



# Accelerate and De-risk Enterprise Transformation and Process Optimization with **SAP Signavio**

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# Agenda

- An overview of business process management
- The SAP Signavio Business Process Transformation Suite
- Signavio BPT Customers
- Final Thoughts...



# **Business Process Management**

# Business process management (BPM) with applied analytics

## What is Business Process Management?

- The practice of **discover, 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.

# Given all the rich data, why is actual business transformation so difficult?

**Lack of  
clear goals and objectives**

**Lack of  
strategic alignment**

**Lack of  
organizational buy-in**

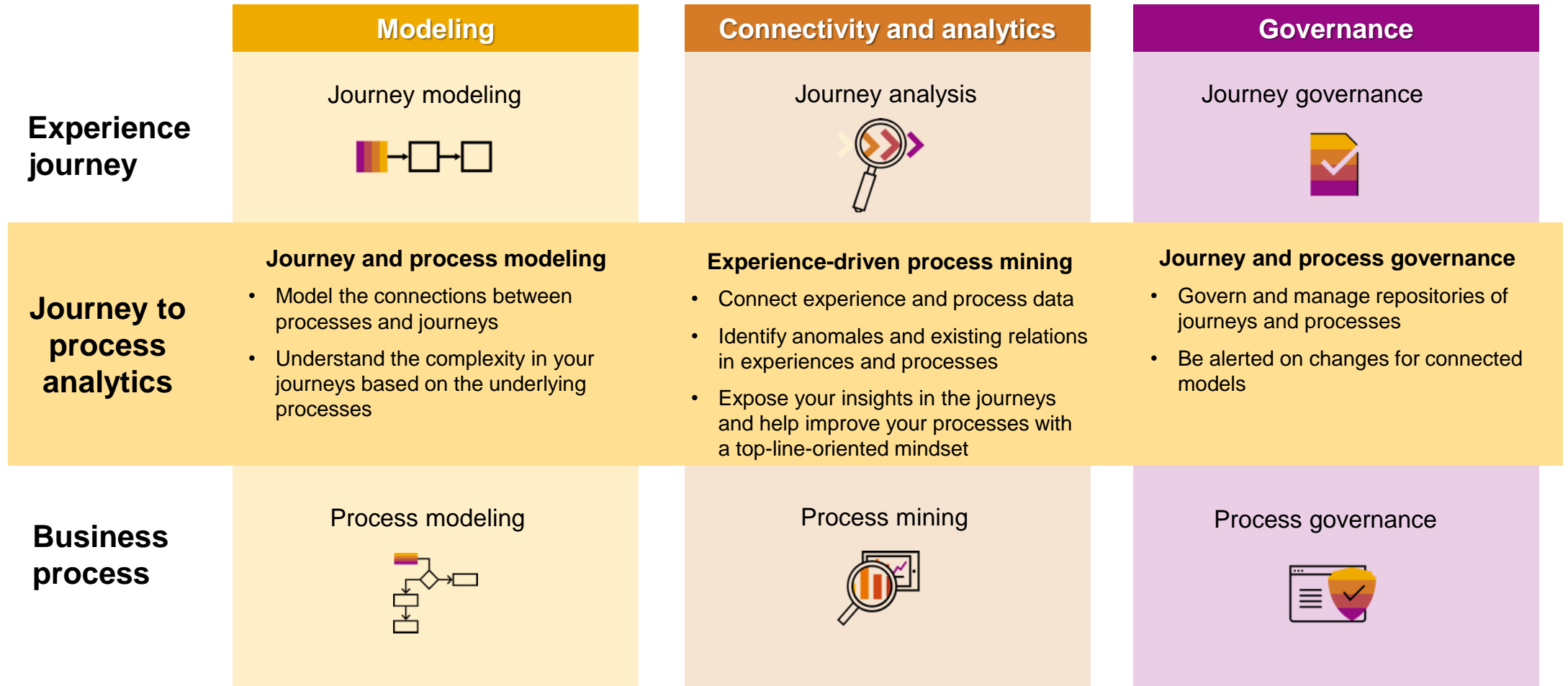


**Lack of  
communication**

**Lack of  
data visibility**

**Lack of  
people focus (abstractly  
technology-driven)**

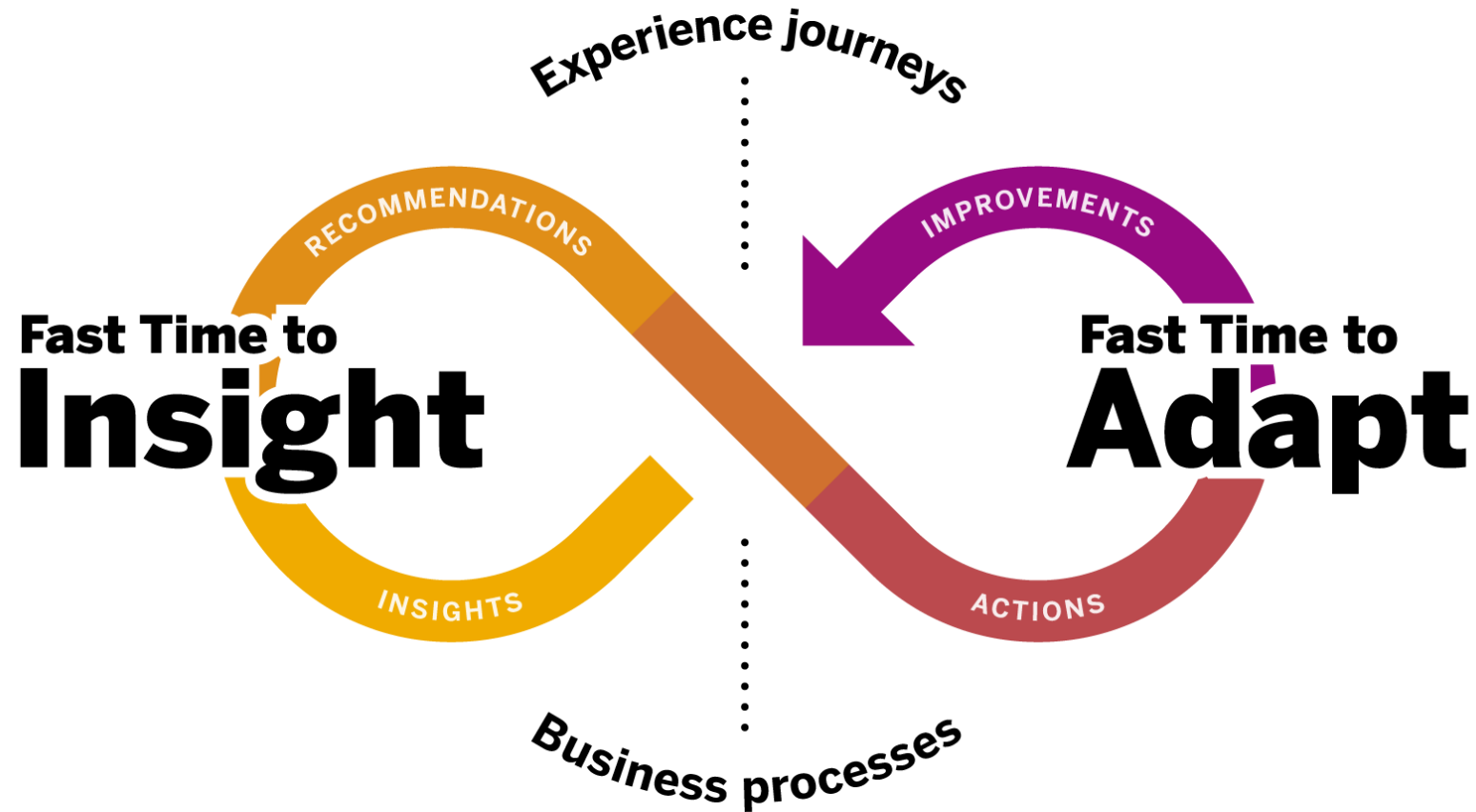
# Experience-driven process mining is key to delivering business results



**SAP Signavio**

**Business Process Transformation Suite**

# Achieving fast business insights that optimize action at the desired 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

## End-to-End Optimization

### Process analysis and mining

Complete process analysis for enterprise transformation and operational excellence programs

### Process and journey modeling

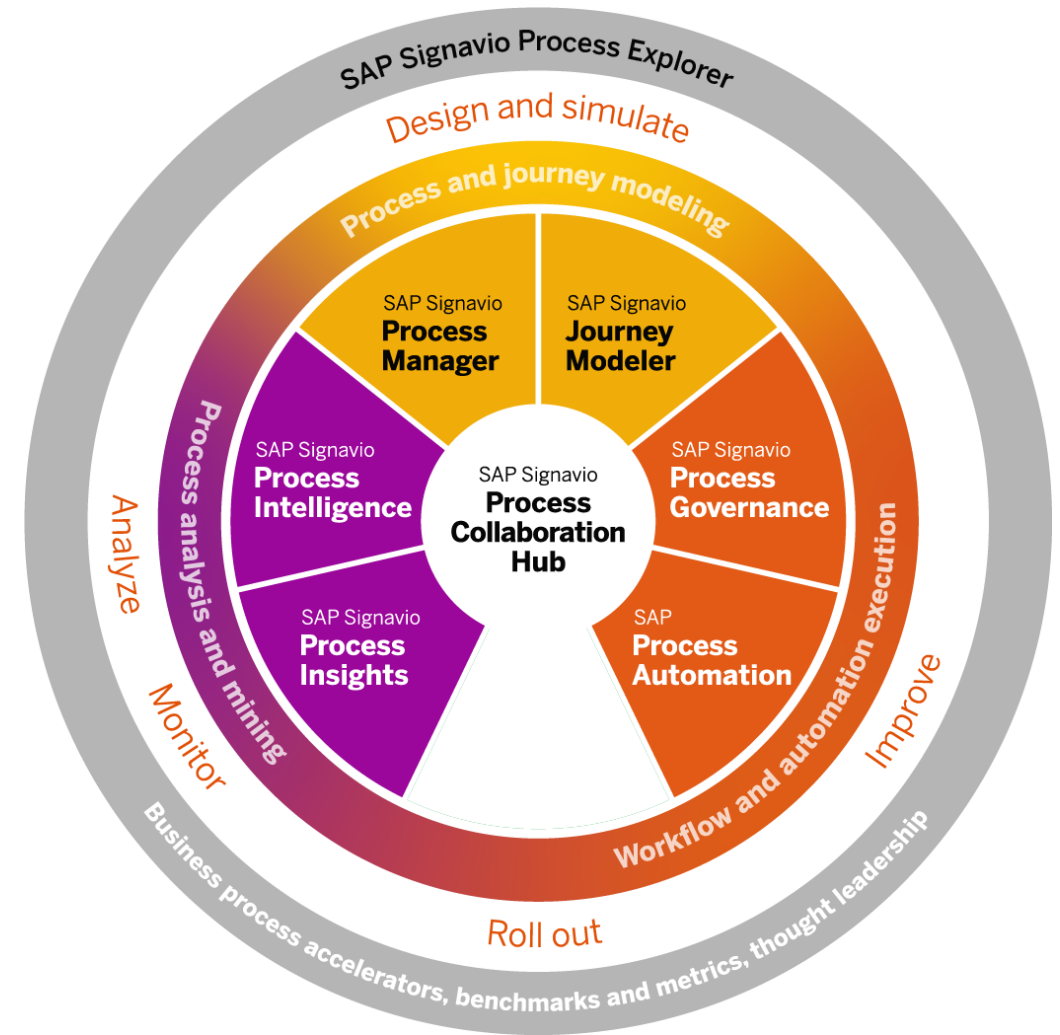
Standardized process and journey management, simulation, and modeling

### Process governance and automated execution

Maintaining organizational and regulatory compliance of all documented processes

### Process Collaboration

Stakeholder alignment and active collaboration across departments



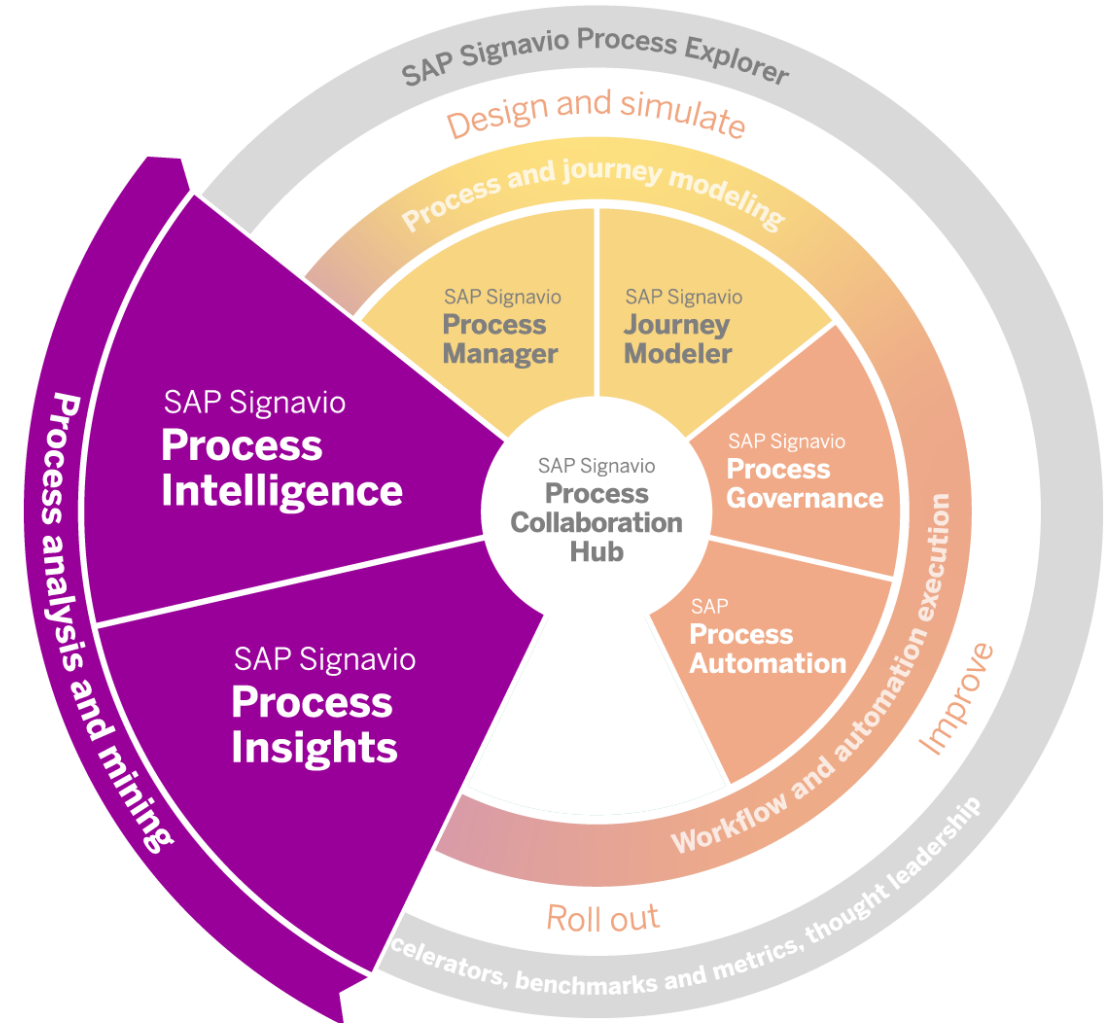
# Process analysis and mining

## Challenges

- Visibility into actual operations
- Inefficiencies in business processes (delays, long lead times)
- Process compliance
- Understanding where in the process the root cause problem is
- Visibility into areas of improvement

## Benefits

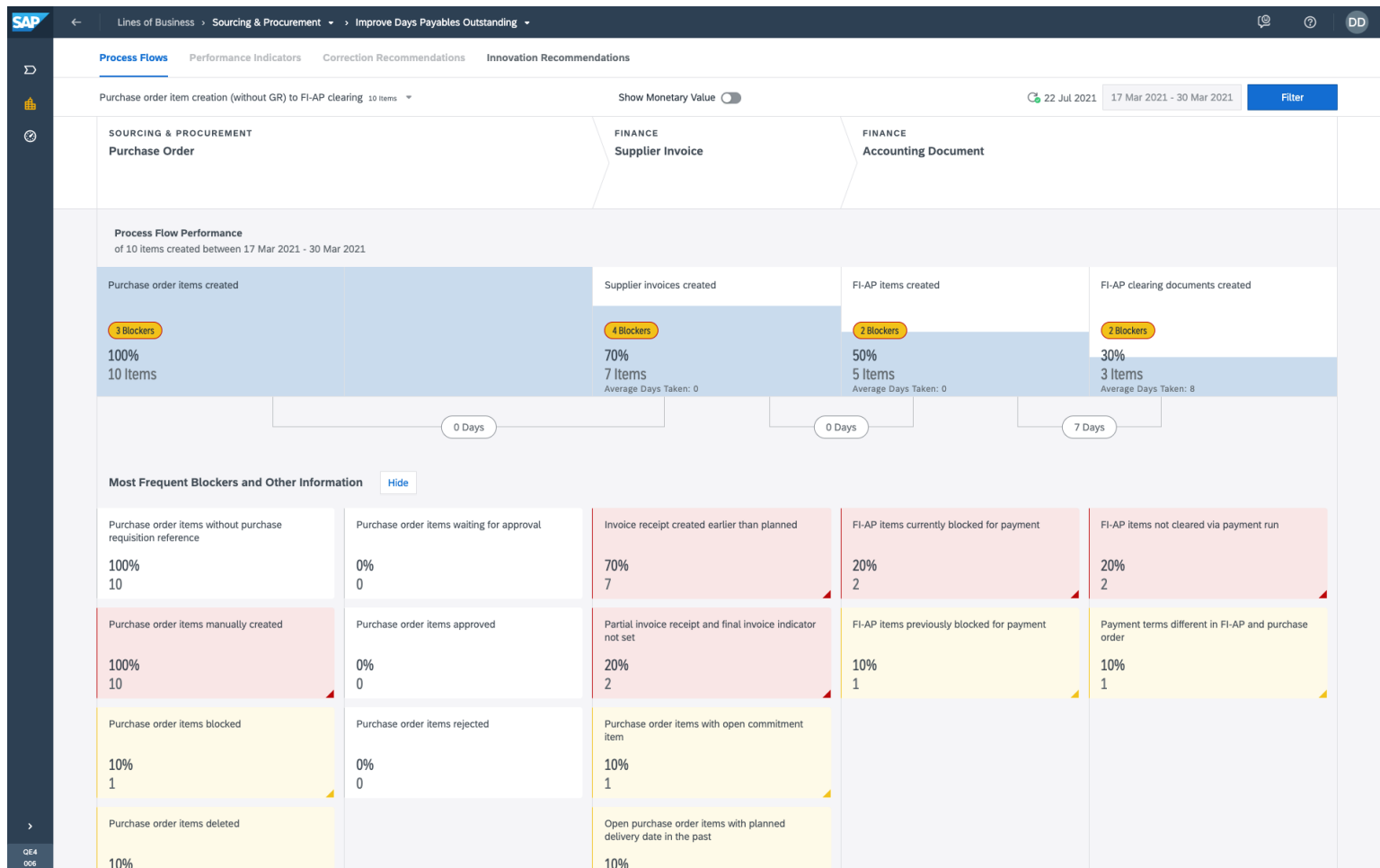
- Gain visibility into the real process execution and process inefficiencies
- Get recommendations for improvements
- Pinpoint improvement potential and drive transformative changes
- Gain visibility into process paths that lead to cumbersome experiences



# SAP Process Insights\*

Understand your process performance

Using 50+ delivered process flows and 1000+ typical issues and inefficiencies



## Leverage data

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



## Get insights fast

Updates happen daily.



## More is to come

The number of available process flows increases with every release.

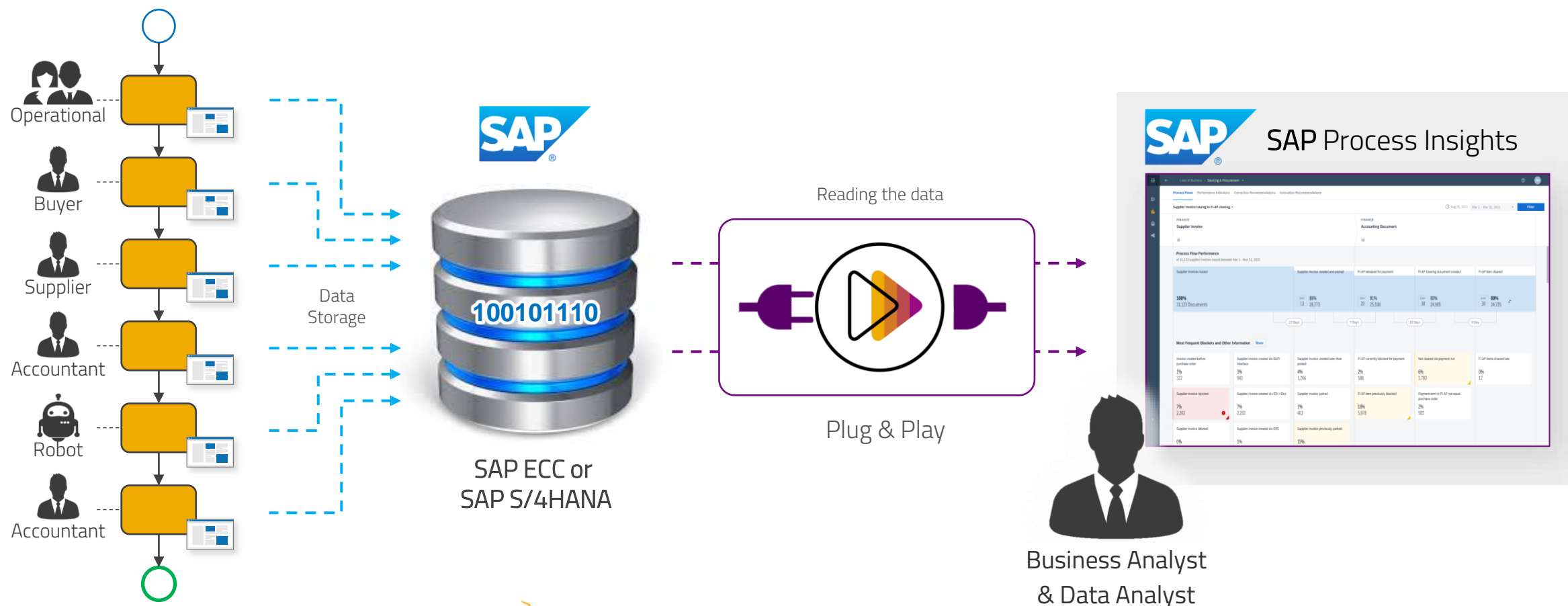
\* Available for SAP customers only



# SAP Signavio 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 **1000+** **Process Performance Indicators**, many **recommendations** for improvement and **live data** for continuous monitoring.

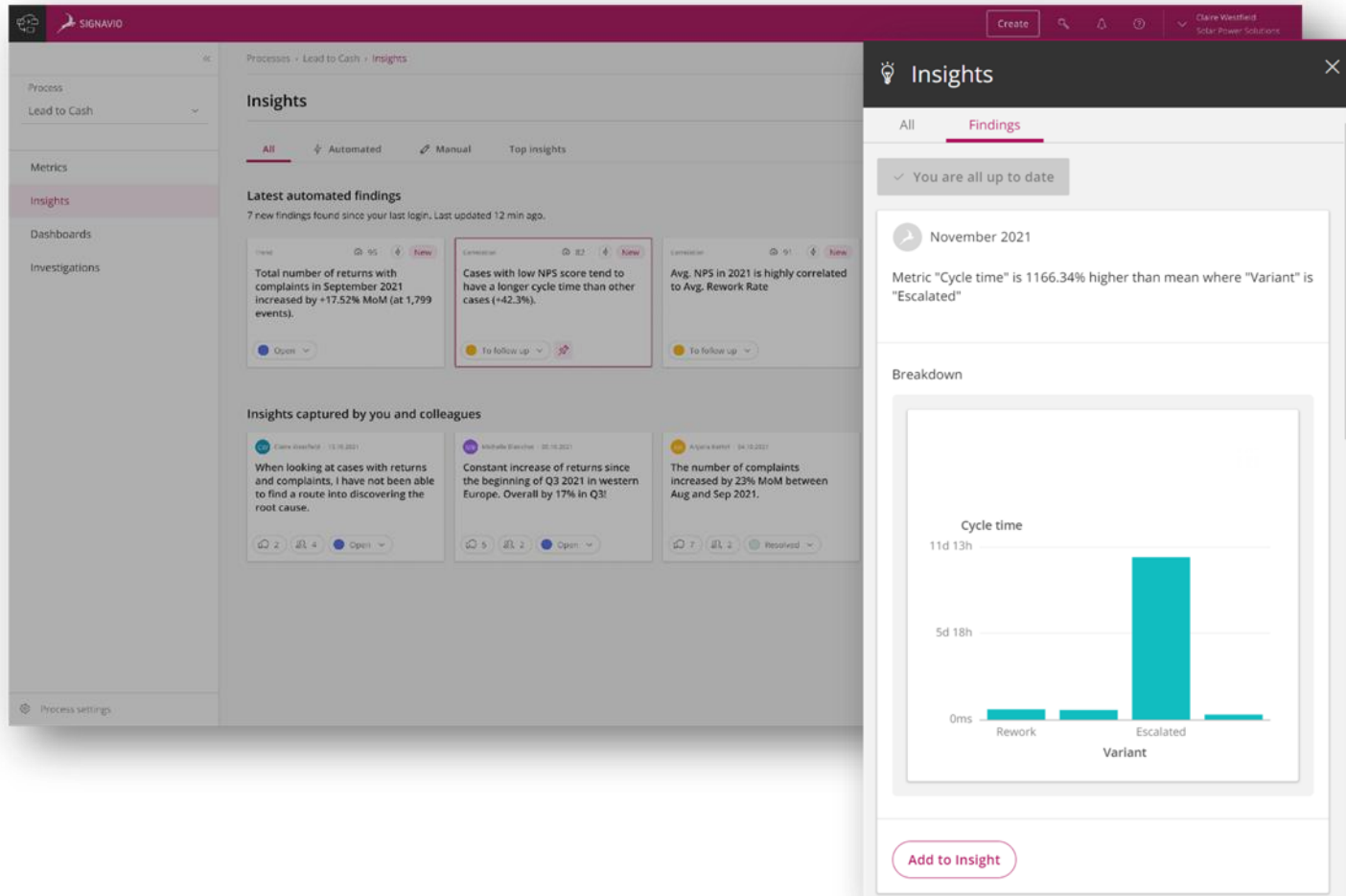




# SAP Signavio Process Intelligence

Unleash the potential of your process data

Reduce time to insights and identify levers to improve



## Get full visibility into your process reality

Support internal transformations and efficiency programs. Improve the way you operate.



## Uncover opportunities with process mining

Leverage ready-to-use insights, standard metrics, and powerful data querying capabilities to **uncover process inefficiencies, reducing your time to insights.**



## Blend process and experience analytics

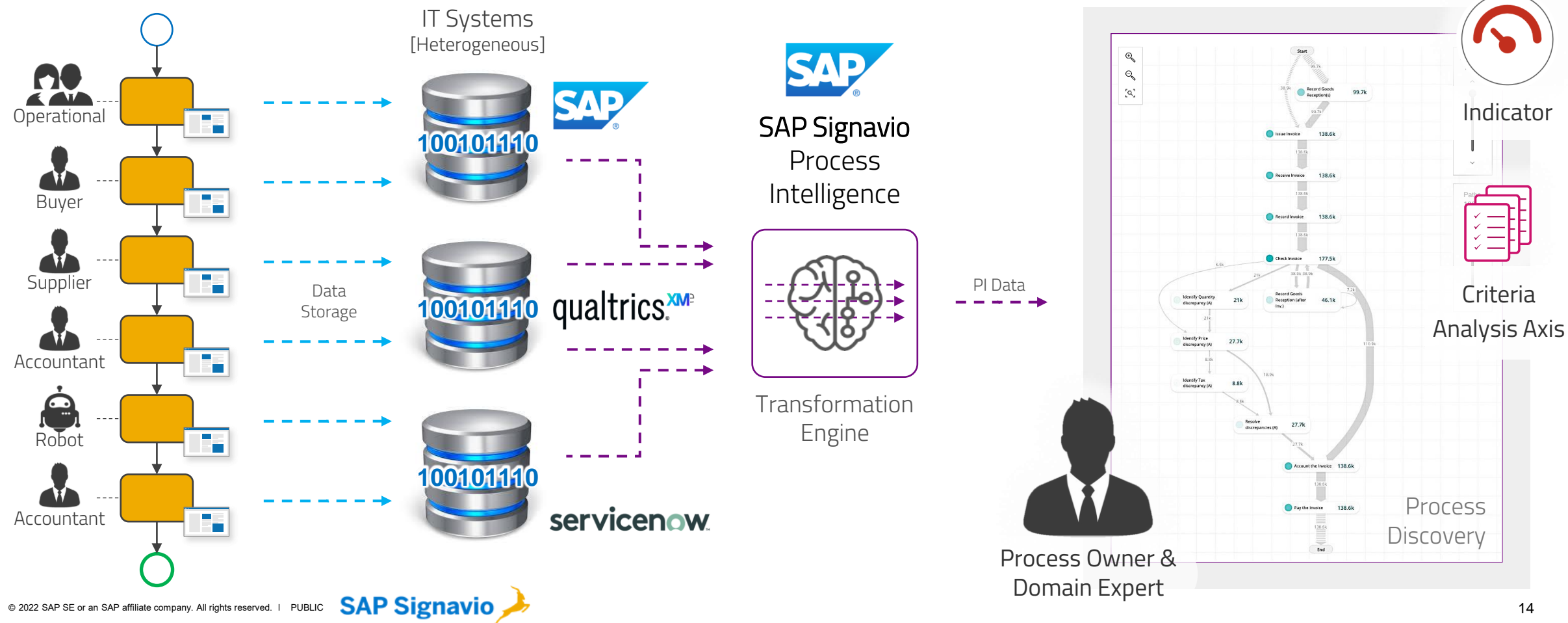
Spot inefficiencies and problems hitting top and bottom lines by **blending process and experience analytics** in one single framework.



# SAP Signavio Process Intelligence

## How does it work?

Exploit your data to extract insights ... Discover your real business processes, customer and partner behaviors to deploy best practices throughout your organization.



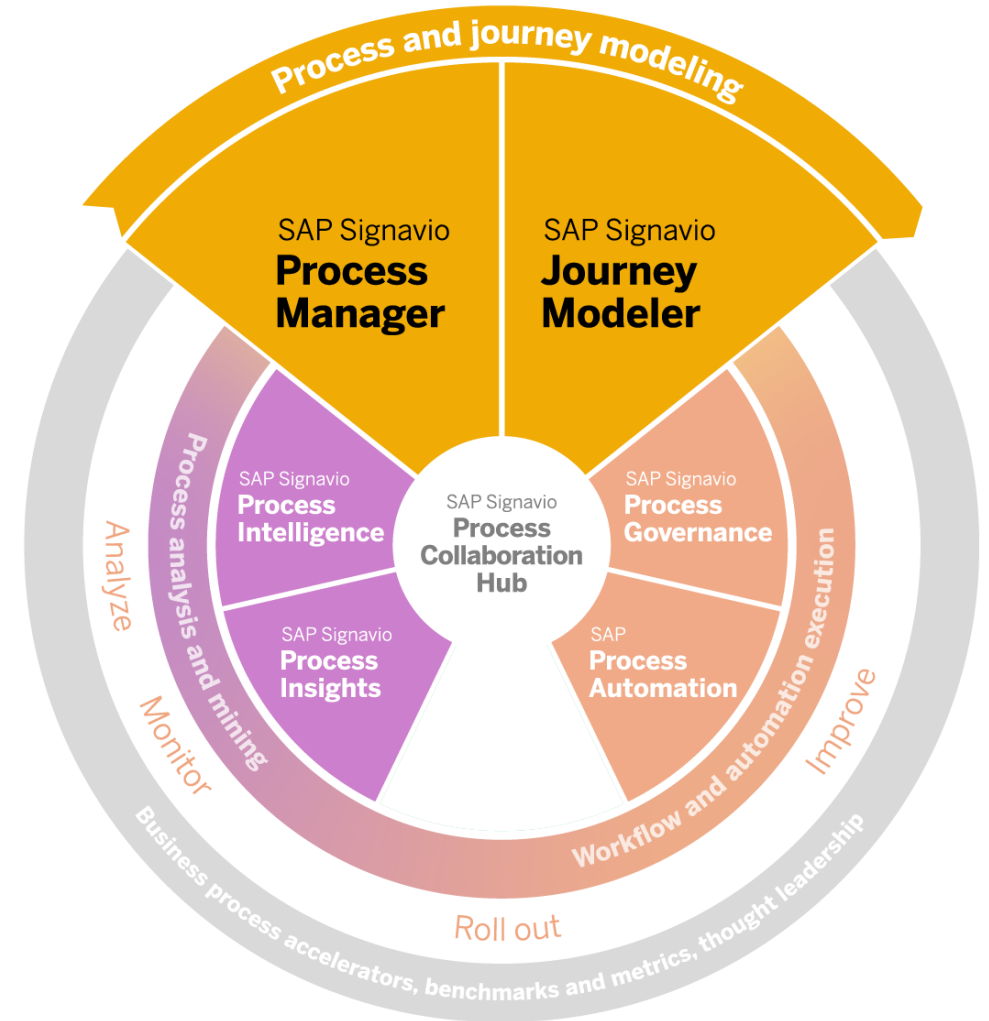
# Process and journey modeling

## Challenges

- Potential improvements to existing processes to be more efficient and achieve broader alignment across the organization
- Need for transparency into various stages of a customer journey and processes that are involved in the steps with least satisfaction
- Impact of change to the process landscape
- Confidence that processes are being adhered to in a compliant way

## Benefits

- Understand who does what, when and how within a process
- Identify the inputs and outputs of individual processes
- Standardize process practice, help ensure high quality of modeling standards, and educate your organization
- Leverage the wisdom of the crowd and involve key stakeholders in the transformation process
- Conform to your governance standards with process approval workflows
- Visualize the journeys your customers, suppliers, and employees take and the impact your business processes have on their experience
- Understand how changes will impact process outcomes using process simulation

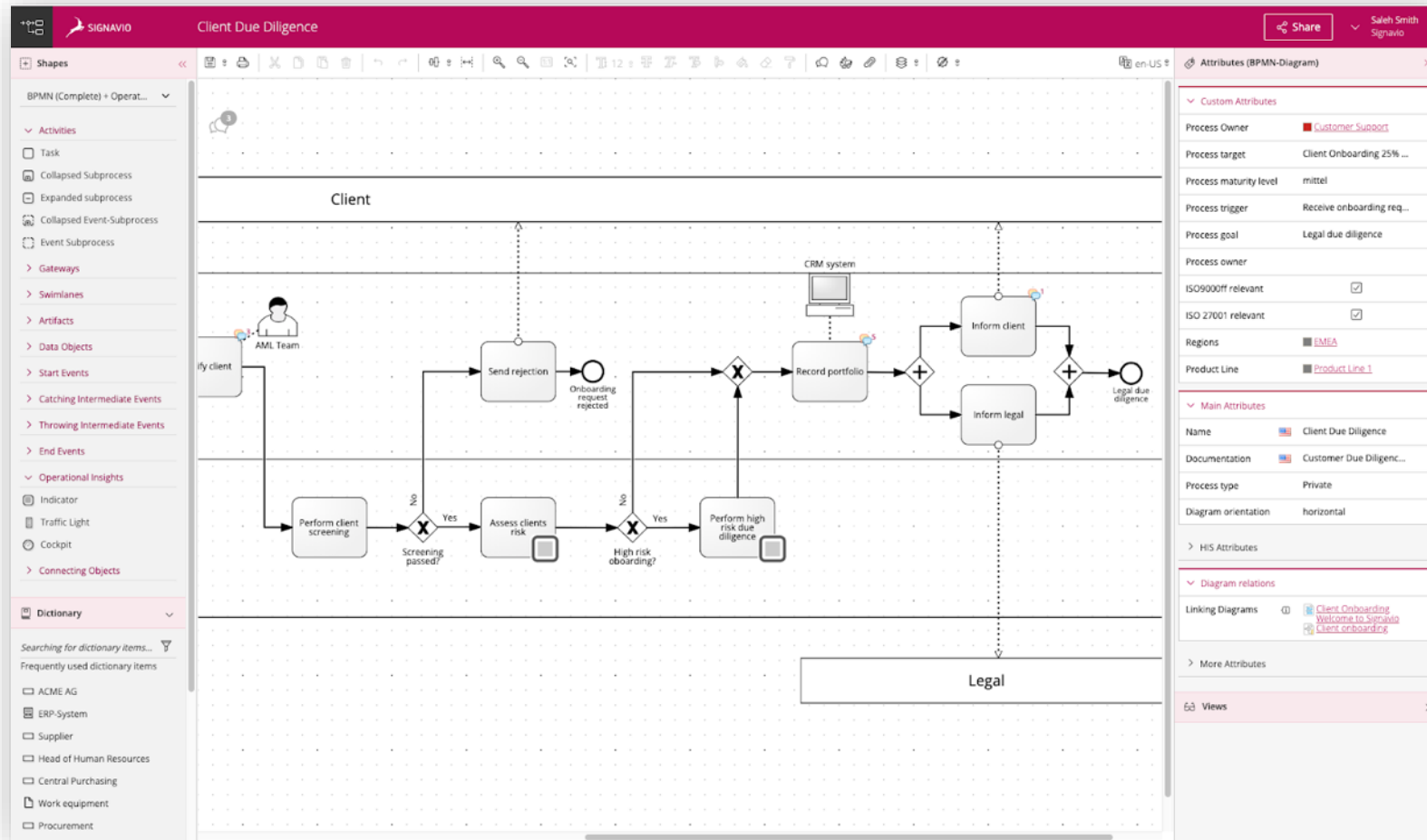
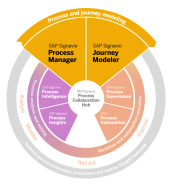




# SAP Signavio Process Manager

Discover, document, visualize, standardize, collaborate, and optimize your processes

Using a cloud-based modeling, repository, and analytics tool



## Process modeling

Design and model your business processes collaboratively.



## Analysis and simulation

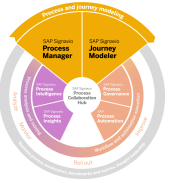
Analyze your processes and mitigate business risks using reports. Simulate the impact of changes prior to implementation.



## Transparency

Provide a transparent overview of the process landscape





# SAP Signavio Journey Modeler

Enabling you to operationalize customer experiences

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.

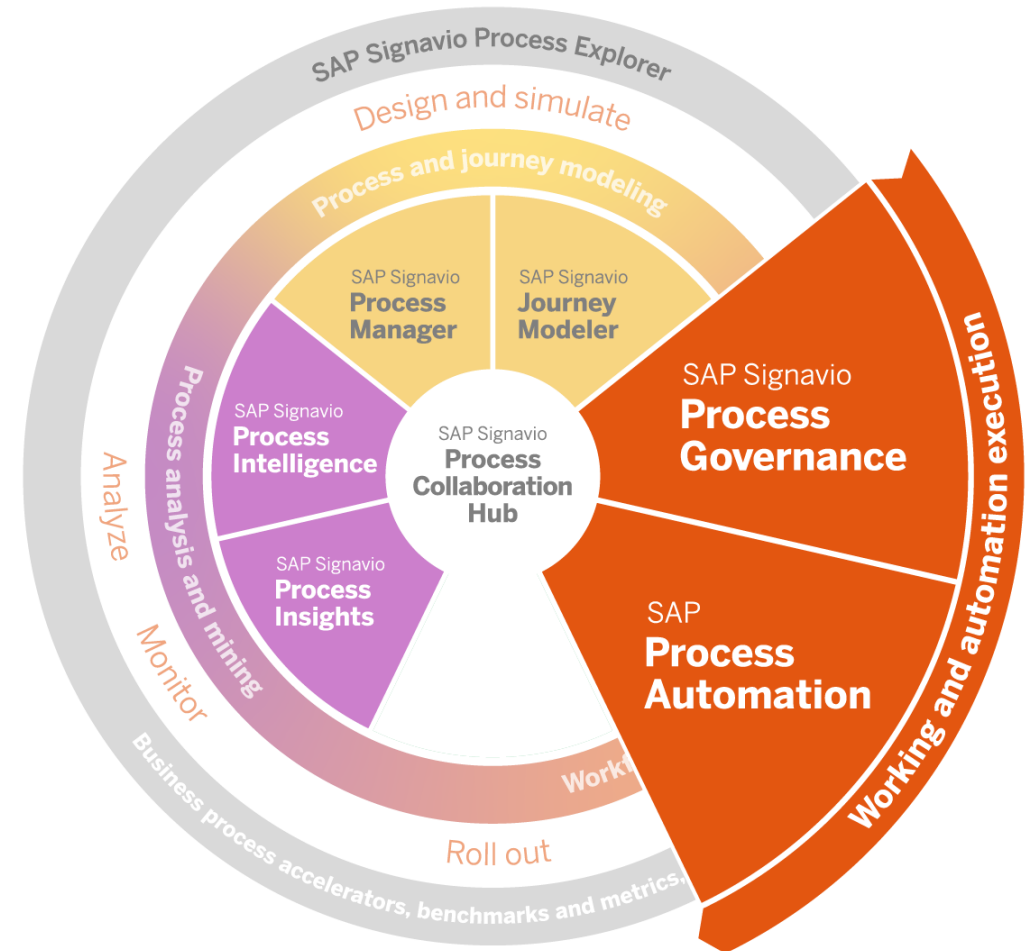
# Process governance and automated execution

## Challenges

- Definition of overall guidelines of the process management and process control model
- Compliance with internal and external governance requirements and regulatory needs
- Transparency into the maturity of a documented business process and the associated risks
- Error-prone and repetitive manually executed processes

## Benefits

- Maintain organizational and regulatory compliance of all documented processes
- Get approvals from key stakeholders on all documented processes
- Maintain process relevance and maturity with regular process reviews





# SAP Signavio Process Governance

Lower the cost of change for regulatory requirements

Allowing you to manage and govern the processes and associated content

The screenshot displays the SAP Signavio Process Governance interface. At the top, there is a navigation bar with 'Tasks', 'Cases', 'Processes', and 'Analytics'. The main area shows a 'Maturity Assessment' process flow. The flow starts with 'Assessment started', followed by 'Maturity Assessment started', then 'Assess Process' (highlighted with a dashed box), 'Maturity Assessment done', 'Define overall Maturity', 'Overall Maturity Defined', a decision point 'Next Steps defined?', 'Open Follow-Up Action Item', 'Handle Follow-Up Action Items', 'Inform Process Owner', another decision point, and finally 'Maturity Assessment'. Below the flow, a detailed view of the 'Assess Process' step is shown, including a 'Description' field with a 'Write' tab and a 'Process Information' section. The 'Description' field contains the text: 'Please fill in the Maturity Assessment for the process Model name.' and 'You can use Markdown for formatting. Press # to insert available information.' The 'Process Information' section shows 'Model name' with the value 'No value set'. There is also a 'Reuse a form' section with a dropdown menu.



## Process review

Review the critical processes for auditing and compliance.



## Maturity assessment

Assess the maturity of the processes to find potential for improvement and prepare for auditing.



## Process release management

Maintain a compliant and approved process content repository.

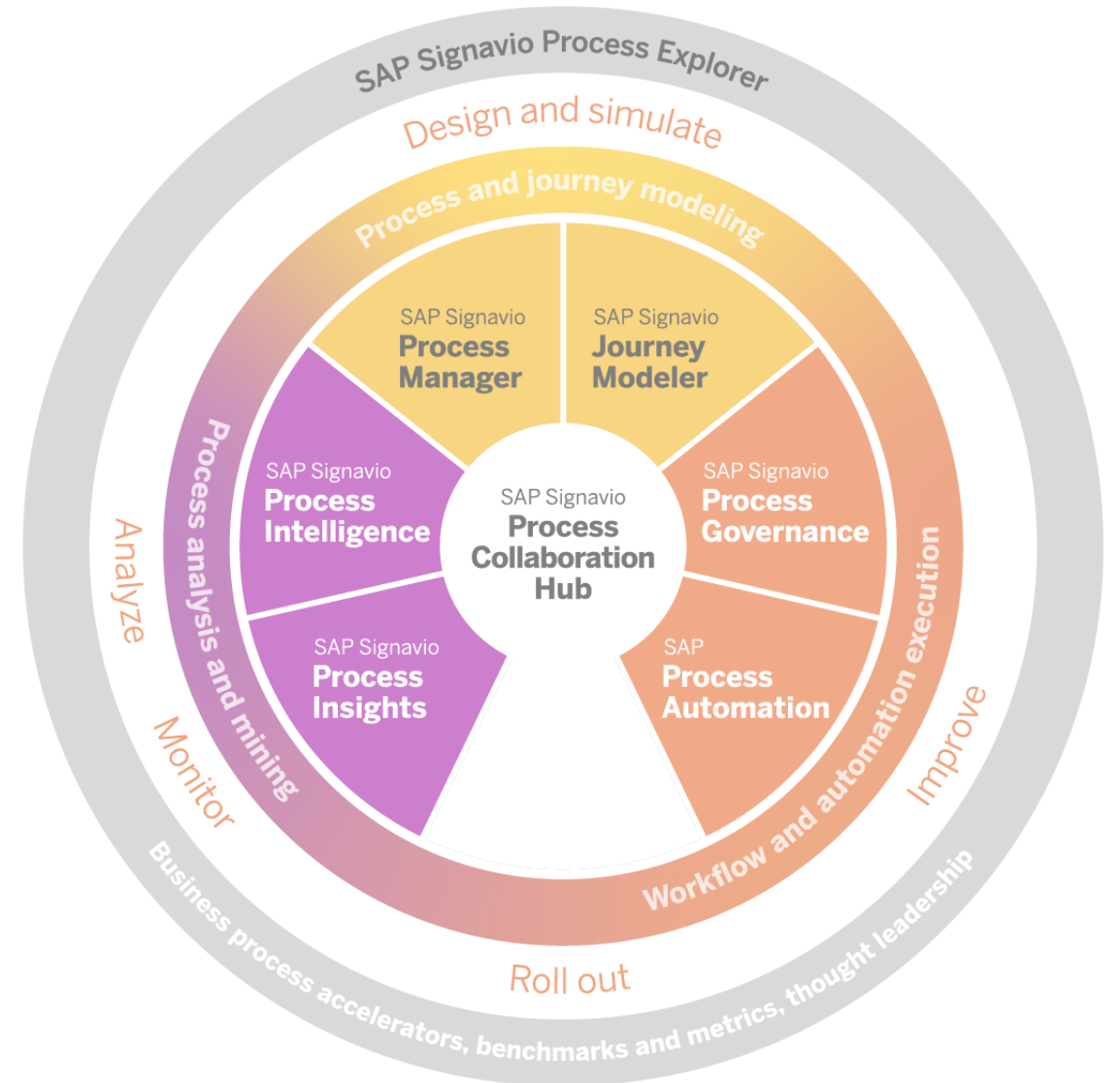
# Process collaboration

## Challenges:

- Lack of visibility into and understanding of company-wide and locally defined processes and best practices
- Misalignment on crucial transformation activities in the organization
- Disjointed analysis and identification of local inefficiencies

## Benefits:

- 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





# SAP Signavio Process Collaboration Hub

Involve your entire organization in transformation and process excellence initiatives

Harnessing the wisdom of the crowd in a cloud-native collaboration environment



## Collaboartion

Get a 360 View of your process landscape – documented processes with related analysis and key metrics



## Sharing & communication

Review, publish, and share your process documentation with key stakeholders



## Monitoring

Provide feedback and propose improvements to relevant processes

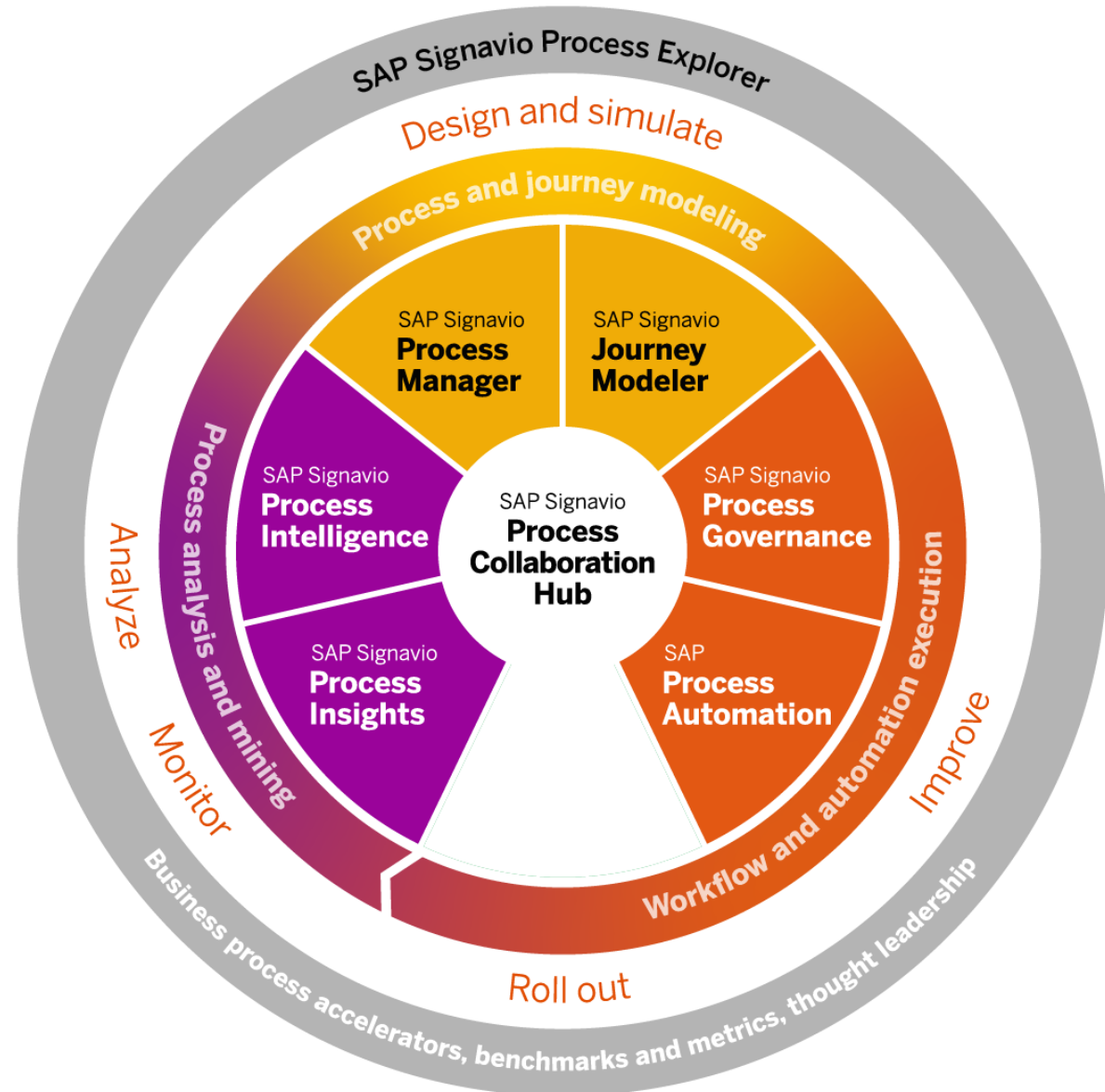
# Augmenting SAP Signavio Process Transformation Suite

## One Process Acceleration Layer (OPAL)

SAP Signavio solutions offer customers both the most powerful technology to do process-driven transformation and, at the same time, receive **guidance, ideas, and recommendations**.

**One Process Acceleration Layer** is a practice for better and faster transformations and represents the **collective knowledge** from thousands of transformation projects delivered.

All knowledge is readily accessed and consumed through the **SAP Signavio Process Explorer** solution.



# **SAP Signavio Business Process Transformation Suite** **Customers**

# SAP Signavio Sample Set of Customers



MIGROS

dyson



Heraeus



MCKESSON

Ravensburger

SIEMENS

Endress+Hauser







# DHL

- Driving process knowledge dissemination throughout the organization
- Developing a process-first culture and ensuring operational excellence







# Seagate

- Establishing operational excellence and achieving straightforward onboarding and job rotation
- Keeping business excellence as strategic focus for the CEO



# Customer Success Story

## Enabling Transformation and Creating a Foundation for Continuous Improvement with SAP® Signavio®



### Before: Challenges and Opportunities

- Decades of evolving processes in eight business units, resulting in a heterogeneous process landscape
- Lack of visibility and transparency in the execution of most process areas, including procure-to-pay and opportunity-to-cash processes

### Why SAP

- SAP® Signavio® solutions, part of the business process intelligence portfolio, providing real-time information for strategic decision-making to enhance behavior, efficiency, and performance
- SAP Signavio Process Manager and SAP Signavio Process Collaboration Hub solutions to document, model, and simulate business processes and improve collaboration across those processes
- Visualization capabilities of the SAP Signavio Process Intelligence solution when connected to SAP S/4HANA®

### After: Value-Driven Results

- Enabled process visualization that allows a fact-based conversion on the gradually evolving maturity of procure-to-pay processes and encourages faster business-user buy-in
- Helped business units adhere to defined procurement processes, decreasing late payments and missed procurement discounts
- Increased cash forecasting accuracy after reducing invoices received without purchase orders
- Harmonized processes to allow “apples-to-apples” comparisons and drive efficiency and performance of internal and external service partners
- Increased visibility into warehouse stock levels, material aging, and sales and delivery performance
- Gained a more accurate view of reorder points, improving cash-flow position

“In the past, improvements to business processes often relied on gut feel and perceptions of individual stakeholders. We had to make a lot of assumptions before deciding on changes. SAP Signavio solutions enable **more meaningful discussion** on business processes with less ambiguity, because we have the process visualized and backed by system data.”

Stefan Szupper, GFGWay Program Director, GFG Alliance Australia

**50**  
Legacy systems and 8 ERP systems integrated and transitioned to SAP S/4HANA

**>50%**  
Faster period-end close (from 8 days down to just 3)



**GFG Alliance Australia**  
Sydney, Australia  
[www.gfgalliance.com](http://www.gfgalliance.com)

**Industry**  
Mill products

**Products and Services**  
Steel, aluminum, energy, and manufacturing products

**Employees**  
8,000

**Revenue**  
A\$6 billion (US\$4.2 billion)

**Featured Solutions and Services**  
SAP Signavio Process Manager, SAP Signavio Process Collaboration Hub, and SAP Signavio Process Intelligence



# **SAP Signavio Business Process Transformation Suite**

## **Final Thoughts**

# Business Process Transformation

Direct your transformation to SAP S/4HANA



## Steer your project

- Profit from a collaborative framework to bring IT and business together.
- Get visibility of as-is status and what needs to be migrated from a business perspective.
- Model processes and journeys collaboratively.
- Improve budget and timeline adherence in your transformation project.

## Identify opportunities

- Identify which capabilities address existing business problems.
- Simplify and standardize your processes.
- Identify opportunities for automation to achieve efficiency and save costs.
- Get recommendations on best practices from SAP and the modules of SAP S/4HANA.

## Continuously innovate

- Establish a process-first mind-set in your company.
- Establish a data-driven mind-set in your company.
- Establish a coherent and aligned approach to processes, company-wide.
- Foster a continuous improvement approach after a first transformation.
- Maintain process compliance.



# SAP Signavio Process Transformation Suite

for process excellence



**Discover process status and identify areas of improvement**

- Analyze the status quo
- Understand and document
- Identify opportunities and validate

**Prepare the process excellence initiative**

- Benchmark and run analytics
- Document the processes in detail
- Check process conformance
- Assess time, cost, and effort
- Identify key KPIs

**Model and collaborate on future state**

- Align on future state
- Standardize processes
- Simplify where necessary
- Simulate changes

**Implement process improvements**

- Document variants
- Generate system requirements
- Automate using workflows and intelligent RPA

**Govern the rollout**

- Publish process updates
- Educate on the new state
- Check performance
- Govern processes

**Monitor and continuously improve**

- Monitor process and business performance



# Signavio Business Process Transformation Starter Pack

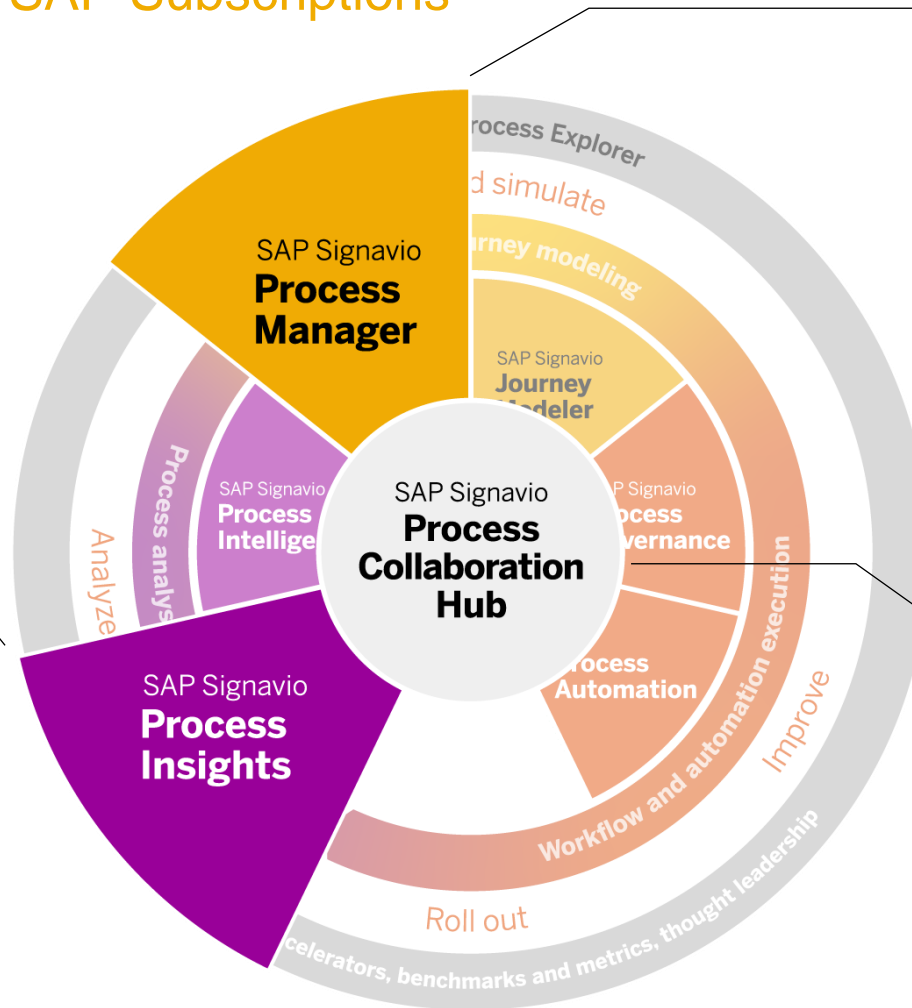
is included in your RISE with SAP Subscriptions

Identify and implement business process improvements through process analysis!

## SAP Signavio Process Insights

- **Instant insights** into your current process performance<sup>1</sup> to understand where to transform
- **Individual recommendations** to understand how to improve

50 GB data volume and one time data load



## SAP Signavio Process Manager

Single source of truth to **model, redesign, store and collaborate** on your future business processes

3 users

## SAP Signavio Process Collaboration Hub

**Provide transparency and engage** all stakeholders to continuously improve processes together

10 users

<sup>1</sup> Managed ERP System Requirements, [see here](#)

# Thank you!

For more information

[Business Process Transformation](#) \* [SAP Signavio](#) \* [SAP Signavio Community](#)



## ASUG RECORDINGS

[ASUG Executive Exchange - Business Process Transformation with SAP Signavio, Aug 10, 2022](#)

[SAP Signavio Fundamentals Series Part 1: Manifest Your Competitive Advantage with SAP Signavio Process Transformation Suite, Aug 16, 2022](#)

[SAP Signavio Fundamentals Series Part 2: Empower Your Business with Process Analysis and Mining, Aug 30, 2022](#)

[SAP Signavio Fundamentals Series Part 3: Transform Your Business with Enterprise Processes and Journey Modeling, Sep 29, 2022](#)

[SAP Signavio Fundamentals Series Part 4: Achieving Process Excellence Through Continuous Process Improvement and Automation, Oct 26, 2022](#)

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SAP Signavio 

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