



Process-driven transformations

The end-to-end approach of SAP and Signavio

Process Intelligence Deep Dive

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Content

- The SAP Signavio Business Transformation Suite
- What is Process Mining?
- SAP Signavio Process Intelligence
 - Product Capabilities
 - PI Value Accelerators
 - Task Mining by FortressIQ
 - Use Cases and Customer Examples
- Demo
- What's coming in the next releases

The Business Transformation Suite



SIGNAVIO

Signavio is now part of SAP.

THE BEST RUN 

From Efficiency to Customer Excellence

Make customer experience an operational reality – fast and at scale

Data-Driven Process Management

- Data-driven insights
- Automatic discovery & conformance
- KPIs & dashboards
- Live monitoring & alerting

“How we are currently operating”

Current State

“How we want to operate”

Future State

Understand

Improve

Transform

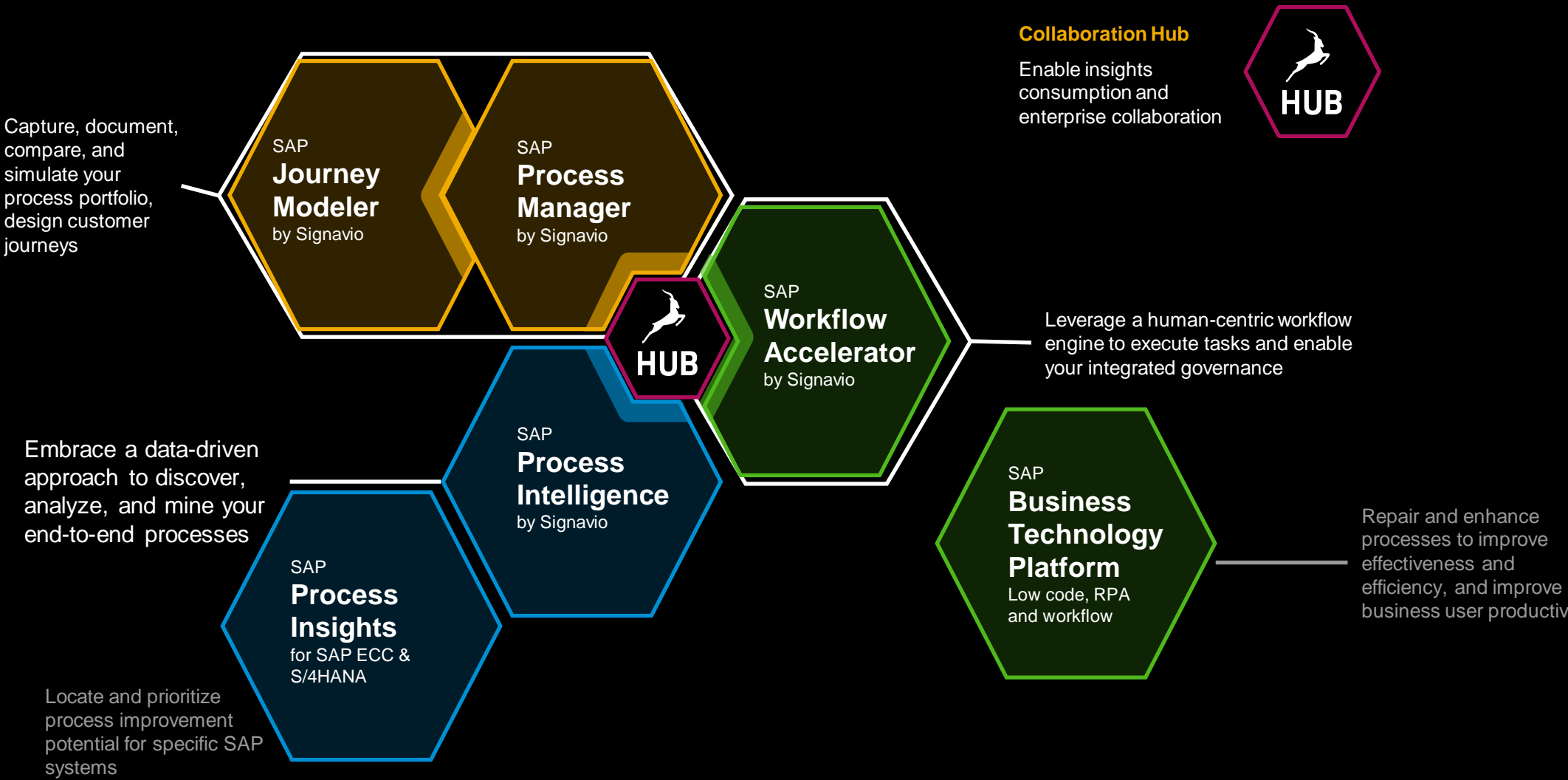
Human-Centred Process Management

- Crowd-sourced insights
- Innovation & design
- Assessment & simulation
- Communication & collaboration

From IT Transformation to Intelligent Automation

Turn technology opportunity into operational impact

The end-to-end transformation suite



What is Process Mining?



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What is Process Mining?

Process mining is a technique designed to **discover**, **monitor** and **improve** real processes (i.e., not assumed processes) by extracting readily available knowledge from the event logs of information systems. Process mining includes:

- Automated process discovery (extracting process models from an event log)
- Conformance checking (monitoring deviations by comparing model and log)
- Social network/organizational mining
- Automated construction of simulation models
- Model extension
- Model repair
- Case prediction
- History-based recommendations

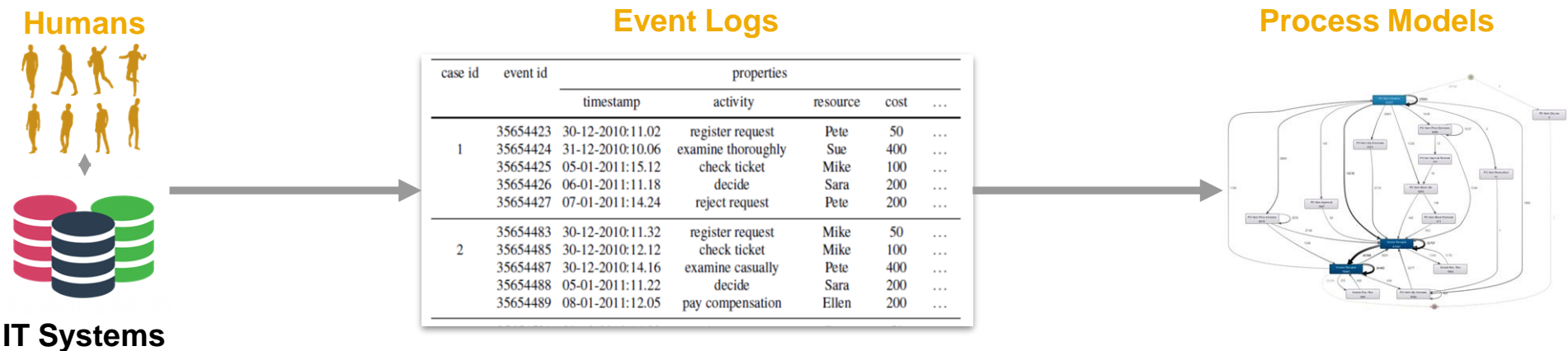
Source: Gartner



How does Process Mining work?

Most IT systems record every detail of what happens in a process in the form of event logs. Think of these activities as 'digital footprints' people leave behind as they move through a process. Process mining captures the digital footprints from any number of systems throughout an organization and organizes them in a way that shows each step of the journey to complete that process, along with any deviations from the expected path.

From Event Logs to real-life Process Models



SAP Signavio Process Intelligence

Signavio Process Intelligence

An end-to-end approach to data-driven process management

Analytic Tools for Everyone

Three different analysis tools to cater for individual needs of user groups throughout the analysis to insight life-cycle.

Empowering Business Users

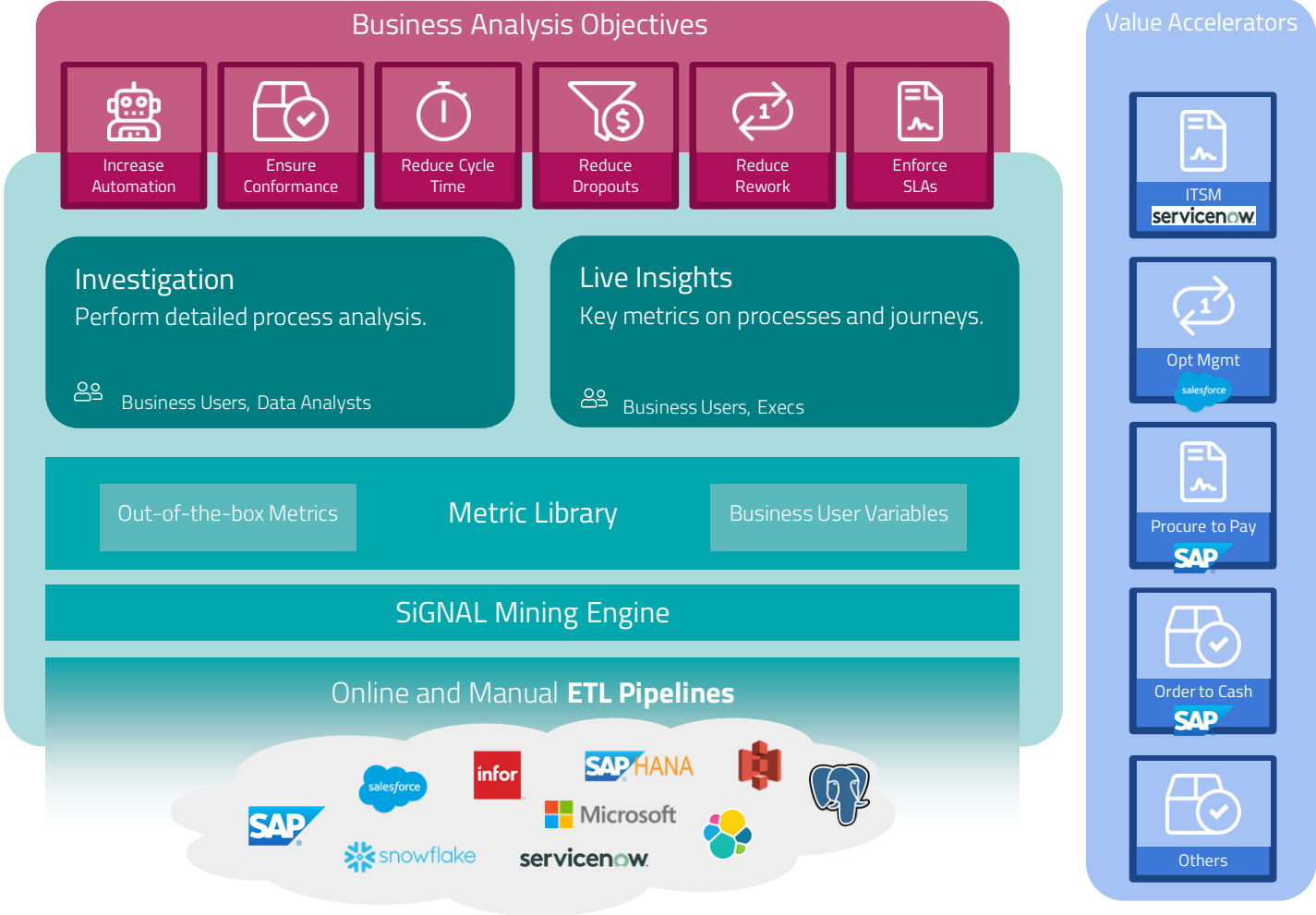
The Metrics Library empowers business users to leverage the computational power of the SiGNAL without technical knowledge.

Mining at Scale

The SiGNAL Mining Engine is a cloud-based in-memory query engine that can process events logs of up to 100M rows in real-time.

Extended Connectivity

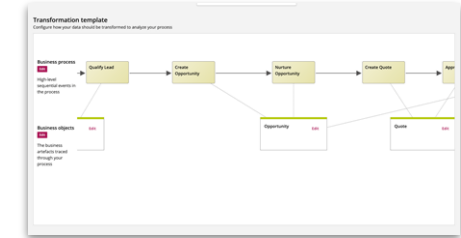
The ETL Pipelines allows simplifies online and manual data acquisition with a unique process mining oriented data model creation.



Process Intelligence - Main capabilities

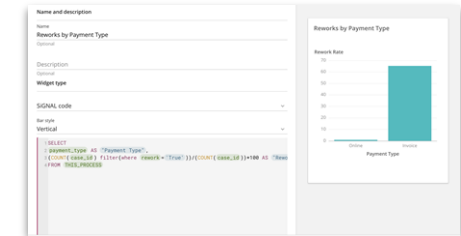
Data Ingestion and Preparation

- Online connectivity from common source system
- Process-oriented data modelling environment



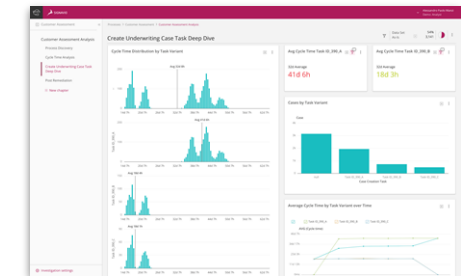
Process Analytics Engine

- SiGNAL language offering traditional SQL operators and process mining specific functions
- SiGNAL queries packaged as reusable metrics
- Out of the box metrics to jump start the analysis



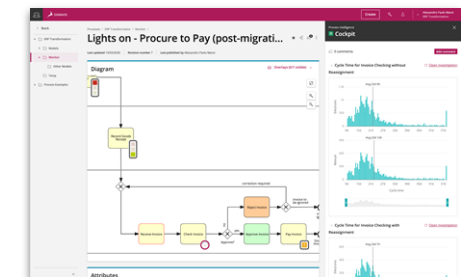
Process Analysis and Visualisation

- A complete storytelling approach to record thoughts and findings
- Four process oriented visualisations and eight BI widgets
- A central library to save and share knowledge



Insights in context

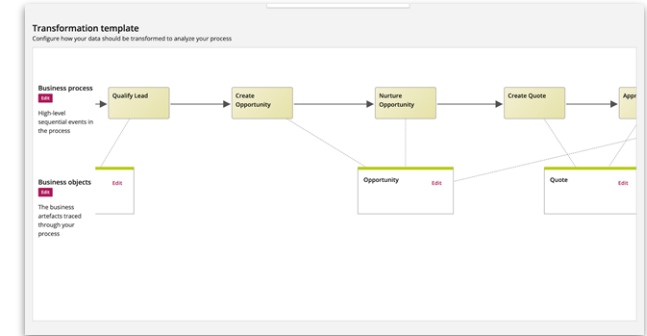
- Operational insights exposed in context on any canvas (value chains, processes, journeys)
- Full control and updates over key process performance and compliance indicators



Data Ingestion and Preparation

ETL Pipelines

- Direct connection and extraction from source systems
- SQL transformations from raw data to event logs
- Landing zone for csv-based raw tables
- Multi source system data pipeline



Event Log Upload

- Simplified csv upload of event logs
- Interactive column mapper

[illegible]

API

- Continuously update event logs with an automated interface (REST)

Process settings

Data

API

Custom attributes

Data views

Users

Metrics

API

Access token

2b697a7ed4d6792775d817bd0f58464226b15b0e059488d09119de41478e345737369279

Created 19/26/2020 by Laurynas Pilypas

Renew token

Invalidate token

Process ID

f5-metric-validation-saled-1

Tenant ID

az72b06e2c084ff99680a2af677c2d8

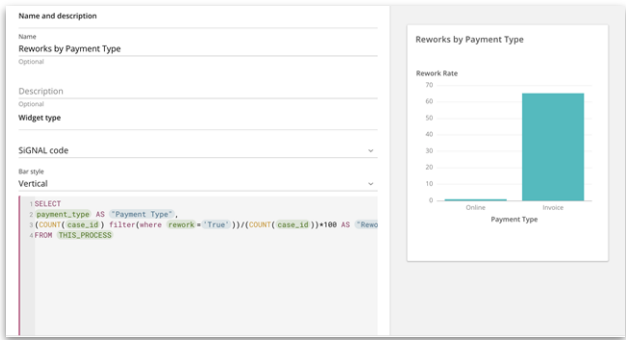
Upload Endpoint

https://sigarg-sig-nvao.com/sig/sigdata/subjects/f5-metric-validation-saled-1/uploads

Process Analytics Engine

SiGNAL Signavio Analytics Language

- Queries as easy as SQL
- Process Oriented analytical functions (e.g. MATCH for conformance, SUB SELECTS for event logs)



SiGNAL Metrics

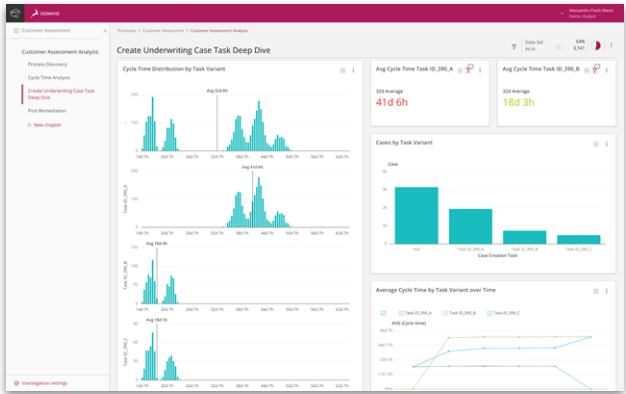
- Packaged and re-usable SiGNAL statements
- Variables can be managed by non-technical users in the UI without SiGNAL knowledge.



Process Analysis and Visualisation

Investigation

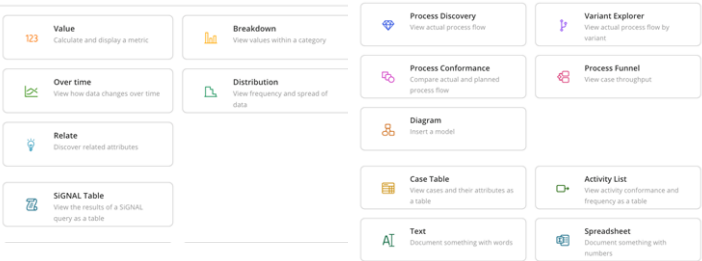
- Flexible notebook-style process analysis canvas
- A complete storytelling approach to record thoughts and findings
- Leveraged by process experts and data analysts



Widgets

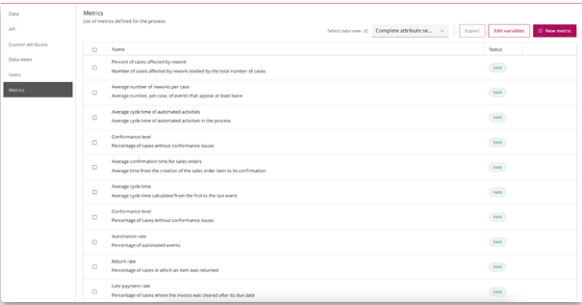
- Process oriented visualisations (e.g. conformance, interactive discovery, funnel)
- BI-like widgets to slide & dice (e.g. bar chart, pie charts, etc.)
- Storytelling components (e.g. notes and sheets)

Create new widget



Metrics Library

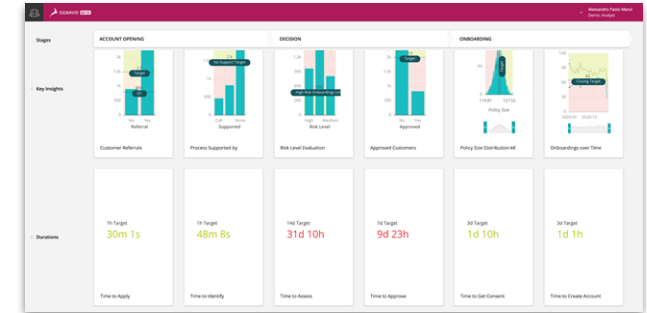
- Central repository for all KPIs created by users
- Out of the box SiGNAL Metrics provided by Signavio



Insights in context

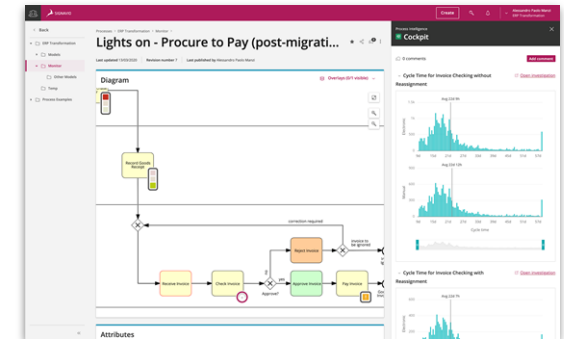
Journey Live Insights

- Operational insights exposed in a customer experience context
- Drive operational improvements with a customer mindset



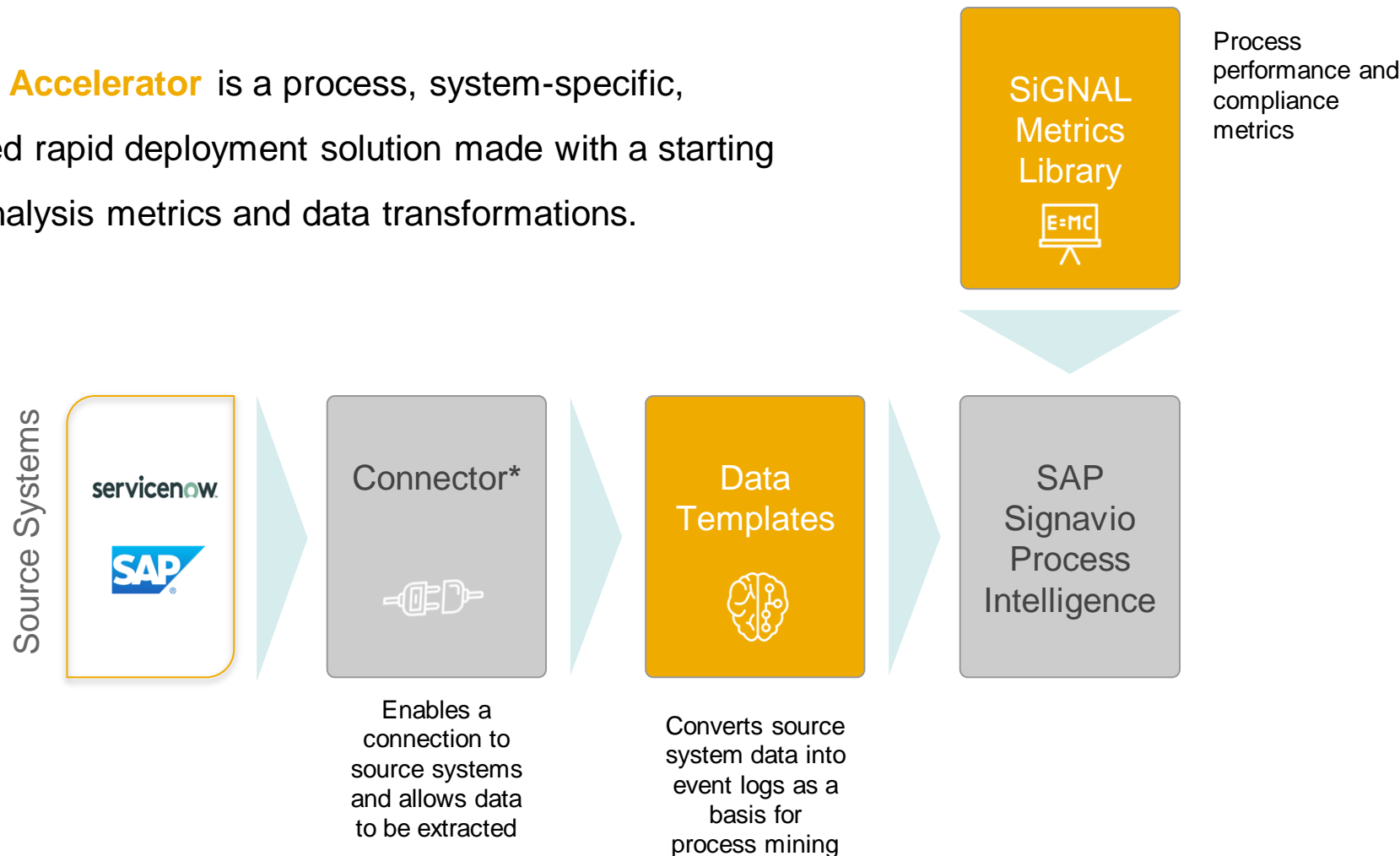
Process Live Insights

- Operational insights exposed in a process context
- Full control and real-time updates over the key process performance and compliance indicators



Process Intelligence Value Accelerator

A **Value Accelerator** is a process, system-specific, packaged rapid deployment solution made with a starting set of analysis metrics and data transformations.



Example: Order-to-Cash for SAP ECC and SAP S/4HANA



Business Domain

Sales, Distribution, Finance

Use Cases

Sales optimization

Cycle time reduction

Working capital optimization

Supported Processes

Order-to-Cash

Source System

SAP

Applicable Industry

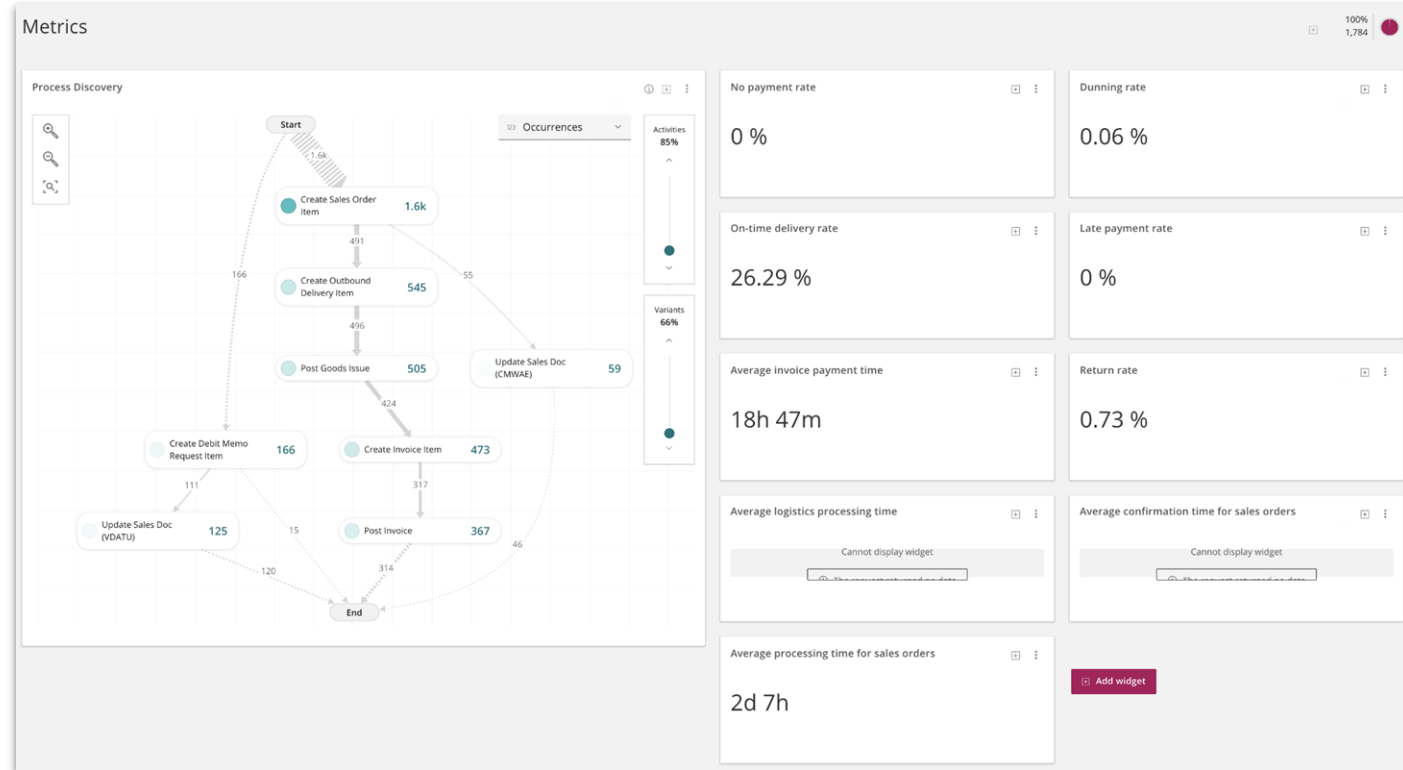
Any Industry

Solution Content

Live Connector for SAP ECC & S4HANA

Standard Data Model

Process Metrics & KPIs



Task Mining with FortressIQ



Together, Signavio and FortressIQ combine **top-down and bottom-up approaches to model, discover, govern and monitor processes and tasks.** They enable customers to drive a human and data-driven approach for complex transformations.

Process Discovery with no Blind Spots

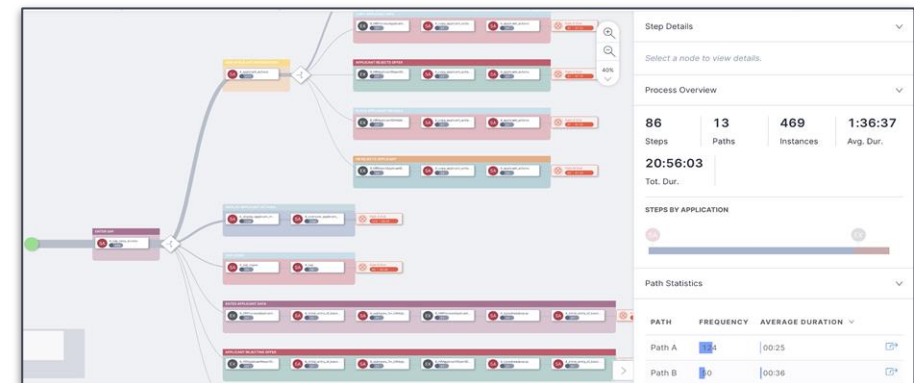
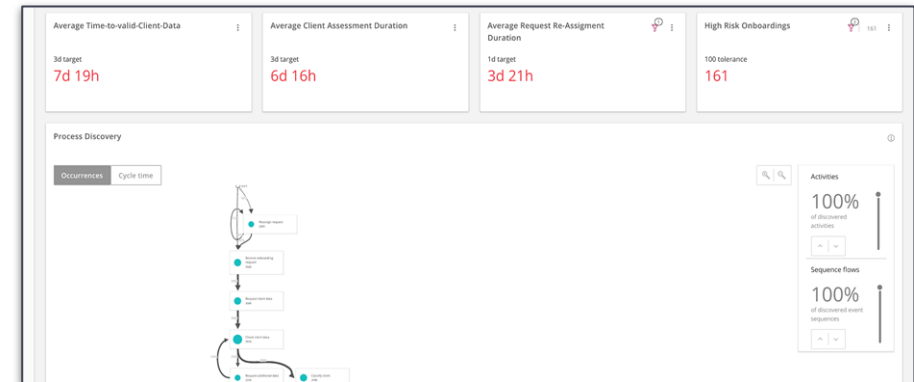
Discover the full width and depth of a process, from the high level process execution view to the granular tasks that users perform within that context

Perfect Work Instructions

Provide work instructions with added real-data based information (task info, screenshots, etc.)

End-to-End Intelligent Automation

Optimize the overall process instead of just focusing on a certain step. Integrate BPM, RPA, RDA initiatives for transformational value



Top Use Cases

IT Transformation

- End-to-end support for IT-driven transformations
 - Focus on as-is analysis and to-be state definition
 - Transformations to S/4HANA and Rise program
-

Data-driven Process Management

- Discovery and Conformance centric
 - Main performance and compliance KPIs are exposed in context
 - Make process management a modern data-driven practice
-

Digital and CX Transformation

- Operational Model + Customer Experience + Data
 - Digital Twin
 - Tailored views for different company stakeholders
-

Compliance and Audit

- Transparent operations foster adherence to int./ext regulations
- Constantly updated frameworks for regular audits
- More complete than a “sampling-based” approach

THANK YOU!

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