



# SAP Process Insights

## A simple way to analyze and optimize processes

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PUBLIC

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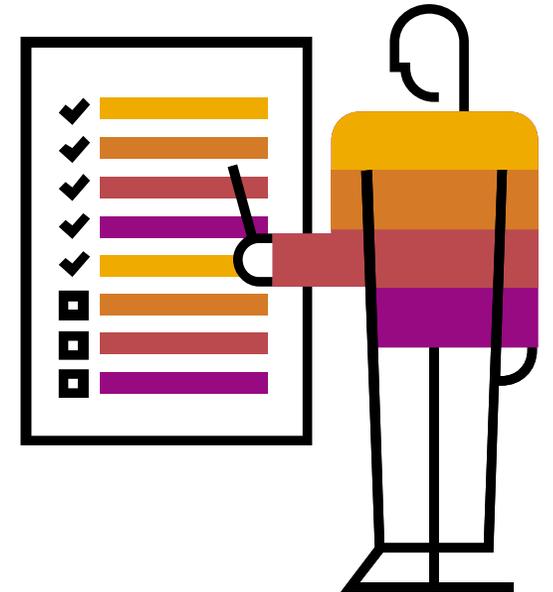
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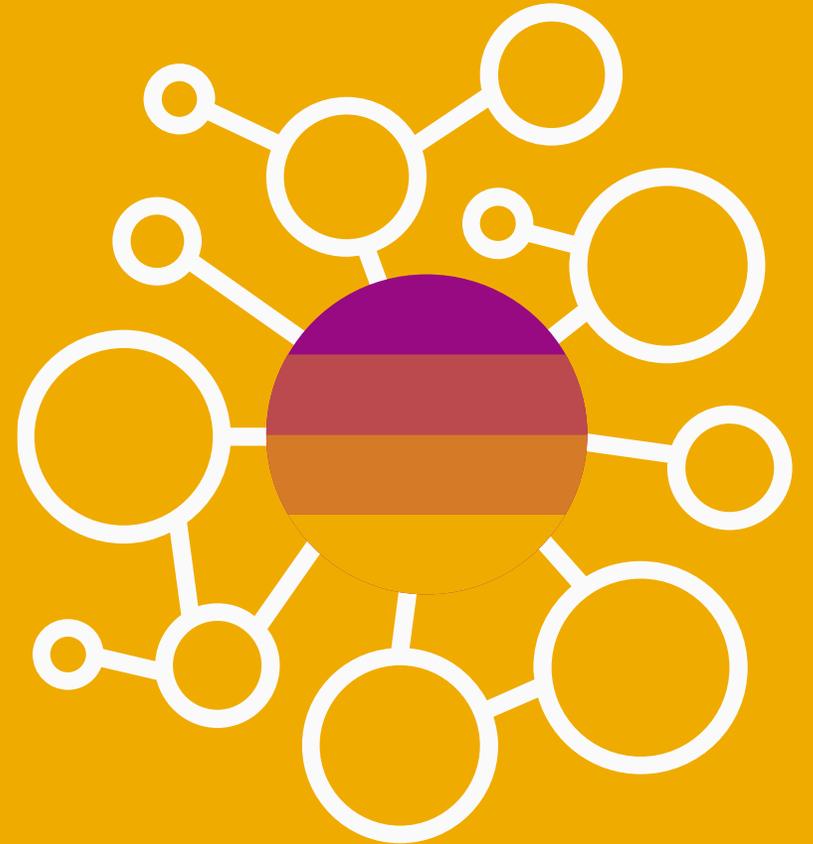
# Agenda

- Our offering
- Main capabilities
- SAP Process Insights for process excellence
- Demo: using SAP Process Insights to analyze and optimize processes
- SAP Process Insights and SAP Process Intelligence



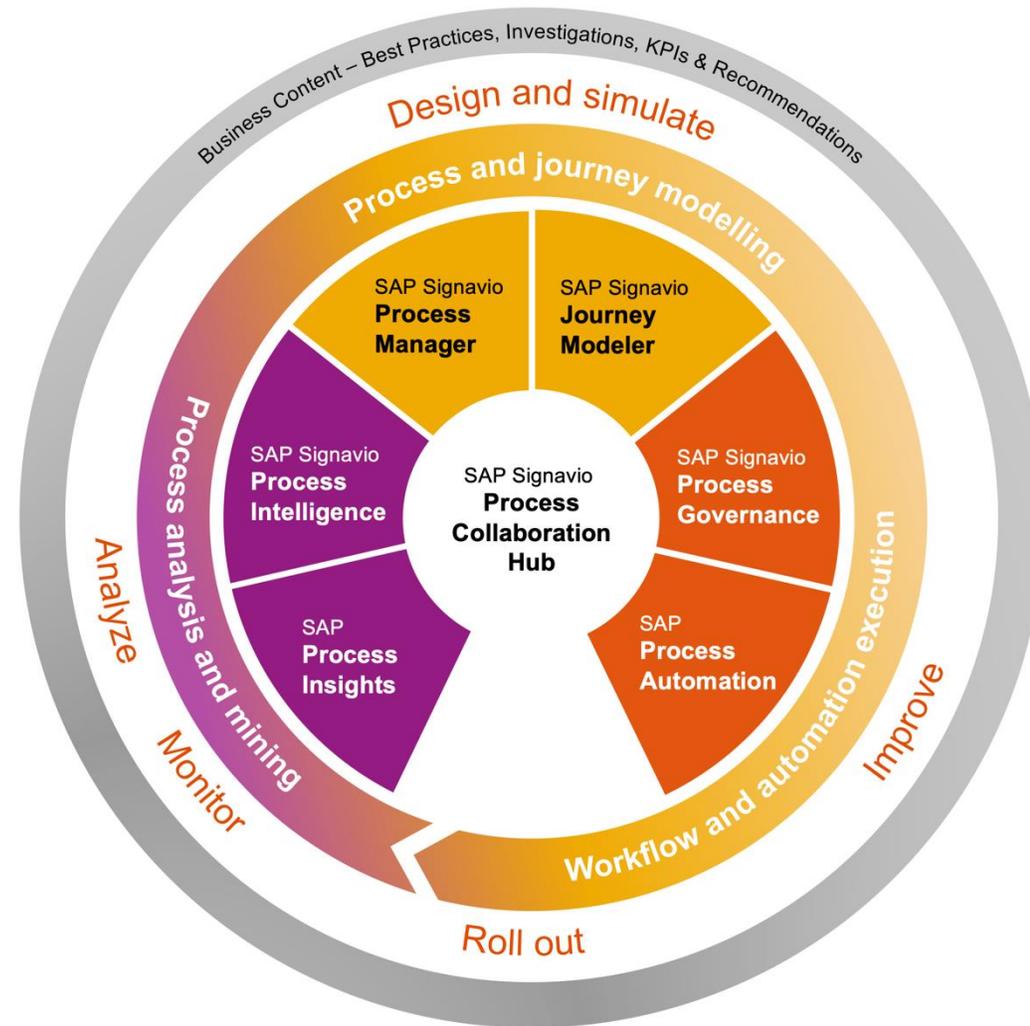
# SAP Process Insights

## Our offering



# SAP Process Insights

## within SAP Signavio solutions



**SAP Signavio Process Collaboration Hub**  
Enable insights and enterprise collaboration.

### SAP Process Insights

Locate and prioritize process improvement potential for specific SAP solutions.

### SAP Signavio Process Intelligence

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

### SAP Signavio Process Manager

Capture, document, compare, and simulate your process portfolio.

### SAP Signavio Journey Modeler

Design customer journeys and connect with processes.

### SAP Signavio Process Governance

Manage and drive process management-related tasks and governance in a human-centric way.

### SAP Process Automation

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

# SAP Process Insights

## The fastest path to process excellence for SAP customers

### Get insights instantly



Use automated, advanced process data extraction and continuous updates for a clearer understanding of business processes end-to-end.

### Narrow your focus



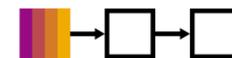
Find out where your issues really are by drilling down to even a single document level and using benchmarking capabilities.

### Connect the dots



Foster collaboration between decision-makers, business professionals, and IT experts through an intuitive, user-friendly application.

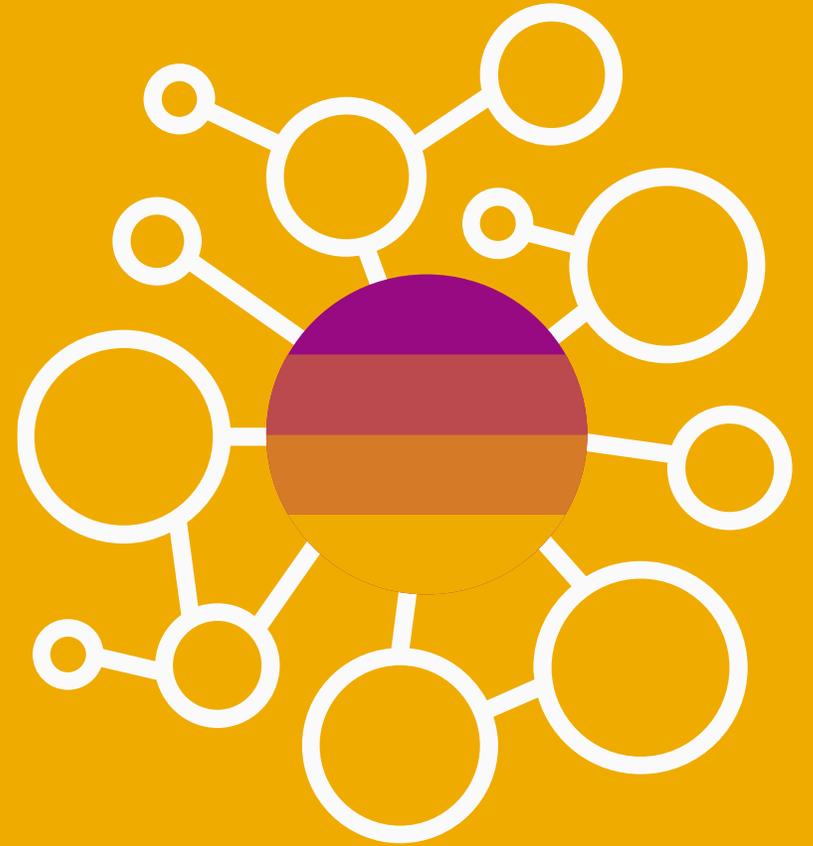
### Start improving right away



Leverage process improvement recommendations, focusing on corrective actions for your SAP software system, best practices, and relevant SAP applications.

# SAP Process Insights

## Main capabilities



# SAP Process Insights

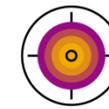
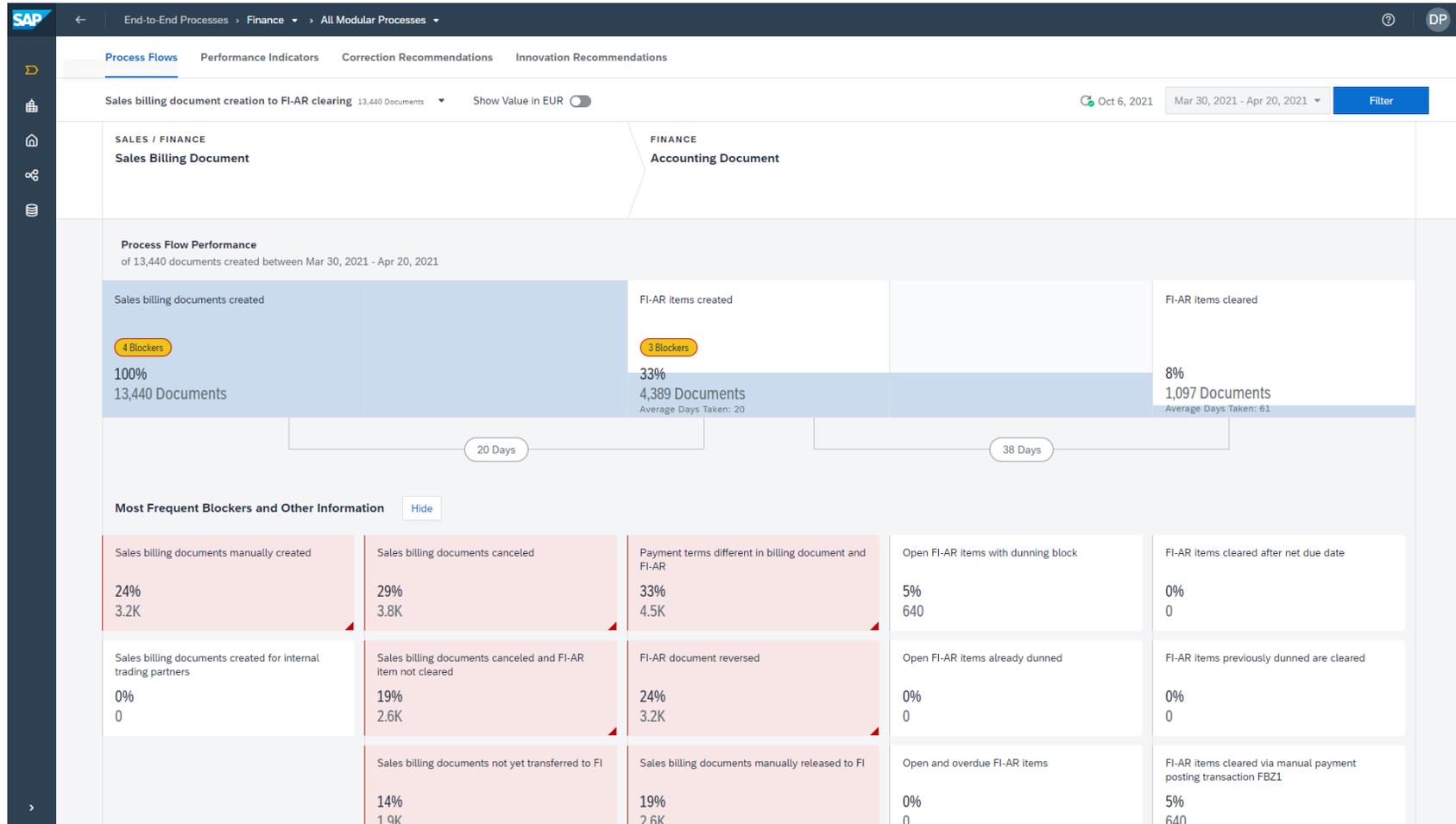
## Capabilities

- **Process flows**
- **Performance indicators**
- **Powerful drill-down functionality**
- **Correction recommendations**
- **Innovation recommendations**
- **External benchmarks**



# Process flows

40+ delivered process flows and 900+ typical issues and inefficiencies



Make data-driven decisions about which business areas to prioritize for improvement.



Get insights fast. Updates happen daily.



There is more to come. The number of available process flows increases with every release.

# Process performance indicators

## 100+ delivered metrics

Performance Indicator	Amount	Unit
Automation rate: Customer invoice clearing	61.27	Percent
Billing type usage in sales billing documents (cross-sales organization)	104	Objects
Canceling sales invoices	84	Documents
Changes in financial documents	55	Changes
Changes in sales documents	497	Changes
Deleted items in sales documents	15	Items
Delivery items shipped and overdue for billing	2,522	Items
Distinct errors during billing due runs	632	Exceptions
Distinct errors during delivery due runs (sales)	3	Exceptions
Financial documents created <span>Automation Rate: 9%</span>	5,205	Documents
Missing fields in incomplete sales document items	9,034	Entries
Outbound deliveries created <span>Automation Rate: 11%</span>	111	Documents
Outbound deliveries overdue for goods issue posting	19,211	Documents
Overdue and open Accounts Receivable items	112,292	Items
Overdue planned orders assigned to sales	4,420	Documents
Overdue sales schedule line items	16,716	Schedule Line Items
Rejected sales document items	29	Items
Sales billing documents created <span>Automation Rate: 24%</span>	4,179	Documents



Make **data-driven decisions** about which business areas to **prioritize** for improvement.



Get insights fast. updates happen **daily**.



There is more to come. The number of process performance indicators **increases** with every release.

# Powerful drill-down functionality

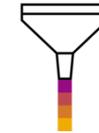
## Filtering for the greatest impact

Filters

Objects (6,780)

Active Filters (2/2)

Material MATNR 2 / 569		Item Category PSTYV 1 / 4	
ID	Objects jF	ID	Objects jF
<input checked="" type="checkbox"/> CCMPROD01	4,779	<input checked="" type="checkbox"/> TAN	6,780
<input checked="" type="checkbox"/> RUEC-TP-2	2,014	<input type="checkbox"/> TAO	9
<input type="checkbox"/> MM_HAWA_00000	1,253	<input type="checkbox"/> REN2	3
<input type="checkbox"/> MM_HAWA_00000_N	1,211	<input type="checkbox"/> ZREN	1
<input type="checkbox"/> MM_HAWA_00000_B	1,195		
<input type="checkbox"/> MM_HAWA_00000_BN	1,195		
<input type="checkbox"/> CM_SOYBEAN	733		
<input type="checkbox"/> CM_COPPER_CAT	455		
<input type="checkbox"/> CCSM000000000000001	356		
<input type="checkbox"/> CM_COPPER_CAT_23	261		
<input type="checkbox"/> CM_CU_CONC	135		



Narrow your **focus** to discover where your issues really lie.



Fix the **root cause** instead of just applying band aids.

# Correction recommendations

## Start improving right away with tailored recommendations

The screenshot shows the SAP Fiori 'Correction Recommendation' application. The breadcrumb trail is: End-to-End Processes > Lead to Cash > All Modular Processes > Set up scheduling to create outbound deliveries automatically. The main heading is 'Set up scheduling to create outbound deliveries automatically'. Below this, there are filters for 'Impact' (3 bars) and 'Effort' (3 bars). A 'Finding' section states: 'Less than 30% of outbound deliveries were created automatically.' Below the finding are two 'Potential Root Cause' buttons: 'Unused standard automation capabilities' and 'Reduce total logistics cost'. A 'Value Driver Affected' section shows 'Reduce total logistics cost'. A table titled '85 Objects' is displayed with columns: Delivery, Sales Org., Shipping Point, Receiver, Doc. Currency, Created On, and Time. A 'Recommended Action' dialog box is overlaid on the table, containing the text: 'Less than 30% of outbound deliveries are created automatically. You can configure the system to create outbound deliveries automatically by scheduling ABAP report RVV50R10C on a regular basis as a background job with an appropriate variant. You can define this variant using transaction VL10BATCH. You can set up scheduling using transaction SM36 or an external job scheduler.' A 'Close' button is at the bottom right of the dialog.

Delivery	Sales Org.	Shipping Point	Receiver	Doc. Currency	Created On	Time
AMER001586	0001	0001		EUR	Dec 20, 2021	161645
AMER001581	0001	0001		EUR	Dec 16, 2021	091647
AMER001585	0001	0001		EUR	Dec 20, 2021	160548
AMER001582	0001	0001		EUR	Dec 16, 2021	092010
AMER001583	0001	0001		EUR	Dec 16, 2021	092312
AMER001588	0001	0001		EUR	Dec 20, 2021	162357
AMER001584	0001	0001		EUR	Dec 20, 2021	153308
AMER200784	0001	0001	LF	EUR	Dec 21, 2021	133406
AMER200783	0001	0001	LF	EUR	Dec 20, 2021	052355
AMER200782	0001	0001	LF	EUR	Dec 16, 2021	071756
AMER200781	0001	0001	LF	EUR	Dec 16, 2021	062416
AMER001606	0001	0001	LO	EUR	Dec 22, 2021	085611
AMER001605	0001	0001	LO	EUR	Dec 22, 2021	085517
AMER001604	0001	0001	LO	EUR	Dec 22, 2021	080322
AMER001603	0001	0001	LO	EUR	Dec 22, 2021	075933



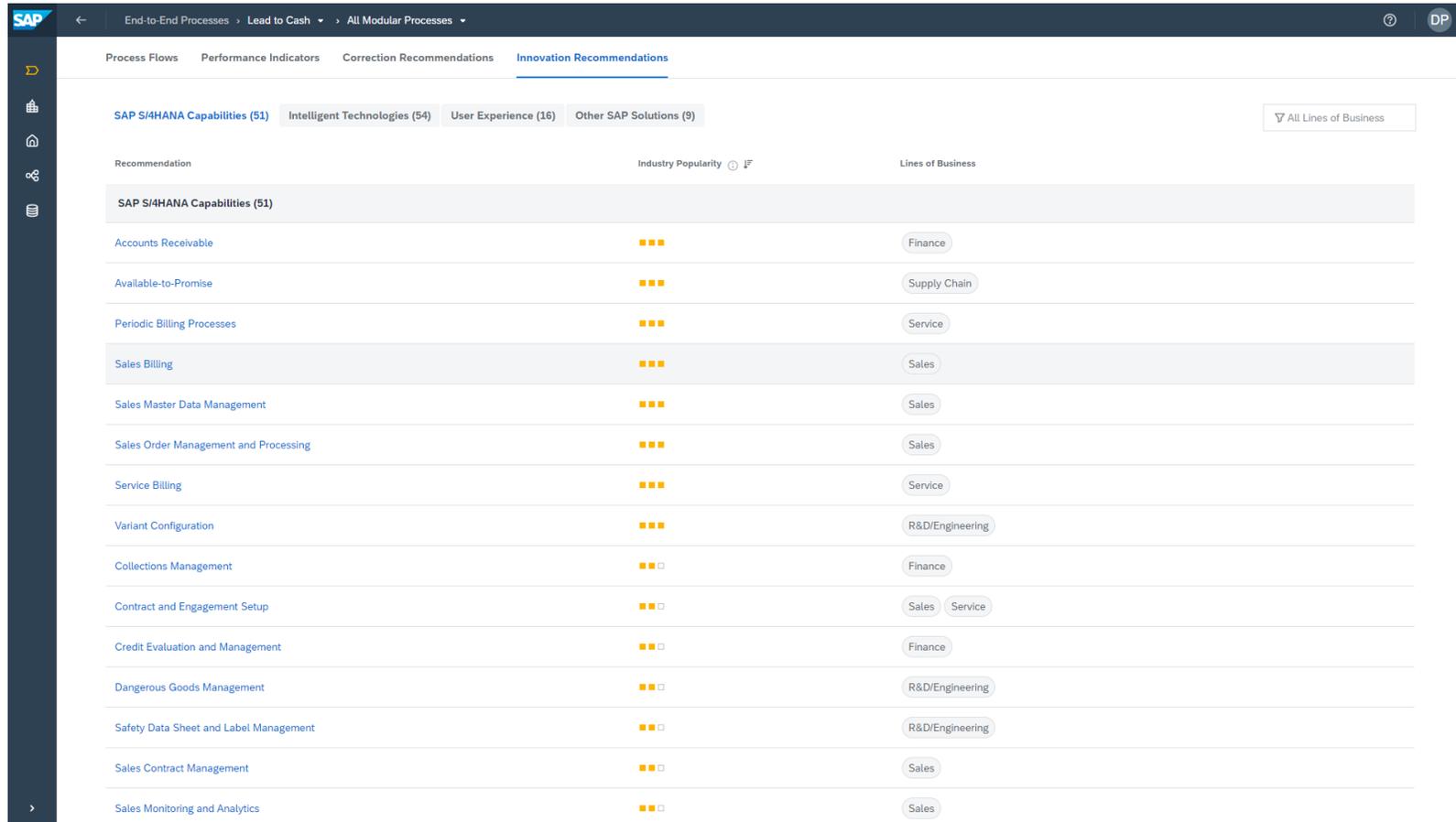
Get recommendations specifically linked to previously identified issues.



Select by comparing the expected impact on your process performance and execution effort.

# Innovation recommendations

## Innovate your processes with new technologies



The screenshot shows the SAP Innovation Recommendations interface. The breadcrumb trail is 'End-to-End Processes > Lead to Cash > All Modular Processes'. The main navigation bar includes 'Process Flows', 'Performance Indicators', 'Correction Recommendations', and 'Innovation Recommendations'. Below this, there are filters for 'SAP S/4HANA Capabilities (51)', 'Intelligent Technologies (54)', 'User Experience (16)', and 'Other SAP Solutions (9)'. A 'Lines of Business' filter is set to 'All Lines of Business'. The table below lists various recommendations with their industry popularity and associated lines of business.

Recommendation	Industry Popularity	Lines of Business
<b>SAP S/4HANA Capabilities (51)</b>		
Accounts Receivable	■■■	Finance
Available-to-Promise	■■■	Supply Chain
Periodic Billing Processes	■■■	Service
Sales Billing	■■■	Sales
Sales Master Data Management	■■■	Sales
Sales Order Management and Processing	■■■	Sales
Service Billing	■■■	Service
Variant Configuration	■■■	R&D/Engineering
Collections Management	■■□	Finance
Contract and Engagement Setup	■■□	Sales, Service
Credit Evaluation and Management	■■□	Finance
Dangerous Goods Management	■■□	R&D/Engineering
Safety Data Sheet and Label Management	■■□	R&D/Engineering
Sales Contract Management	■■□	Sales
Sales Monitoring and Analytics	■■□	Sales



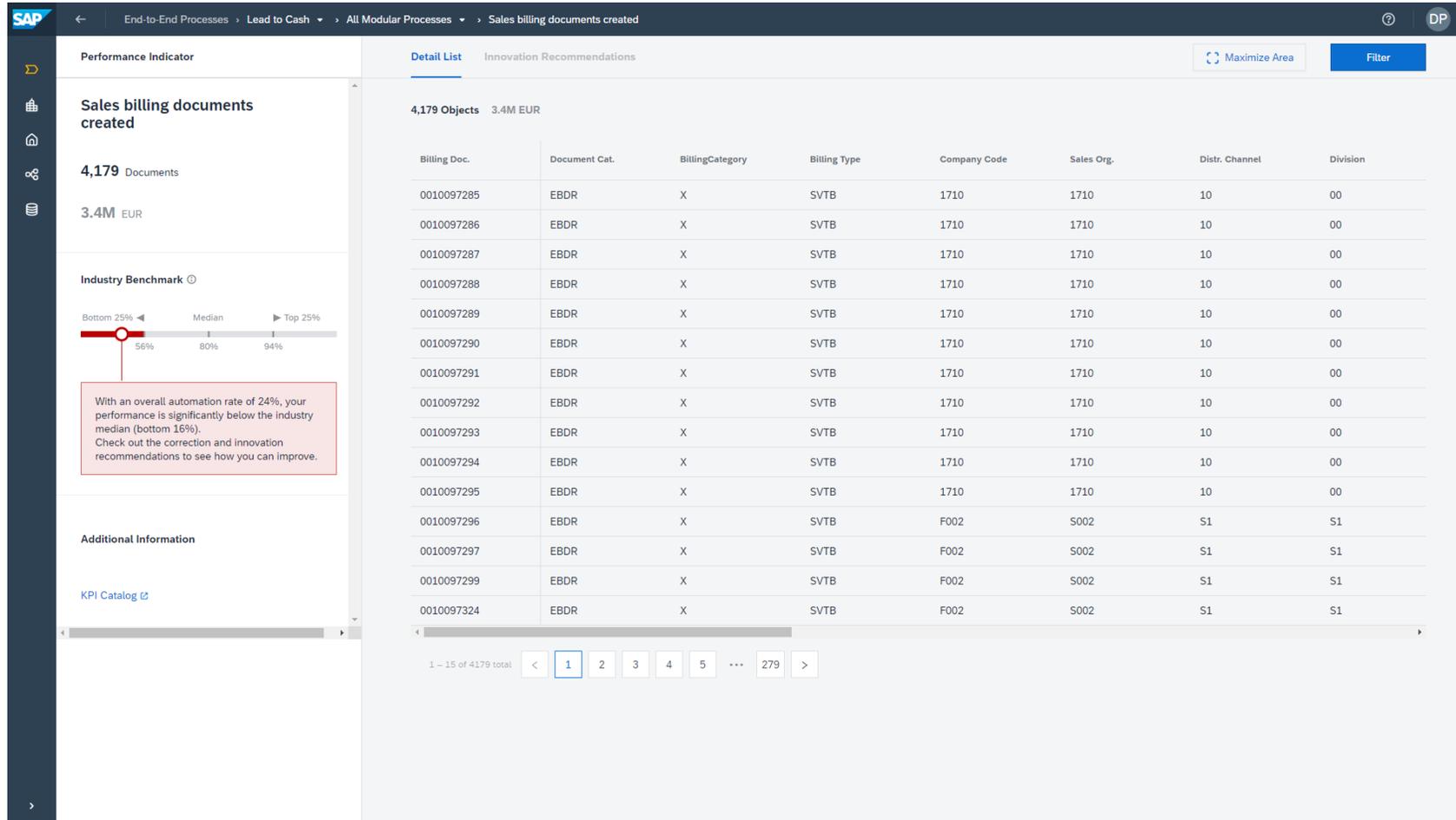
Get recommendations for best-practice SAP technology and SAP solutions, for example, robotic process automation (RPA) bots or SAP S/4HANA capabilities.



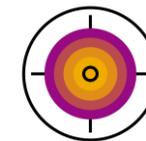
Choose the improvement path that is right for your organization.

# External benchmarking\*

## Compare performance against industry peers



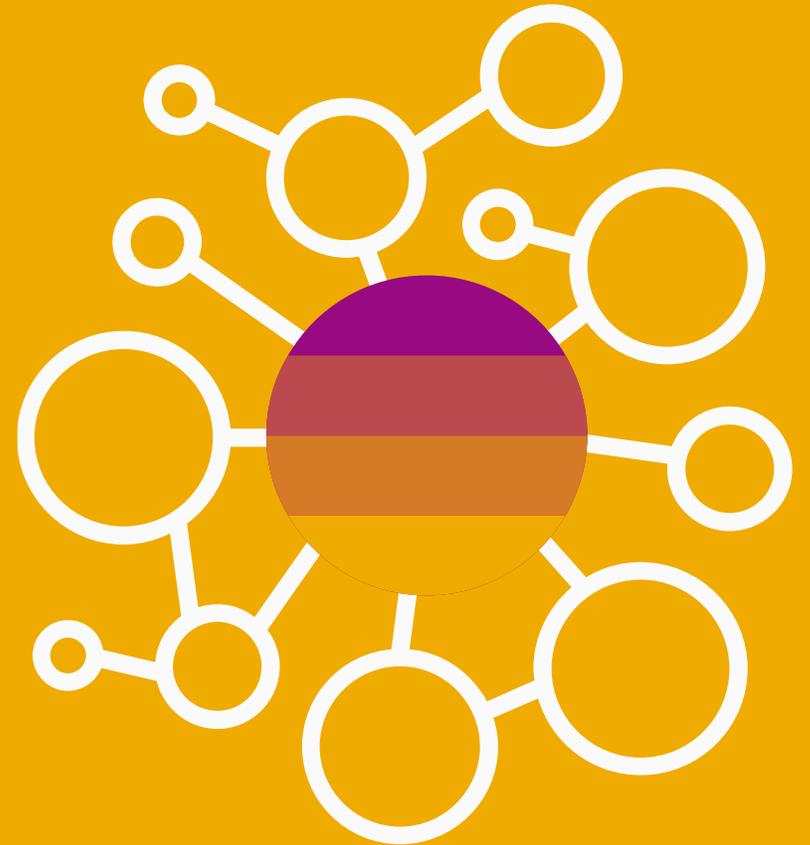
Learn if you're performing **well or badly**



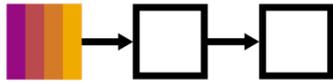
Set informed **improvement targets**

\* Currently only available for selected automation rate PPIs

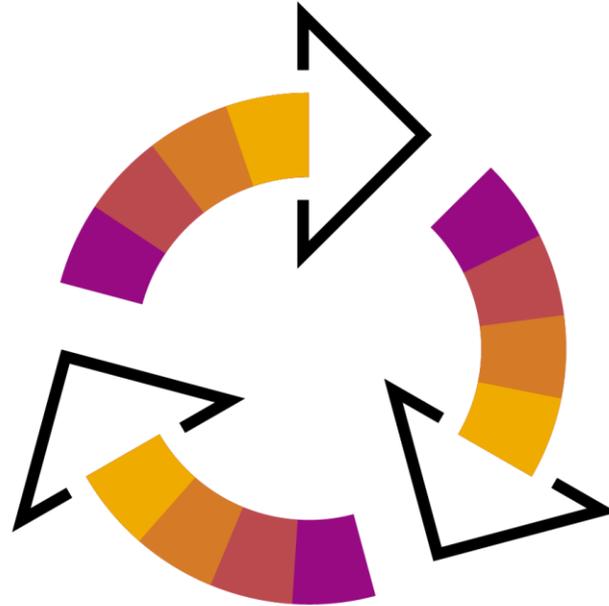
# SAP Process Insights for process excellence



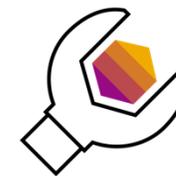
# SAP Process Insights solution capabilities support **continuous improvement of processes** running through your SAP system\*



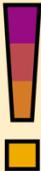
1. Understand your processes with delivered **process flows** and **process performance indicators**.



2. Dive deep with **analytic capabilities** to find the root cause of your issues.



3. Go from fast insights to immediate results using the tailored **improvement recommendations**.

 Plug and play in 24 hours.

# Typical challenges and questions that SAP Process Insights helps to answer (example for the lead-to-cash process)

Where **inefficiencies** are in our invoice-to-cash process (delays, long lead times, high cancellation and 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** (services, third-party) are **not billed yet**?

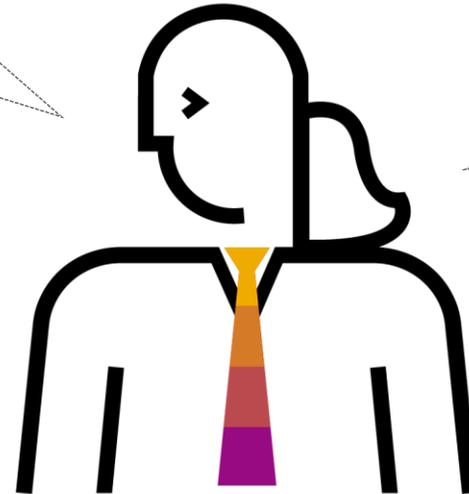
How many sales orders have a **billing or a credit block**?

What kind of information (missing fields) is missing on sales orders that is **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?



This slide covers the scope at release 1.4 in February 2022 : more content is planned to come

# SAP Process Insights has an unrivaled and constantly growing delivered content coverage.<sup>1</sup>

40+

Process flows

100+

Process performance indicators

18+

Correction recommendations

550+

Innovation recommendations

for:

8

Lines of business



Finance



Sourcing and procurement



Sales



R&D/Engineering



Supply chain



Manufacturing



Asset management



Service

6

End-to-end processes



Lead to cash



Source to pay



Plan to fulfill



Governance



Finance



Acquire to decommission

# SAP Process Insights for process excellence



## Discover

Discover process status and identify areas of improvement.

### Get fast insights on:

- Process performance across different lines of business and end-to-end-processes
- Master and configuration data
- Degree of automation
- Internal benchmarks
- Relevant SAP S/4HANA capabilities and their value

## Prepare

Prepare the transformation.

### Dive deeper.

- Analyze processes in more detail.
- Identify inefficiencies.
- Drill down to the affected business objects.

### Clean up your system.

- Use correction recommendations for master and configuration data.

## Run

Monitor and continuously improve.

### Stay on top of your performance.

- Leverage the live data connection and frequent updates to monitor your processes performance.

### Keep improving.

- Make use of continuously updated improvement recommendations, both for corrective actions and for SAP product investments.

# Business Process Analysis & Improvement with SAP Process Insights

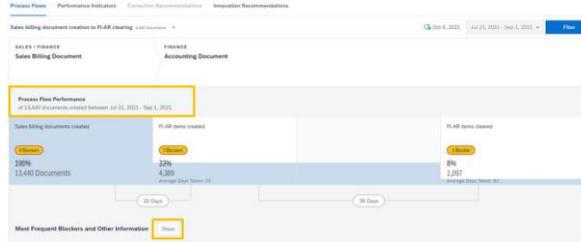
## Resolution of Business Performance Problem: Improve Finance Processes



**Anne Green**  
Office of the CFO

CFO tasks Anne with finding out where are the bottlenecks in the Invoice to cash process.

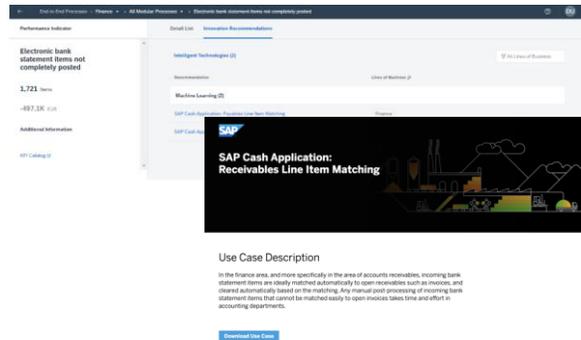
Anne open SAP Process Insights and starts the analysis with the process flow for “Sales billing document creation to FI-AR clearing”



Anne immediately notices a long average lead time from invoice creation in “Accounts Receivable (FI-AR items created)” until invoice clearing. She goes to investigate further with a related Performance Indicator.

Category	Automation Rate (%)	Blocking (%)	Exceptions (%)	Items
Performance indicator p1				
Submission rate Customer master clearing	Not available		Percent	
Submission rate Supplier master clearing	Not available		Percent	
Canceling sales invoices			Documents	
District errors during billing due runs			Documents	
Electronic bank statement items not completely posted			Items	1,721
Errors during manufacturing order actual settlement			Exceptions	
Errors during manufacturing order actual settlement			Exceptions	
Errors during variance calculation for manufacturing orders			Exceptions	
Errors during 1001 administration order actual settlement			Exceptions	
FI document type usage (wrong company code)			Objects	
Financial documents created			Documents	
Overdue and open Accounts Payable items			Items	

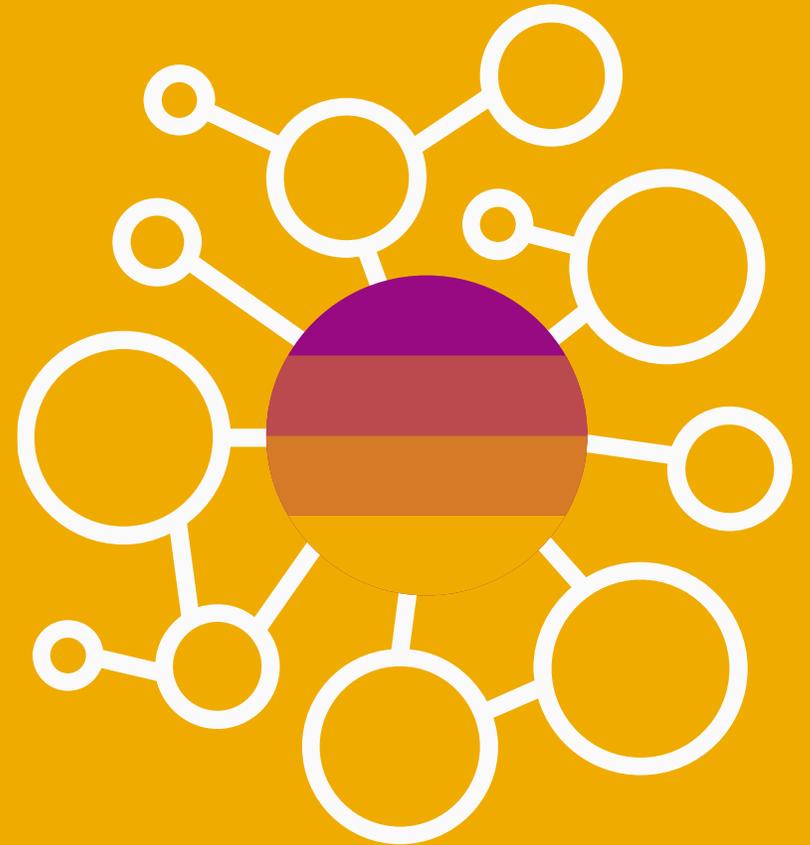
Anne has a look at the “Electronic bank statement items not completely posted” and notices that many thousands of items don’t get posted automatically.



Luckily the Innovation Recommendations suggesting a SAP Machine Learning tool to increase the automation rate.

Anne identifies and resolves blockers in her Finance process. She **improves liquidity of the company, increases automation, and saves costs.**

# **SAP Process Insights** as part of SAP Signavio Process Transformation Suite



# SAP Process Insights

## with SAP Signavio Process Intelligence (for SAP customers)

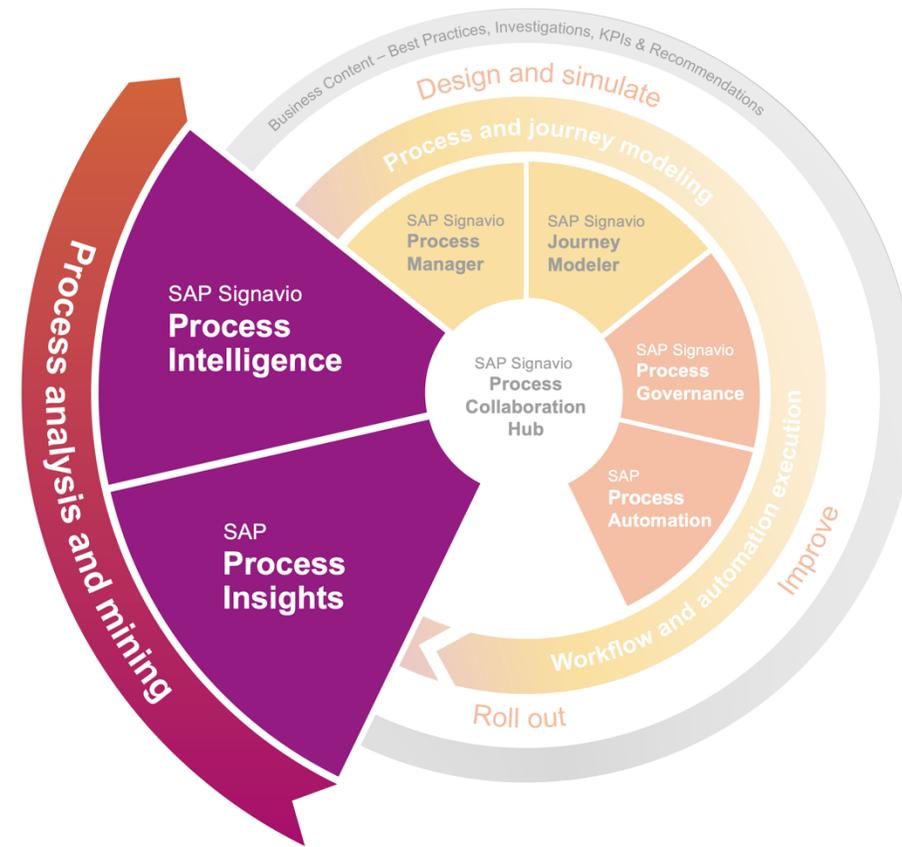
End-to-end process analysis for enterprise transformations and operational excellence programs

### SAP Process Insights

Locate and prioritize process improvement potential for specific SAP solutions.

### SAP Signavio Process Intelligence

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



# SAP Signavio Process Intelligence with SAP Process Insights (for SAP customers)



Start right away, locate, benchmark, correct and prioritize  
**SAP Process Insights**

- **Readily acquire data from SAP** systems (plug and play).
- Get an overview of a **broad scope** with multiple process flows, including 1000+ metrics across multiple lines of business and end-to-end processes.
- **Quickly** find out **where** your problems are with 100+ available performance indicators.
- Benefit from **ready-to-use business-friendly content** and **benchmarks** specific for your industry.
- Quickly improve your processes at the system and technical level with **targeted improvement recommendations**.

Join the **session on Thursday, March 31**  
to learn more about using **SAP Process Intelligence** for process analysis and improvement



... then focus your mining efforts and start a deep analysis  
**SAP Signavio Process Intelligence**

- **Connect to SAP and non-SAP** systems to get a complete view of your end-to-end processes.
- Get **visibility into your real process execution** and your **experience reality** with process discovery, analytics and widgets.
- **Focus** to identify **why, where and how** do process or experience issues and inefficiencies occur.
- **Drill deeper** with detailed and ready-to-consume insights on process and experience data.
- Share insights within SAP Signavio Process Transformation Suite to collaboratively achieve **operational and experience excellence**.

# Thank you.

Contact information:

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