



SAP Signavio

SAP's Application Suite for Business Process Management

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SAP Signavio Center of Excellence

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Why we should care about enterprise Business Process Management

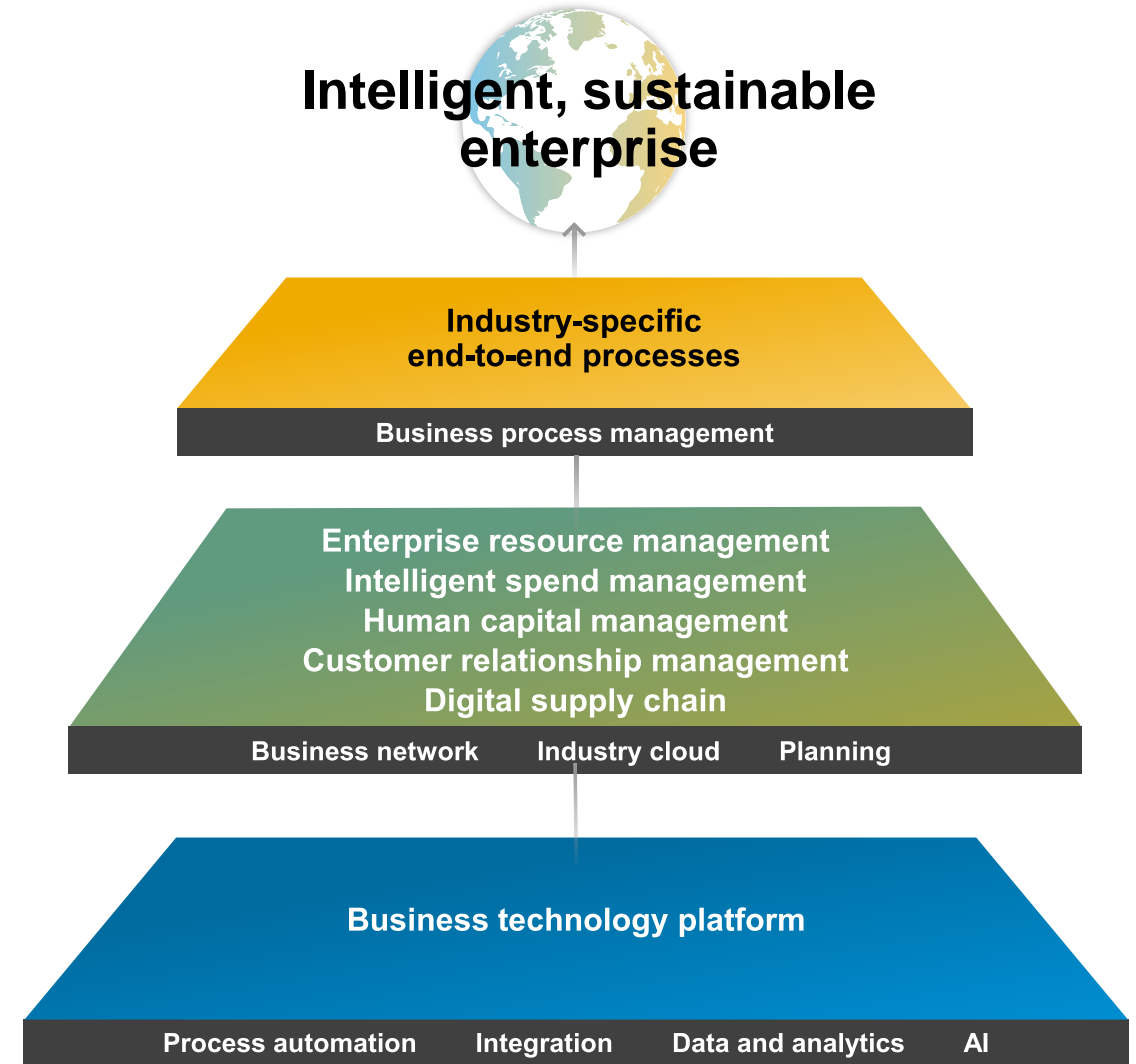
- “Companies lose 20 to 30 percent in revenue every year due to [process] inefficiencies. – [IDC Research 2019](#)”
- “Poor customer service is costing businesses more than \$75 billion a year” – [Forbes 2019](#)”
- Companies lose top talent employees every year due to poor systems plagued by inefficient and ineffective processes, and a lack of engagement. – [Computerworld 2021](#)”
- System implementation projects fail every year due to 1) company misalignment, 2) lack of structured management of business processes, and 3) poor change management. – [Panorama Consulting 2021](#)”

What is “Business Process Management” and why is it important?

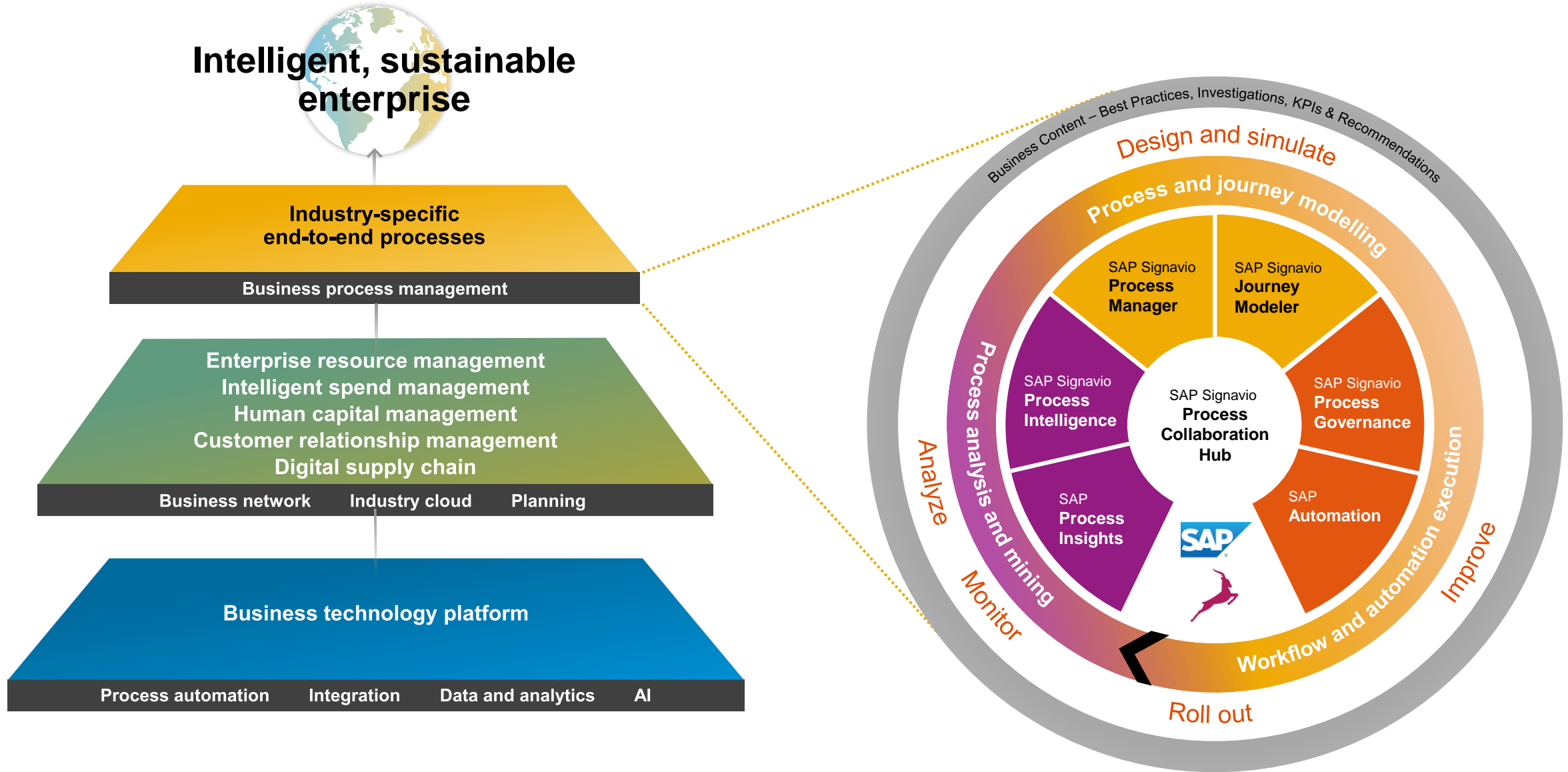
- ✓ **Business Processes** – Comprised of **people, tools, and data**, provide the blueprint for how a company will achieve its objectives by defining how work is to be executed
- ✓ **Role of Management** - A primary responsibility of operational management is establishing, deploying, and monitoring business processes capable of **achieving company goals** and objectives

What is SAP Signavio?

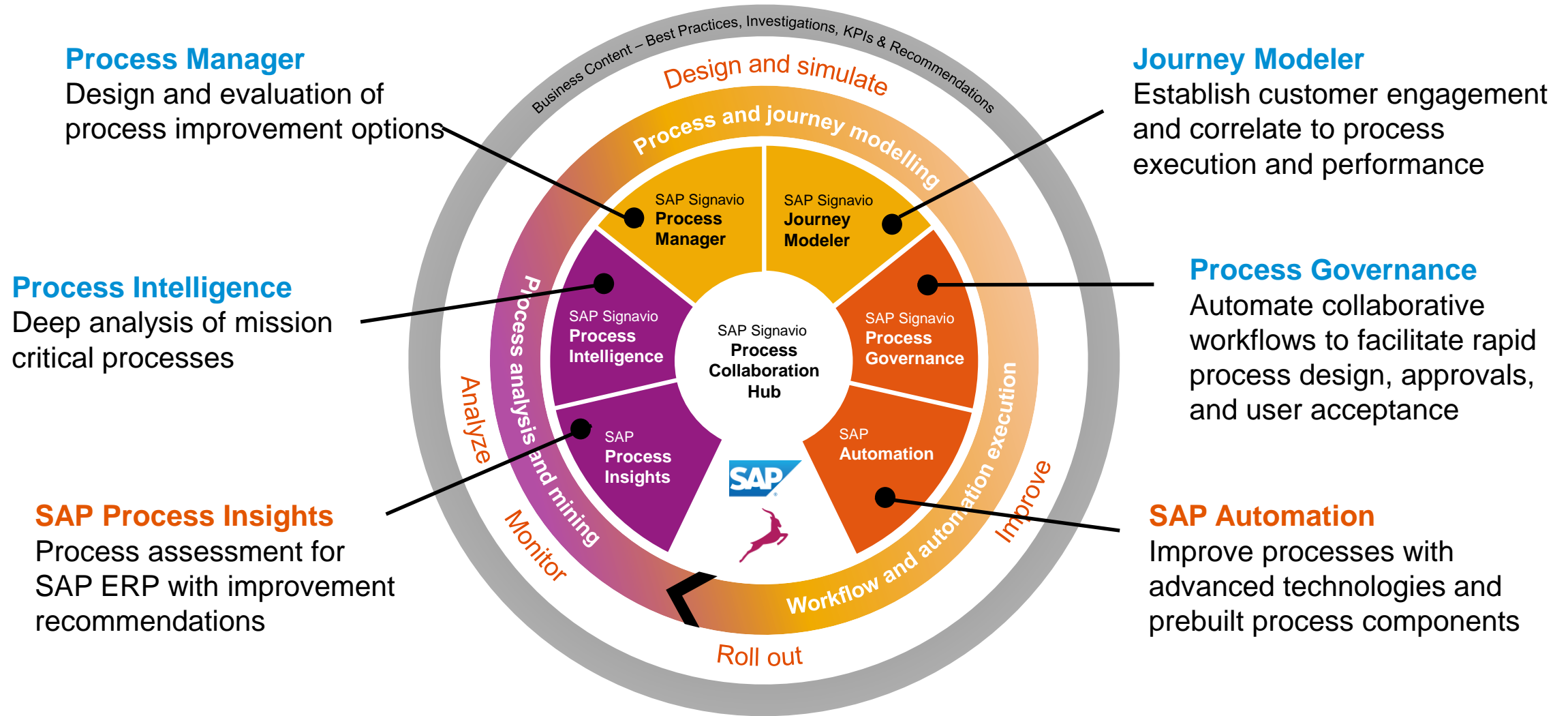
- ✓ **Platform for Process Management** - SAP Signavio is SAP’s application suite for **Business Process Management** and enables a consistent, structured, company-wide “**process for managing processes**”



SAP Signavio is SAP's Application Suite for Business Process Management

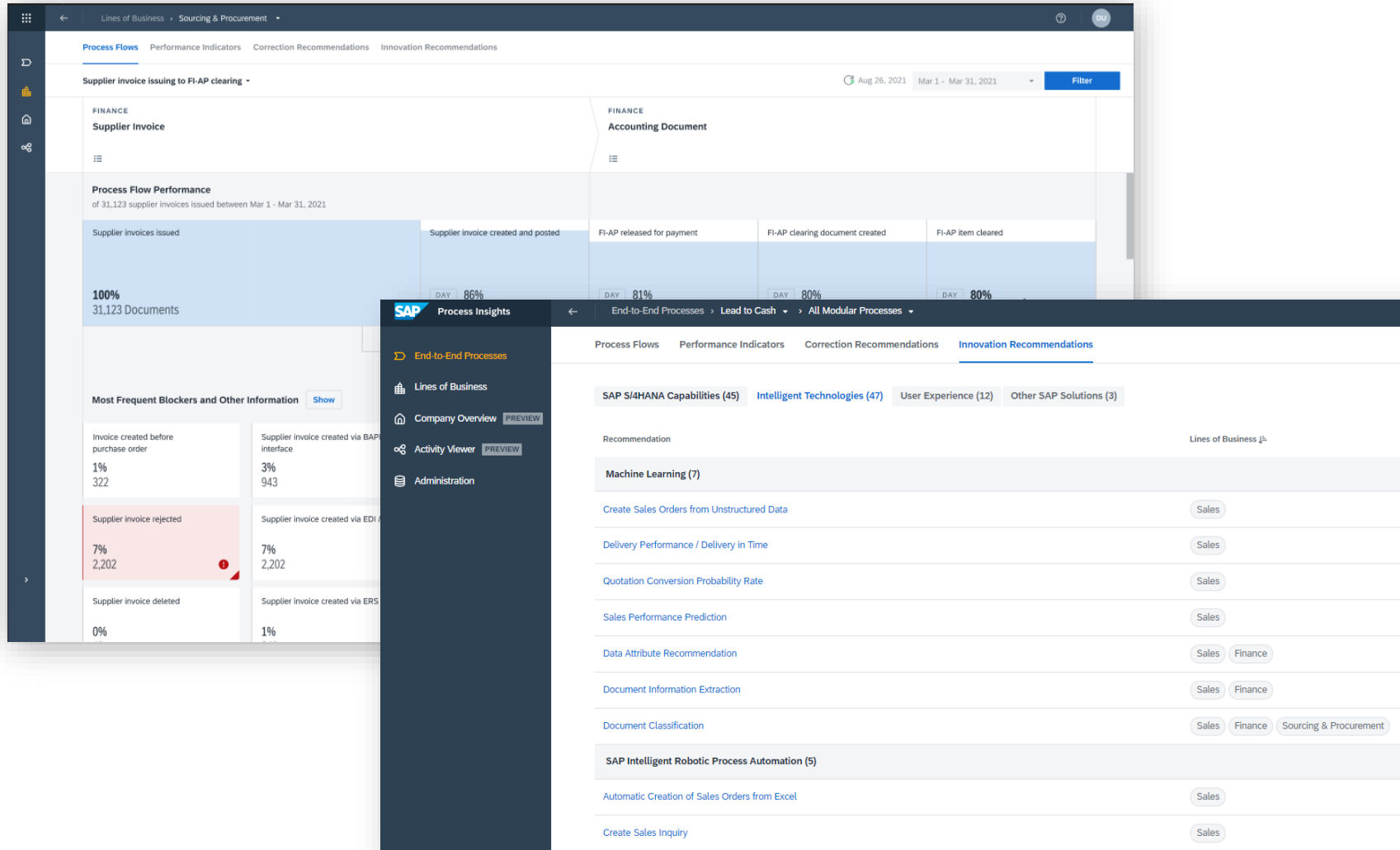


SAP Signavio Process Transformation Suite – Suite Components



SAP Signavio Process Insights

Process analysis for SAP ERP (ECC and S/4HANA)



Monitor process performance across SAP ERP processes.



Understand and visualize process inefficiencies for objective selection of the best improvement opportunities.



Gain awareness of available SAP process components via smart recommendations.

SAP Signavio Process Manager

Collaborative process design

The screenshot displays the SAP Signavio Process Manager interface. The main workspace shows a BPMN diagram for the 'Incident and Emergency Process'. The process starts with an 'Incident' event, followed by a parallel gateway leading to 'Involve IT Security' and 'Involve Legal' tasks. These lead to a 'Planning the remediation and communication' task, which then branches into a 'Solution?' gateway. This gateway leads to several parallel tasks: 'Hot Fix', 'Workaround', 'Pipeline for development', 'Forensic measure', and 'Communication to the authorities'. These tasks converge at another gateway, followed by 'Documentation and communicate lessons learned', 'Include in release notes', and finally 'Communicate'. The diagram includes swimlanes for 'Customer Service' and 'CD-CTD's'. A 'Comments' sidebar on the right shows 16 comments, with the most recent one from 'employee1 Secil Kaplan' at 08:12 on 25/03/2020. The sidebar also shows elements like 'Involve IT Security' and 'Involve Legal' with their respective comment counts (1 Reply and 2 Replies).



Leverage the **wisdom of the crowd** and capture input throughout your organization.



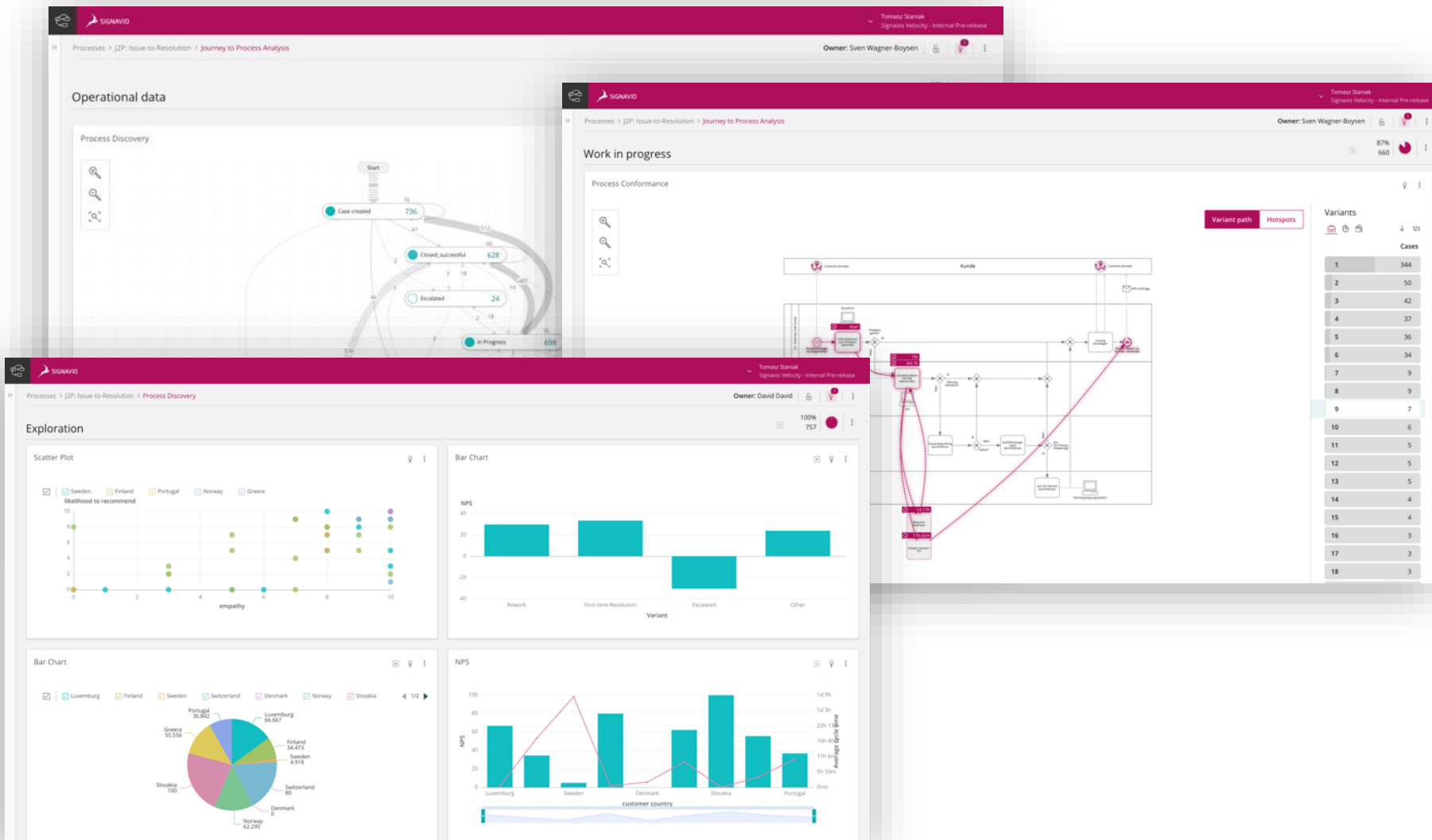
Get **feedback and comments** on entire processes or specific tasks.



Leverage the **quick modeling capabilities** to create BPMN models.

SAP Signavio Process Intelligence

Get full visibility into your process reality and monitor your performance



Manage all your process investigations in one single analytics environment.

Get full visibility on how your processes are executed and understand how that is affecting your performance.

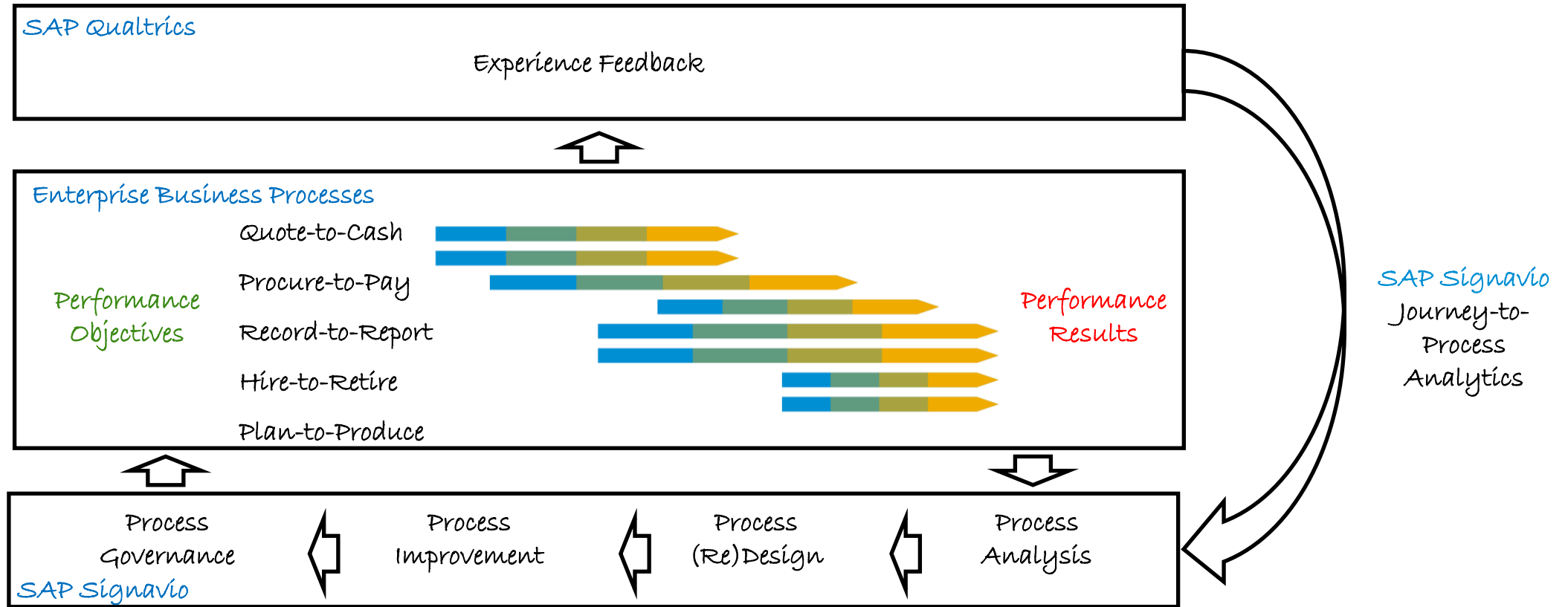
Rapidly identify issues and get a deep analysis of your process variants.

Identify potential process compliance issues by comparing process variants against your designed process models.

Monitor your performance with defined metrics and understand your process dynamics and their impact.

Visualize your experience and process reality with an extensive set of dynamic analytical components (widgets)

SAP Signavio for Continuous Improvement



Process Governance

- ✓ Manage the **roll-out** to the enterprise
- ✓ **Monitor** process usage and compliance
- ✓ **Enforce** accountability and sign-off

Process Improvement

- ✓ **Automate** and streamline processes
- ✓ Use **native capabilities** of S/4HANA and other apps
- ✓ Simplify, consolidate, and **standardize**

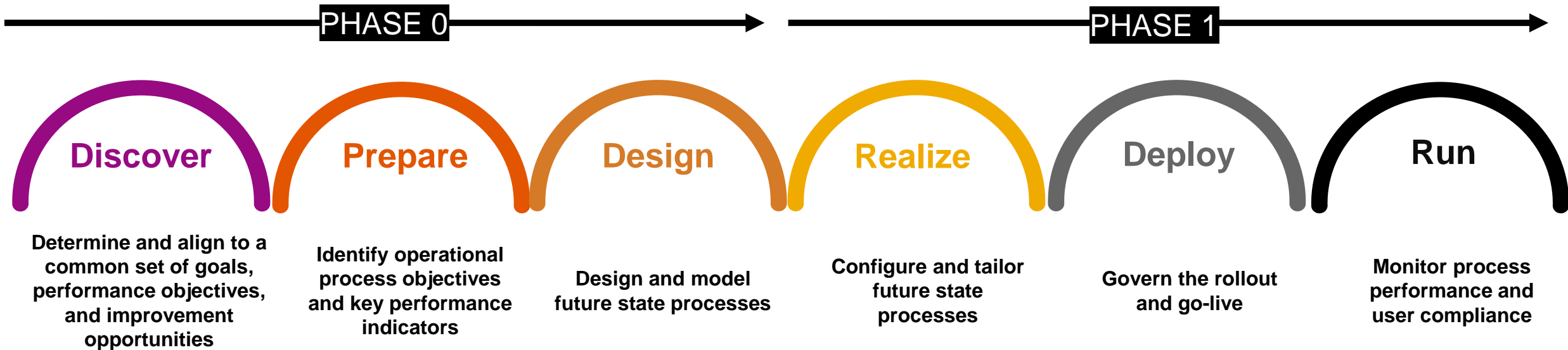
Process Design

- ✓ **Design** new and document existing processes
- ✓ **Collaborative** improvement environment
- ✓ Leverage SAP **Best Practices** and SolMan (optional)

Process Analysis

- ✓ **Measure** process efficiency and effectiveness with **root cause analysis**
- ✓ **Monitor** process execution and compliance
- ✓ Smart **recommendations** for SAP ERP

SAP Signavio Process Transformation Suite for transformations to SAP S/4HANA



Phase 0 Activities – Risk Mitigation

- **Enterprise-wide alignment** – To a common set of company goals/objectives
- **Business process management** – Collaborative, data-driven, and structured
- **Organizational change management** – Communicate early and often with everyone

SAP Signavio Process Transformation Suite for transformations to SAP S/4HANA



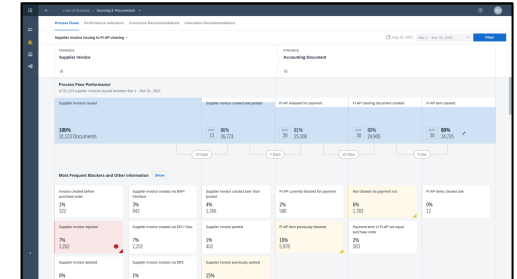
PHASE 0

Recommendations

Discover

Determine and align to a common set of goals, performance objectives, and improvement opportunities

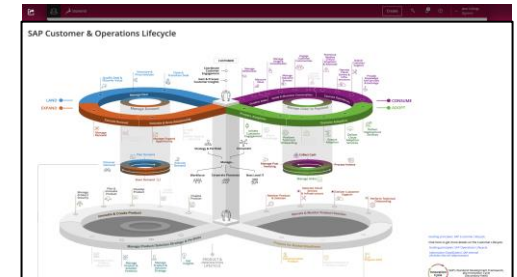
1 Understand current processes and improvement recommendations



Prepare

Identify operational process objectives and key performance indicators

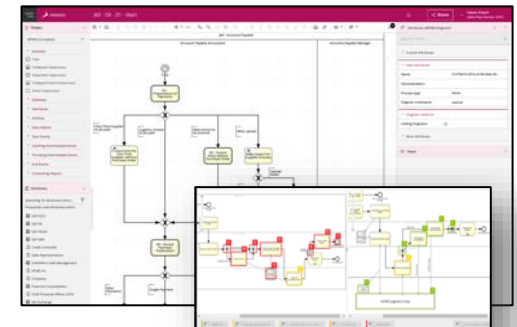
2 Establish company-wide strategic objectives for alignment across leadership, business users, and IT



Design

Design and model future state processes

3 Design, evaluate, agree, and approve “to be” processes prior to implementation



SAP Signavio for Business Process Management Before, During, and After ERP Implementation

NOW

- Customers seeking to establish a resilient business foundation for managing today's challenging environment and in preparation for tomorrow's unknown and unpredictable challenges.

BEFORE

Company Alignment

- ❑ Identify the strategic goals and objectives to be shared across all business leaders, user communities, and IT
- ❑ Determine improvement objectives and performance targets

Future-State Process Design

- ❑ Establish baseline process flows using SAP Best Practices (greenfield) and/or previous system processes (brownfield)
- ❑ Collaboratively finalize and approve processes in accordance with objectives and improvement targets

DURING

Change Management

- ❑ Development and execution of training program with objectives (why), process flows (what), and process details (how)

System Configuration

- ❑ Configure enterprise processes and RICEFW in accordance with approved processes
- ❑ System testing with key users, adjustments as required

Process Execution Monitoring

- ❑ Identify process variances, performance issues, and employee compliance
- ❑ Determine root causes of variations and adjust processes accordingly

Continuous Improvement

- ❑ Ongoing monitoring of process performance, and detection of new requirements and opportunities for improvement
- ❑ Conduct structured program for process redesign and governance

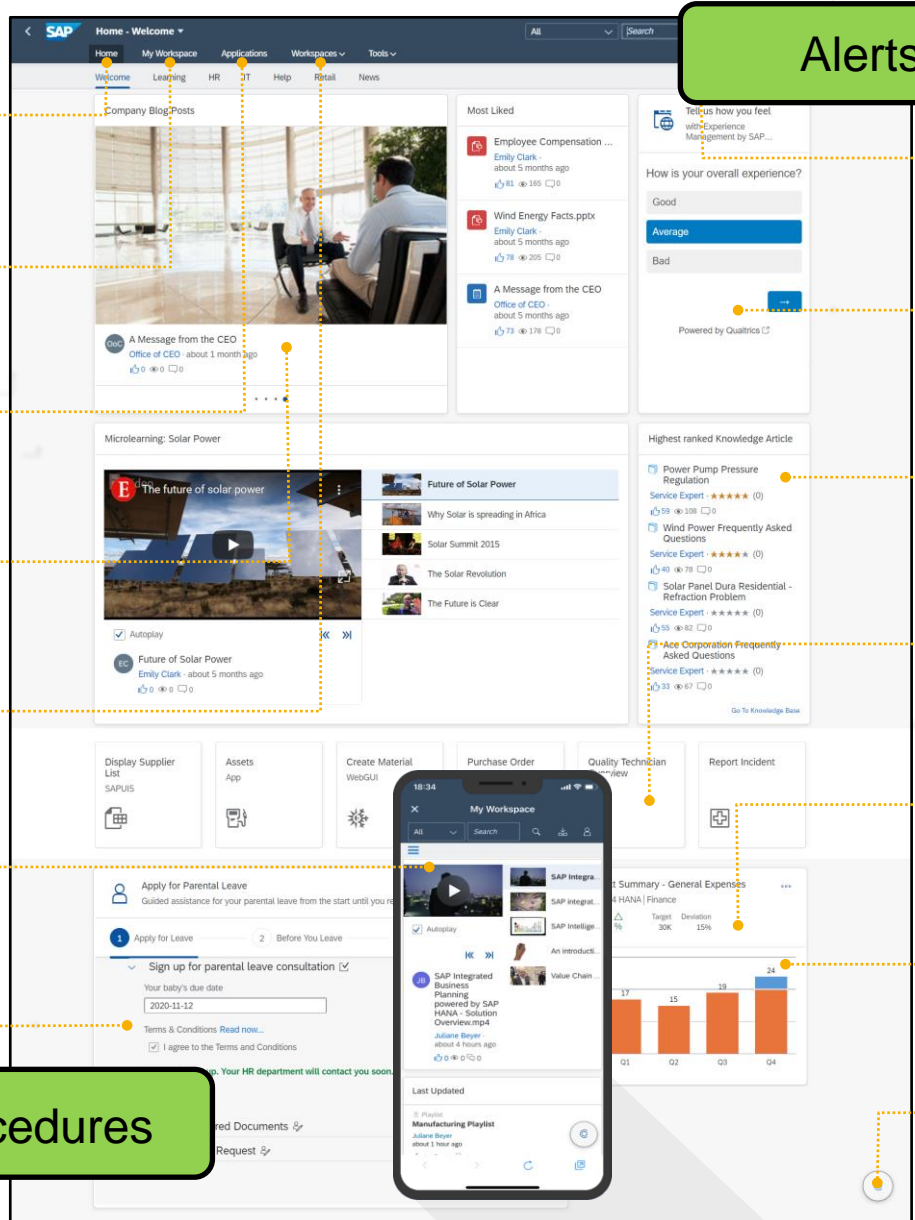
AFTER

202X









SAP Work Zone – Improving Processes with Tailored User Experience

- 
SELF SERVICE INTRANET
 Easy-to-manage, self-service for the entire organization
- 
EMPLOYEE-FOCUSED
 Personalized and easy to use with role-based data
- 
LAUNCHPAD
 A centralized location for your SAP business applications, data and processes
- 
COMMUNICATE AND ENGAGE
 Self-sufficient, freeform layout and drag-and-drop design to engage employees
- 
TEAM COLLABORATION
 Self-service personal, project, topical, departmental and community workspaces
- 
MOBILE READY
 Anytime, anywhere access with responsive web and a dedicated mobile app
- 
CREATE GUIDED WORKFLOW EXPERIENCES
 Use a template project to build guiding user experiences on top of workflows

Guided Procedures



Alerts

- 
MY INBOX
 Process workflow tasks that matter to you within the integrated My Inbox application
- 
SEARCH
 Discover and find information with powerful content and document indexing
- 
INTEGRATE EXPERIENCE MANAGEMENT
 Engage, monitor and measure with Qualtrics embedded within the experience
- 
KNOWLEDGE BASE
 Create, retain and share knowledge across the entire organization
- 
SAP BUSINESS APPS
 Quick access to SAP S/4HANA and other frequently used business apps
- 
UI INTEGRATION CARDS
 Embed and display SAP and third-party business data from across your organization
- 
EXTEND AND DEVELOP
 Extend with full IDE based on SAP Business Application Studio
- 
INTEGRATE CONVERSATIONAL AI
 Develop and integrate chatbots

SAP Signavio Process Transformation Suite - Capabilities

End-to-End Business Process Management

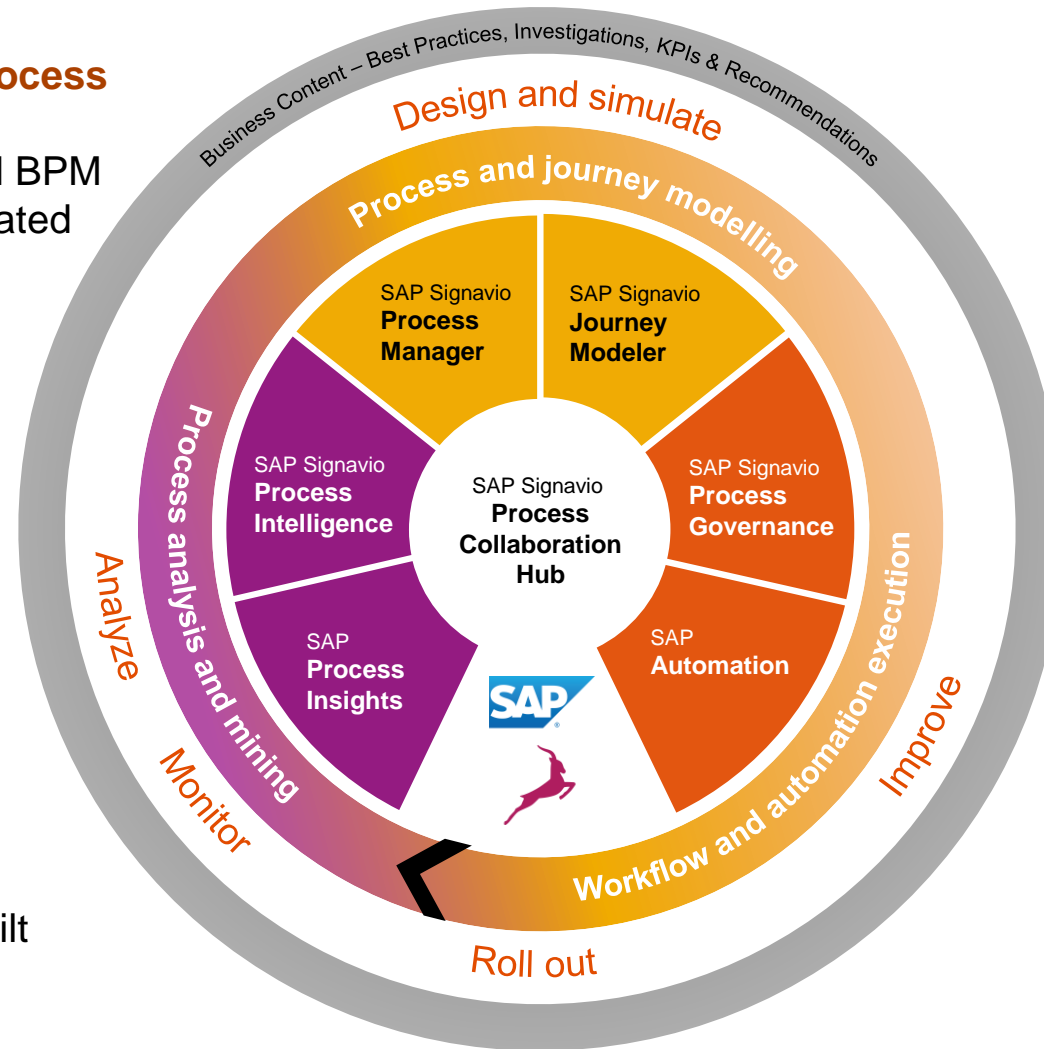
Includes capabilities for all BPM activities in a single integrated package

Integration with SAP Solution Manager and Best Practices

Share process models with SolMan and optionally use Best Practices processes

Tailored Analytics and Diagnostics for SAP ERP

Data-driven discovery of process improvement opportunities with recommendations for SAP ERP improvement with available prebuilt components



Customer Journey Mapping

Proactively model how you plan to engage and interact with customers and assess process performance and achievement

Process Improvement

Use SAP capabilities and technologies to automate, streamline, and innovate new processes

Participation in Process Improvement

The easy-to-use collaborative user experience of SAP Signavio facilitates and encourages participation across all leaders, knowledge workers, and IT people

SAP Signavio not only supports process improvement, but *drives* process improvement across the entire enterprise



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