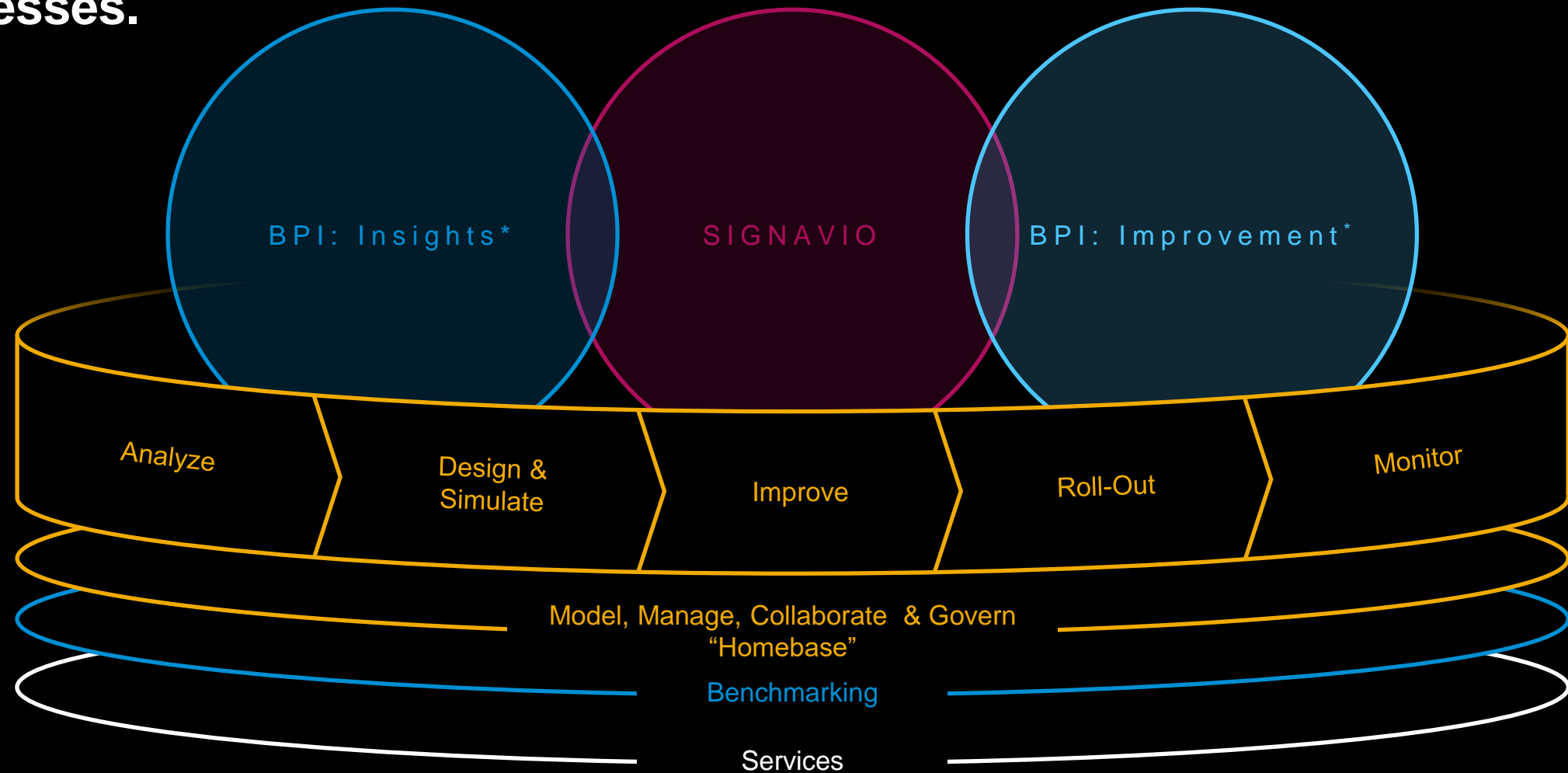
Speed and ease of use

... with BPI, insights are almost instant and effortless

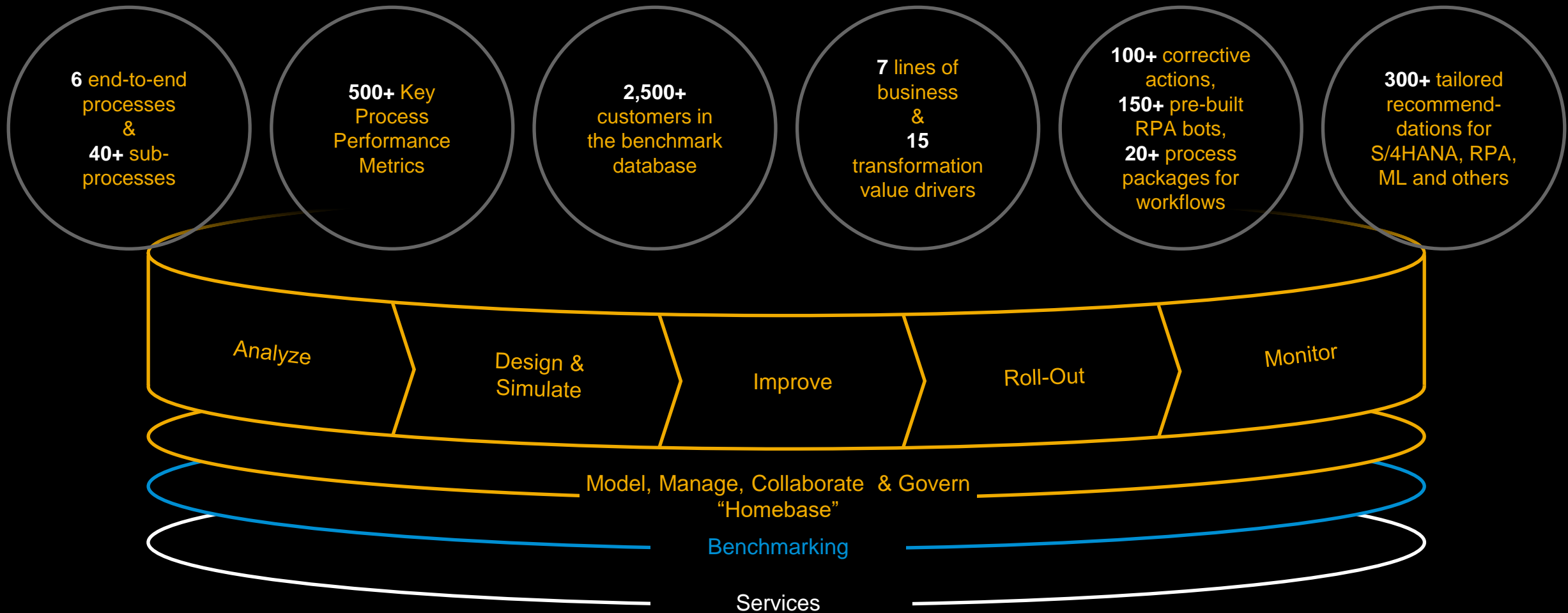
Fixing the root cause is better than applying a band aid

... 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.



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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

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

Landing page (after relaunch):

<http://www.sap.com/processdiscovery>



“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%

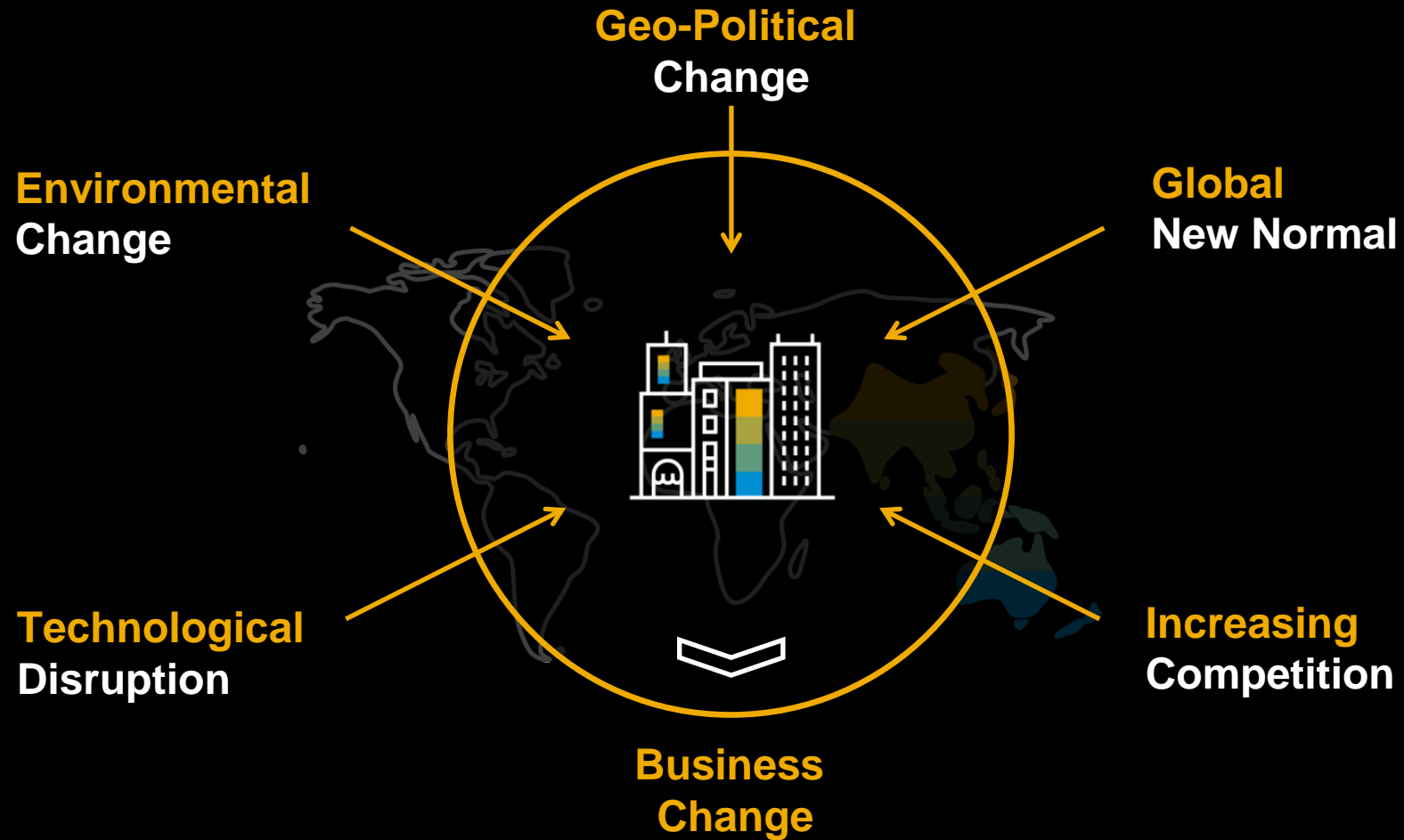
Read the full story:

<https://www.signavio.com/success-stories/veritas/>

“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

Business reality in a complex world



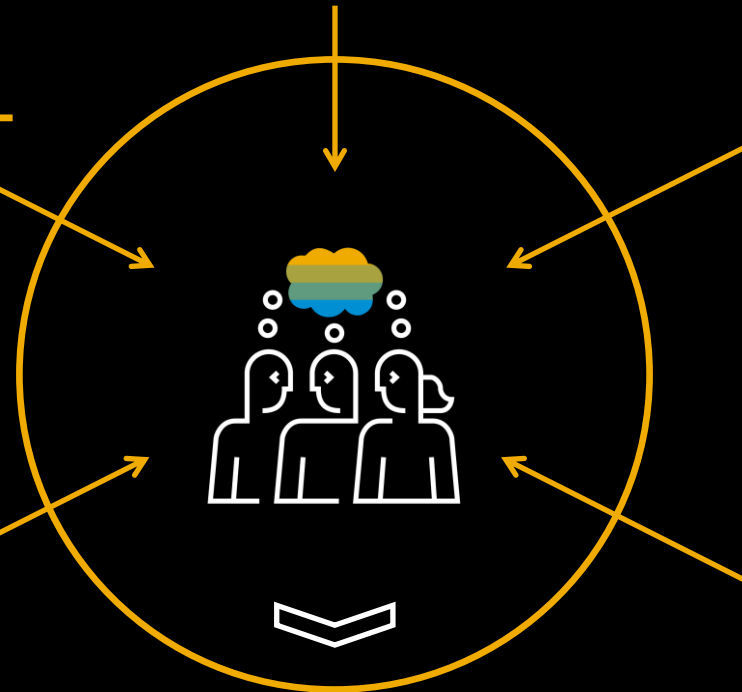
**“We have many fundamental business decisions to take –
how can I get the needed process and data insights to make the right decisions?”**

**“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?”**



The Need for Transformation

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.

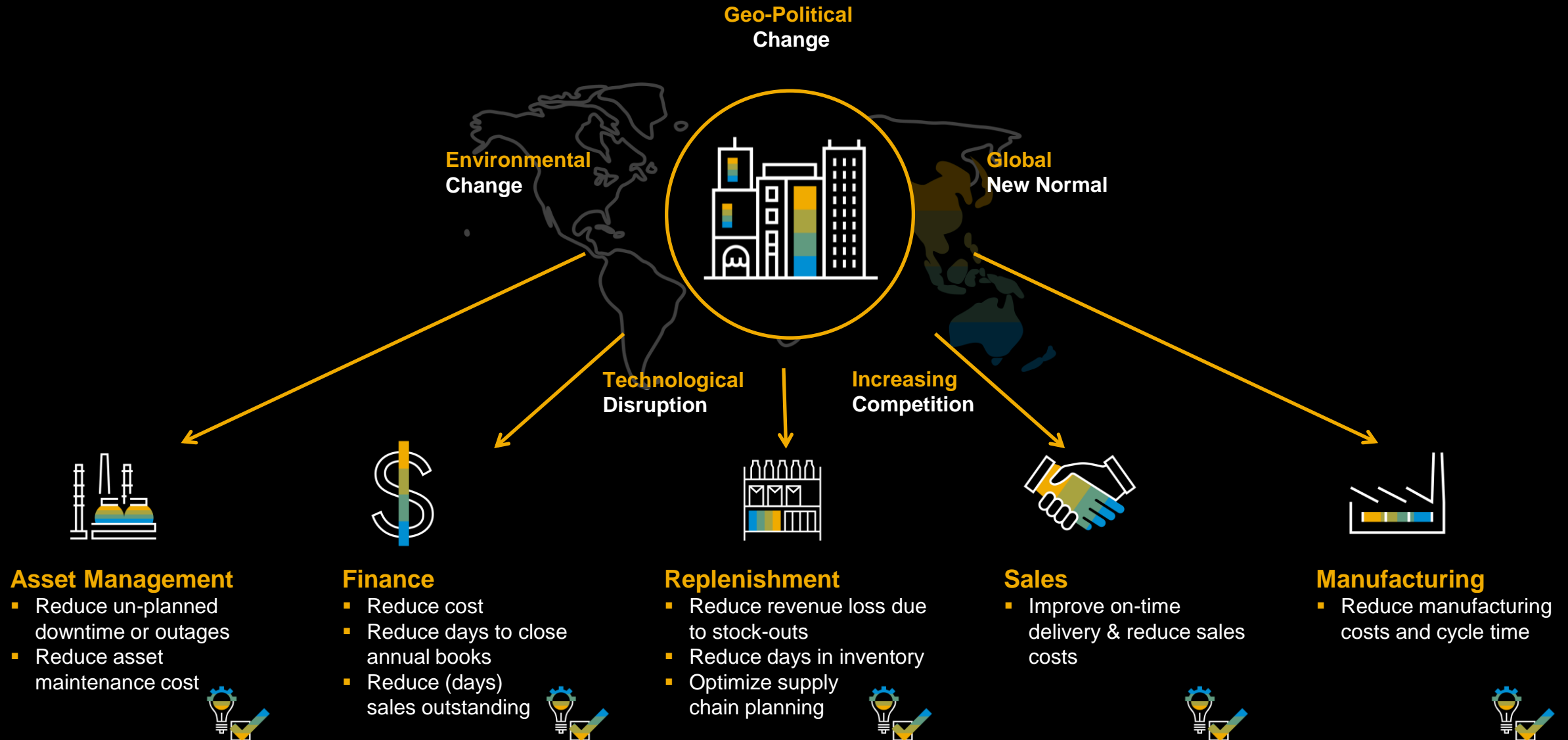
I am hearing more and more complaints about our customer service.

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



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?

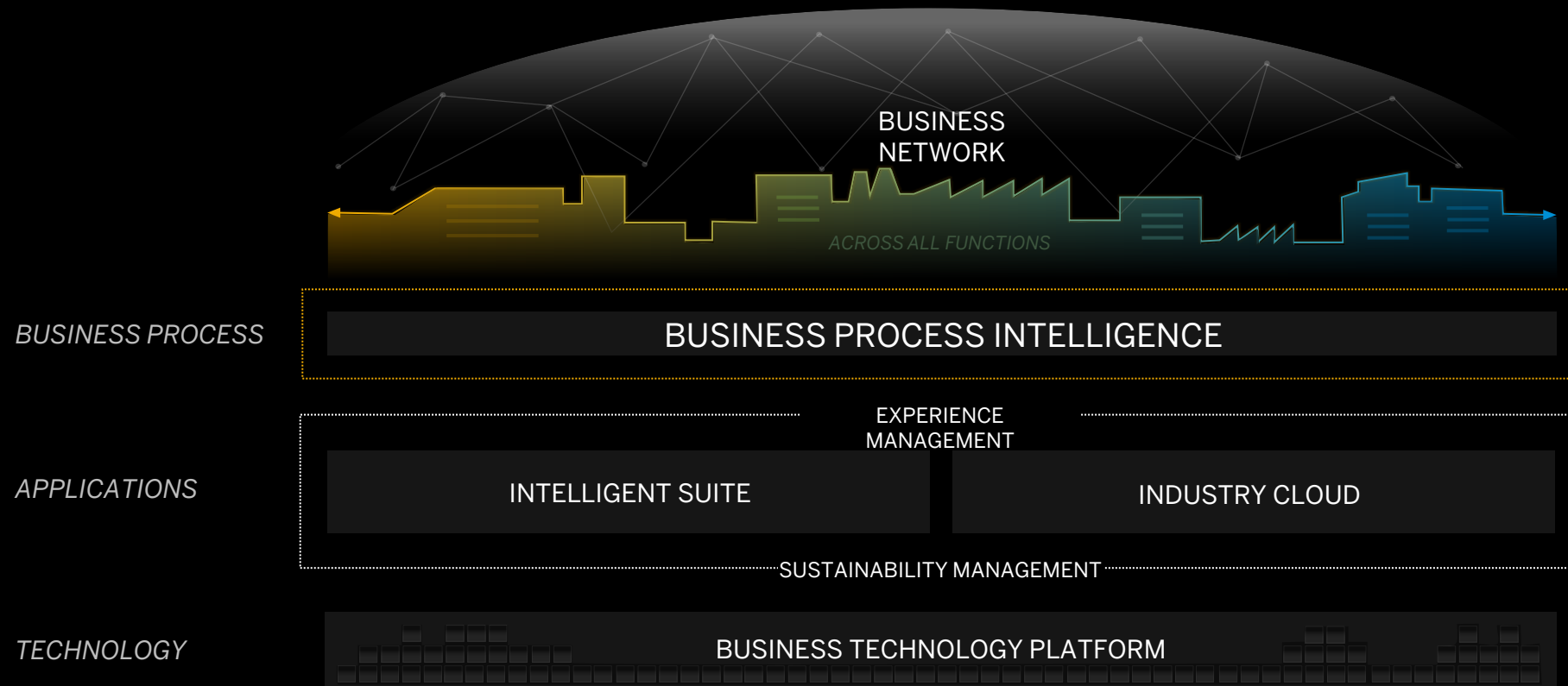
- 100 %
- 70 % or more
- 30 % or more
- Less than 30 %

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 %

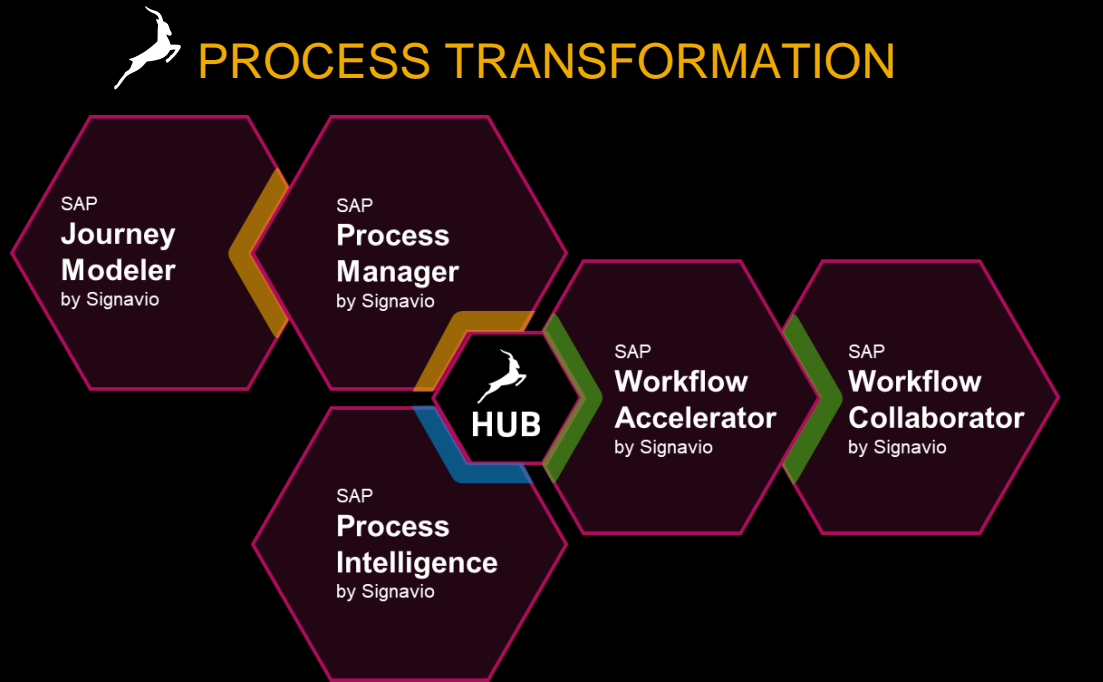


Business process intelligence is seamlessly embedded in SAP's Intelligent Enterprise in order to support value driven transformation and process improvements end-to-end.



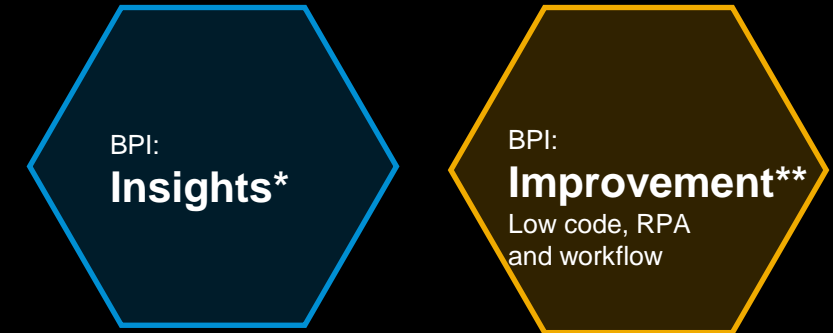
Business process intelligence (BPI) is about understanding customers activities and processes and helping to transform them

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

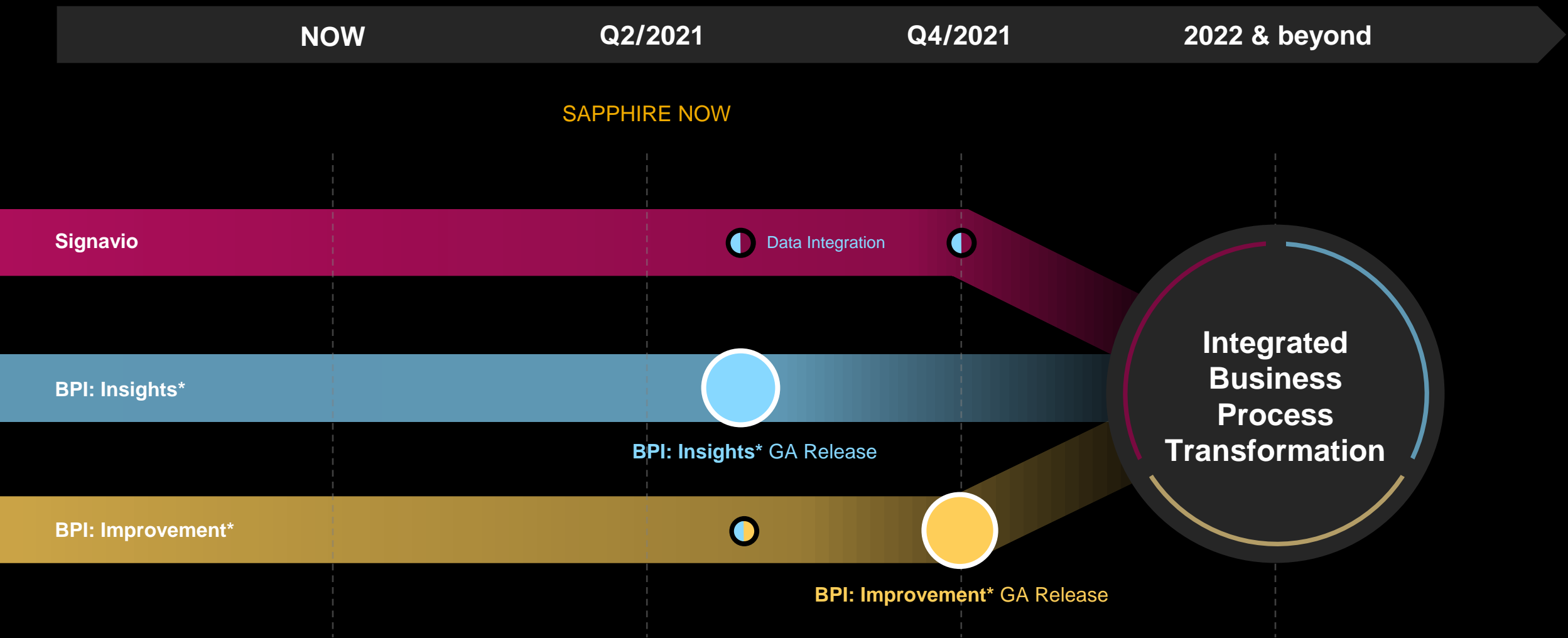
2021 CUSTOMERS CHOICE AWARD
FOR ENTERPRISE BUSINESS PROCESS ANALYSIS
BY GARTNER PEER INSIGHTS



2,500+ CUSTOMERS

“STRONG PERFORMER”,
THE FORRESTER WAVE, ROBOTIC
PROCESS AUTOMATION, Q1 2021

How integrated business process transformation is coming together



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

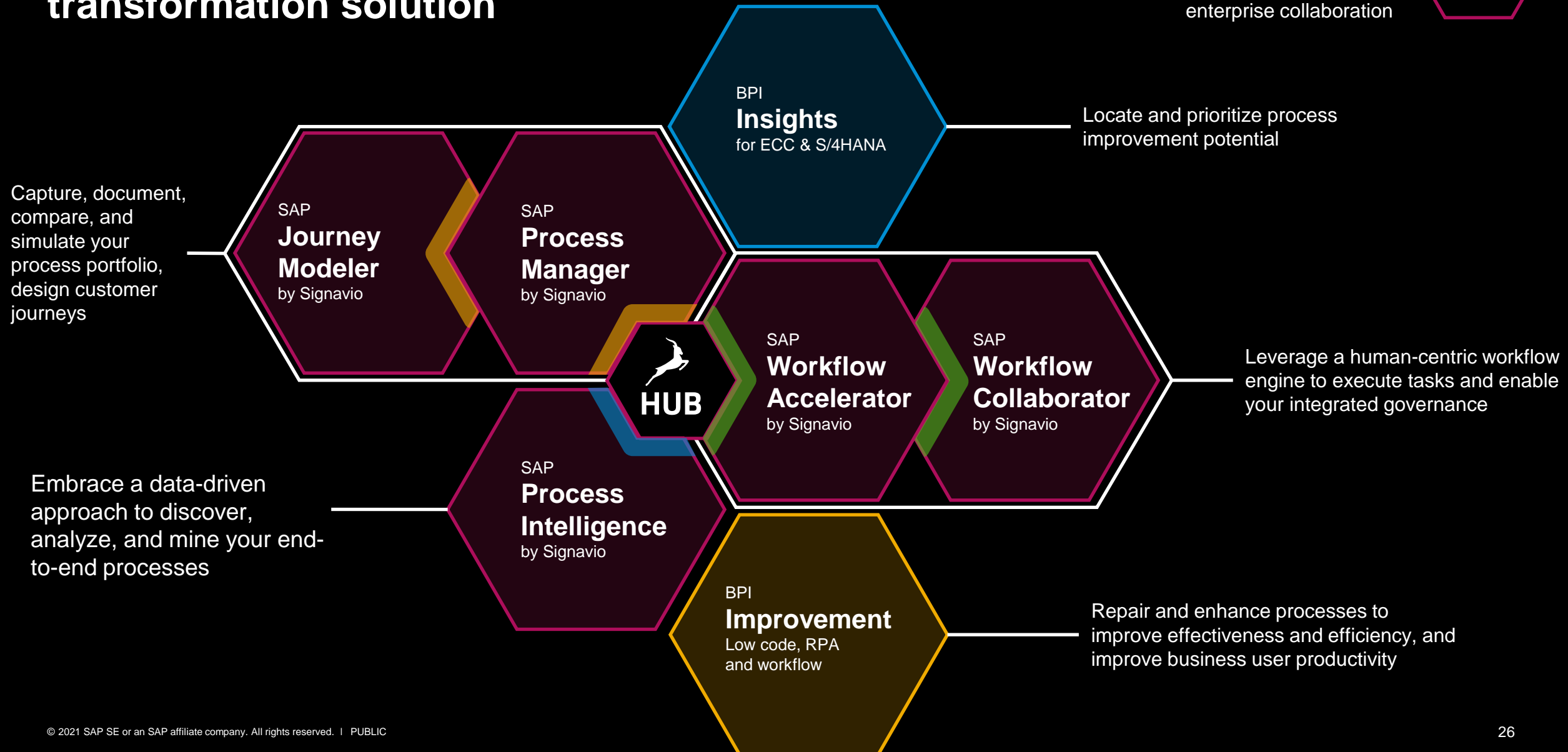
Best run business
processes for SAP

Fast insights to action

Business process intelligence is an end-to-end transformation solution

Collaboration Hub

Enable insights
consumption and
enterprise collaboration



Business process intelligence offers all capabilities required to drive an end-to-end business transformation

Analyze

Design &
Simulate

Improve

Roll-Out

Monitor



Process Model and Manage “Homebase”



- Discovery Reports
- Process KPIs & PPIs
- User Behavior Mining



- E2E Process Definitions
- Intelligent recommendations



- Recommended Actions
- SAP Enterprise Applications
- SAP Business Technology Platform
- Automated improvements with SAP Workflow Management and SAP Intelligent RPA



- Process Governance
- Collaboration Hub



- Benchmarking Data from Core Apps, KPIs, PPIs, ...
- Process Visibility



- Process Mining, KPIs & PPIs
- Experience Data



- Process Modelling
- Customer Journey Mapping
- Process Simulation



- Monitor models and associated performance
- Benchmarking from models, mining, Process KPIs & PPIs



Process Management, Collaboration and Governance



Business Content – Best Practices and Benchmarking



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)

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 Excellence (project + ongoing continuous improvement)

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

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

? Where are the most beneficial opportunities for process improvement?

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

? How is work actually being done today?

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

? How do other companies like us solve this problem?

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

? 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!

? Where are the most beneficial opportunities for process improvement?

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

? 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.*

? How do other companies like us solve this problem?

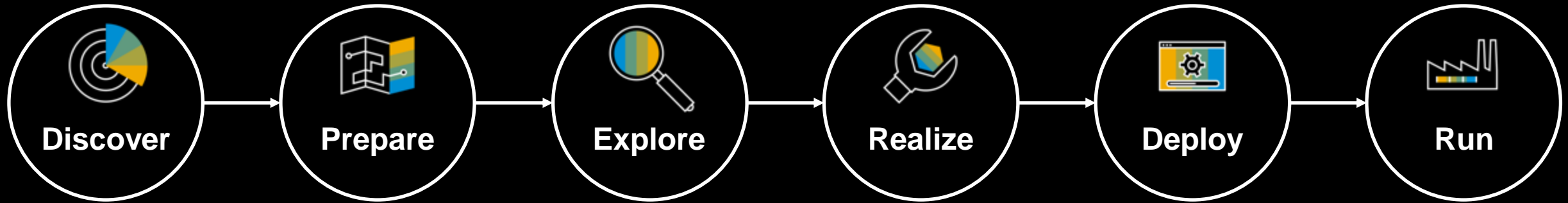
*Reference SAP “**Best Practices**” repositories and benchmarking data to quickly gain process and process performance insights*

? 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*



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



Identify value drivers

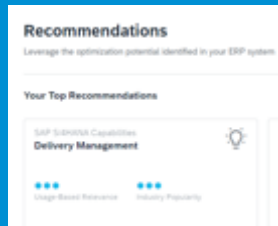
Safeguard the project

Collaborate on future processes

Implement process improvements

Govern the roll-out

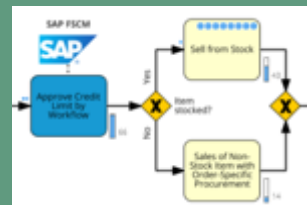
Monitor process performance



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



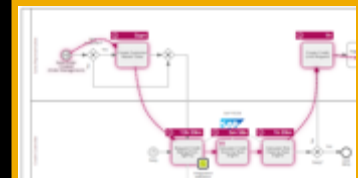
Use Signavio Process Manager to define your future processes and simulate their impact on your business



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

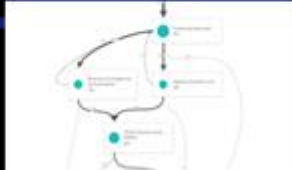
Enable
end-users

Continuously
adapt business
strategy

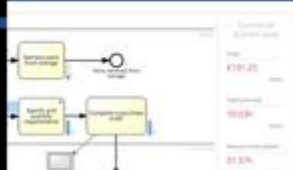
Process 360
Define target KPIs



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 & improvem.



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

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



OUR PURPOSE

Enable our **Customers**
to continuously
understand, innovate and transform
all of their **Business Processes**
- fast and at scale.

Landing page:

www.sap.com/bpi

Company page:

www.signavio.com

Overview with CFO Luka Mucic, Signavio CEO
Gero Decker and BPI head Rouven Morato:

[Video](#)

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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](#)

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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

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Center of Excellence

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