



SAP Signavio Process Transformation Suite For Collaborative Data – Driven Performance Improvement

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Public



You have the **opportunity**
to dramatically **improve**
HOW you **shape the**
future of your company.



The Goal: The Intelligent Enterprise

The Main Starting Point – The Intelligent Enterprise

1. Why the Intelligent Enterprise?

To enable better business outcomes by leveraging data from people, processes, and things that were previously inaccessible into real-time operational insights and actions.

2. What is the Intelligent Enterprise?

It's an Enterprises that applies advanced technologies and best practices within agile, integrated end-to-end business processes.



3. How does SAP enable this?

Through market-leading, integrated LOB applications and a multi-cloud business technology platform that delivers the extensibility that business leaders need to make better decisions within intelligent, automated processes.

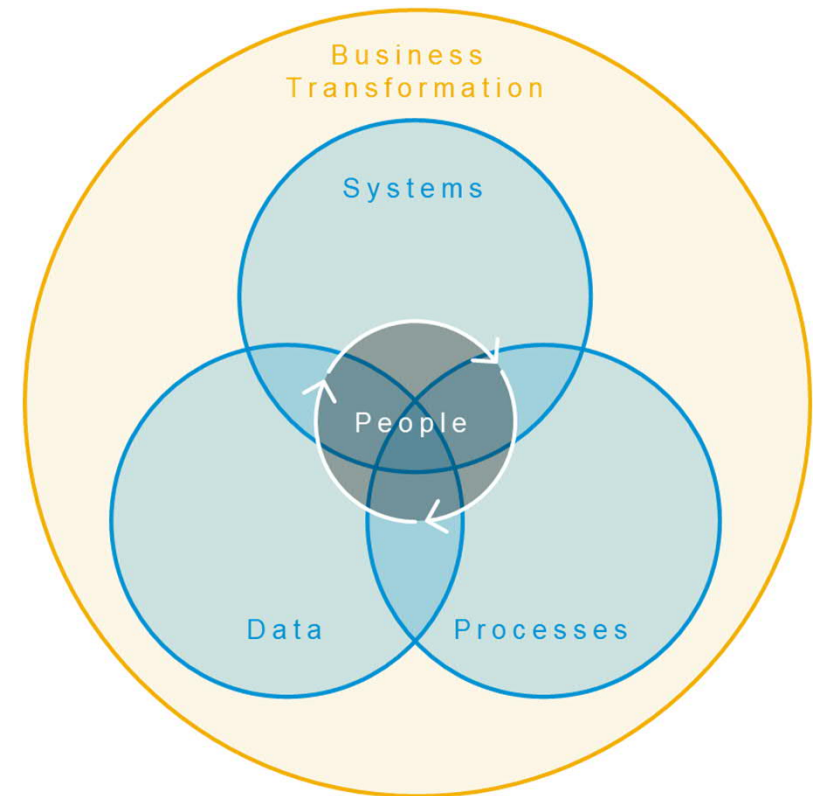
Kaeser Kompressoren – Delivering “Air-As-A-Service”



Transforming The Business Into An Intelligent Enterprise

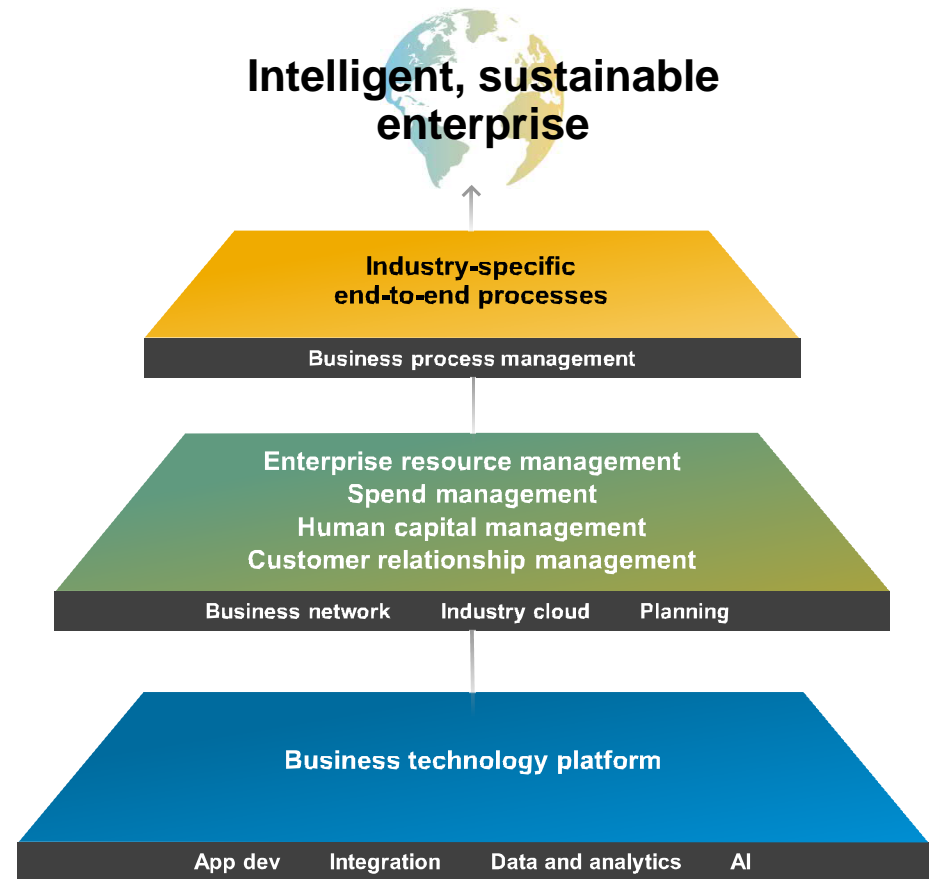
Four key dimensions of a successful business transformation

Business transformation is about the people who
run and continuously innovate business processes
by taking advantage of intelligent enterprise systems
to process data intelligently.

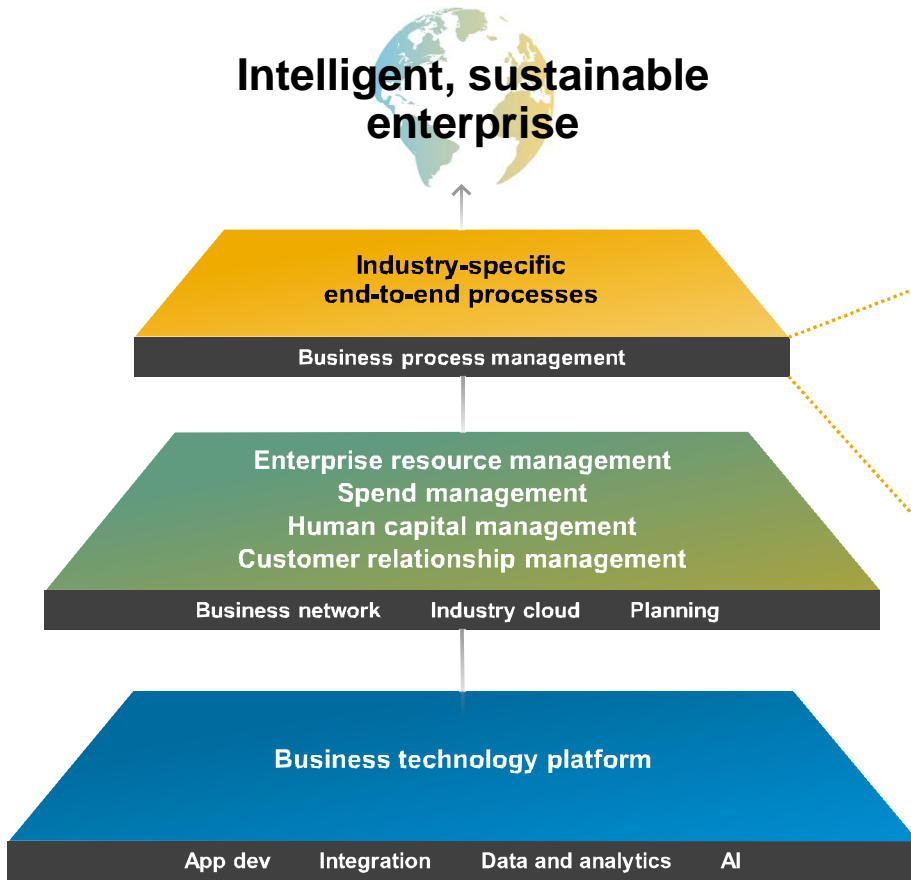


SAP's Mission

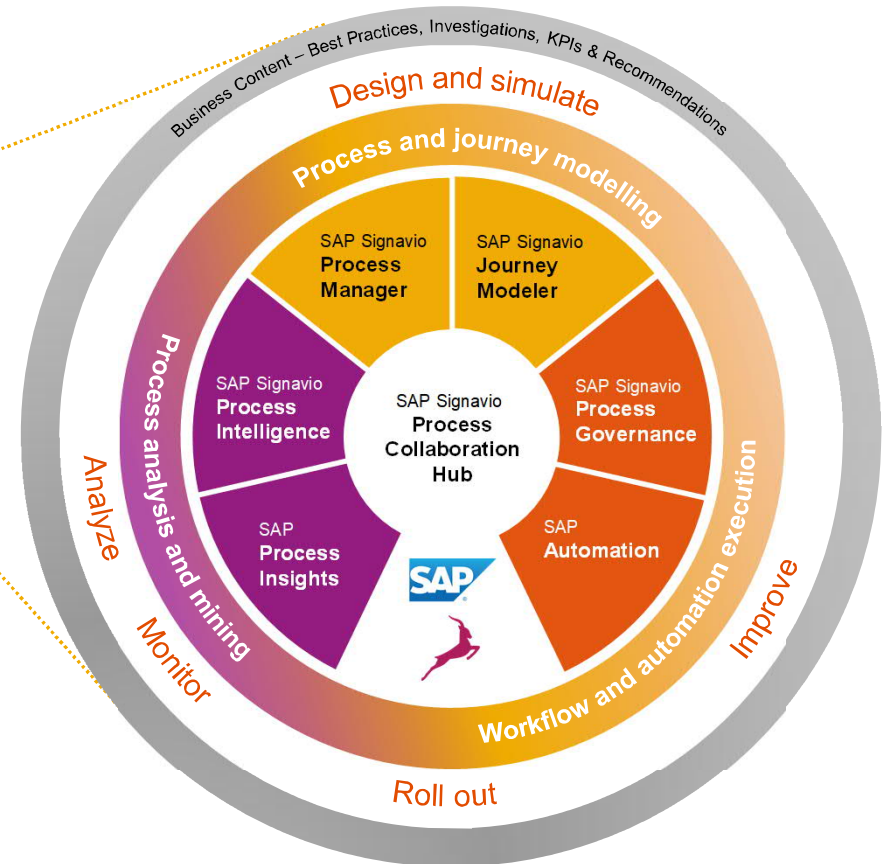
Enable every enterprise to become an **intelligent, sustainable enterprise**



Managing Business Processes is an Essential Component of the Intelligent Enterprise




SAP Signavio Transformation Suite




The Problem


Why Is Transformation So Difficult?




Fragmented operations



Siloed data



Lack of tools



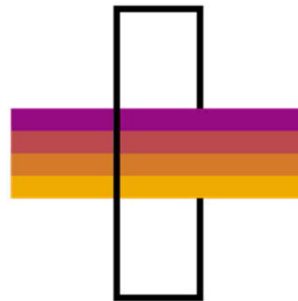
Disconnected teams

SAP Signavio Process Transformation Suite

Ingredients For Success

Make experience count

Single **source of truth**
of your process landscape



Accelerate your transformation

Powerful **integrations**
to put decisions into actions

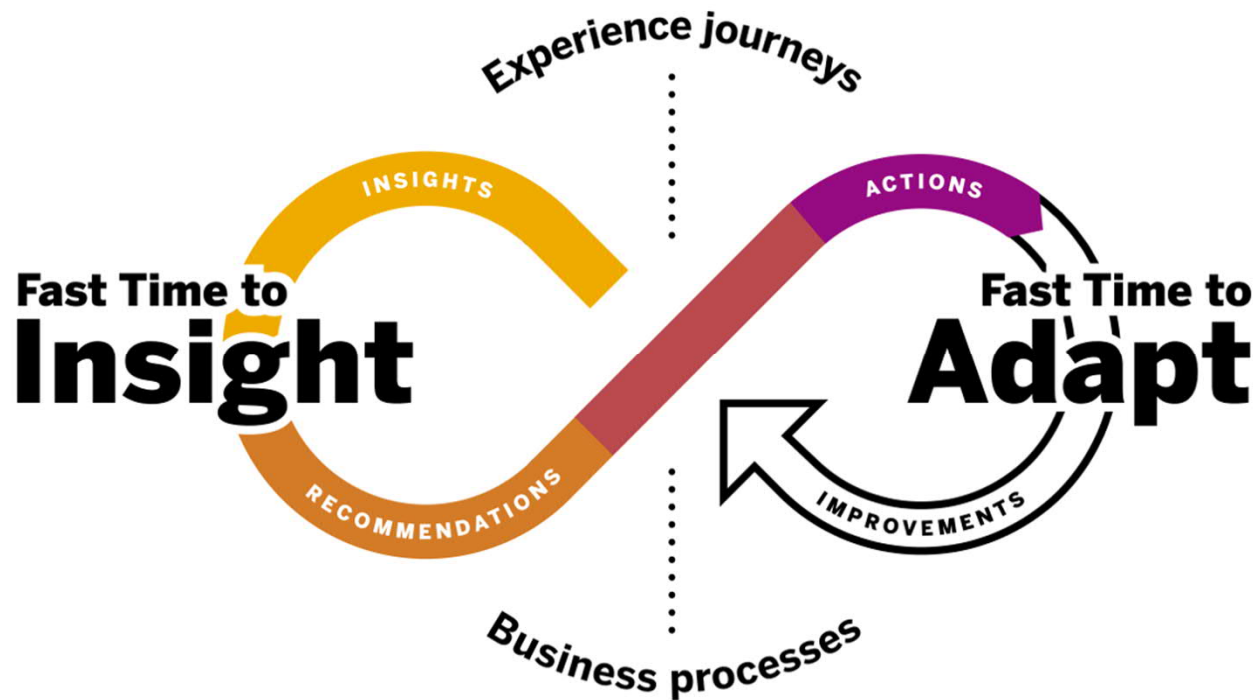
Identify where to start

Data based **insights**
to decide with confidence

Make your transformation people driven

A **collaborative framework**
that fosters a change mindset

Achieving Fast Insights To Action At Scale



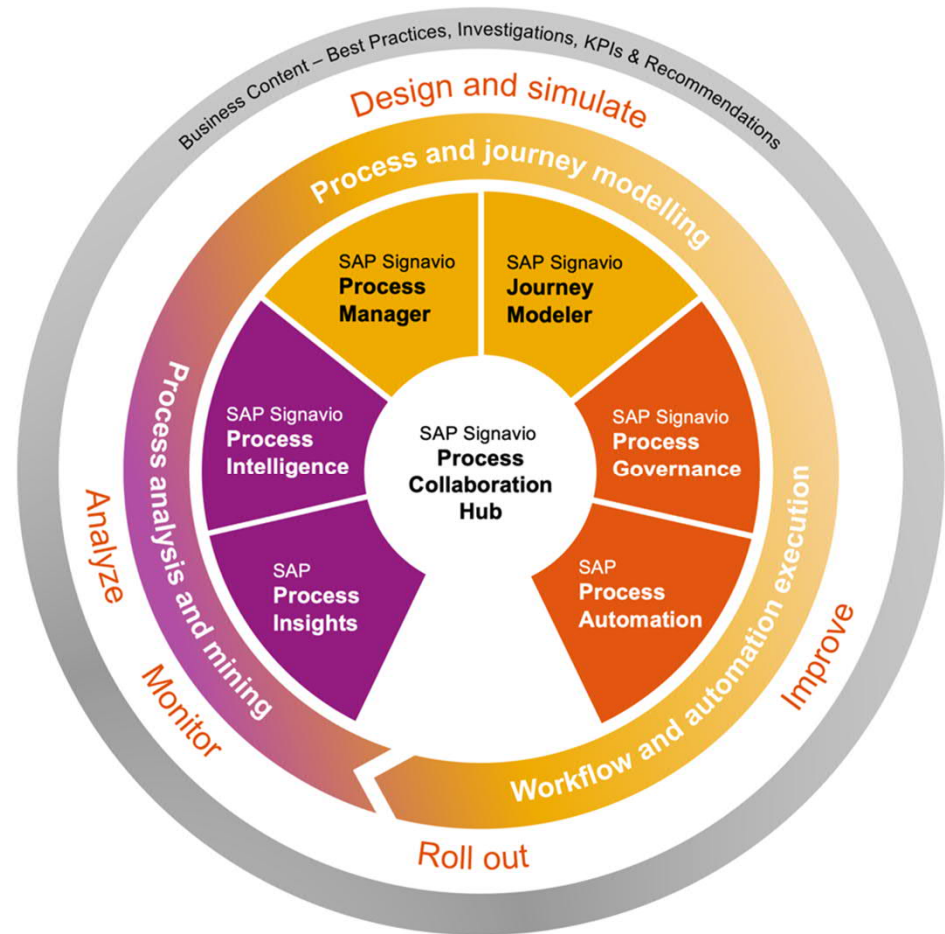
Continuous process transformation becomes a source of sustained competitive advantage.

In this context, **time to insight and time to adapt** are key to becoming an intelligent enterprise.

SAP Signavio Process Transformation Suite

Our offering

A cloud-based **process management platform** that gives companies **the ability to understand, improve, and transform all their business processes** – fast and at scale



SAP Signavio Supports Enterprise Transformation & Process Excellence Initiatives

Business Transformation

- New business models
- Process harmonization and simplification
- Process consolidation inc. shared services
- Equip for mergers and acquisitions
- RISE with SAP transformation project...



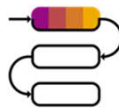
Enterprise Transformation

Process Excellence

Process focus

(to address a particular process area)

- Order to cash (O2C)
- Purchase to pay (P2P)
- Lean manufacturing
- Service management



IT Transformation

- Conversion to SAP S/4HANA
- Return to standard code
- ERP consolidation
- Digital foundation

Performance initiatives

(cross- or multi-functional)

- Customer Excellence
- Efficiency
- Cycle time acceleration
- Governance, risk, and compliance

Business Process Management And Analytics

What is Business Process Management?

- The practice of **discovering, analyzing, designing, monitoring, managing & optimizing processes** is called Business Process Management.
- **Modeling, improvement & management** of cross-functional processes to generate better business outcomes is the major value BPM delivers in any company's operational success.

Why is it important?

- It is about managing business in the most efficient and effective way possible. It can be leveraged to increase the quality of service, operational efficiency and agility, regulatory compliance or customer experience and other scenarios.
- It establishes a common language in between IT and business to drive continuous improvement.

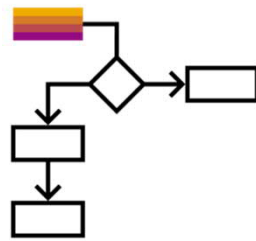
SAP Signavio Process Transformation Suite

Main capabilities overview



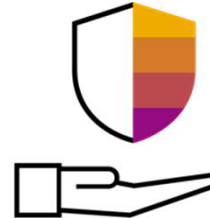
Process analysis and mining

Complete process analysis for enterprise transformations and operational excellence programs



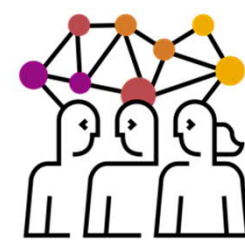
Process and journey modeling

Standardized process and journey management, simulation and modeling



Process governance and automated execution

Maintaining organizational and regulatory compliance of all documented processes

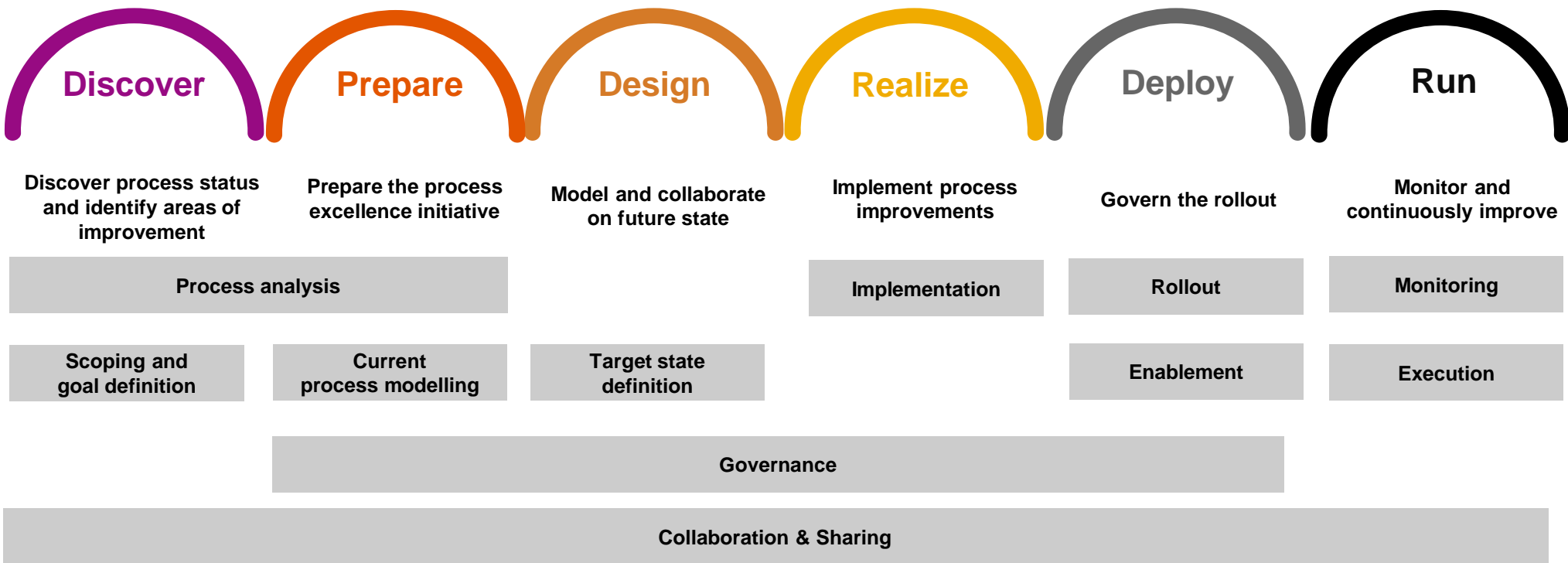
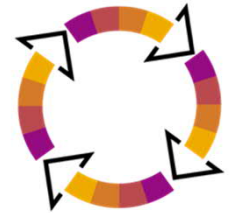


Process collaboration

Stakeholder alignment and active collaboration across departments

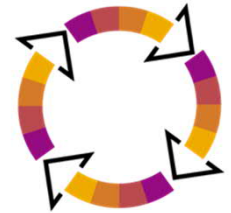
SAP Signavio Process Transformation Suite

For process excellence



SAP Signavio Process Transformation Suite

Guiding every step of the transformation journey



Discover

Prepare

Design

Realize

Deploy

Run

Define Goals & Scope

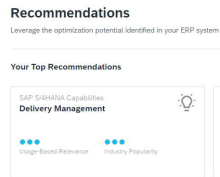
Analyze Current State

Define Target State

Implement Your Plan

Govern the roll-out

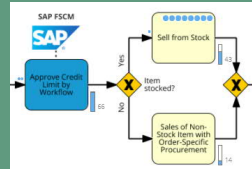
Monitor and continuously improve



Use **SAP Process Insights** to get tailored recommendations for value drivers



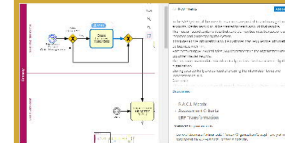
Use **Signavio Collaboration Hub** to create your transformation journey with defined scope, timeline and milestones



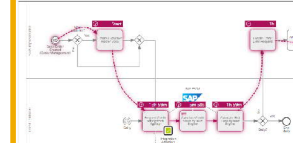
Use **Signavio Process Manager** to define your future processes and simulate their impact on your business



Handover your process definitions to **Solution Manager/ALM** 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

Deeper Dive – Case Study



The K Company is a fictitious wholesale company that operates multi-department stores globally.

Need for Insight

Need for Agility and Resilience

Need to be Effective & Efficient



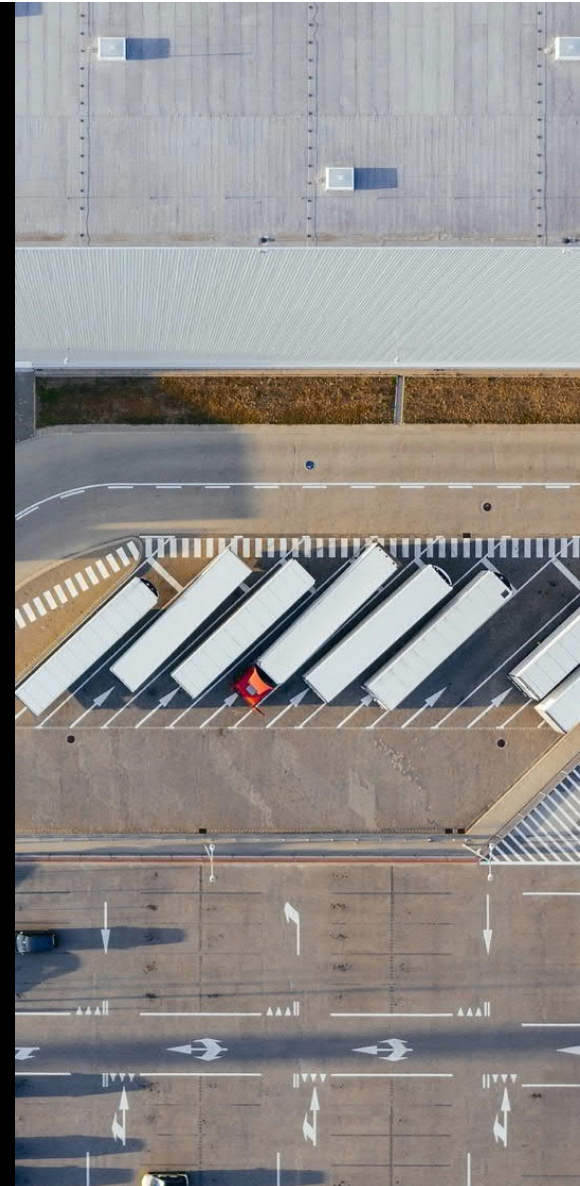
« Everything arrived spoiled! »



« What is taking so long with my order? »



« We need to improve our Cash Collection! »



ENABLERS

Management

High business impact | Low engagement with tools (mid-term)



Decision Maker

Shape organizational goals and support team in achieving them.

Diana



Change Driver

Empower culture of process and facilitate continuous improvement

Chad

KEY USERS

Transformation Actors

Medium business impact | High engagement with tools



Process Owner

Ensure smooth process operation in my area of business

Penny



Analyst

Identify business issues & uncover improvement opportunities

Adam

KEY USERS

Associates

Low business impact | High engagement with tools



Domain Expert

Provide expert knowledge and support colleagues in doing their daily work

Dominica



Operator

Understand process changes and collaborate with colleagues about the processes and its execution

Olaf



The K Company is a fictitious wholesale company that operates multi-department stores globally.

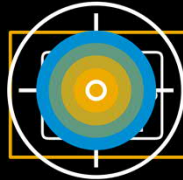
Need for Insight

Need for Agility and Resilience

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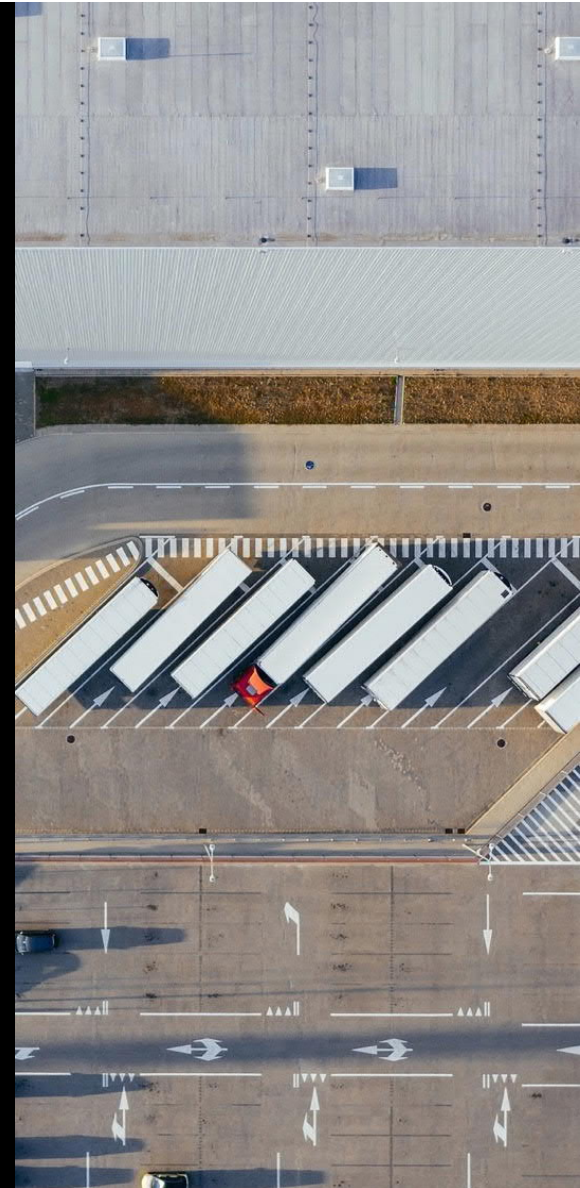
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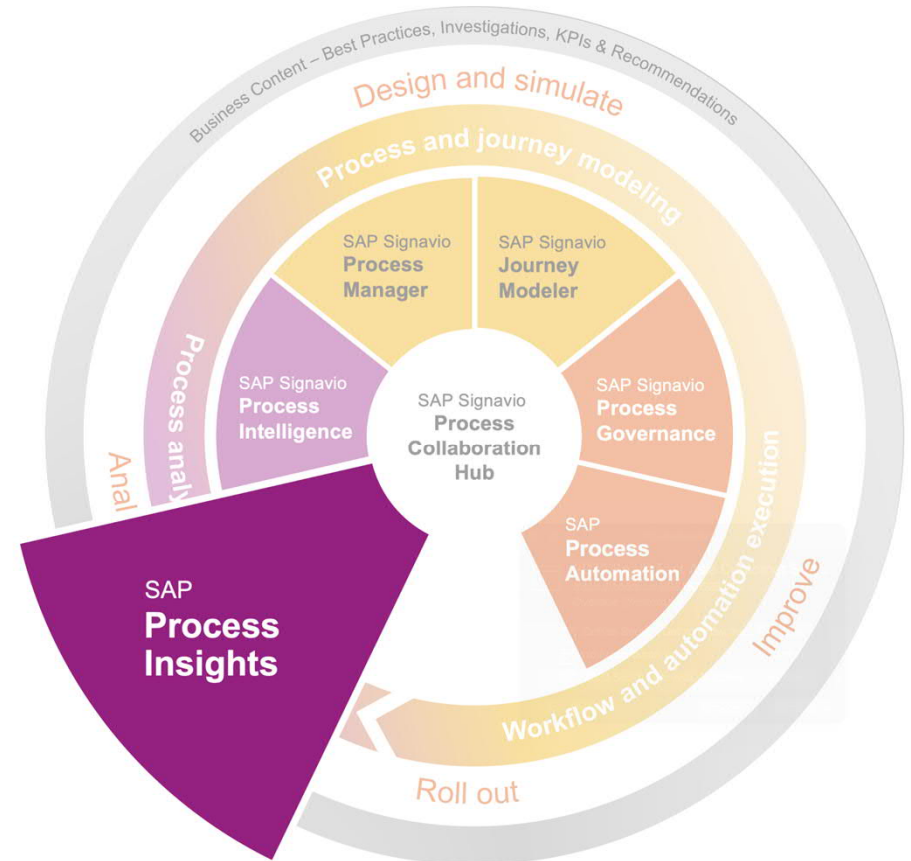


SAP Signavio Process Transformation Suite

SAP Process Insights

SAP Process Insights is the standardized solution for SAP customers to derive fast business insights.

- ✓ Readily connects to SAP ERP or SAP S/4HANA to immediately identify process weaknesses and improvement opportunities
- ✓ Generates process improvement recommendations in order to prioritize automation and business improvement activities.
- ✓ Benchmark within and across various industries to understand process performance beyond own organization.



What is taking so long with my order?



Step 1:
Identify blockers quickly

Process Flow Performance

The screenshot displays a dashboard with several sections: 'Process Flow Performance' with a bar chart, 'Sales Order' with a table, and 'Customer service team issues' with a bar chart. Below the dashboard is a circular diagram with four segments and three avatars of people.

Step 2:
Prioritize with confidence

Frequent Blockers

The screenshot shows a dashboard titled 'Most Frequent Blockers and Other Information' with a grid of eight cards, each containing a percentage and a number. Below the grid is a circular diagram with four segments and three avatars of people.

Step 3:
Root Cause and Correction

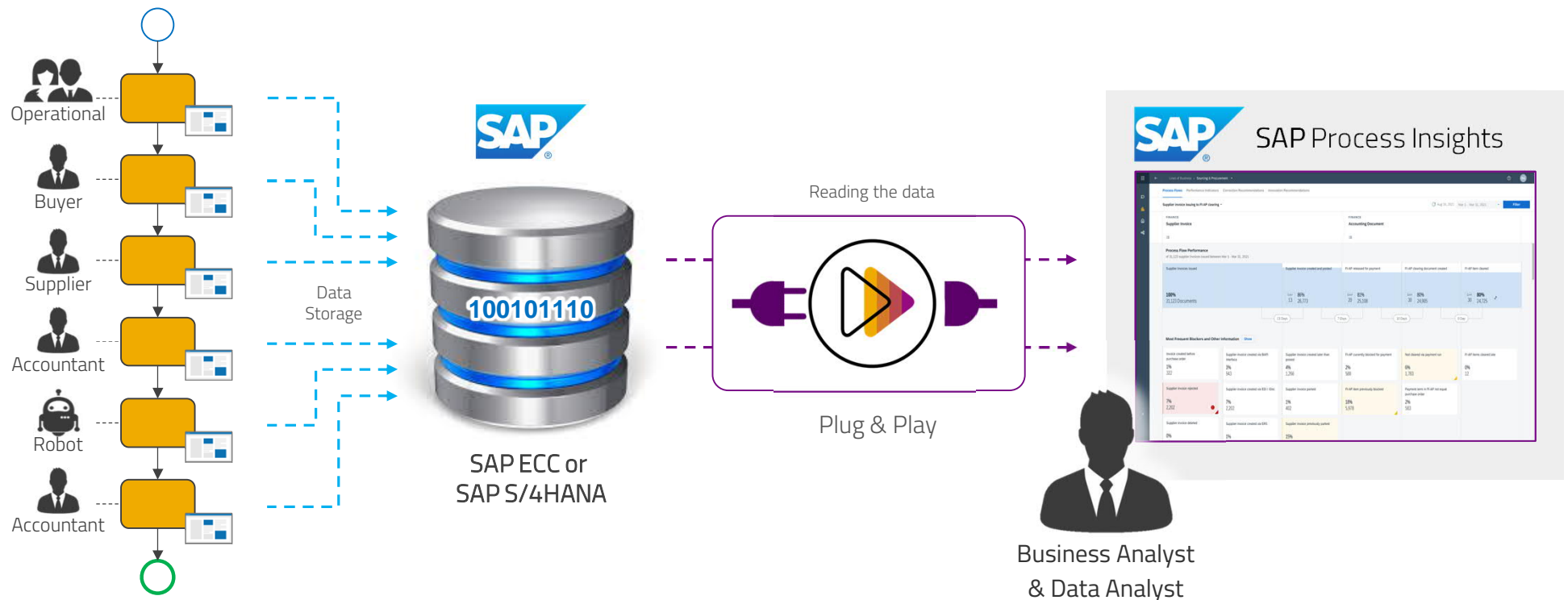
Filters and Correction Recommendation

The screenshot displays a dashboard with a table of data, including columns for 'Item', 'Status', 'Quantity', and 'Shipping Point'. Below the table is a circular diagram with four segments and three avatars of people.

SAP Process Insights

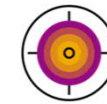
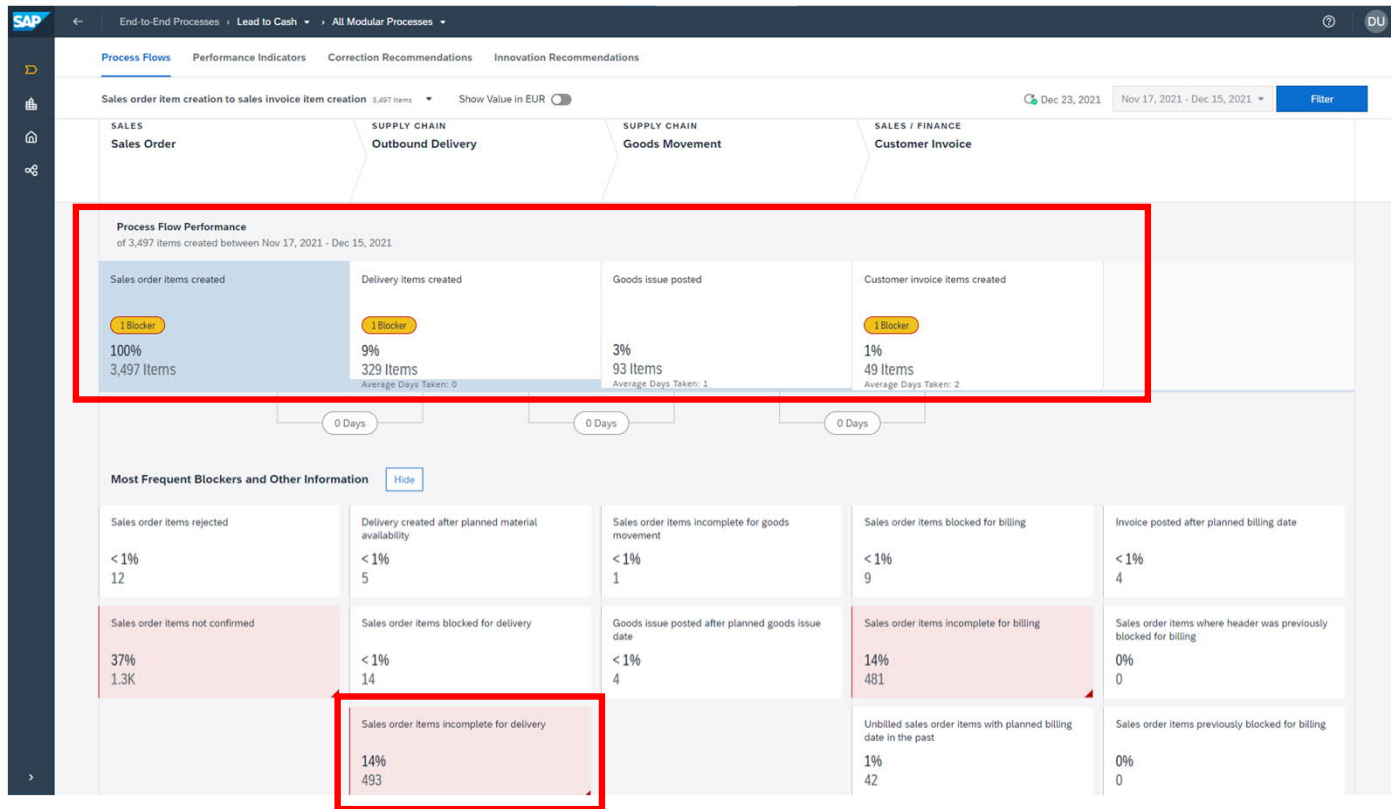
How does it work?

Exploit your data to extract insights ... With a simple click, get an end-to-end view of your company's performance with **900+ Process Performance Indicators**, many **recommendations** for improvement and **live data** for continuous monitoring.



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.

SAP Process Insights Has A Constantly Growing Delivered Content *

40+

Process flows

80+

Process performance indicators

15+

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



Plan to fulfill



Finance



Acquire to decommission

* Generally available for SAP ECC, SAP S/4HANA, and SAP S/4HANA Cloud, private edition.

What is taking so long with my order?



Outcomes

Step 1:
Identify blockers quickly



3 Blockers identified with 1 click



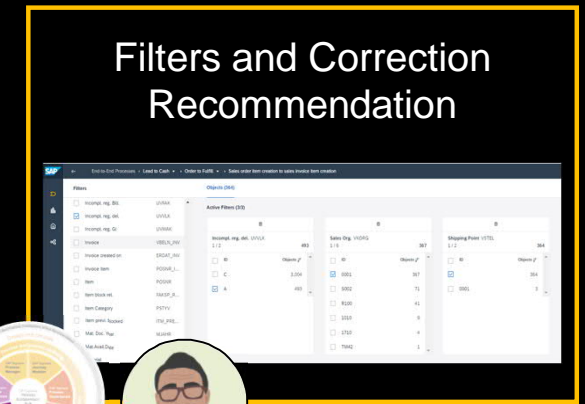
Step 2:
Prioritize with confidence



1 blocker exactly linked to Delivery delays



Step 3:
Root Cause and Correction



Data field not maintained properly; utilize standard functionality





The K Company is a fictitious wholesale company that operates multi-department stores globally.

Need for Insight

Need for Agility and Resilience

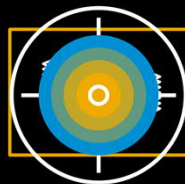
Need to be Effective & Efficient



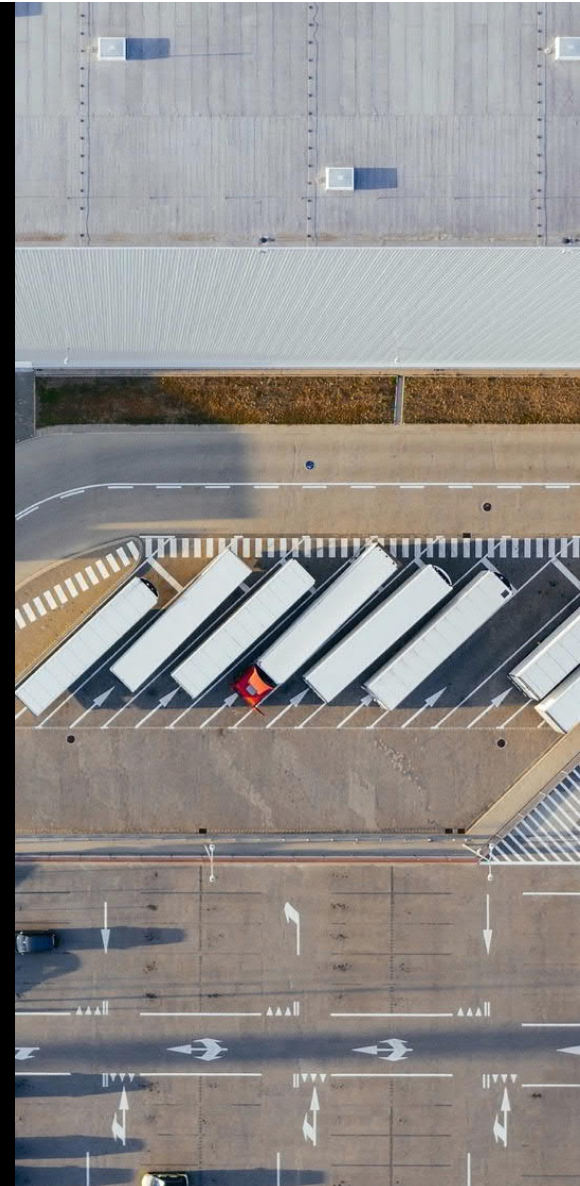
« Everything arrived spoiled! »



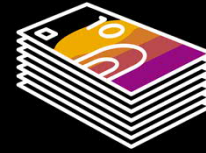
« What is taking so long with my order? »



« We need to improve our Cash Collection! »



We need to improve our Cash Collection!



Step 1: Identify “anomaly” quickly

Frequent Blockers and other issues

Metric	Value	Metric	Value	Metric	Value	Metric	Value
Open Billing documents manually created	33%	Open Billing documents manually created	29%	Open Billing documents manually created	33%	Open Billing documents manually created	0%
Open Billing documents manually created	1.5K	Open Billing documents manually created	1.5K	Open Billing documents manually created	1.5K	Open Billing documents manually created	0
Open Billing documents manually created	0%	Open Billing documents manually created	29%	Open Billing documents manually created	0%	Open Billing documents manually created	0%
Open Billing documents manually created	0%	Open Billing documents manually created	1.5K	Open Billing documents manually created	0%	Open Billing documents manually created	0
Open Billing documents manually created	0%	Open Billing documents manually created	1.5K	Open Billing documents manually created	0%	Open Billing documents manually created	0
Open Billing documents manually created	0%	Open Billing documents manually created	1.5K	Open Billing documents manually created	0%	Open Billing documents manually created	0
Open Billing documents manually created	0%	Open Billing documents manually created	1.5K	Open Billing documents manually created	0%	Open Billing documents manually created	0

Step 2: Investigate in detail

Process Discovery and various widgets

Step 3: Conclusion and next steps

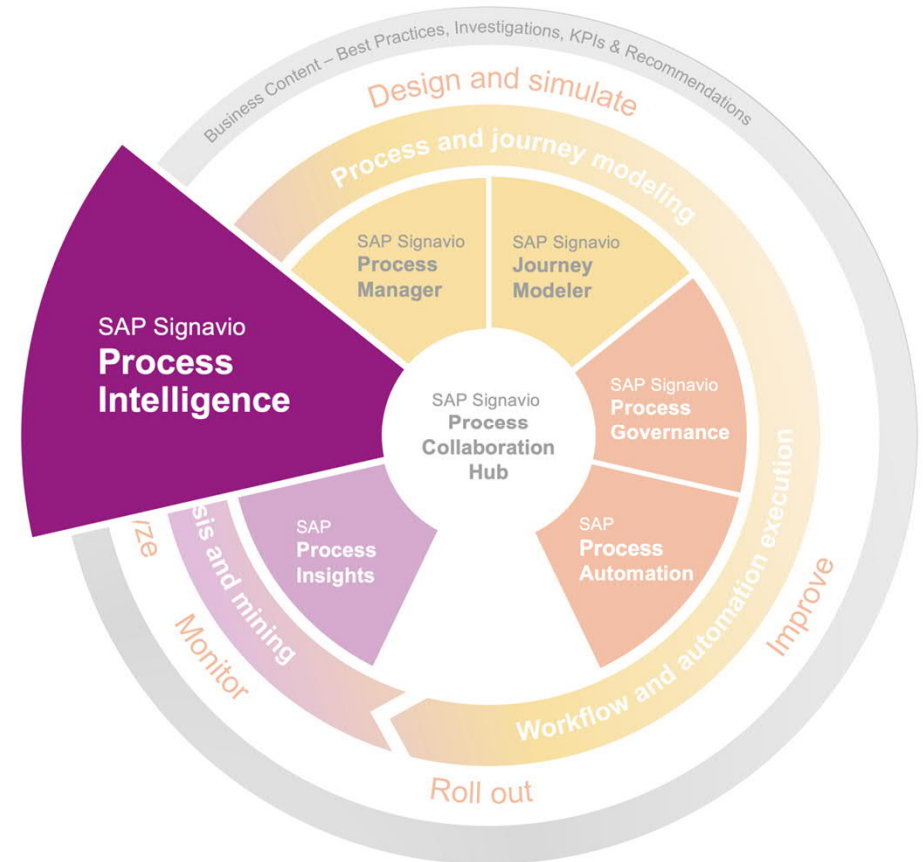
Process Conformance Innovation Recommendation

SAP Signavio Process Transformation Suite

SAP Signavio Process Intelligence

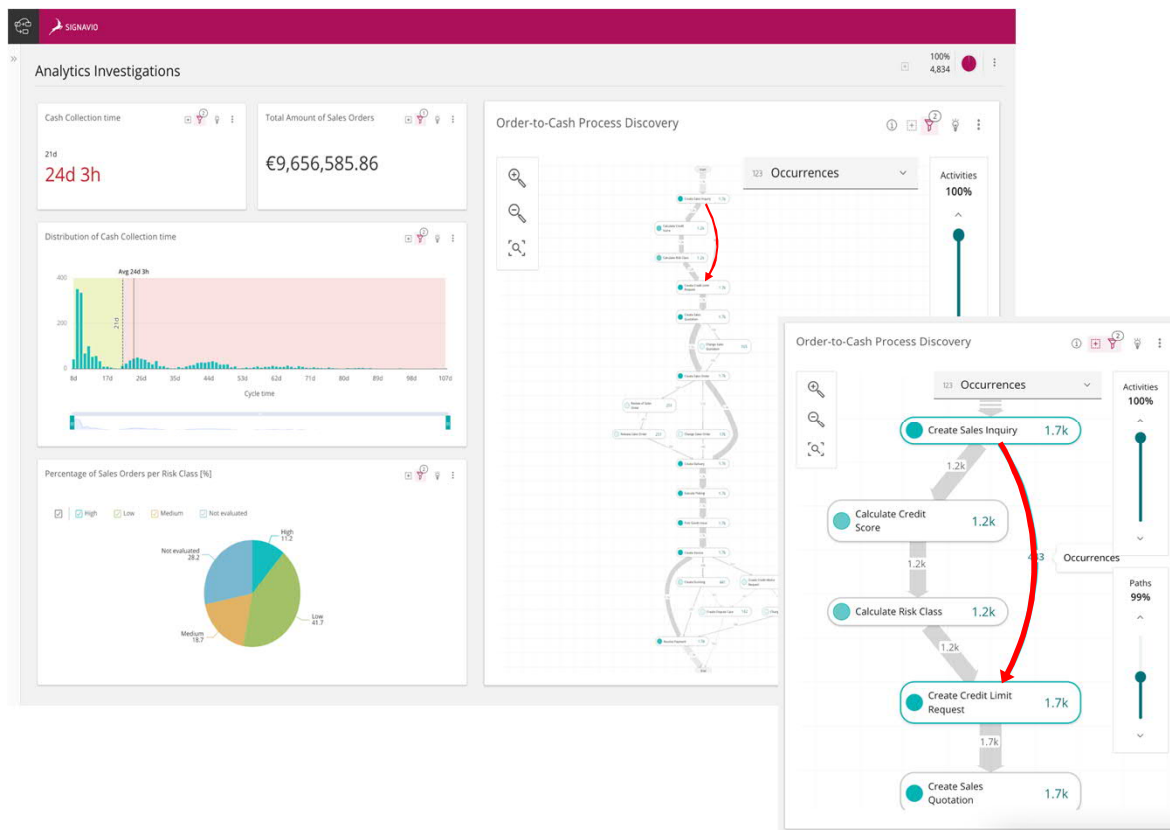
SAP Signavio Process Intelligence is the process mining solution within SAP Signavio Suite for analysts, process owners, process organizations, and transformation centers that provides:

- ✓ Process analytics and **visibility into the real process execution**
- ✓ **Highlighting of inefficiencies and problems**
- ✓ Support for organizations to achieve **operational and experience excellence**
- ✓ Support to **reduce time to insights and rapidly identify levers to improve** performance and efficiency

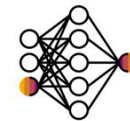


SAP Signavio Process Intelligence

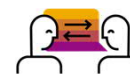
Discover impact of real process execution on your performance



Quickly identify issues and influencing factors by combining a deep analysis of your data with true executions of your processes.



Discover the real life of your Business Operators from the facts "recorded" in your information systems.

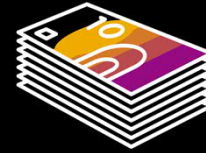


Observe and examine the behaviors and reactions of stakeholders: Customer, Operator, supplier, subcontractor ... during the exchanges.



Analyze process fluidity by identifying causes of blockages, bottlenecks, loops, delays....

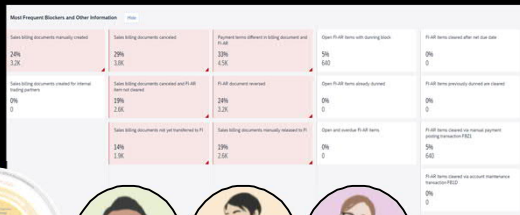
We need to improve our Cash Collection!



Outcomes

Step 1: Identify “anomaly” quickly

Frequent Blockers and other issues

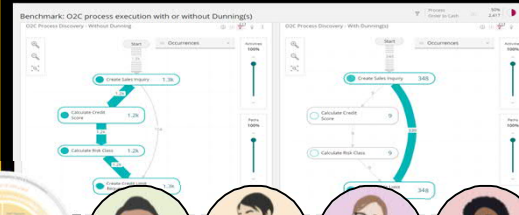


**Dunning issue
identified**



Step 2: Investigate in detail

Process Discovery and various widgets

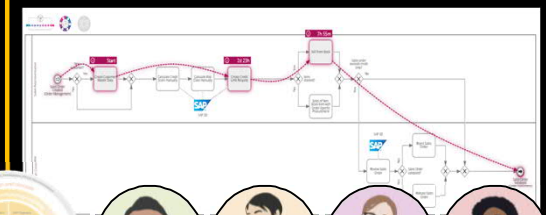


**Risk class not evaluated
results in significant cycle
time impact**



Step 3: Conclusion and next steps

Process Conformance Innovation Recommendation



**Non-compliant behaviour and
correction via best practice
with higher control**



Business pain point: “We need to improve our Cash Collection!”



Analyst

The Team’s Need as they work the Issue & Opportunity:

“I **need** to analyze the *current* journey and process models and collect feedback from key stakeholders at all levels in the organization;



Process Owner

So that I can understand why my AR is overdue which impacts my revenue and define an *improved* process and solutions that will resolve the issues found.”



SAP Signavio Process Manager

- Collaborative process modeling
- Process simulation
- Detailed process documentation



SAP Signavio Process Transformation Suite

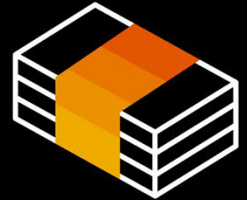
SAP Signavio Process Manager

SAP Signavio Process Manager is the process modeling solution within SAP Signavio Process Transformation Suite

- ✓ Model running processes
- ✓ Design any process: as-is, to-be, variants
- ✓ Detect process issues, patterns, and improvement opportunities by analytics and reports.
- ✓ Provide an environment in which employees can work collaboratively on processes.

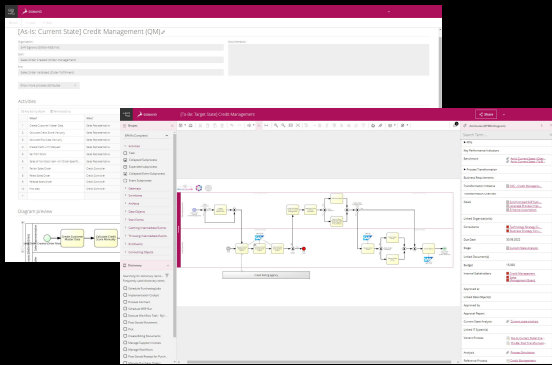


Business pain point: “We need to improve our Cash Collection!”



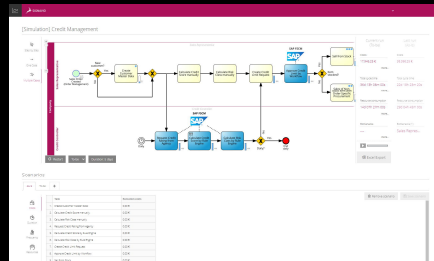
Step 1: Model current and future processes

Collaboratively create As-is and To-be process



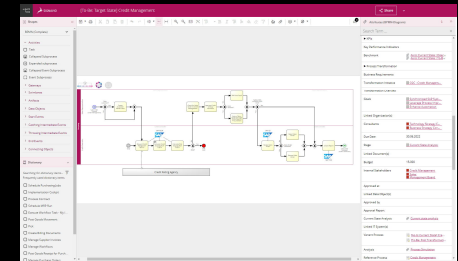
Step 2: Simulate future process

Validate the performance To-be process

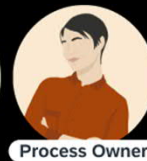


Step 3: Document future process

Prepare for organization wide change management and implementation



Analyst



Process Owner

SAP Signavio Process Transformation Suite

SAP Signavio Journey Modeler

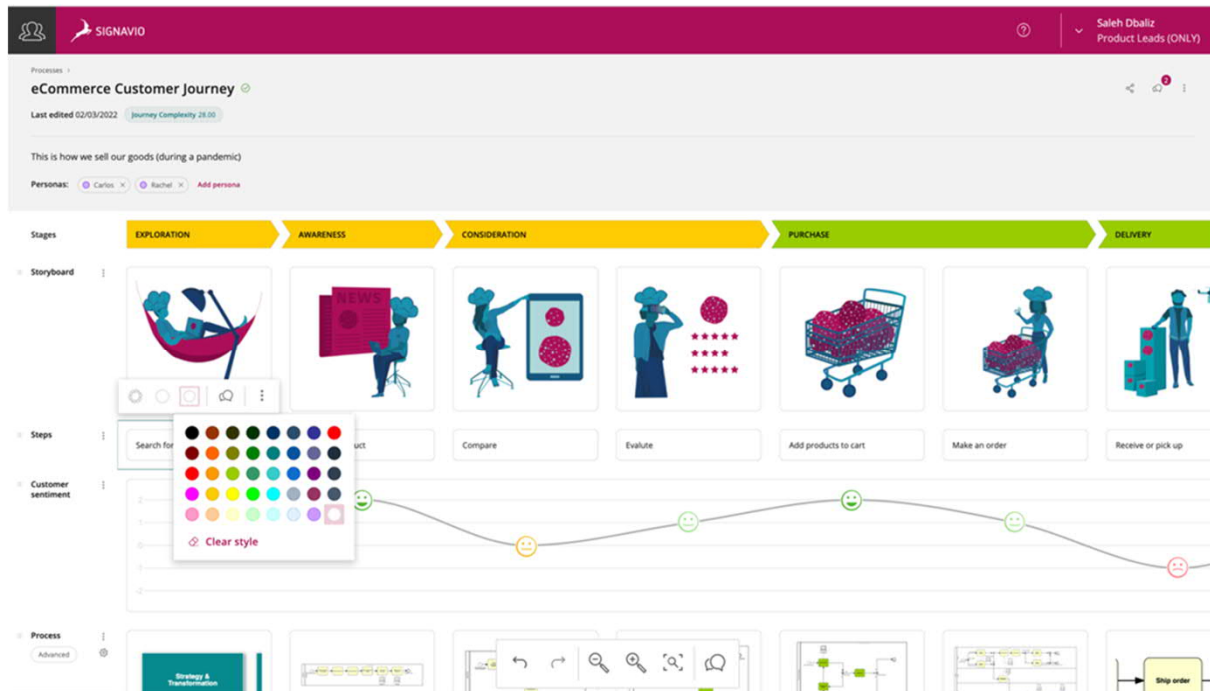
SAP Signavio Journey Modeler is the journey modeling solution within SAP Signavio solutions

- ✓ Build a centralized, real-time view of customer experience.
- ✓ Align your entire organization along critical customer and employee outcomes.
- ✓ Understand the interdependencies between customer sentiment, moments of truth, and underlying process operations.
- ✓ Identify critical customer and employee interaction points.



SAP Signavio Journey Modeler

Connecting journeys and processes, metrics, systems, and roles



Connect processes with journeys

Integrate operational and experience data with journeys.



Design journey models

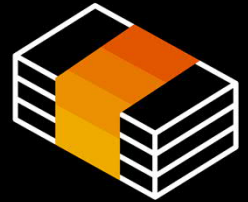
Benefit from an intuitive journey modeling environment.



Comment and collaborate

Collaborate on modeling journeys, get feedback on your journeys, and comment on a single step, a stage, or the whole journey.

Business pain point: “We need to improve our Cash Collection!”



Analyst

The Team’s Need as they work the Issue & Opportunity:

“I need to align with the management layer in K-Company and obtain approval on the proposed process changes;



Process Owner

So that all key stakeholders agree on the improved credit management process before we implement it.”



Decision Maker



SAP Signavio Process Governance

- Multilayer approvals
- Trigger regular process reviews
- Build graphical workflows

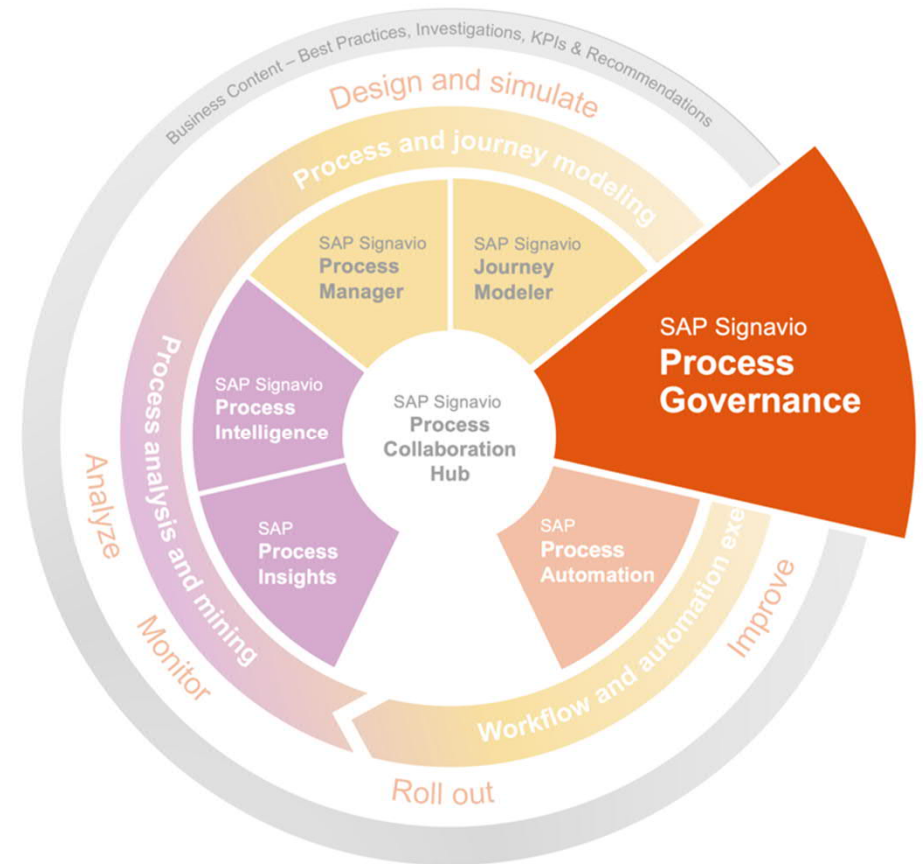


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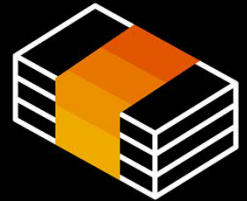
SAP Signavio Process Governance

The SAP Signavio Process Governance solution is the process governance and compliance tool within SAP Signavio solutions

- ✓ Build workflows and approval processes fast and efficiently.
- ✓ Automate multilayer process approvals.
- ✓ Enable process maturity assessment and continuous process improvements.
- ✓ Schedule reviews of critical processes for audit and compliance checks.

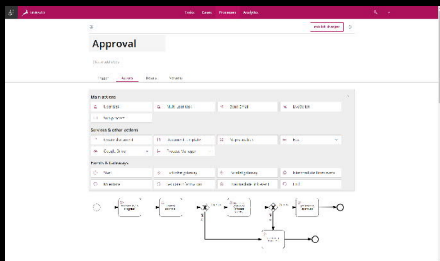


Business pain point: “We need to improve our Cash Collection!”



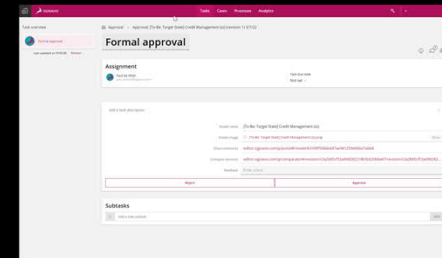
Step 1: Create approval workflow

Design a process for approving finalized business processes



Step 2: Obtain approval

Have key stakeholders signing-off the To-be process



Analyst

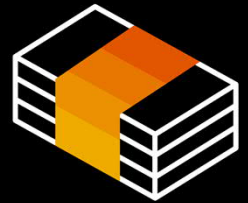


Process Owner



Decision Maker

Business pain point: “We need to improve our Cash Collection!”



Process Owner

The Team’s Need as they work the Issue & Opportunity:

“I **need** to find the right information about credit risk assessment. What is the customer journey, which processes are involved, who is executing this and what systems are used?”



Decision Maker

So that I can create a clear understanding about the processes and focus my attention on improving the items that are impacting the customer and customer experience.”



SAP Signavio Collaboration Hub

- Single source of truth
- Full visibility on process landscape
- Align with key stakeholders, collaboration



Change Driver

The Team’s Need as they work the Issue & Opportunity:

“I **need** to find the right information about processing now the credit management process has been changed;



Domain Expert

So that I can make myself familiar with the new way of working and complete my tasks in the way it is defined.”



Operator



SAP Signavio Collaboration Hub

- Single source of truth
- Train employees



SAP Signavio Process Transformation Suite

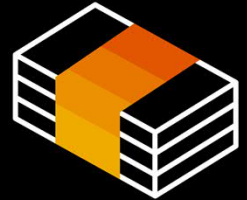
SAP Signavio Process Collaboration Hub

The SAP Signavio Process Collaboration Hub solution is your personalized entry point to SAP Signavio products, within SAP Signavio solutions

- ✓ Utilize published processes to inform and train employees on process execution.
- ✓ Align with key stakeholders by sharing process changes and improvements.
- ✓ Curate process-related content for specific audiences – such as functions and departments.
- ✓ Have full visibility on your entire process landscape.
- ✓ Single source of truth for process knowledge.

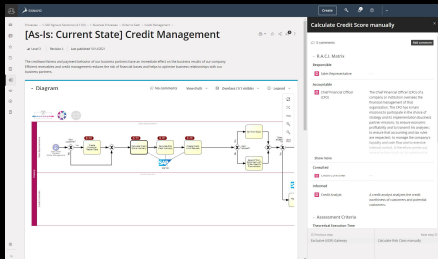


Business pain point: “We need to improve our Cash Collection!”



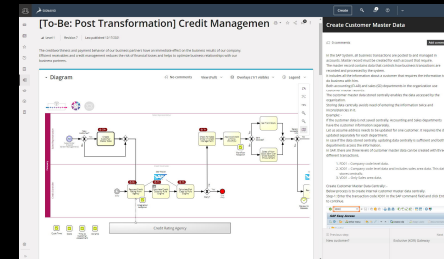
Step 1: Leverage the rich process documentation

Get an understanding of processes fast to speed up analysis



Step 2: Drive change with up to date process documentation

Enable organizations on the new way of working



Process Owner



Decision Maker



Change Driver



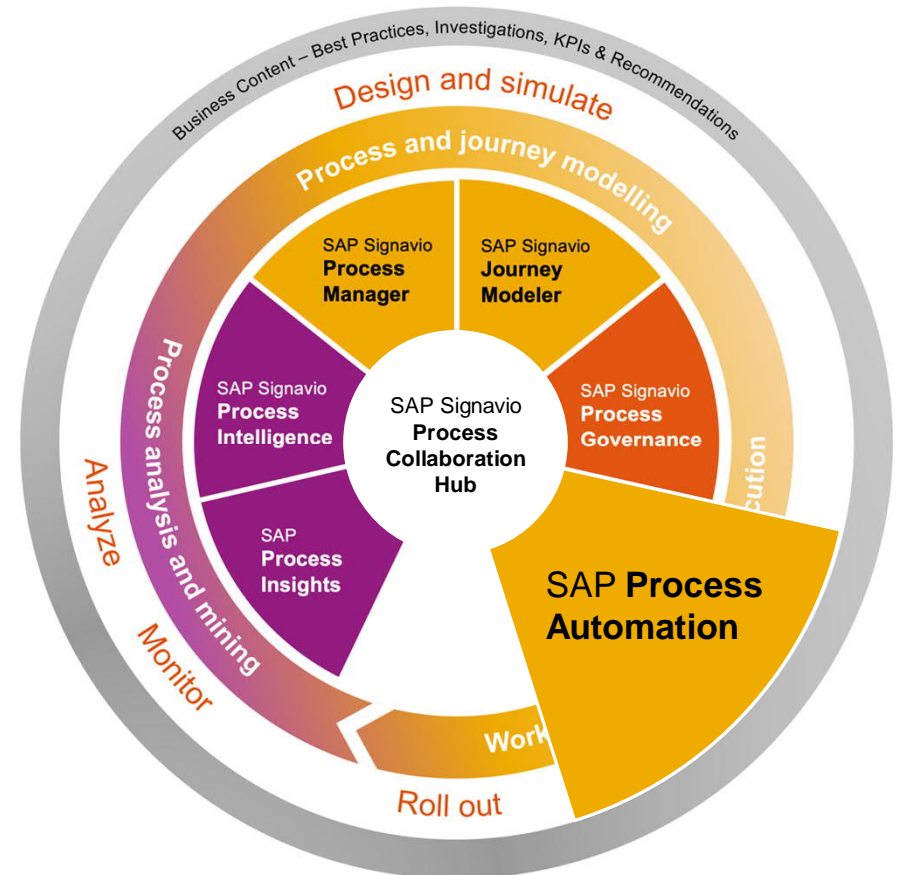
Domain Expert



Operator

Process Automation and Process Improvement

- Includes process **repair, improvement, replacement, and innovation**
- Use SAP **applications and technology** to improve processes
- **Pre-built process components** for fast improvement
- Unlock **native S/4HANA functionality**
- **Compete** better with more options and flexibility



Boost Process Agility with Low Code/No Code Solutions

Current solutions leveraging pre-built content to deliver faster outcomes

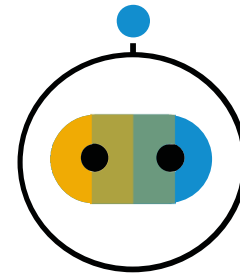


SAP Workflow Management

Create fully automated workflows for corporate processes



Live process [packages](#)



SAP Intelligent Robotic Process Automation

Automate tasks and replace repetitive tasks with digital workers



Pre-built bots in [store](#)
13 LoBs | 24 Industries

Strategic Benefits of SAP Signavio Process Transformation Suite



Company Culture of Continuous Improvement

SAP Signavio enables a collaborative, continuous improvement environment where all employees are able and encouraged to participate in the future of the enterprise.

Experience-Driven Business Process Management

SAP Signavio combines time-tested practices in business process management with stakeholder experience (customer, supplier, employee) to provide business leaders with objective insights and quantifiable results.

Business Process Structure and Consistency

SAP Signavio provides the tools for establishing processes, measuring performance, and monitoring compliance to help ensure achievement of goals and objectives.

Enterprise Resiliency

Proactively monitor and detect internal and external factors that signal a need for change, and better understand options for adapting or disrupting.

Getting More Value from Your SAP Investments

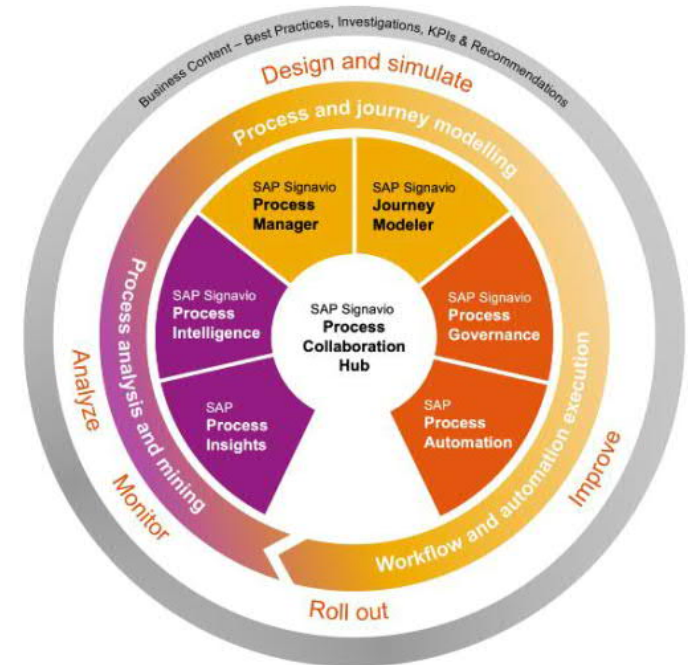
SAP is always creating new software for SAP customers. SAP Signavio is the best way to stay informed about new capabilities that address specific process improvement opportunities.

You have the **opportunity**
to dramatically **improve**
HOW you **shape the**
future of your company.



The Opportunity

- SAP Signavio is a **cloud-based process management suite**
- that gives your company **the ability to discover, understand, improve, and transform all your business processes** – fast and at scale.
- As a result, you **accelerate your speed of transformation** (in terms of time-to-insights & time-to-adapt)



SAP Signavio Key Differentiators

1 Holistic Process Transformation Suite

2 Experience Driven Process Management (J2P)

3 Best Time to Insights & Adapt for SAP



Thank you.

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