Process Optimization with Business Process Intelligence & Signavio

Understand, Innovate, and Transform – Quickly and at Scale

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Sept 30th , 2021

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THE BEST RUN SAP

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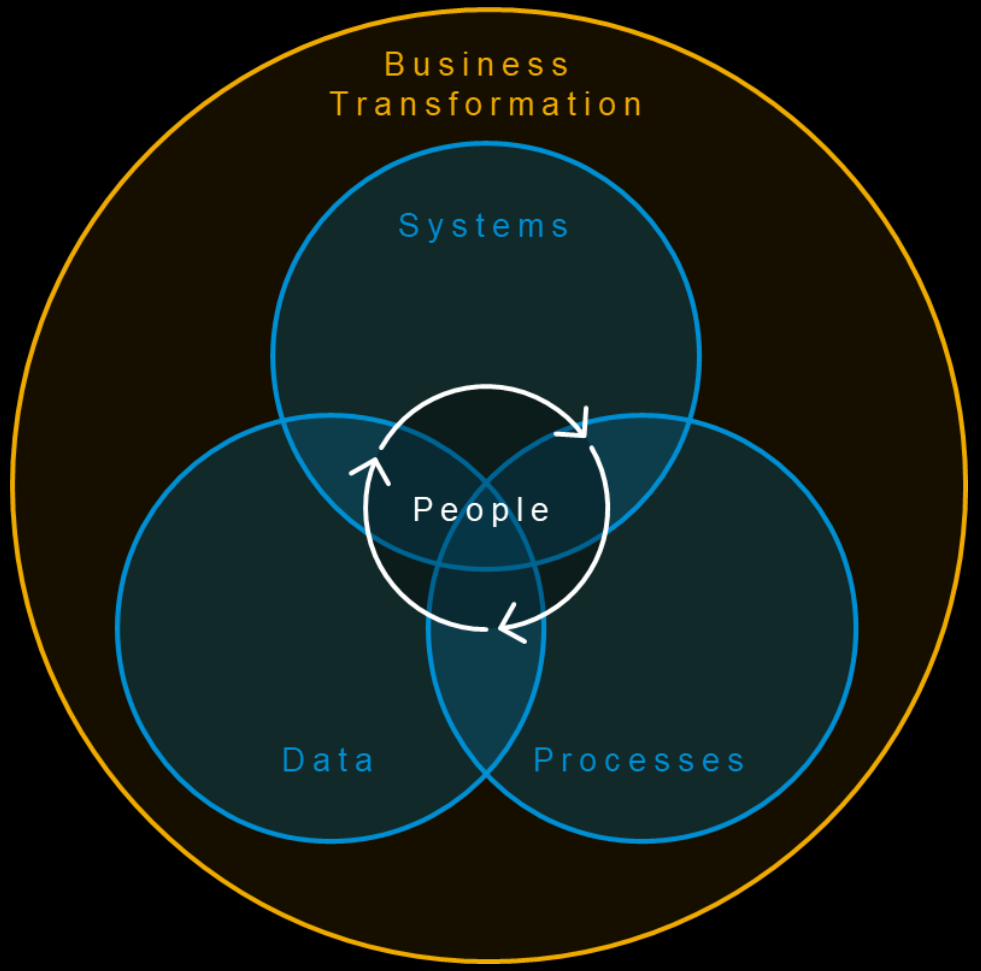
A successful business transformation must include the four key dimensions of an organization

Business transformation is about the **people** who

run and continuously innovate **business processes**

by taking advantage of intelligent enterprise **systems**

to process **data** intelligently.



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Today's Reality

Companies need to change…

53%
face unprecedented **rates of change**[1)]

30%
need to **transform business** end-to-end[1)]

29%
struggle with **new technologies**[1)]

…but most transformation projects underperform or fail.

55%
of all ERP projects had **over-budget** issues[2)]

60-70%
of all ERP projects **fail to meet their objectives**[2)]

Can you afford to get it wrong?

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Sources:
[1)] McKinsey Global Institute [2)] Vanson Bourne Survey; Gartner

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Decisions are made with low confidence because data is typically outdated and not harmonized.

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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**

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Upcoming BPI Event in November (virtual attendance free of charge)

Link to event

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Get started

Understand how business process intelligence can work best for you and help you

Run at your best

Assess your current processes and discover opportunities for improvement

www.sap.com/bpi

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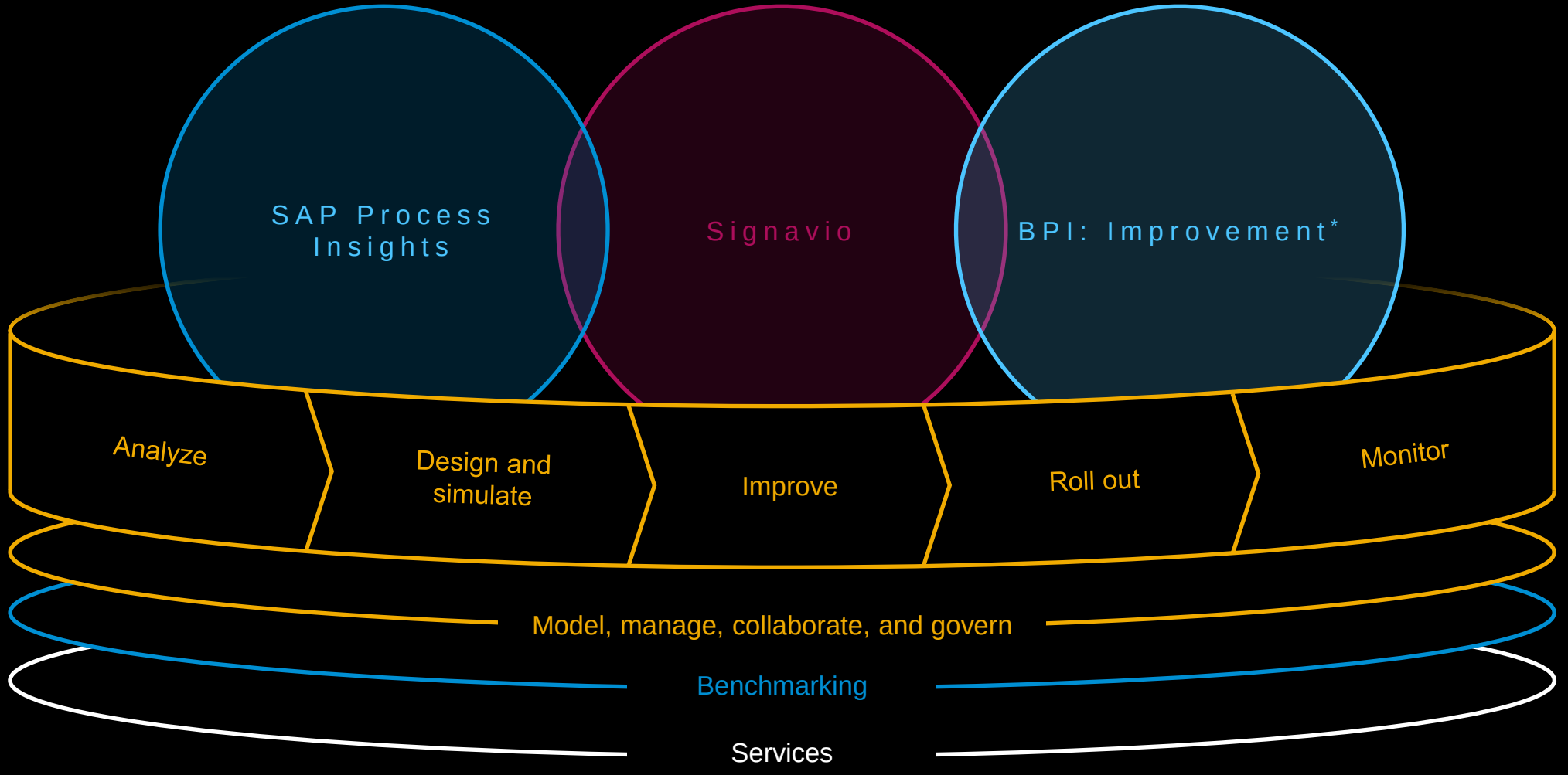
Business process intelligence (BPI) from SAP enables organizations to understand, innovate, and transform all their business processes continuously



*Covering SAP Workflow Management, SAP Intelligent RPA, Low-Code Application Development

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Business process intelligence helps you to secure the success of your business transformation and performance initiatives

Initiative Types

Enterprise Transformation
(program)

Process Excellence
(project plus ongoing continuous improvement)

Examples of Corporate Initiatives

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

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

Process Focus (to address a particular process area)
- Sales order management (order to cash)
- Purchase requisition to procure to pay (P2P)
- Lean manufacturing
- Service management

Performance Initiatives (cross- or multifunctional)
- Customer excellence
- Cost reduction (procurement, plant floor, and so on)
- Automation of processes or manual activities
- Governance, risk, and compliance

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What is business process intelligence for your company?

The Home of Transformation

Transform your business **safely 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-degree insights** and full control of 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 Powerhouse

Empower your end users to automate their activities with a **low-code/no-code platform** and all needed capabilities for process automation like **workflows**, **robotic process automation,** or **machine learning**.

The Symbiosis of Experience Data and Operational Data for Processes

Get an inside-out and **outside-in view of your processes** by analyzing your operational process performance based on **customer experience data**. Define the **customer journey** to put customers at the center of your processes.

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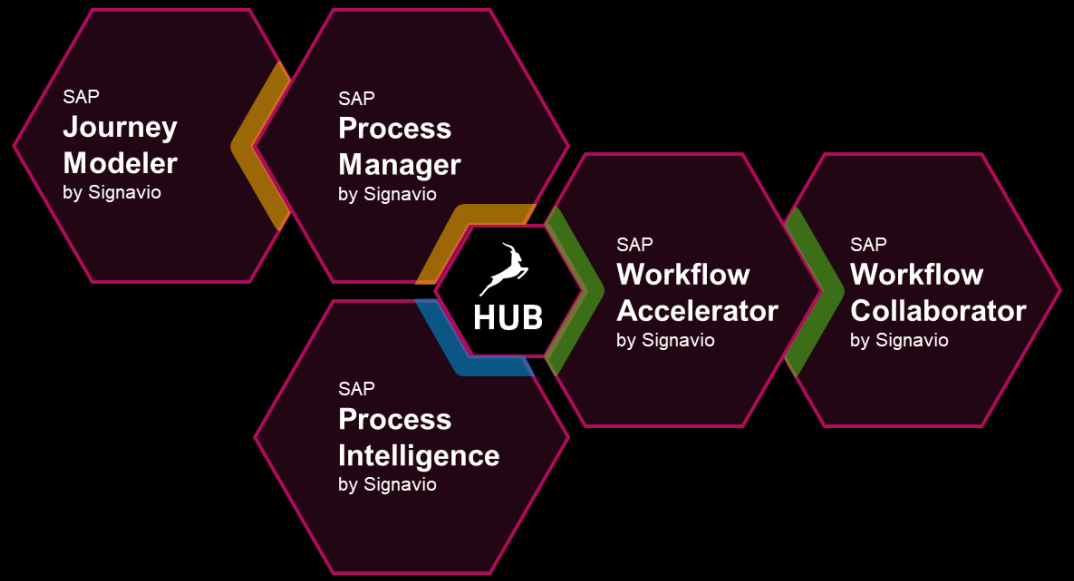
SAP and Signavio join forces: Recognized by customers, analysts, and the ecosystem as market leaders for process transformation and intelligence

Process transformation

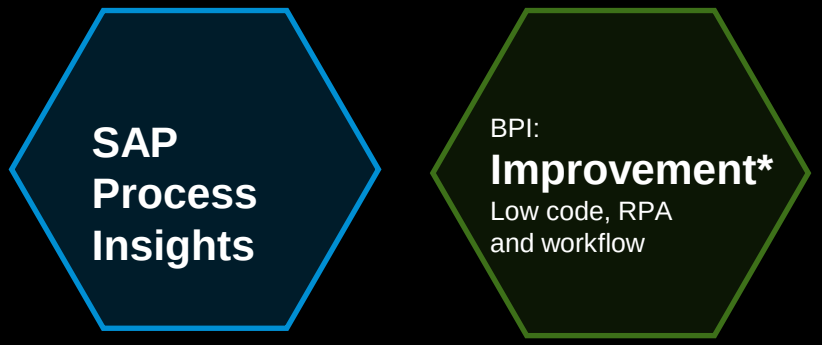


1,000,000+ users
at 1,500+ customer sites

2021 Customers' Choice award
for enterprise business process analysis
by Gartner Peer Insights

+

Insights and improvement



2,500+ customers

"Strong performer,"
the Forrester Wave, robotic process automation, Q1 2021

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*Covering SAP Workflow Management, SAP Intelligent RPA, Low-Code Application Development

SAP Process Insights provides insights, innovation recommendations and corrective actions out of the box*

6 end-to-end processes and **40+** sub-processes

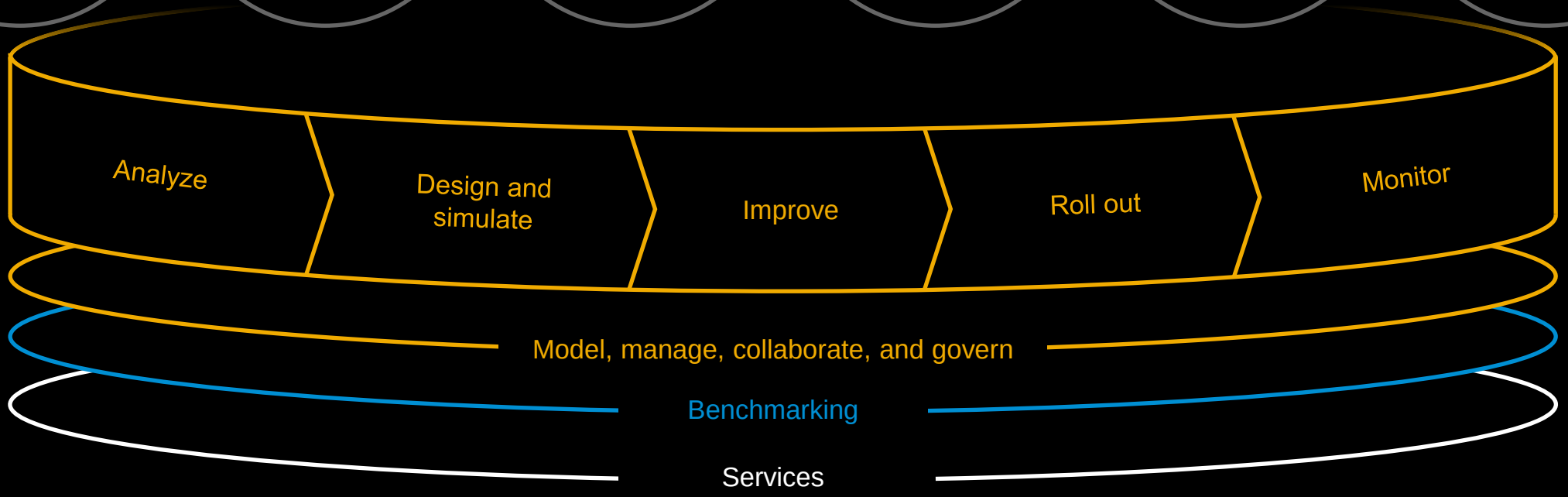
500+ key process performance metrics

2,500+ customers in the benchmark database

7 lines of business and **15** transformation value drivers

100+ corrective actions, **150+** prebuilt robotic process automation (RPA) bots, and **20+** process packages for workflows

300+ tailored recommend-dations for SAP S/4HANA, RPA, machine learning (ML) and others



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*scope planned by end of 2021

Process Excellence for SAP ECC & S/4HANA customers

Process Discovery
for SAP S/4HANA Transformation

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

SAP PROCESS TRANSFORMATION

1 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
www.sap.com/pathfinder

2 **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

3 **SAP Signavio** Process Transformation **Suite** for full business transformation

Process design, documentation and governance

Process mining (across SAP & non-SAP systems)

Journey Modelling

Collaborative business transformation

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*Pathfinder is for SAP S/4HANA customers and Process Discovery is for SAP ECC Customers

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

Collaboration hub

Enable insights consumption and enterprise collaboration

HUB

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

SAP **Journey Modeler** by Signavio

SAP **Process Manager** by Signavio

HUB

SAP **Workflow Accelerator** by Signavio

SAP **Workflow Collaborator** by Signavio

Leverage a human-centric workflow engine to execute tasks and enable your integrated governance

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

SAP **Process Intelligence** by Signavio

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

Locate and prioritize process improvement potential for specific SAP systems

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

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

*covering SAP Workflow Management, SAP Intelligent RPA, Low-Code Application Development

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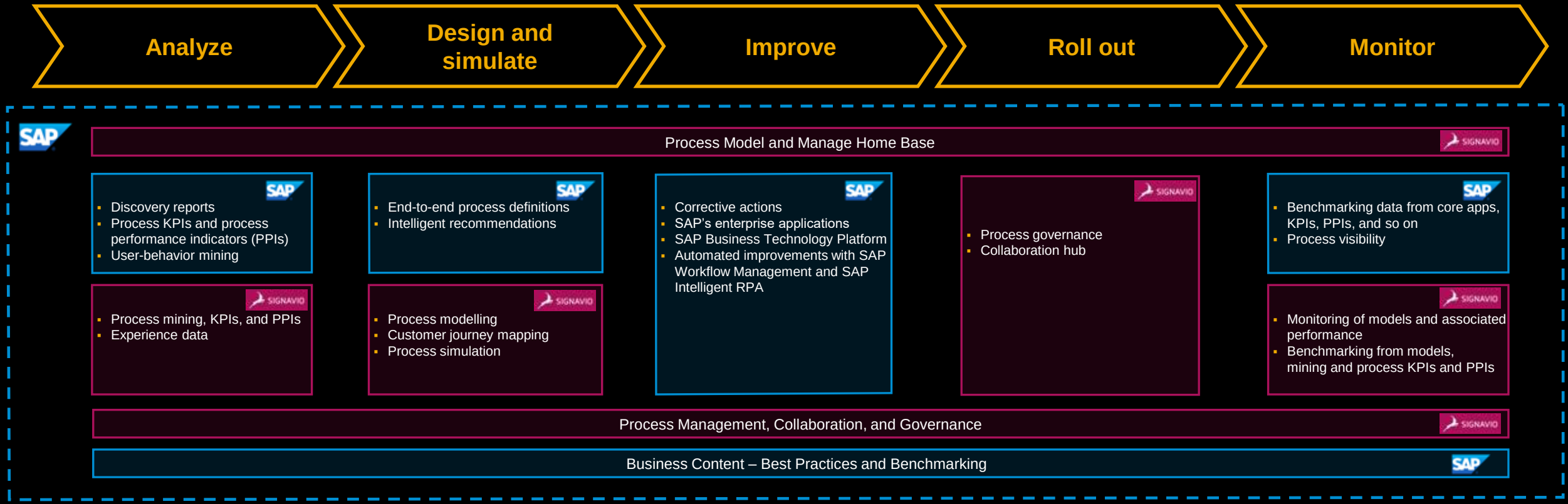
Business process intelligence offers all the capabilities required to drive an end-to-end business transformation



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 control operational risks.

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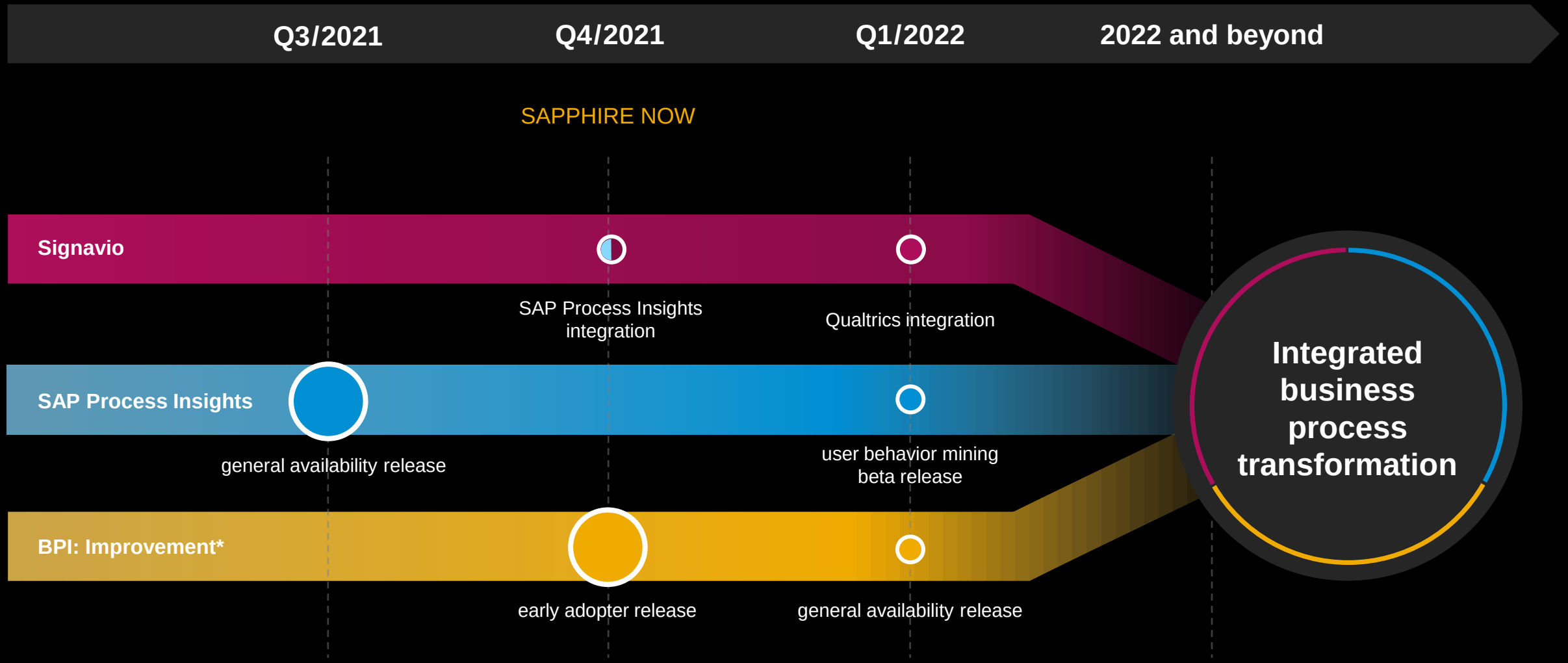
How integrated business process transformation comes together

SUBJECT TO CHANGE



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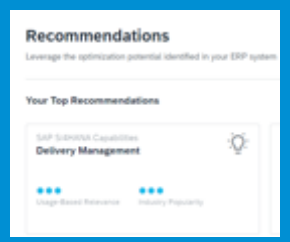
*Covering SAP Workflow Management, SAP Intelligent RPA, Low-Code Application Development

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

SAP ACTIVATE

Discover

Identify value drivers and goals



Use the SAP Process Insights solution to obtain tailored recommendations for value drivers

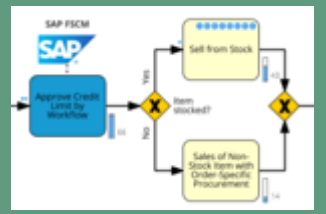
Prepare

Safeguard the project

Use the SAP Process Collaboration Hub solution by Signavio to create your trans-formation journey with defined scope, timeline, and milestones

Explore

Collaborate on future processes



Use the SAP Process Manager solution by Signavio to define your future processes and simulate their impact on your business

Realize

Implement process improvements

Hand over your process definitions to SAP Solution Manager to start the implementation and testing processes

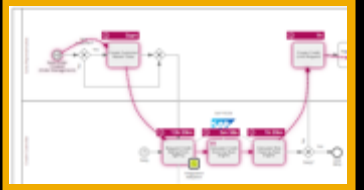
Deploy

Govern the rollout

Use SAP Process Collaboration Hub to provide the single source of truth for your processes to end users

Run

Monitor process performance



Use the SAP Process Insights and SAP Process Intelligence solutions by Signavio to monitor your process performance and process conformance

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Business process intelligence

Your best choice for collaborative, data-driven business transformation

Strategic Transformation Management

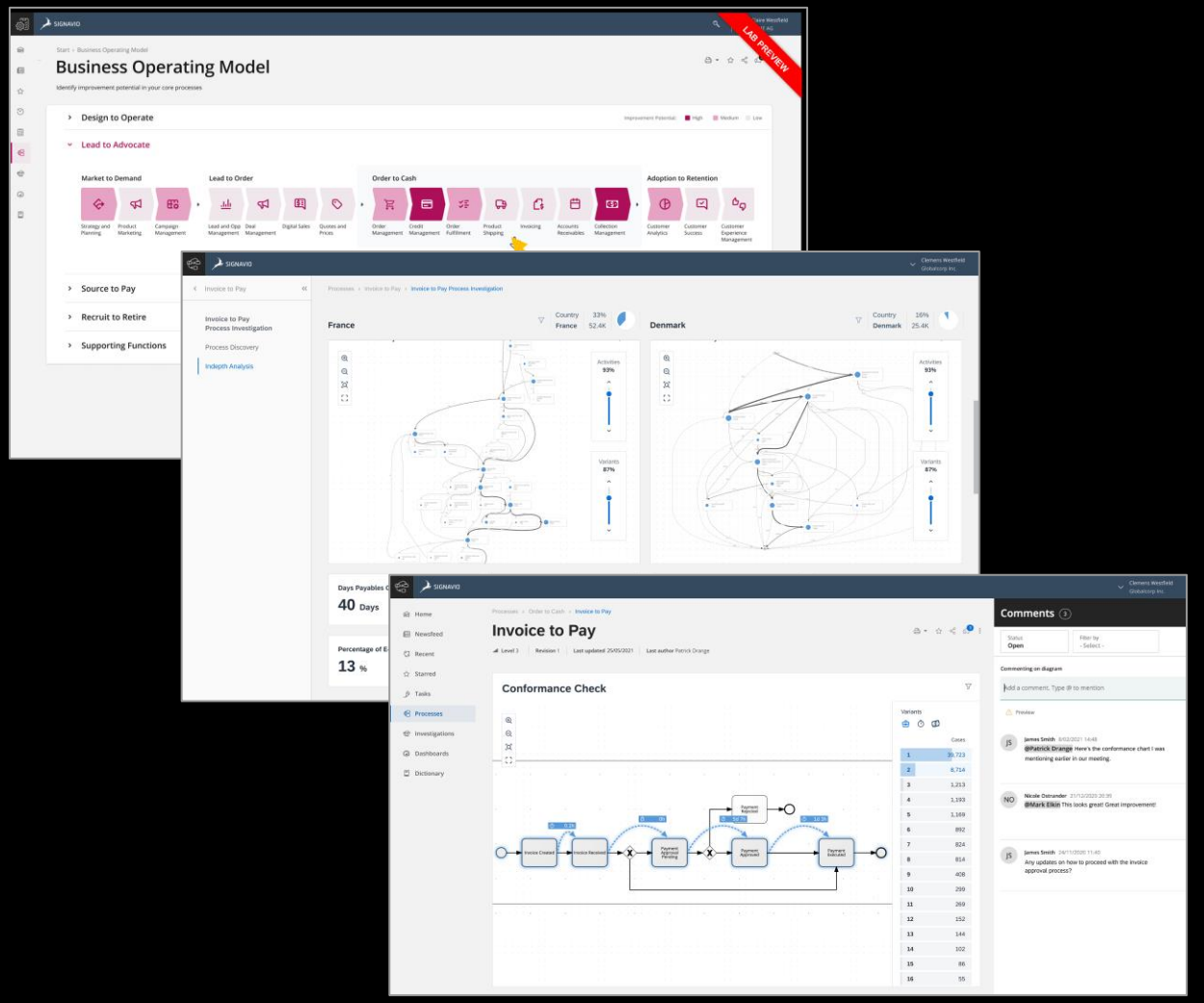
Aligns people and transformation activities with the company strategy to ensure that everyone, , including process owners, business users, and IT staff, collaborate and work to the same set of business objectives and goals.

Digital Business Process Analysis

Provides an end-to-end application suite for managing business processes across the entire enterprise and combines process performance analysis with quantitative assessment of process weaknesses and remediation recommendations, along with the ability to optimize processes – all within a single application package.

Facilitated Process Improvement

Gives you the ability to repair, automate, and enhance your processes by leveraging industry benchmarks, SAP Best Practices, and repositories of prebuilt process enhancements which complement SAP's application suite – the broadest and deepest in the industry.



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SAP Process Discovery and SAP Pathfinder

SAP Process Discovery Webinar: Link to Recording

SAP Pathfinder Webinar: Link to recording

BPI Customer Value Experience

Tools providing decision-makers with fact-based recommendations

Starting Point: Based on your transformation priority

Assess the situation and identify potential value

✓ Your priority: **Why move to SAP S/4HANA?**

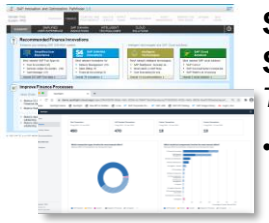
Process Discovery for SAP S/4HANA Transformation
(evolution of SAP Business Scenario Recommendations on Spotlight)

Target group: Customers with SAP ERP

- PDF summary for business executives to secure buy-in for your move to SAP S/4HANA
- Online solution for process experts to identify potential for standardization, and automation

http://www.sap.com/processdiscovery

✓ Your priority: **How to maximize value from your SAP solution?**



SAP Innovation and Optimization Pathfinder on Spotlight

Target group: Customers with SAP S/4HANA or SAP ERP

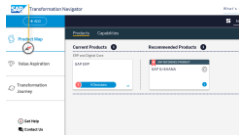
- Tailored recommendations based on insights from your SAP system, and industry benchmarks to optimize and innovate end-to-end processes in 6 lines of business and IT operations

http://www.sap.com/pathfinder

Further Recommendations

Identify relevant innovations and optimize TCO

SAP Fiori apps library & recommendations
Recommendation of relevant SAP Fiori apps to enable innovations through new user experience
http://www.sap.com/fiori-apps-library
http://www.sap.com/FAR



SAP Transformation Navigator
Build a product roadmap for your digital transformation journey
http://www.sap.com/transformationnavigator

SAP Road Map Explorer
Features and innovations planned to be delivered with future releases **https://roadmaps.sap.com/**

SAP Solution Manager value report
IT TCO optimization with SAP Solution Manager
http://www.sap.com/solman-value

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SAP Process Insights

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**

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**

Plug and Play in 24 hours

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* Available for SAP ECC, SAP S/4HANA On Premise and SAP S/4HANA Private Cloud edition (PCE)

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

Where are **inefficiencies** in our Invoice to Cash process (delays, long lead times, high cancellation/credit memo rates, low automation rates, manual reworks)?

Is the Invoice to Cash process **harmonized** across all our countries (where are our internal best practices and where are the worst practices)?

How many **deliveries** shipped to customers have **not yet been billed**?

How many **sales orders** (e.g. services, third-party) are **not billed yet**?

How many sales orders have a **billing or a credit block**?

What kind of information (missing fields) is missing on sales orders that are **preventing the timely creation** of the invoice?

How many **errors** and what kind of errors occur during our automatic billing due runs?

How many invoices were created **later than planned**?

Are the **„right“ payment terms** used?

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This slide covers the scope at launch in September 2021: more content is planned to come

SAP Process Insights has an unrivaled and constantly growing out-of-the-box content coverage[1]

20
Process Flows

60
Process Performance Indicators

20
Correction Recommendations

300+
Innovation Recommendations

for:

6
Lines of Business

- Finance
- Sourcing and Procurement
- Sales
- Manufacturing
- Asset Management
- Service

5
End-to-End Processes

- Lead to Cash
- Source to Pay
- Plan to Fulfill
- Finance
- Acquire to Decommission

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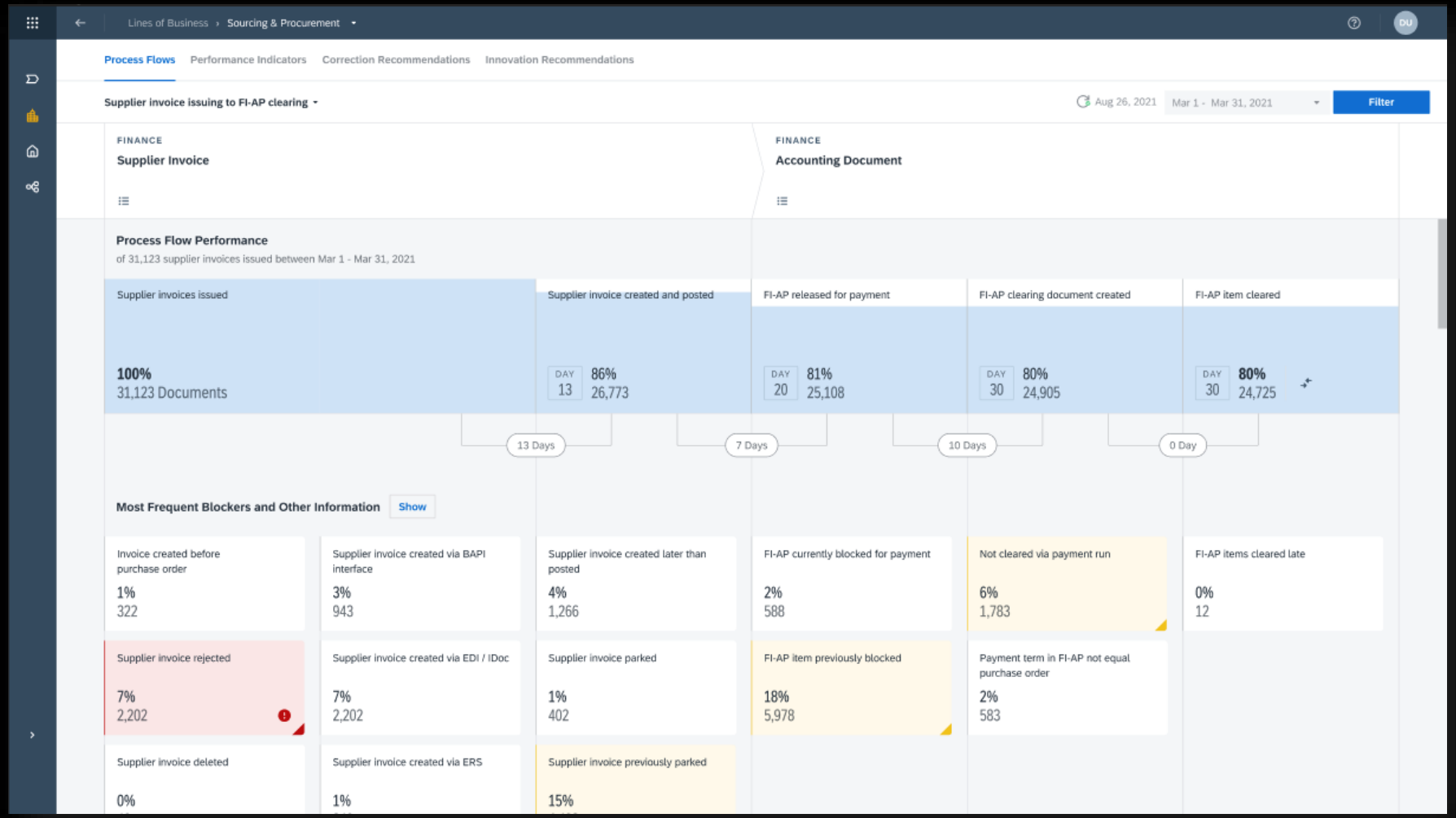
1 Generally available for SAP ECC, SAP S/4HANA On Premise and SAP S/4HANA Private Cloud edition (PCE)

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

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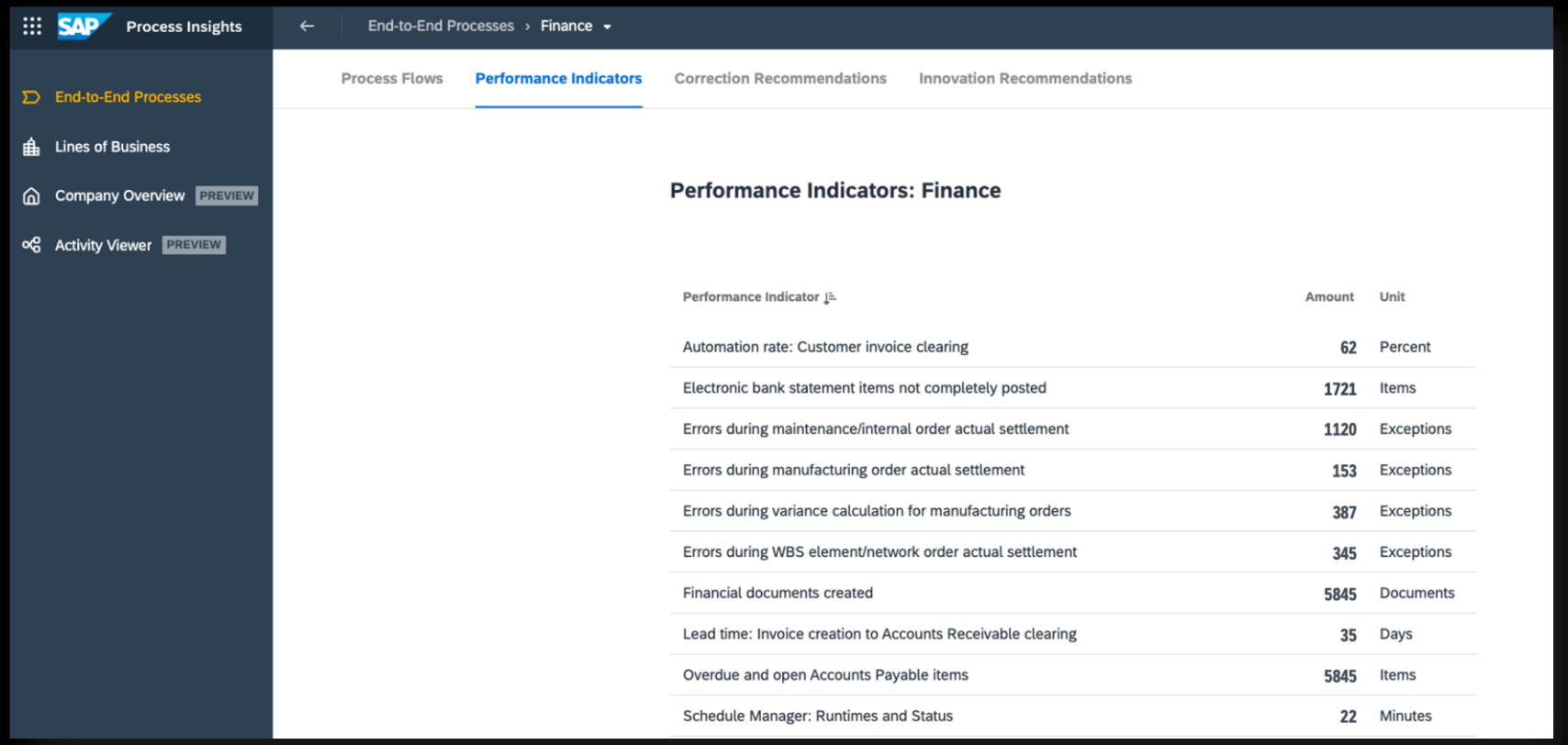
Understand your processes
leveraging 60 out-of-the-box process performance indicators

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*



* Numbers subject to change

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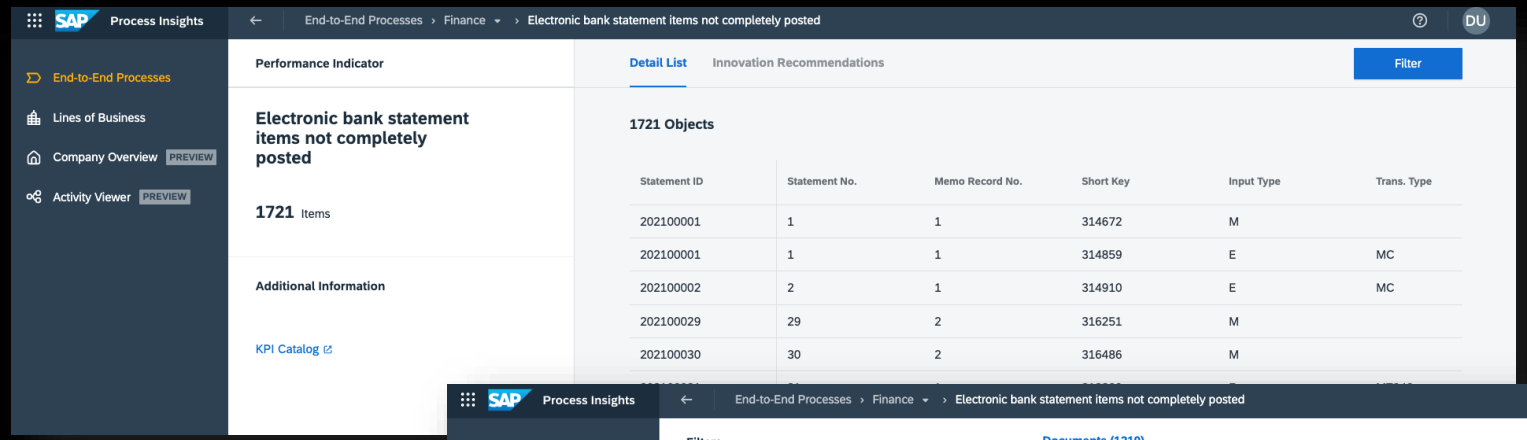
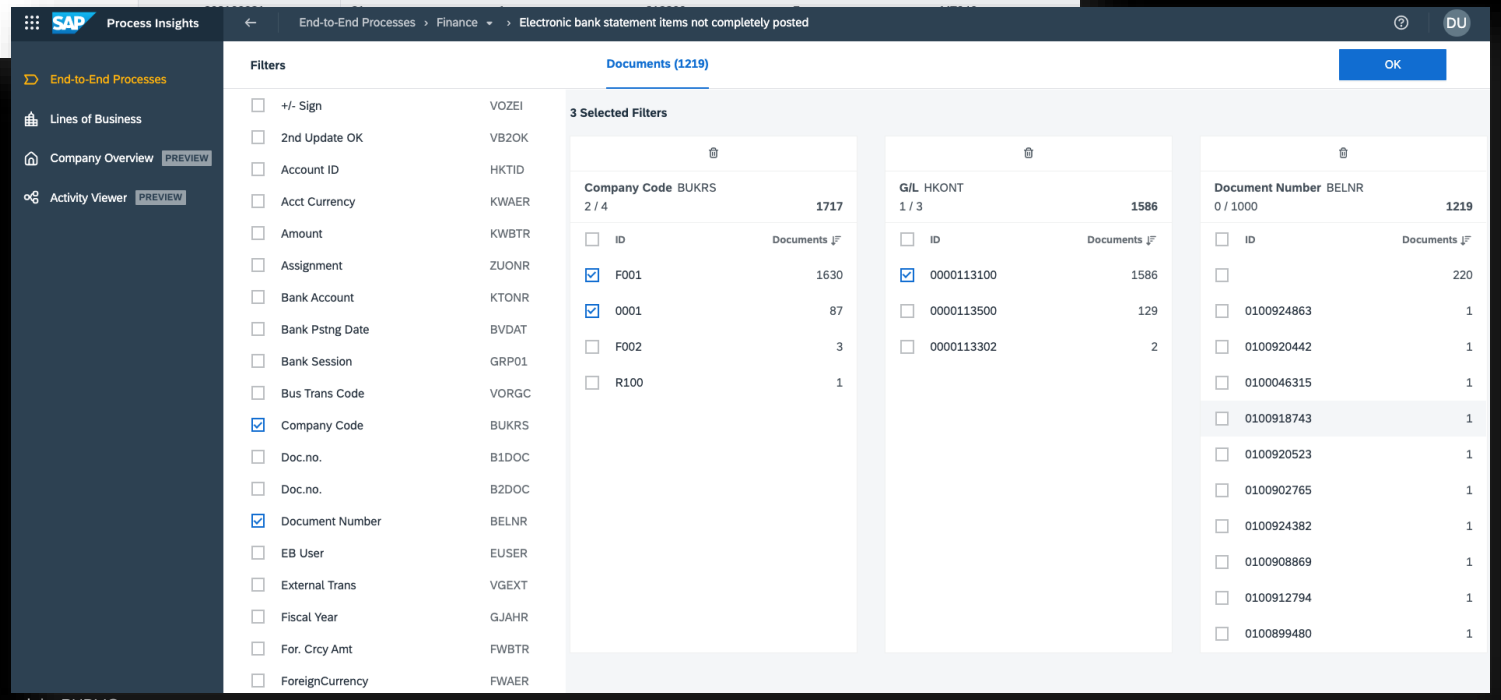
Dive deep with analytics:
filtering for the greatest impact





Narrow your focus to discover where your issues really lie

Fix the root cause instead of just applying band aids

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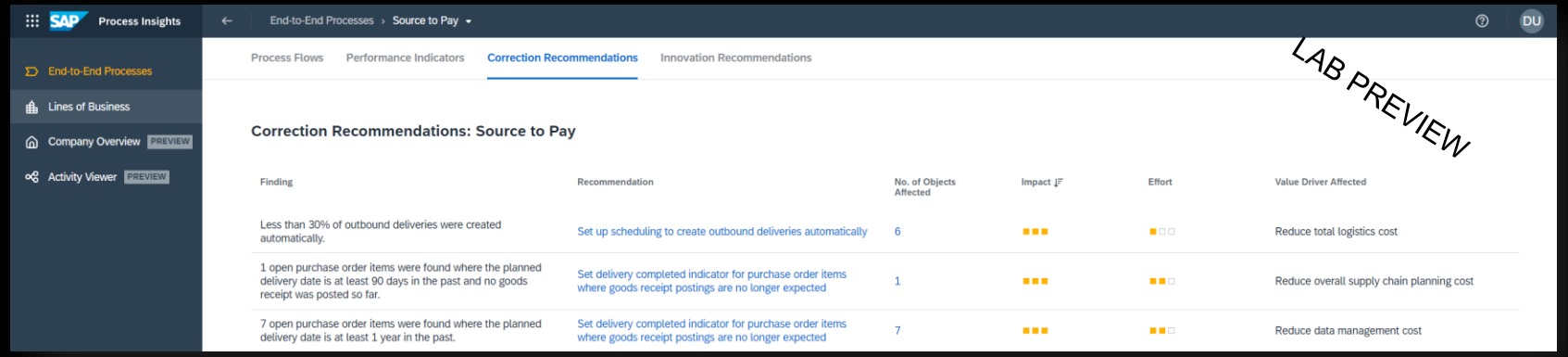
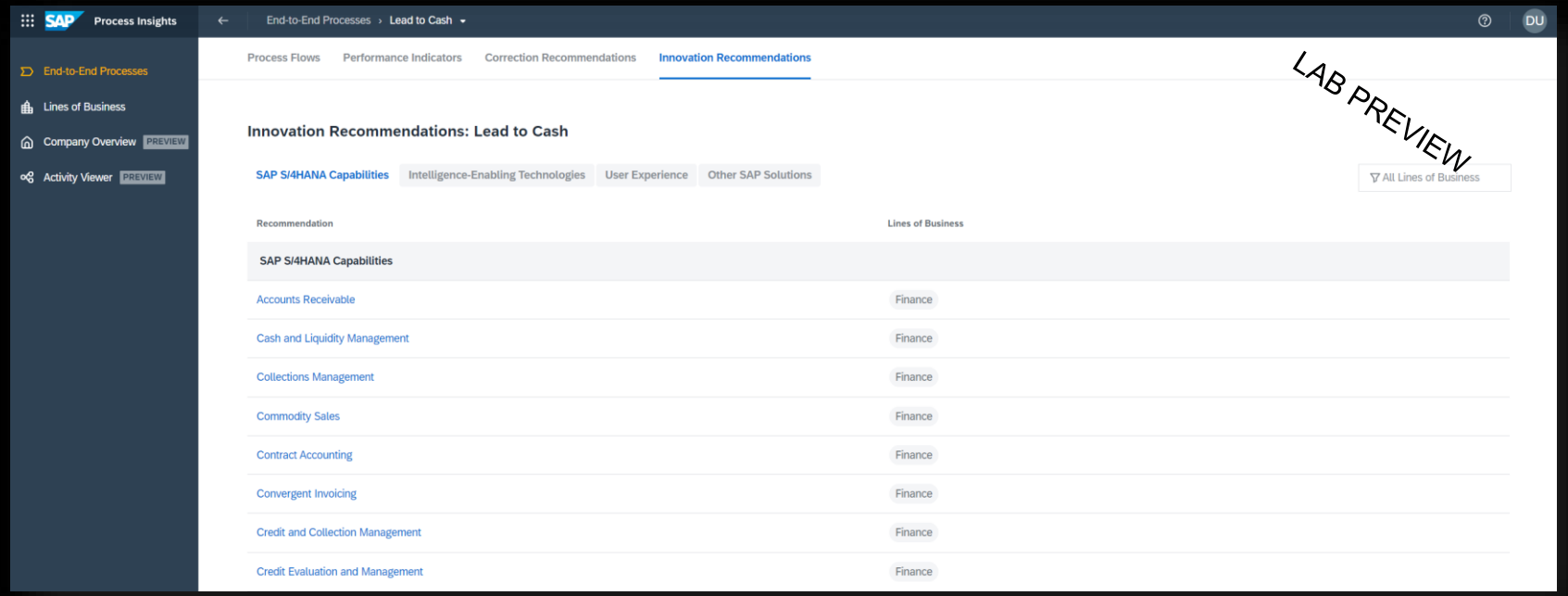
From fast insights to immediate results: use the tailored recommendations



Get recommendations specifically linked to previously identified issues



Choose the improvement path that is right for your organization

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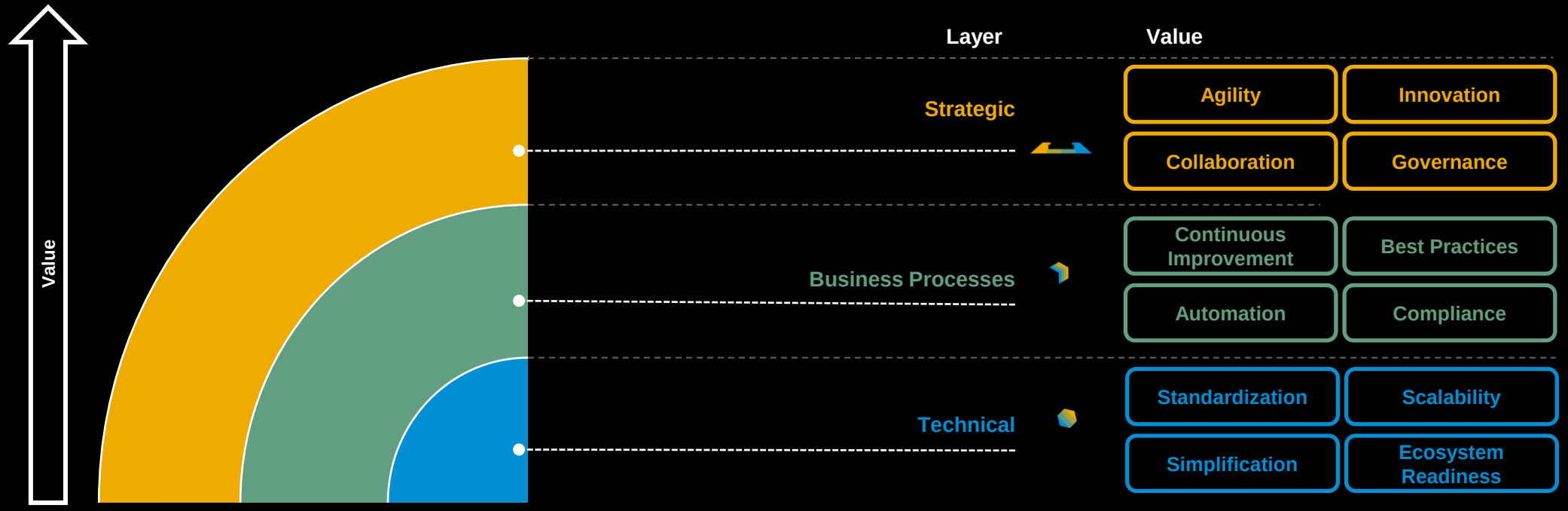
SAP Process Insights accelerates and simplifies SAP S/4HANA transformation projects

Faster time to value

Lower total cost of implementation



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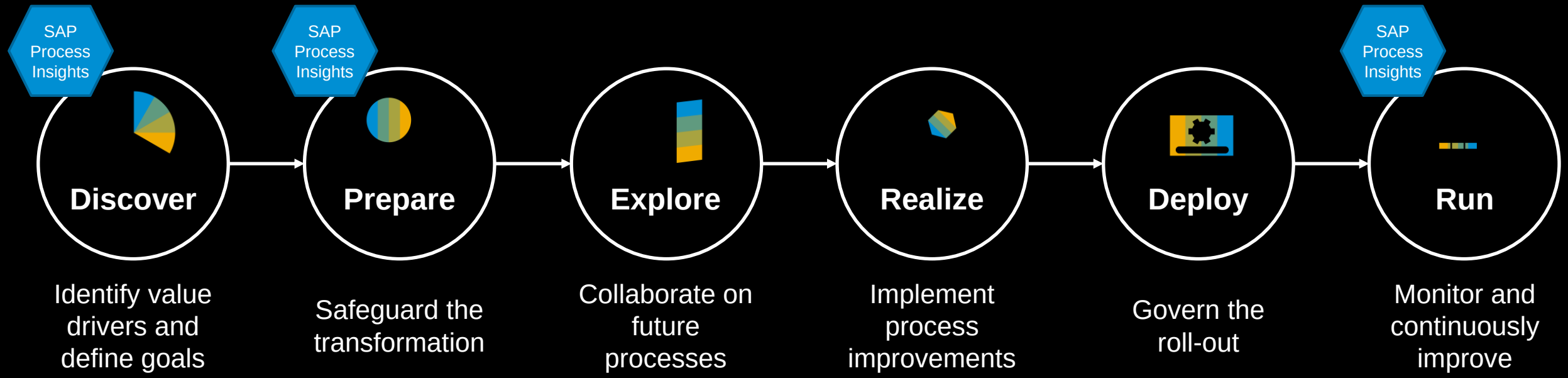
SAP Process Insights is key for 3 of the SAP Activate steps for BPI supported SAP S/4HANA transformation project



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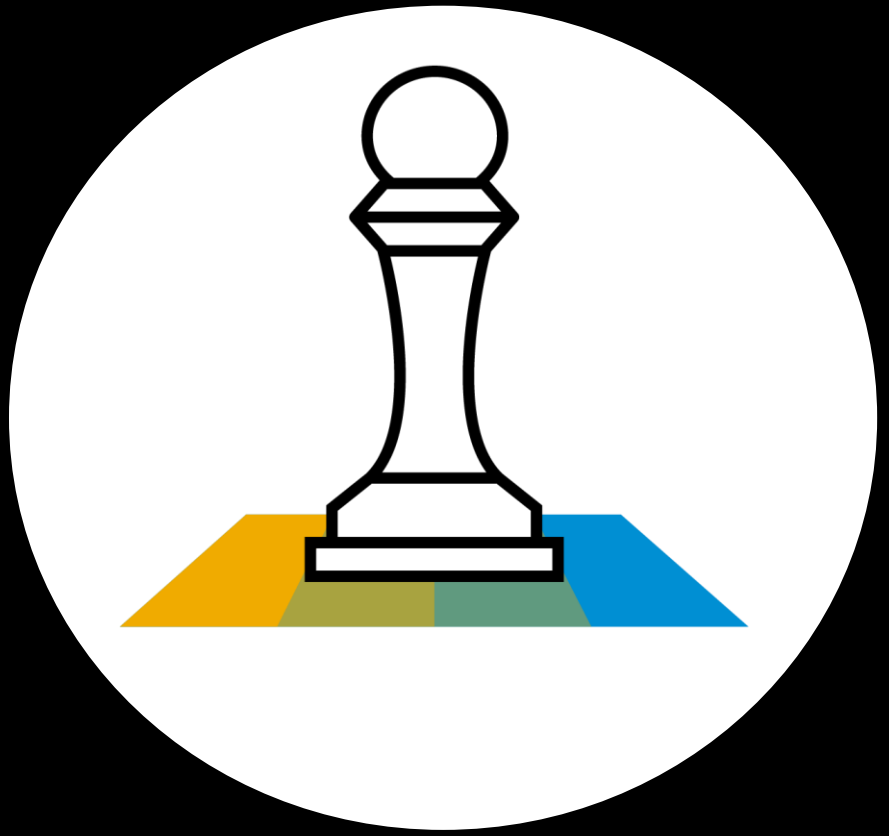
What makes SAP Process Insights the clear choice for SAP Customers?



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[1)] 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.

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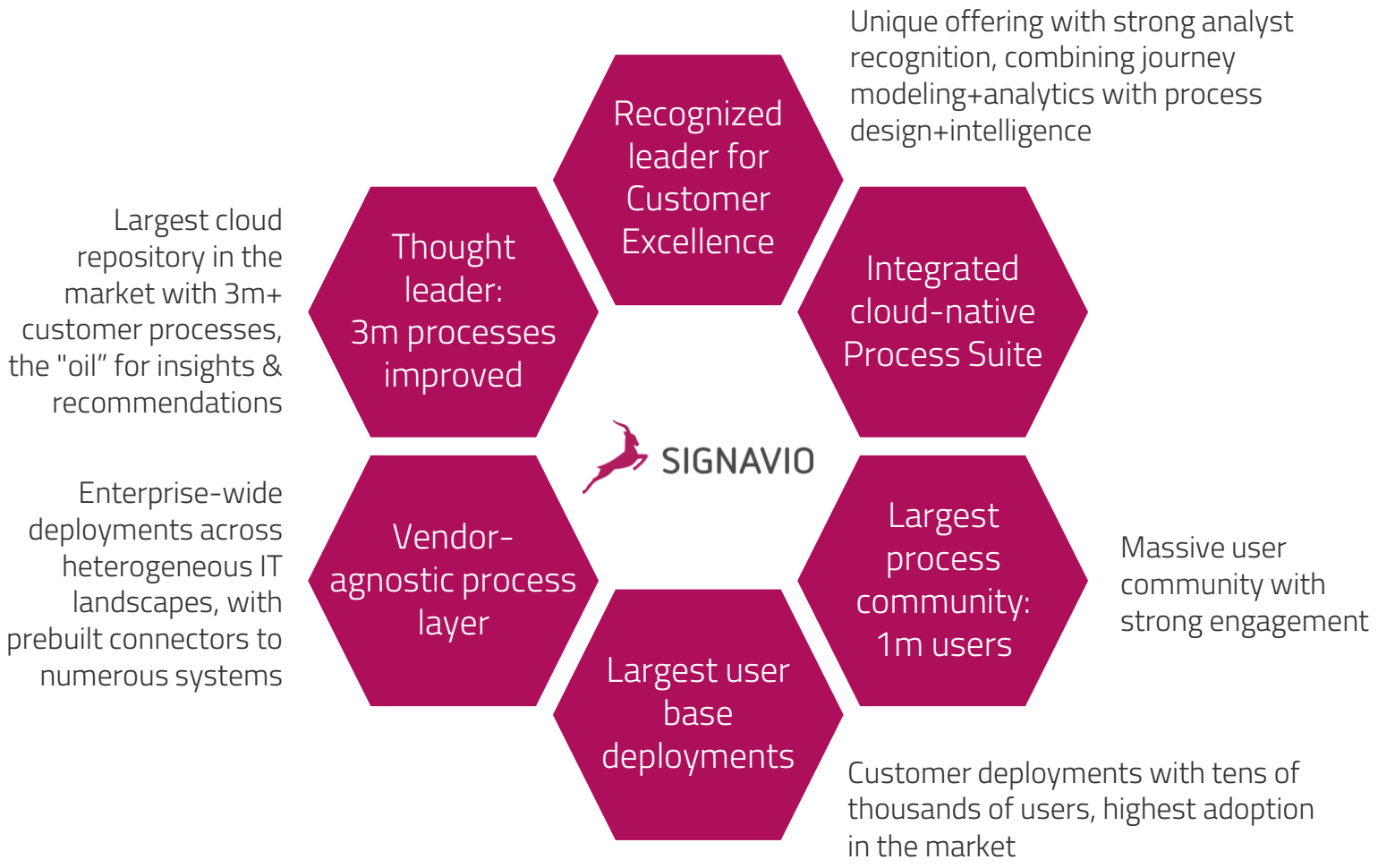
[1)] Additional content gets added regularly

Signavio Suite

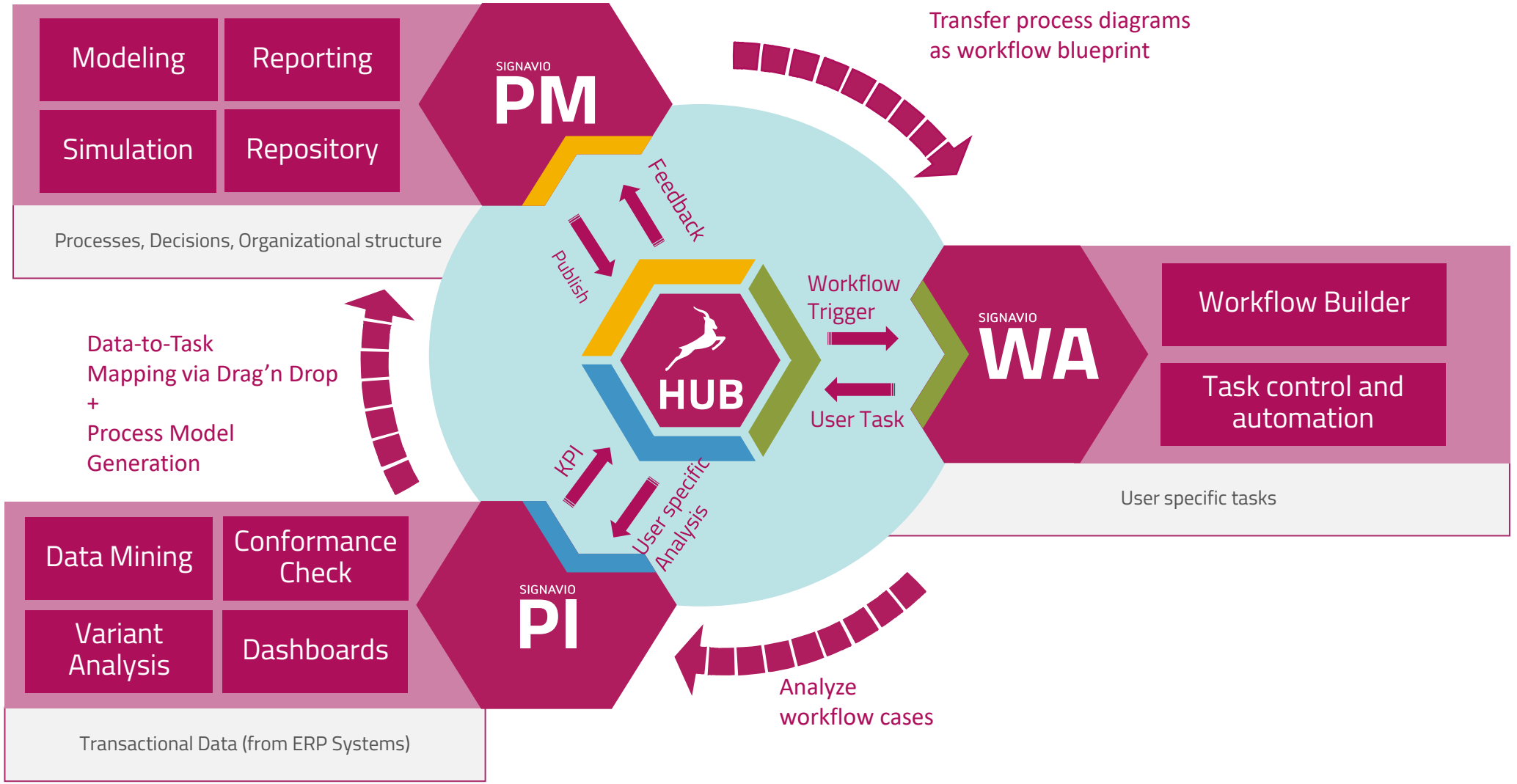
When people think process, they think Signavio



Signavio helps you share knowledge, make informed decisions and implement change fast.

- **PROCESS MANAGER**
  Optimize & reinvent your processes and manage your process portfolio.
- **COLLABORATION HUB**
  Get everybody involved and share process knowledge with the entire organization
- **PROCESS INTELLIGENCE**
  Leverage your data to locate & prioritize process improvement potential
- **WORKFLOW ACCELERATOR**
  Implement smart task routing so that your people can focus on what they are best at

Signavio Suite – Product Integration

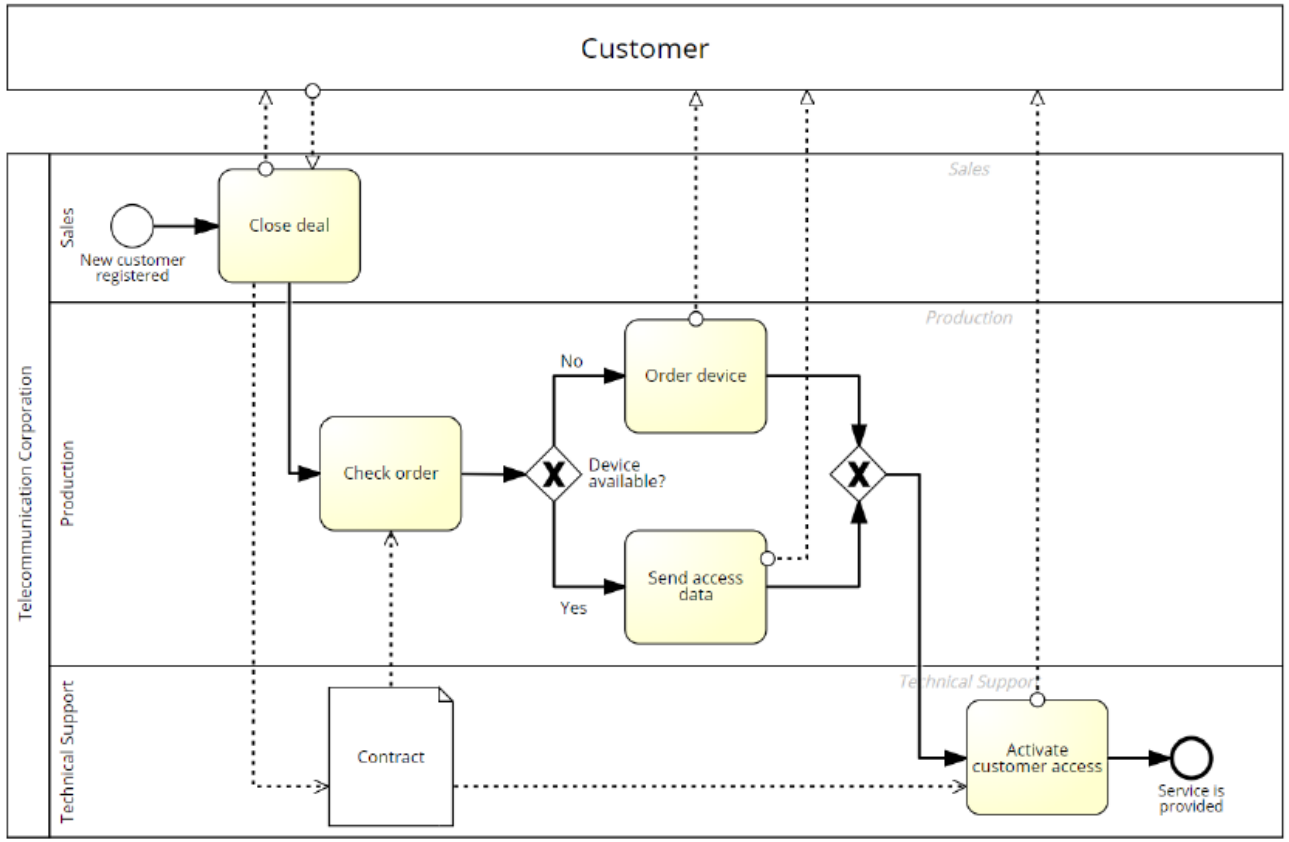


Signavio customers

over 1-million users, growing at 200% a year

See https://www.signavio.com/customers/

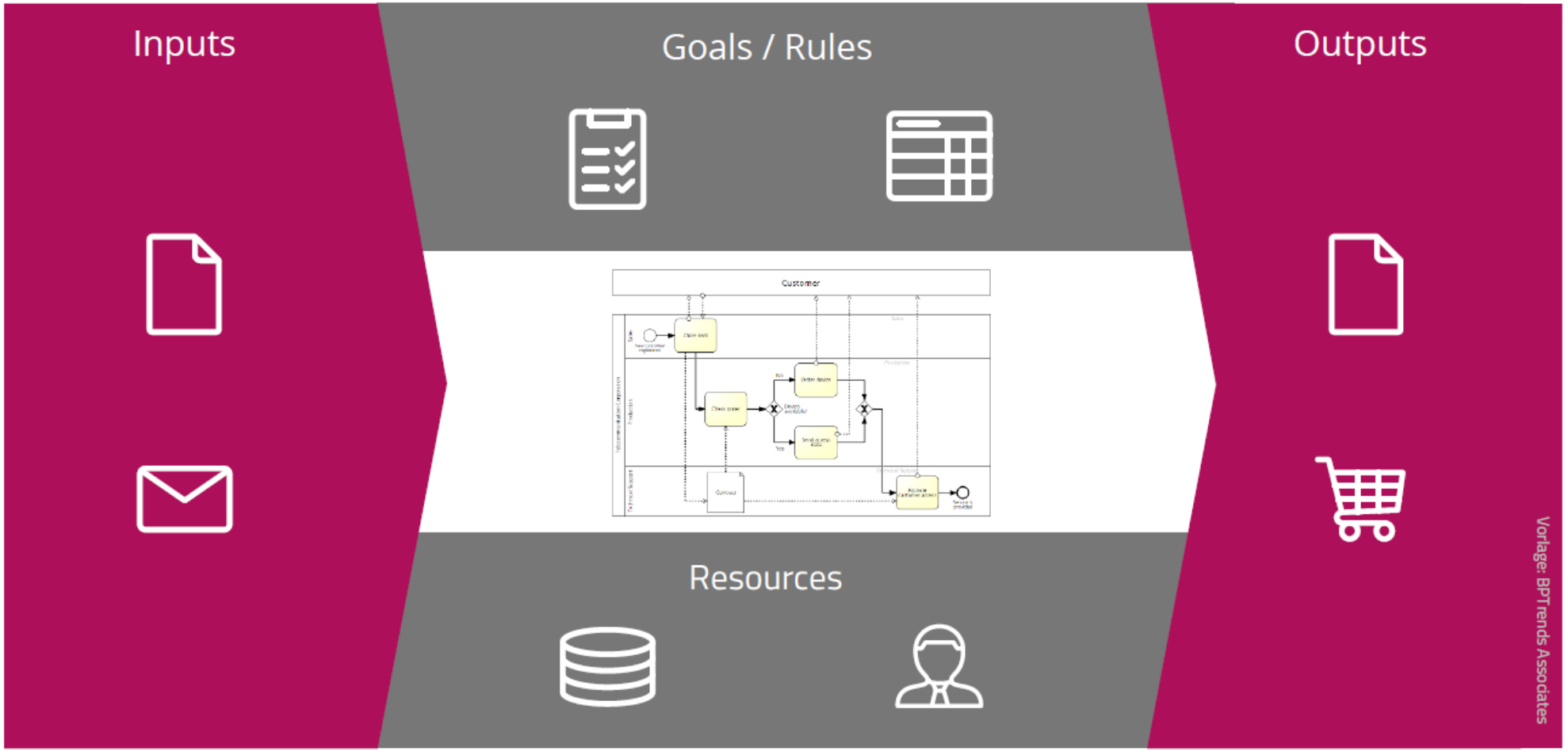
Process models as central aspects of Business Process Management (BPM)



Models answer questions:

- Activities?
- Responsibilities?
- Decision points?
- IT systems?
- Information flow?
- Interaction points?

Which information belongs to a process model?



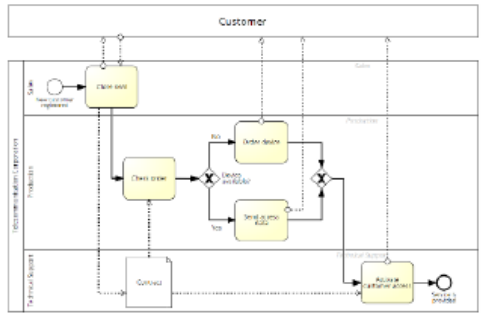
And which information should rather being linked instead?

Tutorials,

Handbooks,

Intranet, ...

Internal Regulations



Other model types

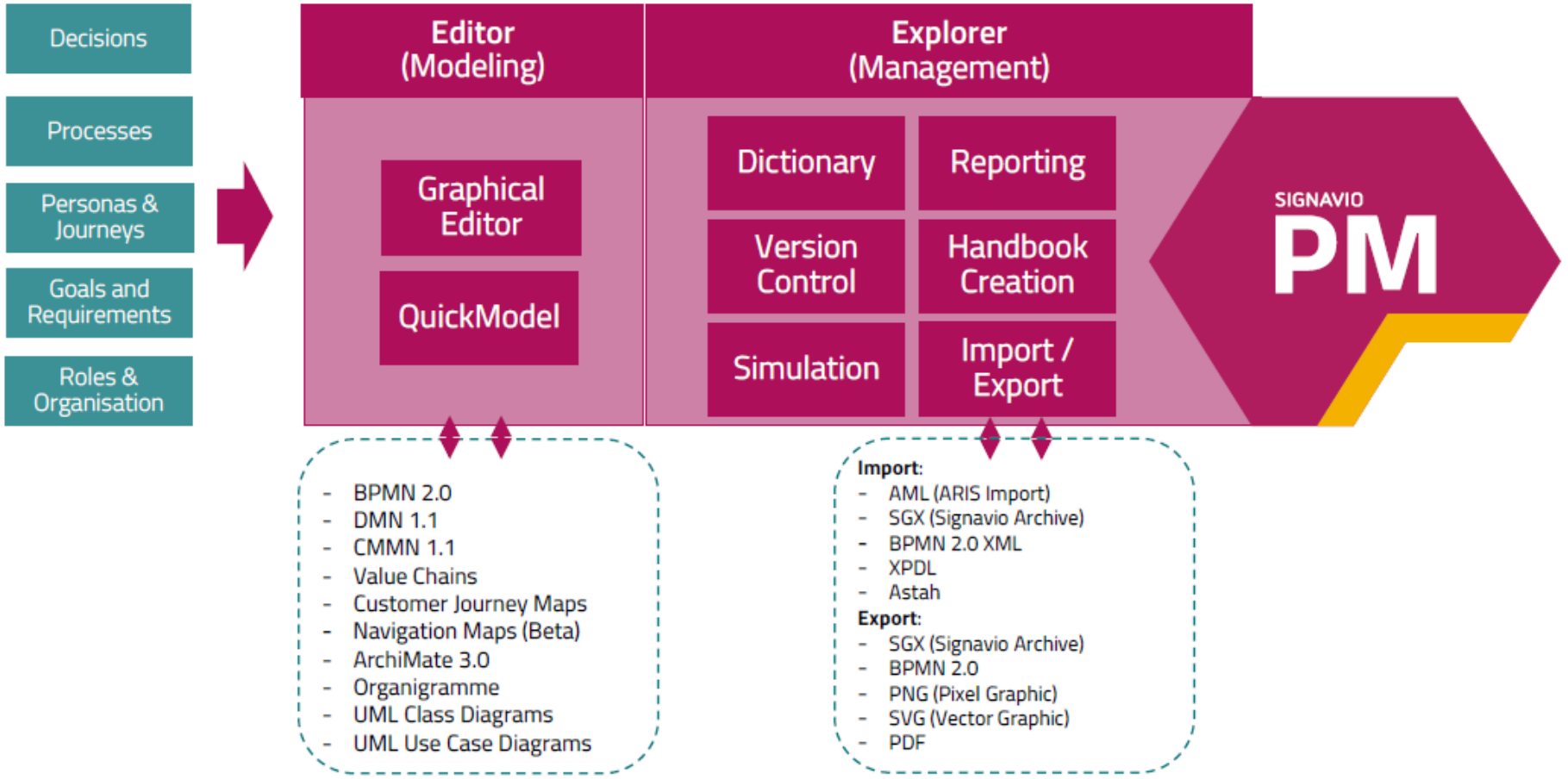
Document

templates

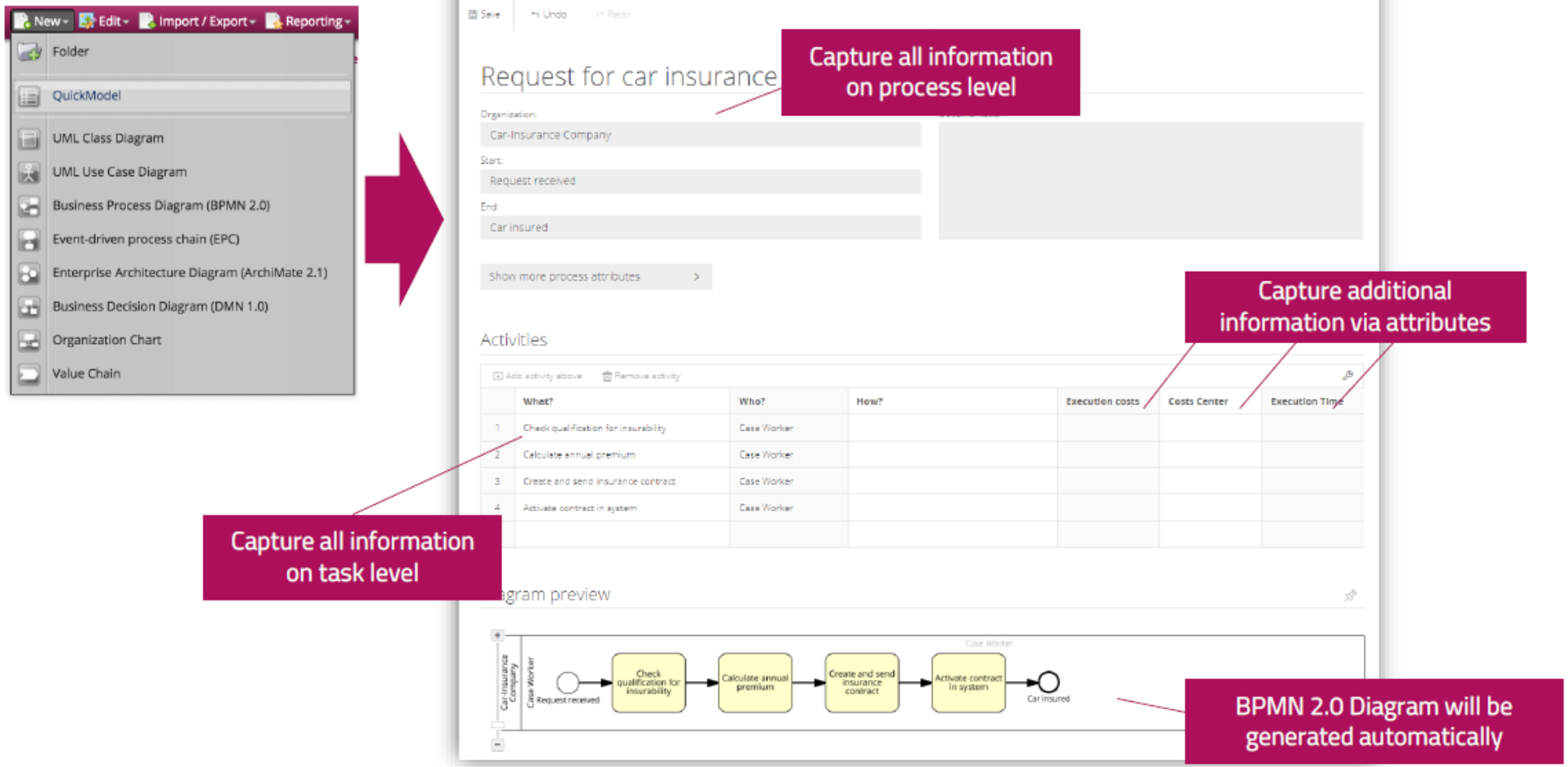
Vorlage: BPTrends Associates

Signavio enables collaboration between different expert levels

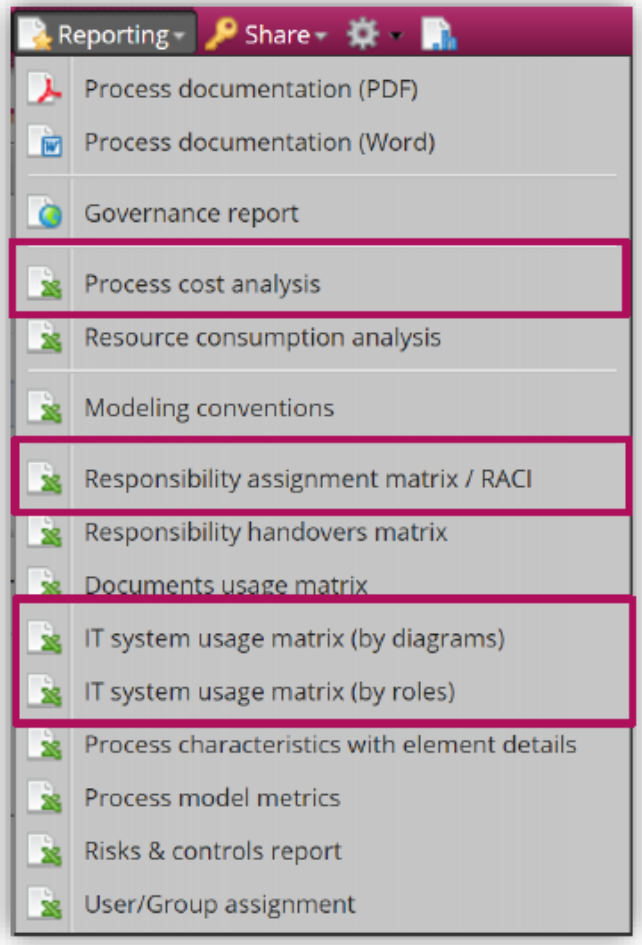
The Signavio Process Manager - Components



QuickModel – General Overview



Common Standard Reports

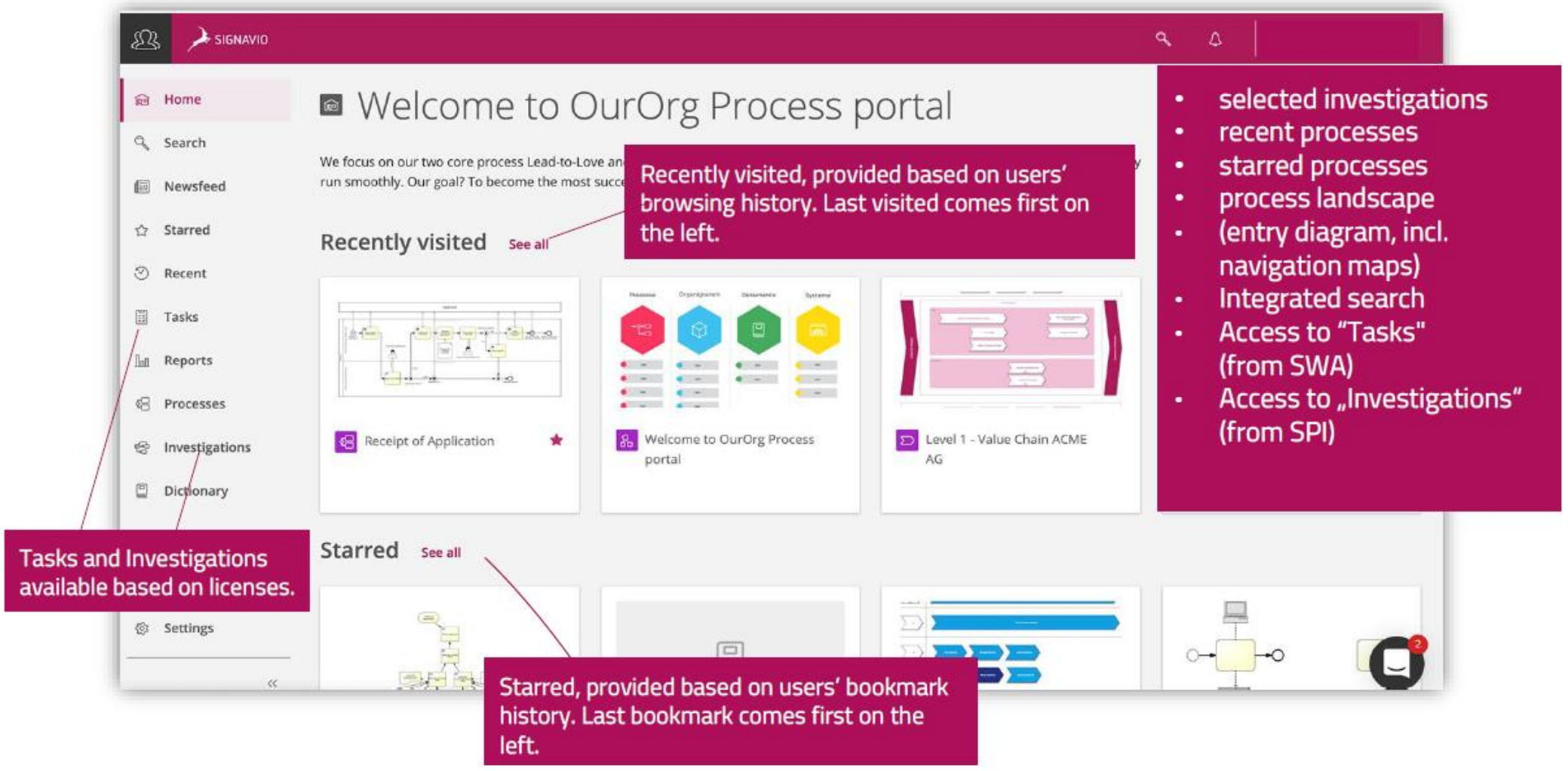


Generating reports is important for business users to collect and aggregate the information on a certain topic, which are distributed in (mostly different) processes.

This helps to answer questions like

- *"In which processes and activities are we using which IT-System?"*
- *"Who is responsible for which tasks – and where are handovers?"*
- ...

Suite Launchpad



Collaboration Hub (1/4)

SIGNAVIO

Hub | Signavio

https://editor.signavio.com/p/hub/home

SIGNAVIO

Create

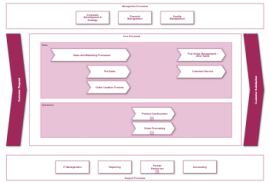
Fabio Vettore
SAP (Fabio Vettore)

- Home
- Newsfeed
- Favorites
- Recent
- Tasks
- Processes
- Investigations
- Dictionary
- Settings

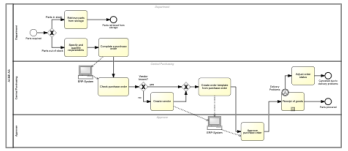
Welcome to Collaboration Hub

Recently visited

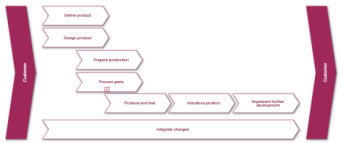
See all



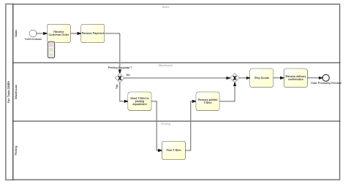
Level 1 - Value Chain ACME AG



Procure parts



Level 2 - Process Area: Product Development



Training T-shirt Order Processing

Favorites

No favorite items found

How to use favorites

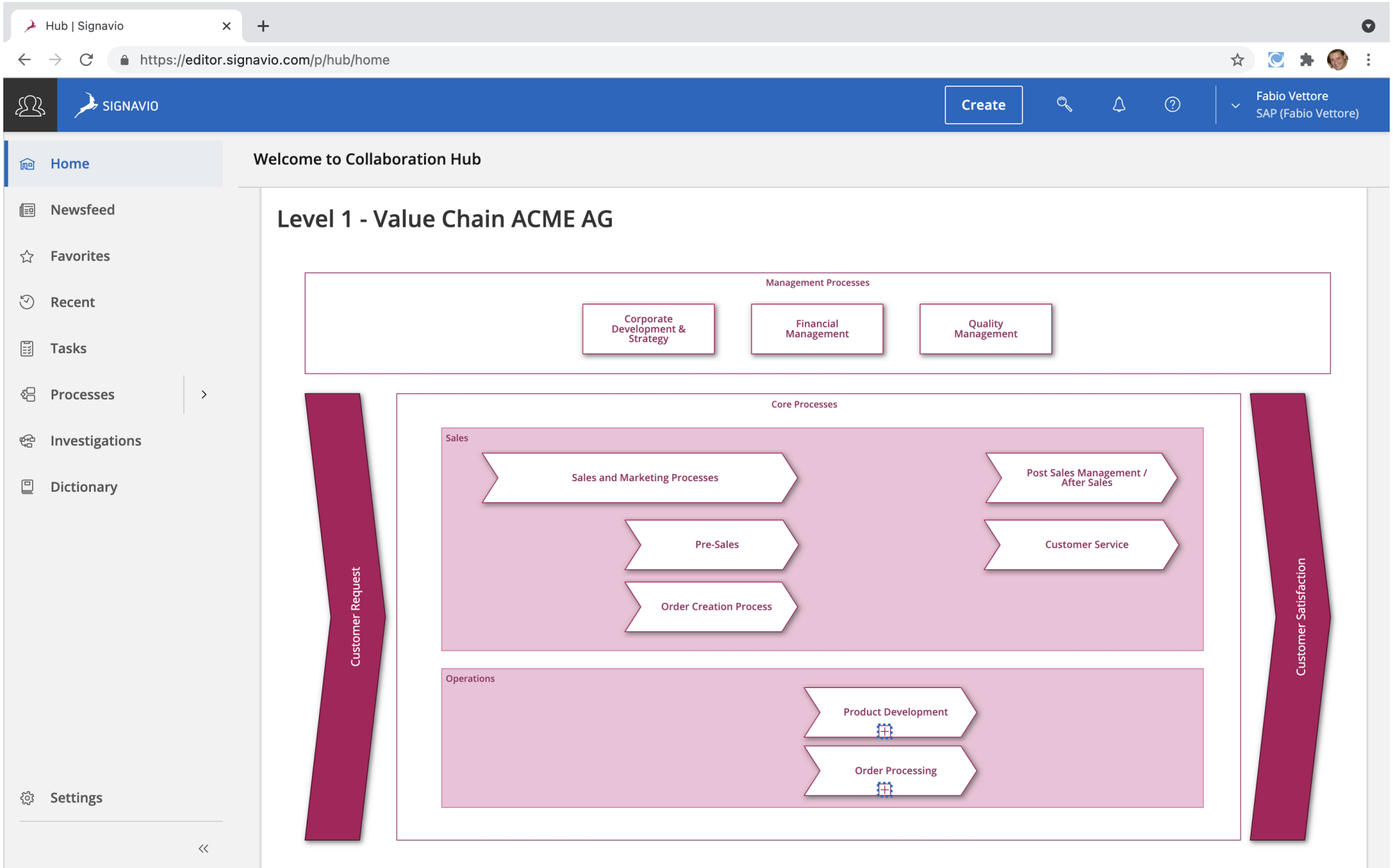
Processes

See all

https://editor.signavio.com/p/hub/model/d1459e70649b48fa8debcfe1442d1d6b

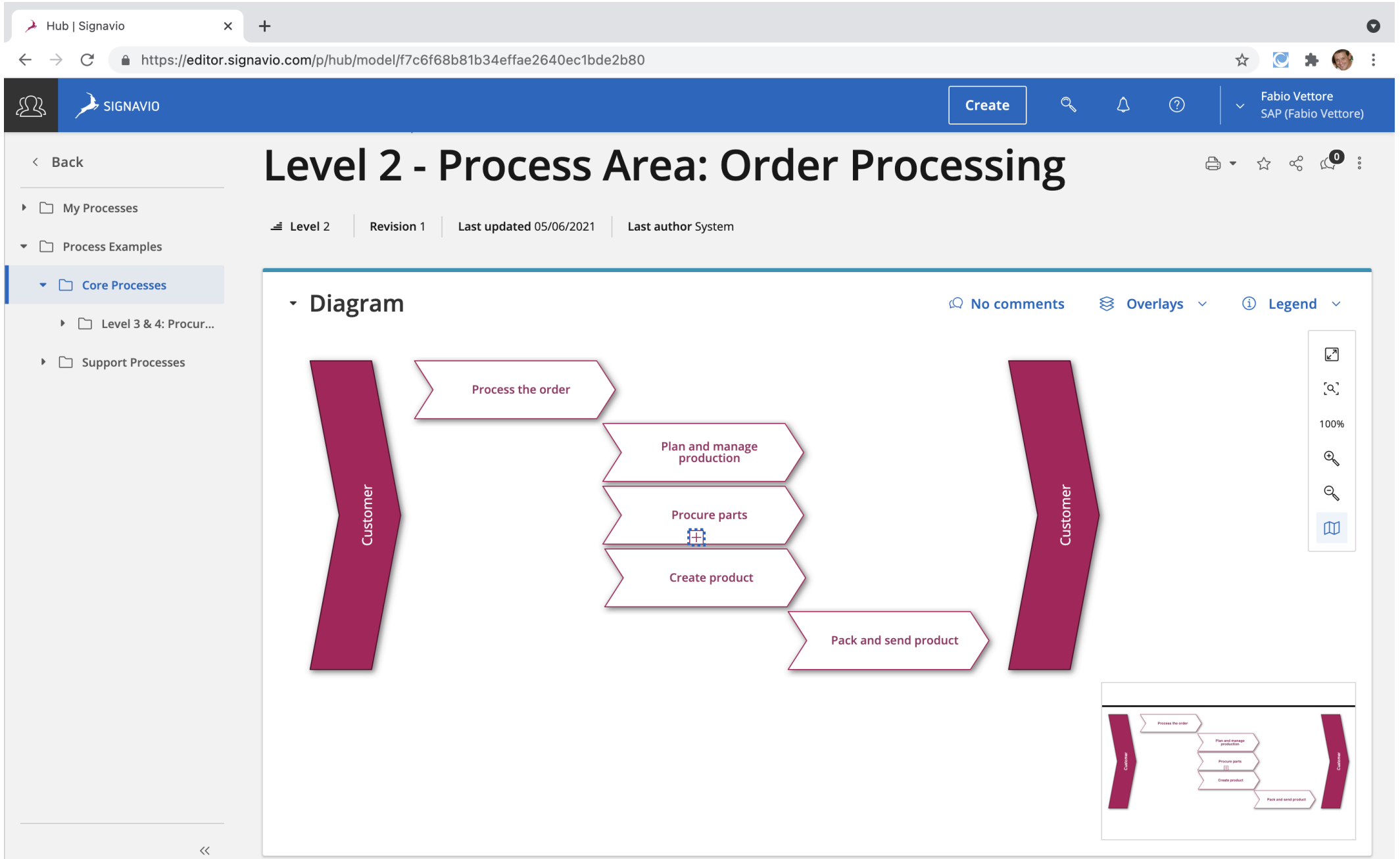
Collaboration Hub (2/4)

SIGNAVIO



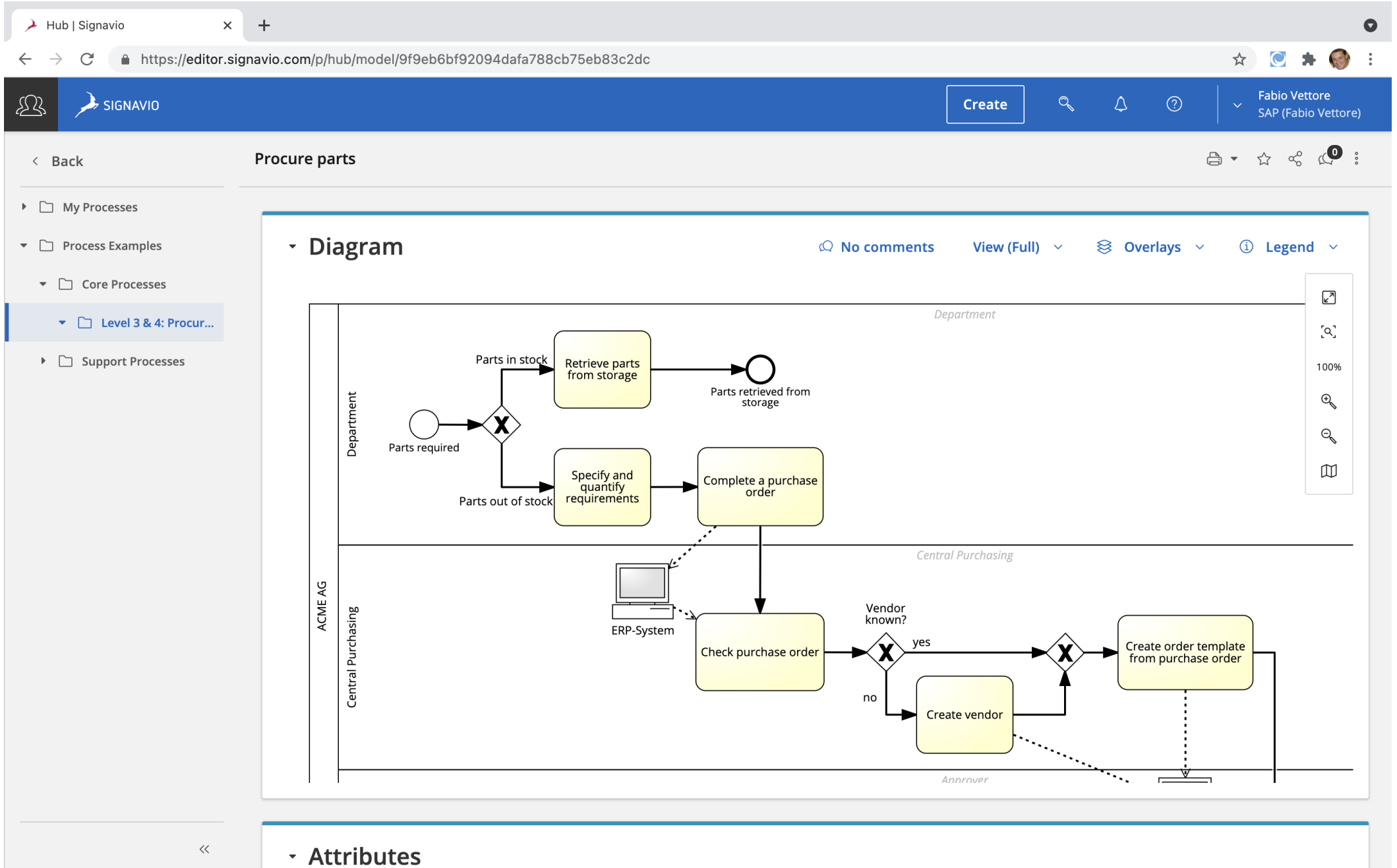
Collaboration Hub (3/4)

SIGNAVIO

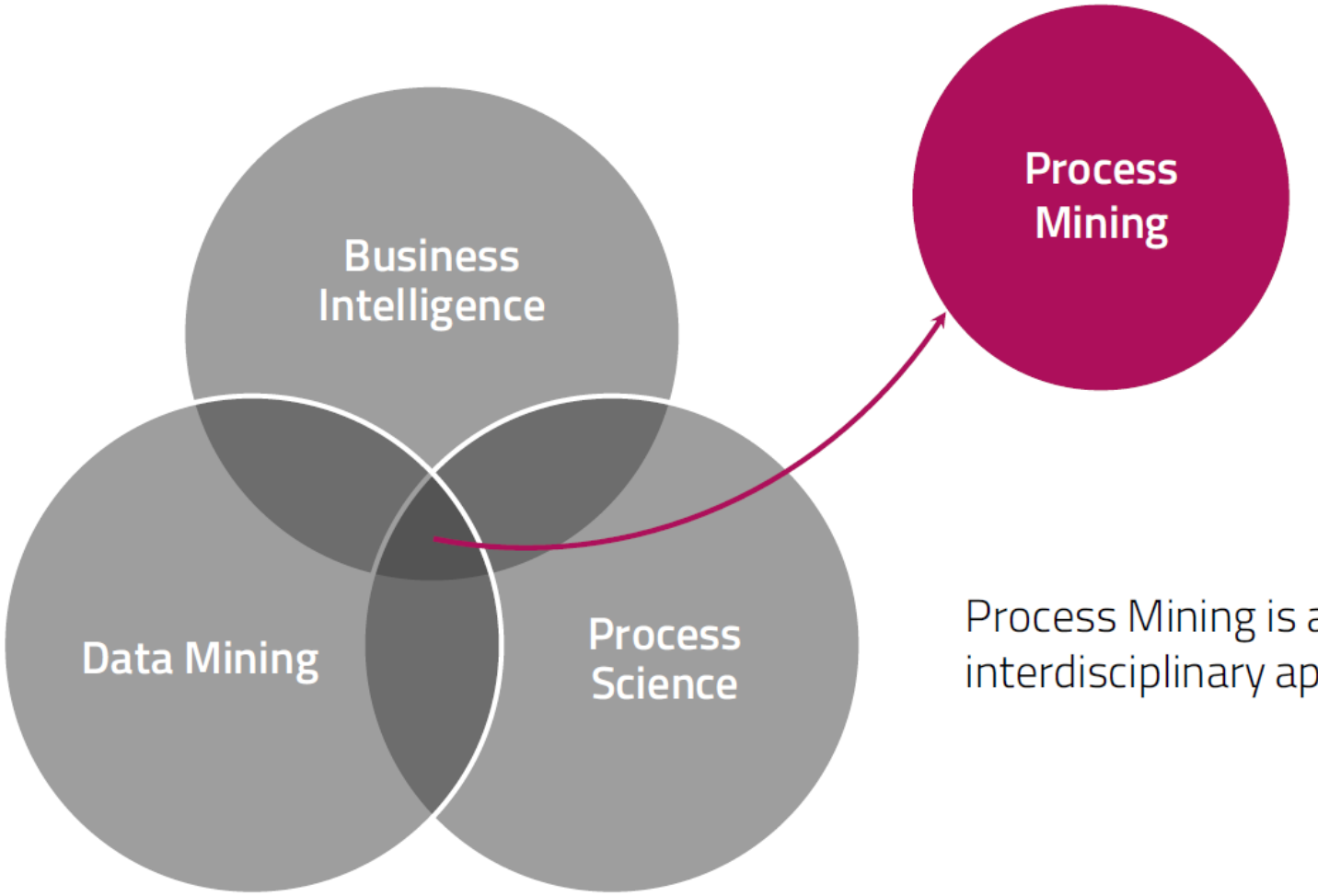


Collaboration Hub (4/4)

SIGNAVIO

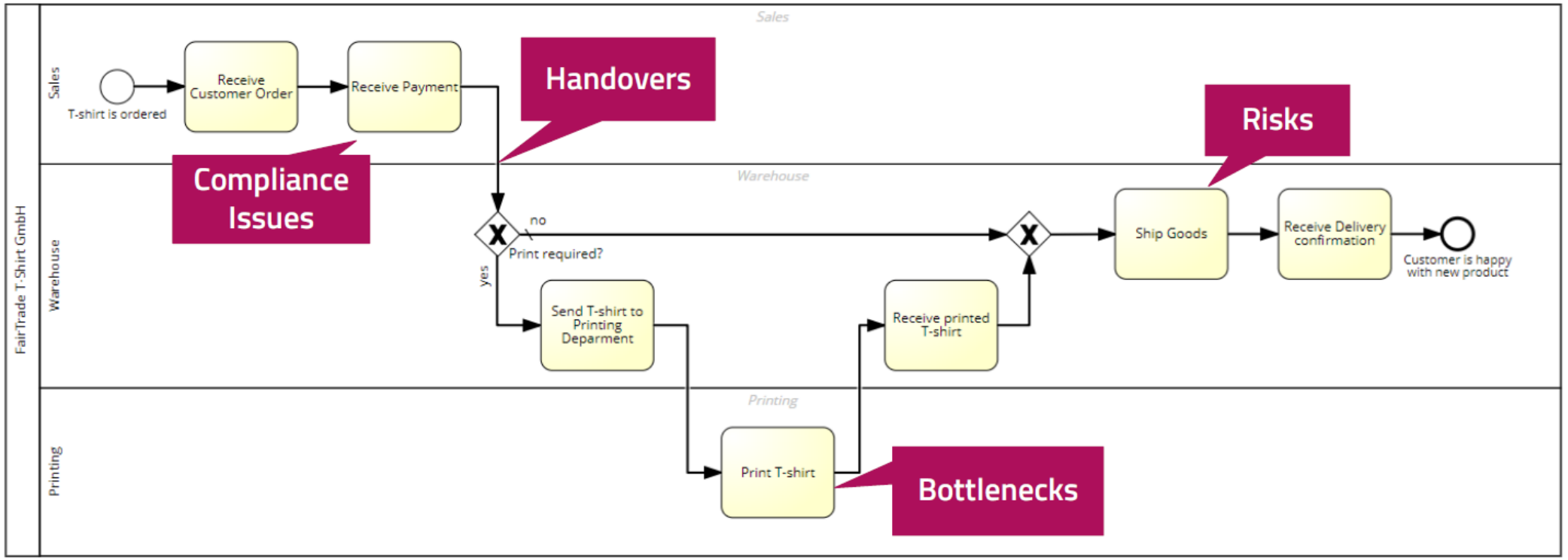


What is Process Mining?

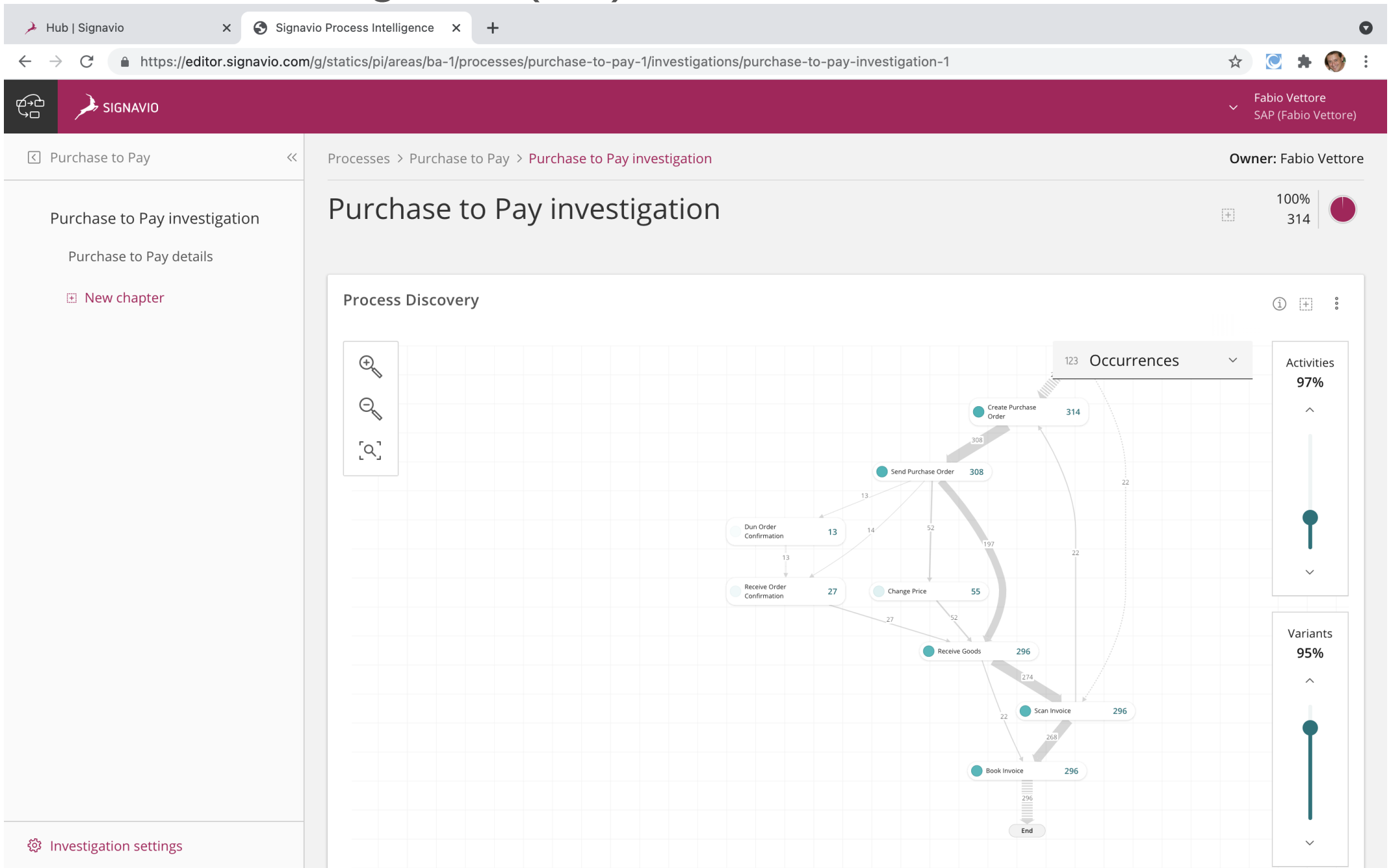


Process Mining is an interdisciplinary approach

Why Process Mining?

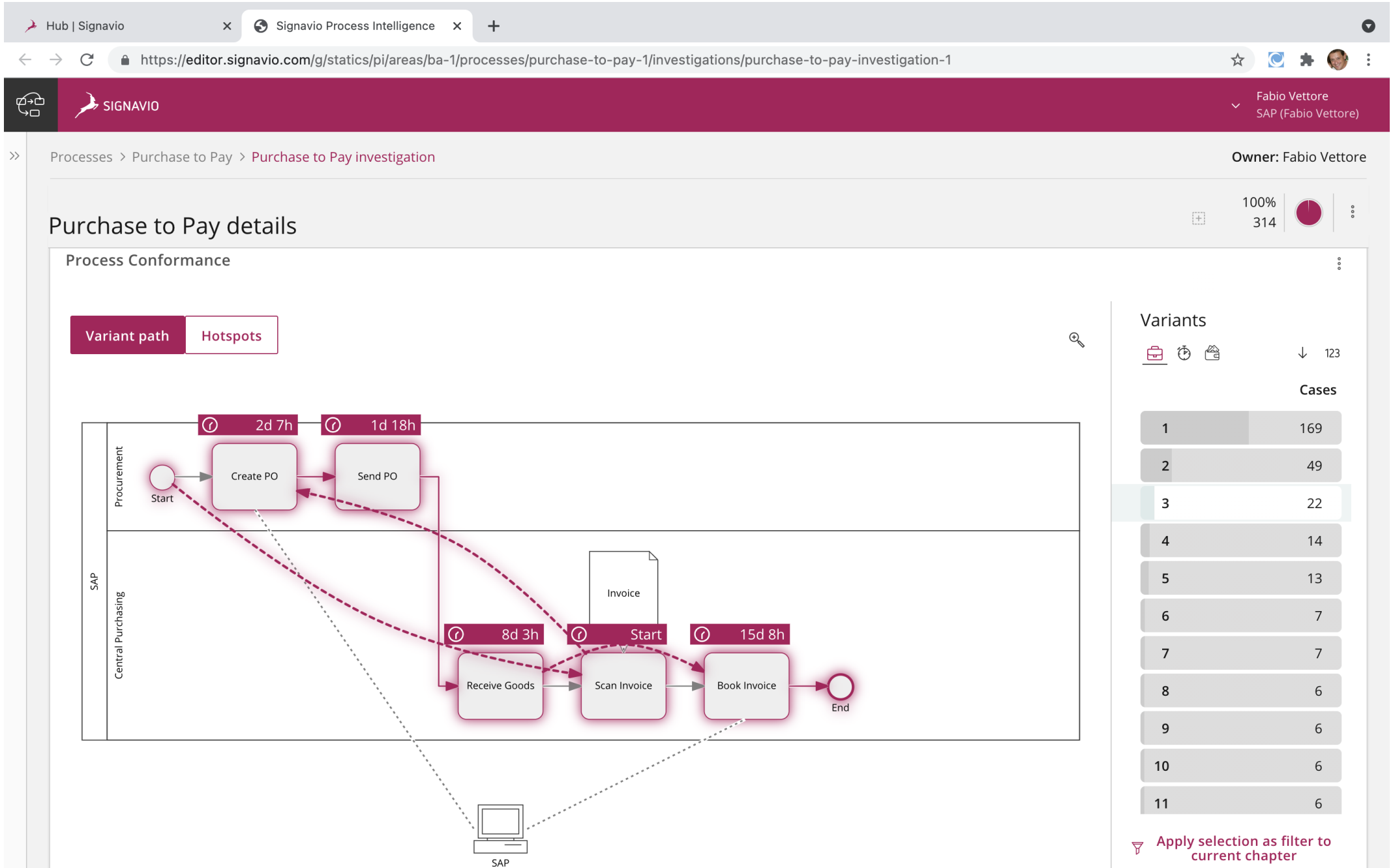


Process Intelligence (1/3)



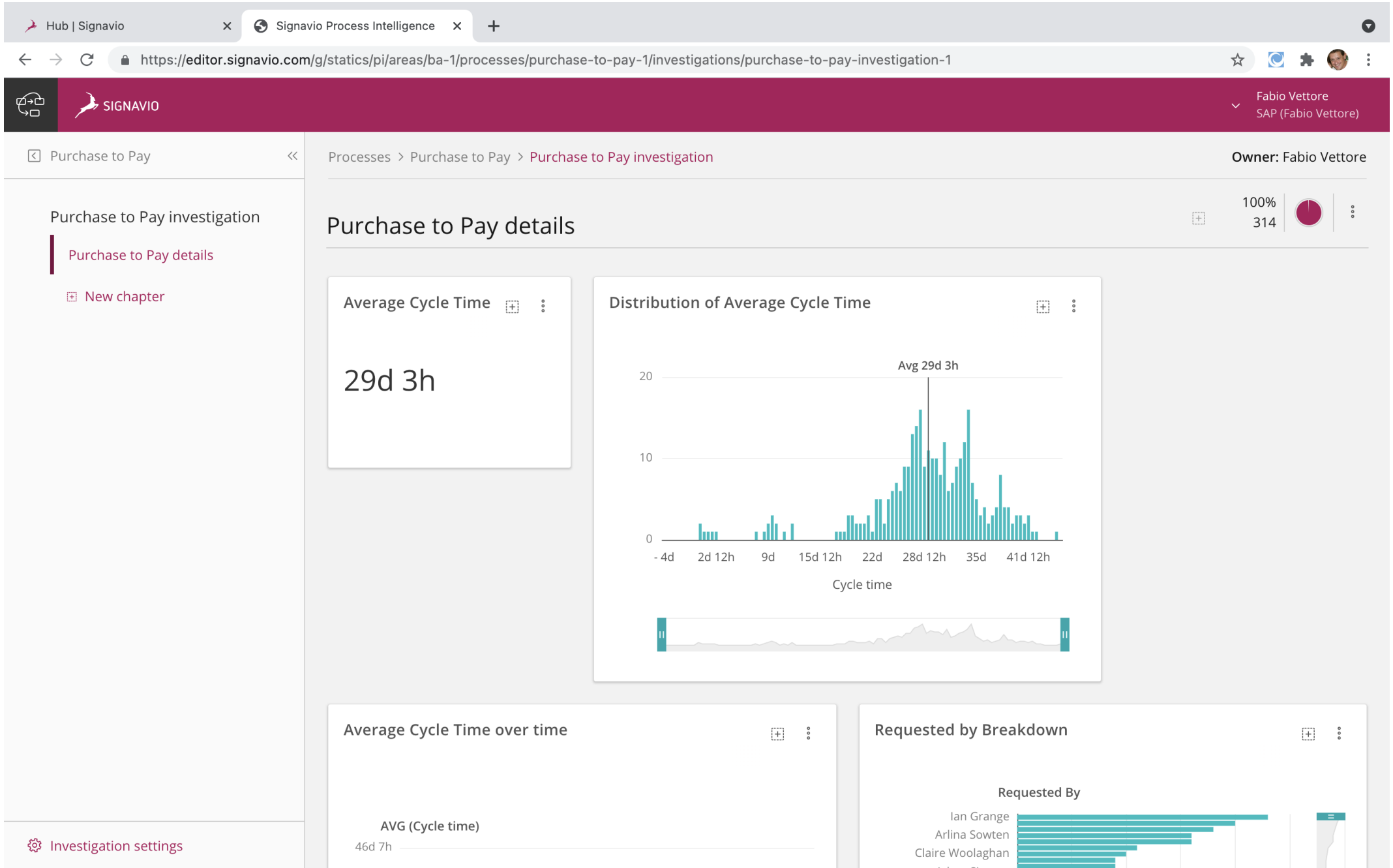
Process Intelligence (2/3)

SIGNAVIO



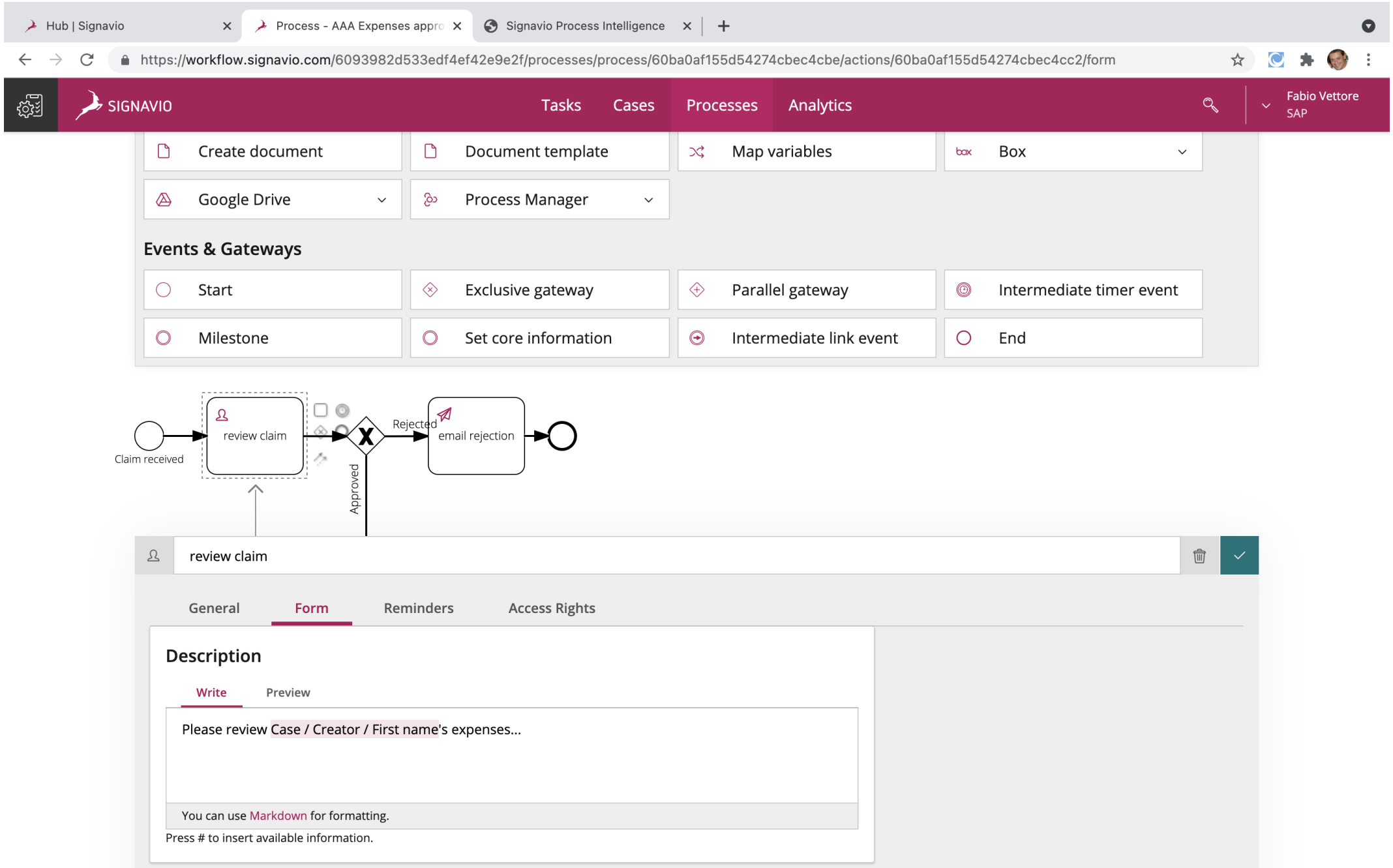
Process Intelligence (3/3)

SIGNAVIO



Workflow Accelerator

SIGNAVIO



Wrap Up

Business process intelligence is the most holistic portfolio in process transformation solutions

Business process intelligence is important for your company because it:

Is an **end-to-end business transformation suite**

Provides the **single source of truth for processes**

Joins the **business and IT** operating model

Allows **data-driven decisions** for your business

Combines **customer experience and operational excellence**

Provides a **people-centric** approach and experience

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Company leaders face 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!

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Get started

Understand how business process intelligence can work best for you and help you

Run at your best

Assess your current processes and discover opportunities for improvement

www.sap.com/bpi

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Thank you

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