



# Realize Your Intelligent Enterprise with **SAP Signavio**

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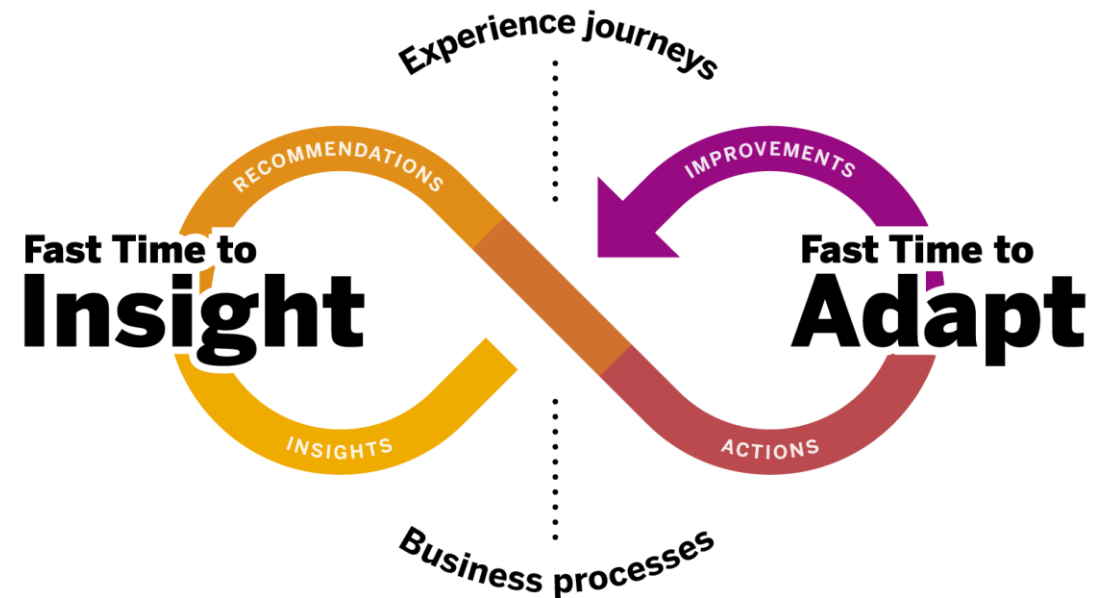
**ASUG** Philadelphia, June 1 2023

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# Our Agenda

- Business Process Transformation Challenges
- The SAP Signavio Business Process Transformation Suite
- SAP Signavio Customers and Some Final Thoughts
- Three Prize Questions!





# Business Process Transformation Challenges

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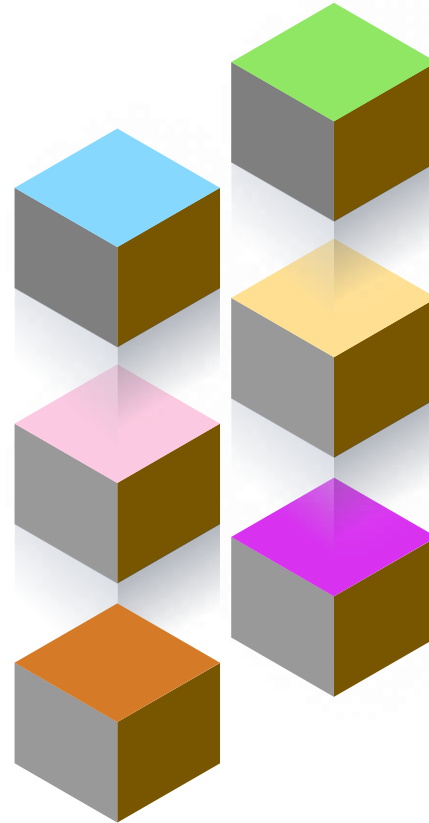
# Given all our rich data, why is actual business transformation so difficult?

This may be due to the lack of...

...clear goals and objectives

...strategic alignment

...organizational buy-in



... communication

...data visibility

...people focus (abstractly  
technology-driven)

# Manual Processes and Limited Visibility Plague Business Transformation \*

**37%**

of execs say most/all of their processes are manual.

**ONLY 17%**

of execs say they have a clear, real-time view of overall costs.

**48%**

report low internal adoption of new process technology.

**44%**

say low adoption of new processes/technologies is a barrier to digital transformation.

\*

[Agile Business Research Insights](#) by SAP in collaboration with Oxford Economics, 2022



# What SAP Signavio is “Solving For”

SAP Signavio supports both enterprise transformation and process excellence initiatives

## Business Transformation

- S/4HANA Phase Zero
- New business models
- Process harmonization & simplification
- Equip for mergers and acquisitions
- SAP LOB Implementation (SFSF, Ariba, IBP, etc)



## IT Transformation

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

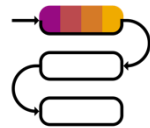
## Enterprise Transformation

## Process Excellence

### Process focus

*(to address a particular process area)*

- Order to cash (O2C)
- Purchase to pay (P2P)
- Design to Deliver
- Hire to Retire



### Performance initiatives

*(cross- or multi-functional)*

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



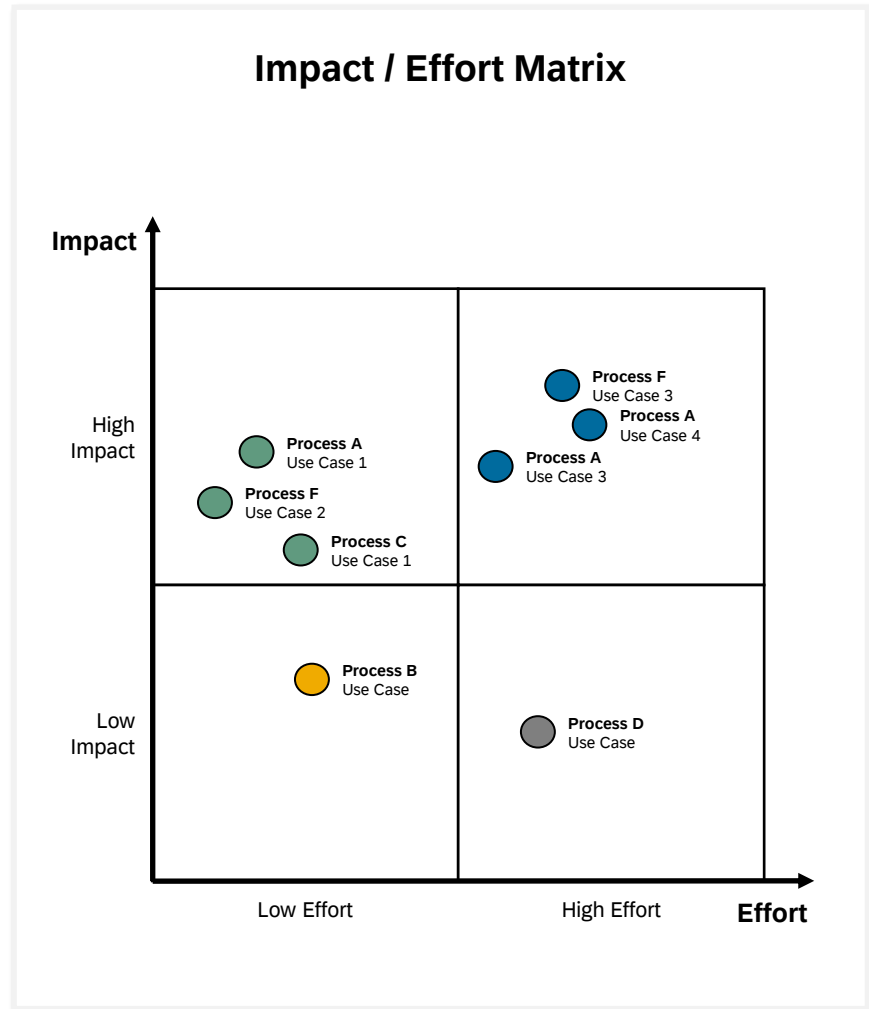


# The SAP Signavio Business Process Transformation Suite

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# SAP Signavio Value Pathways

Executing Value in the short term while preparing for S/4HANA



## Get the best out of your system...

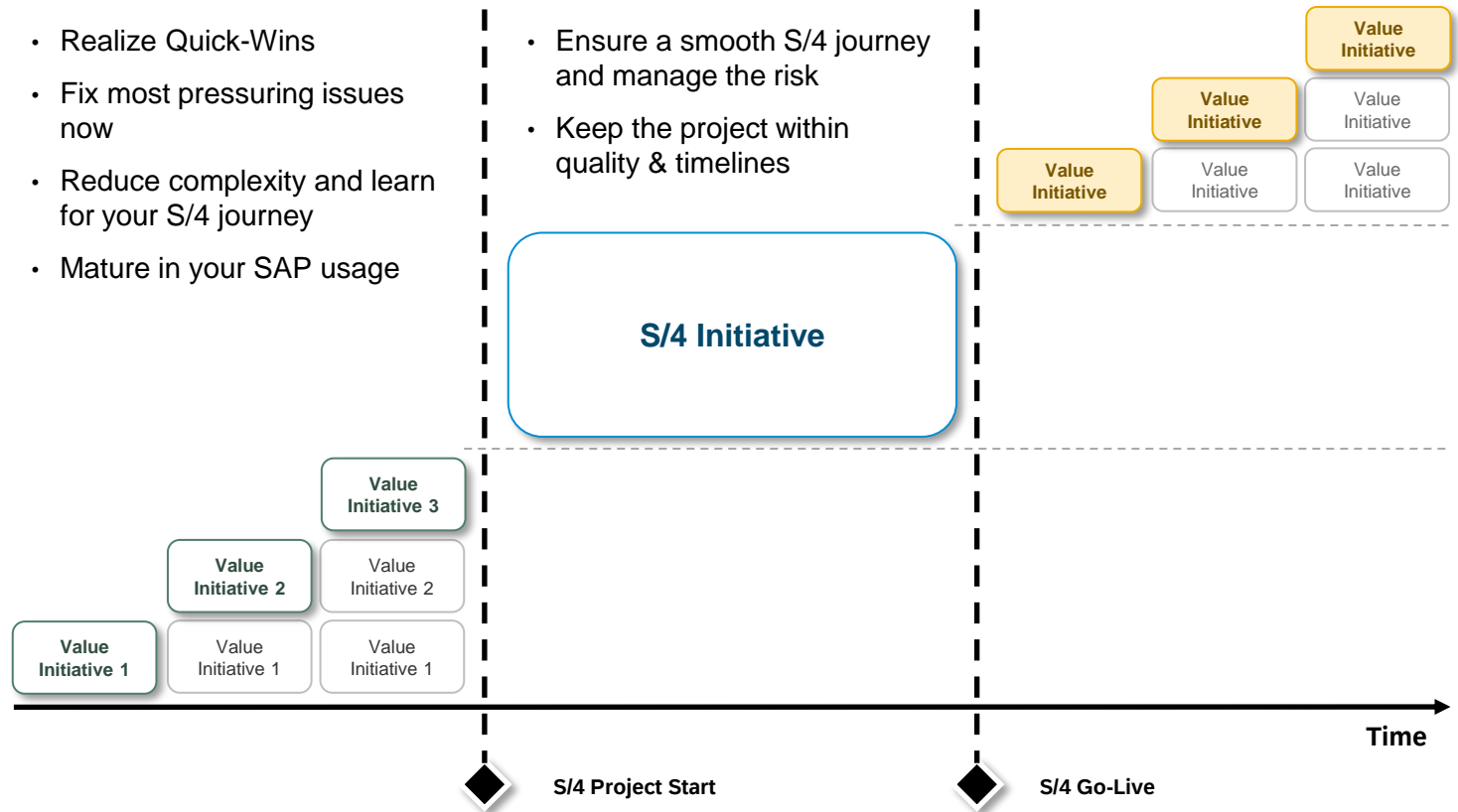
- Realize Quick-Wins
- Fix most pressuring issues now
- Reduce complexity and learn for your S/4 journey
- Mature in your SAP usage

## S/4HANA Journey

- Ensure a smooth S/4 journey and manage the risk
- Keep the project within quality & timelines

S/4 Initiative

## Continuous Improvement





# SAP Signavio Business Process Transformation Suite

## End-to-End Optimization

### 1. Process analysis and mining

Complete process analysis for enterprise transformation and operational excellence programs

### 2. Process and journey modeling

Standardized process and journey management, simulation, and modeling

### 3. Process governance & automated execution

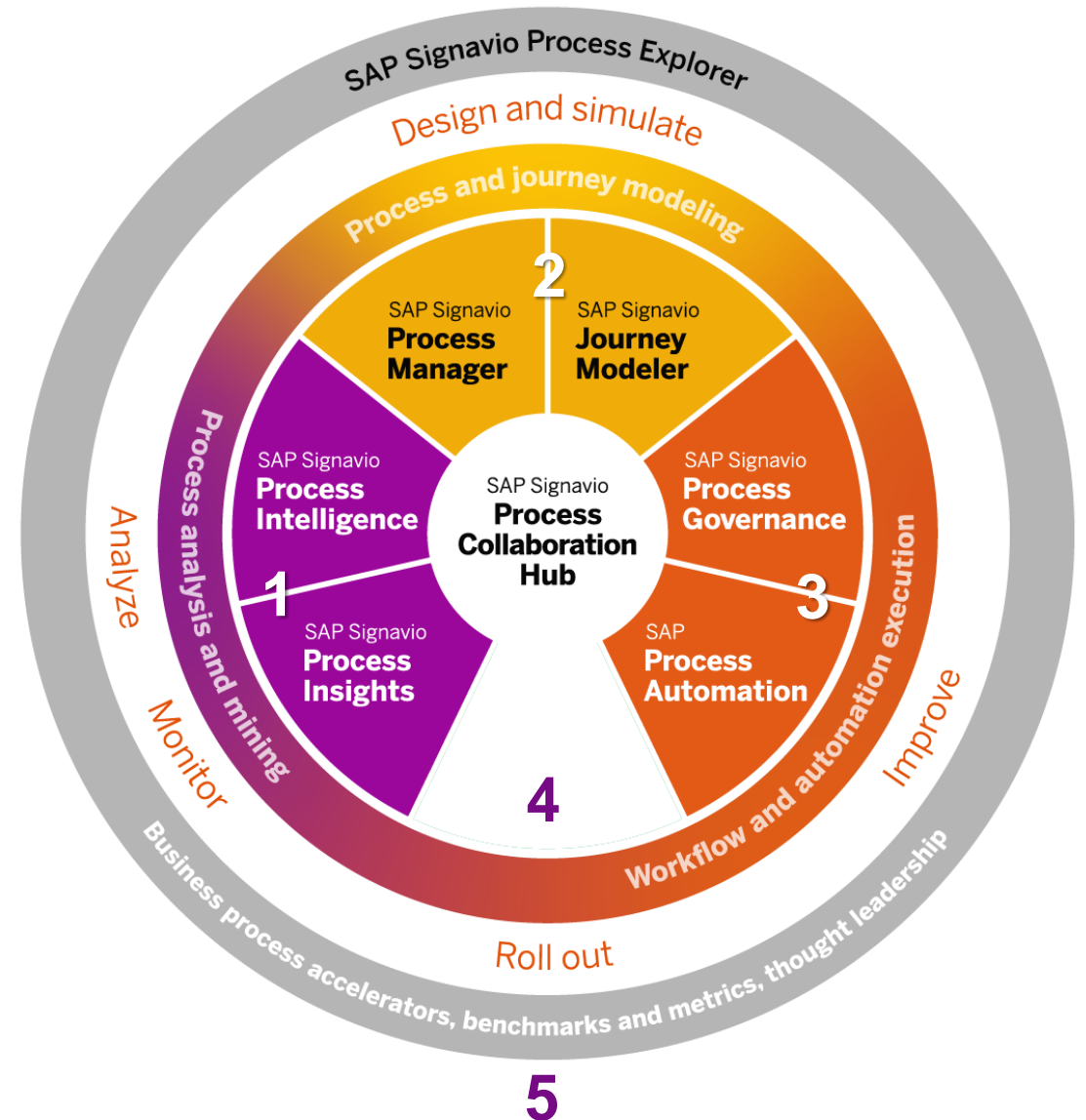
Maintaining organizational and regulatory compliance for all documented processes

### 4. Process Collaboration

Stakeholder alignment and active collaboration across departments

### 5. Value Acceleration

Speeding up time-to-value with preconfigured accelerators by industry, best practice & process area



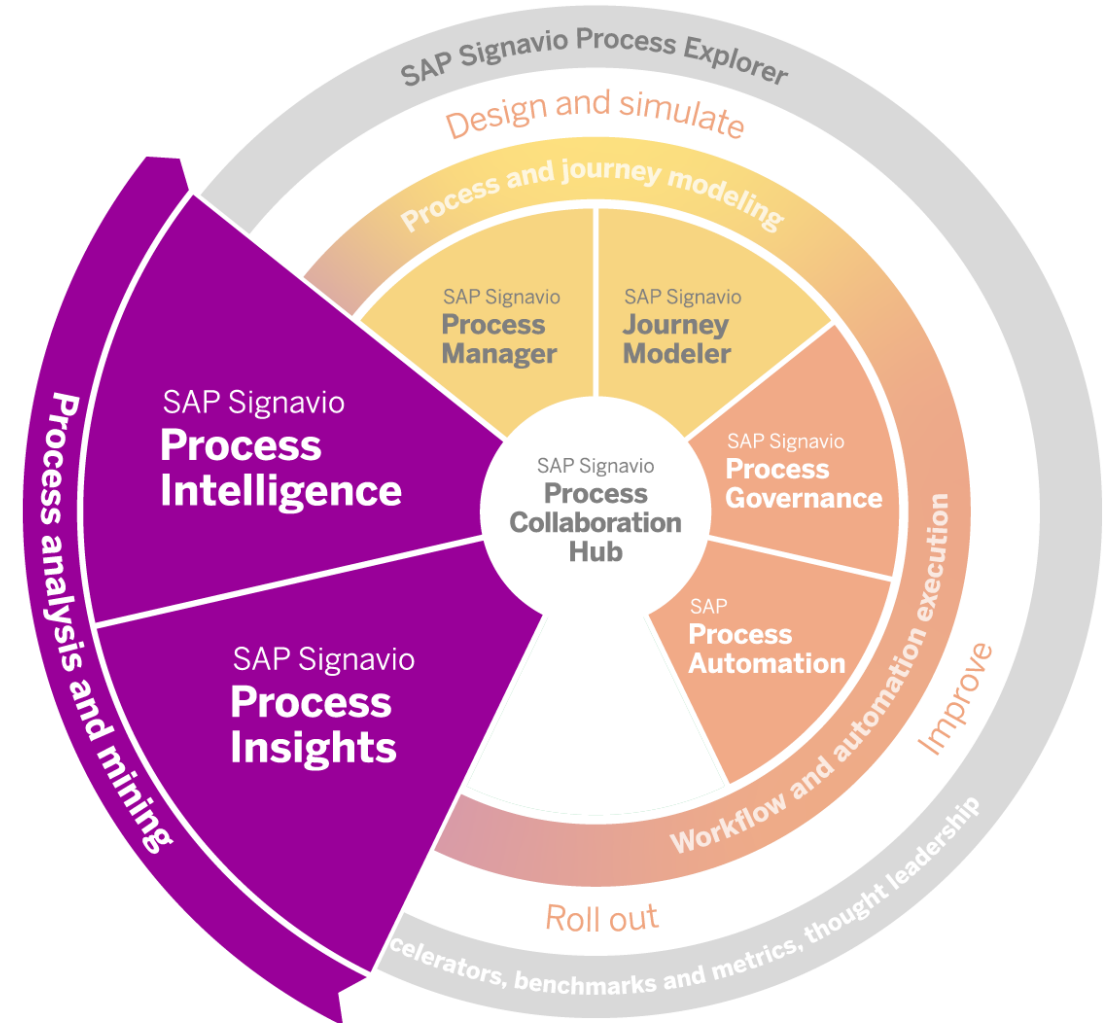
# Process analysis and mining

In a cloud-native diagnostic environment

## Benefits

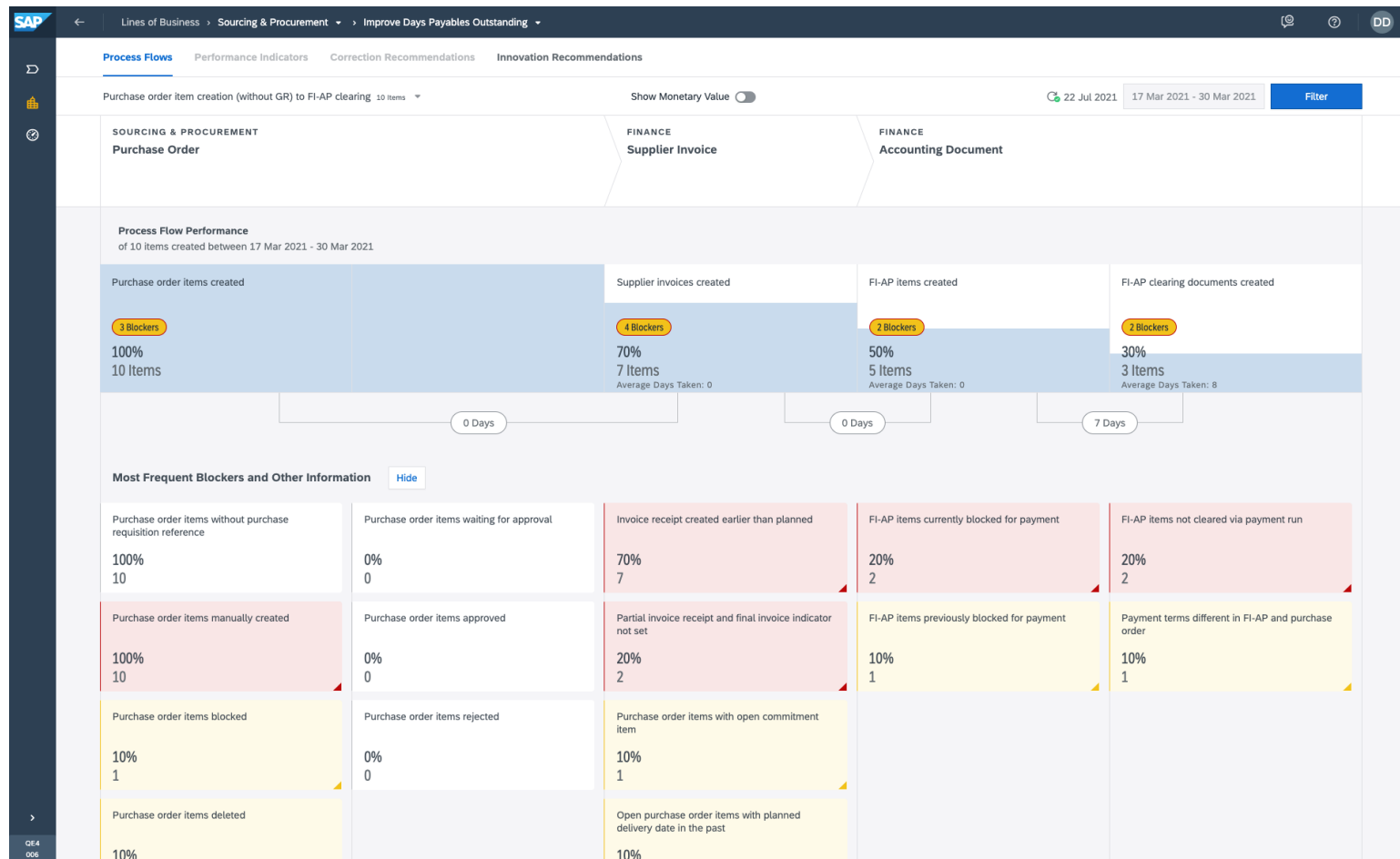
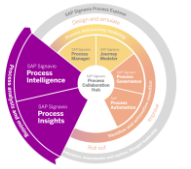
- Gain visibility into actual process execution bottlenecks and process inefficiencies
- Get recommendations for improvements
- Pinpoint improvement potential to drive transformative changes
- Gain visibility into process paths that lead to cost overruns, bottlenecks and non-compliance

[SAP Signavio: A Leader in 2023 Gartner® Magic Quadrant™ for Process Mining Tools](#)



# 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

Recommendations to SAP best practices and solutions.



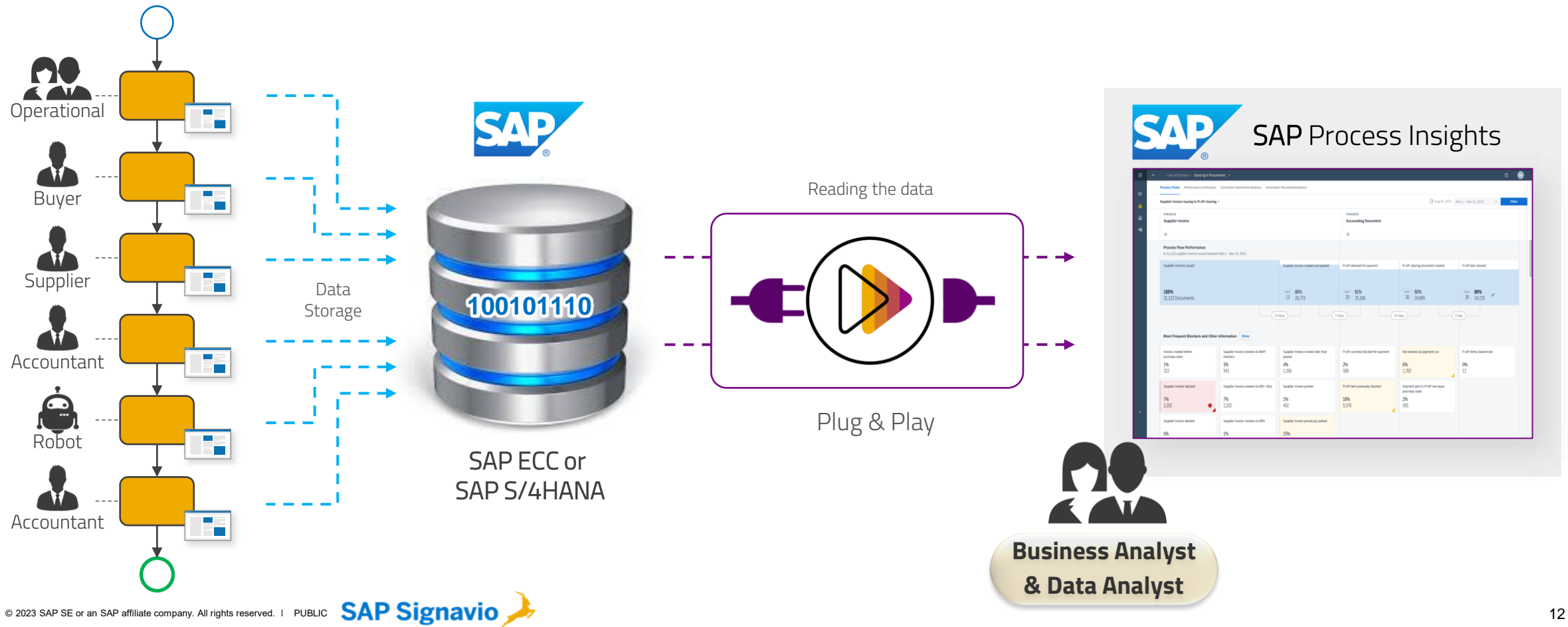
### Constantly evolve

The number of process flows increases with every release.

# SAP Signavio Process Insights

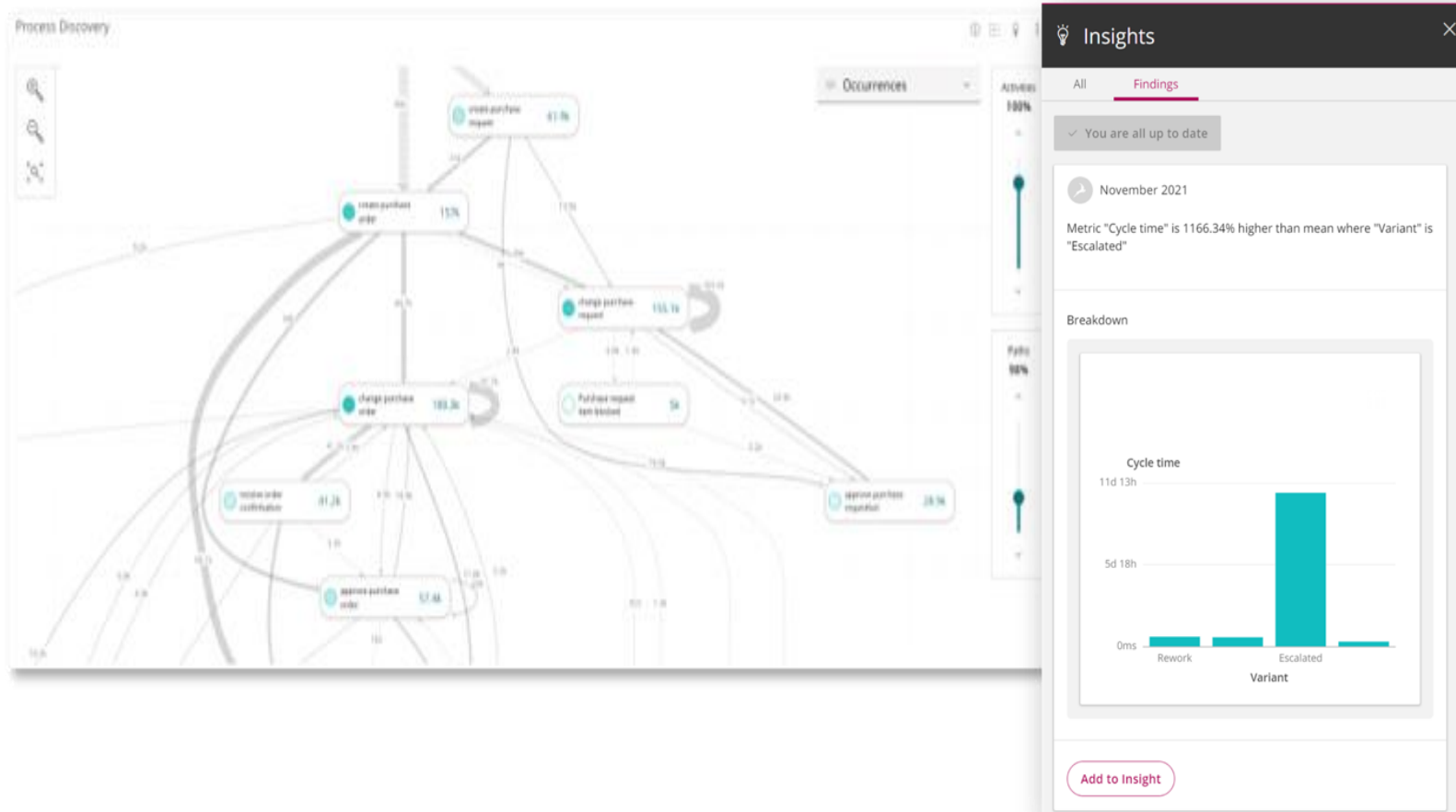
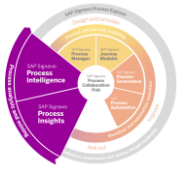
## How does it work?

Get an end-to-end view of your company's performance with **1000+ Process Performance Indicators**, recommendations for improvement and **live data** for continuous monitoring.



# SAP Signavio Process Intelligence - Unleash the potential of your process data

## Reduce the time to gain insight and identify levers to improve outcomes



### Get full visibility into your process reality

Support internal efficiency programs. Improve the way you operate.



### Uncover opportunities with process mining

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



### Blend process and experience analytics

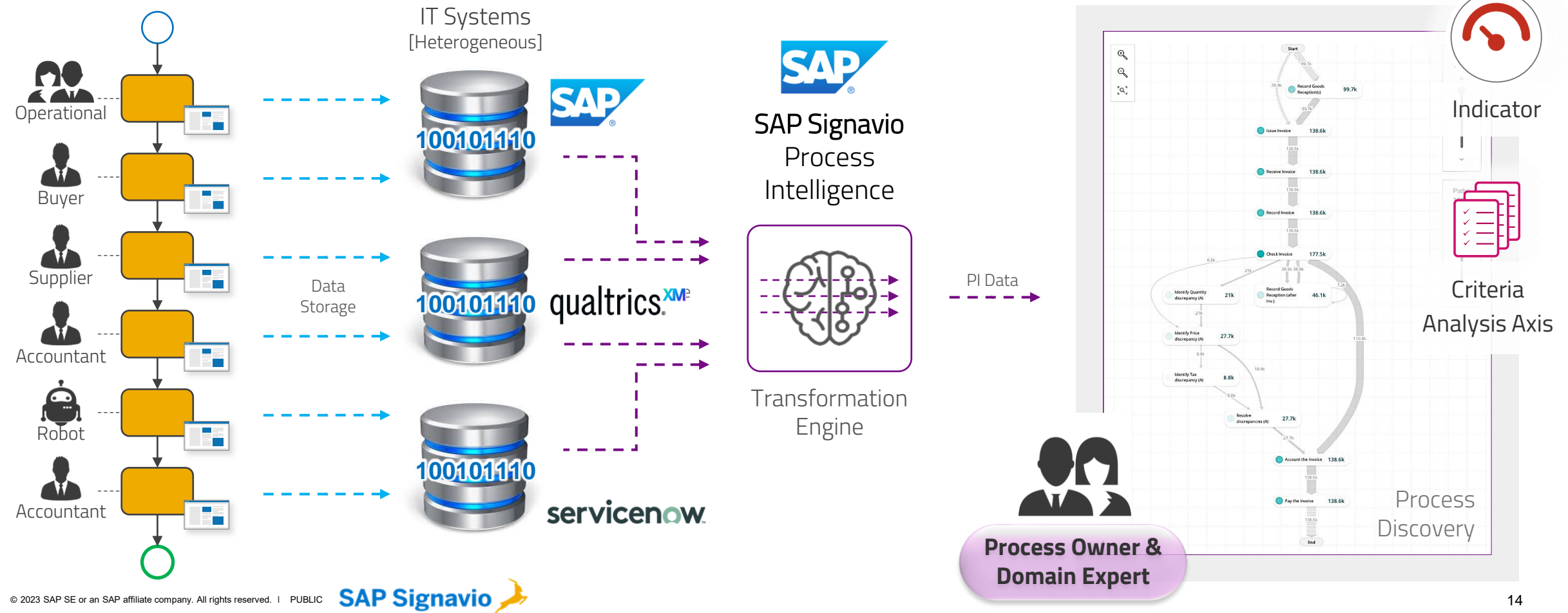
Spot inefficiencies and problems hitting top and bottom lines by **blending process and experience analytics** in one single framework.

# SAP Signavio Process Intelligence

## How does it work?



Discover your real business processes, employee, customer and partner behaviors to deploy best practices throughout your organization.



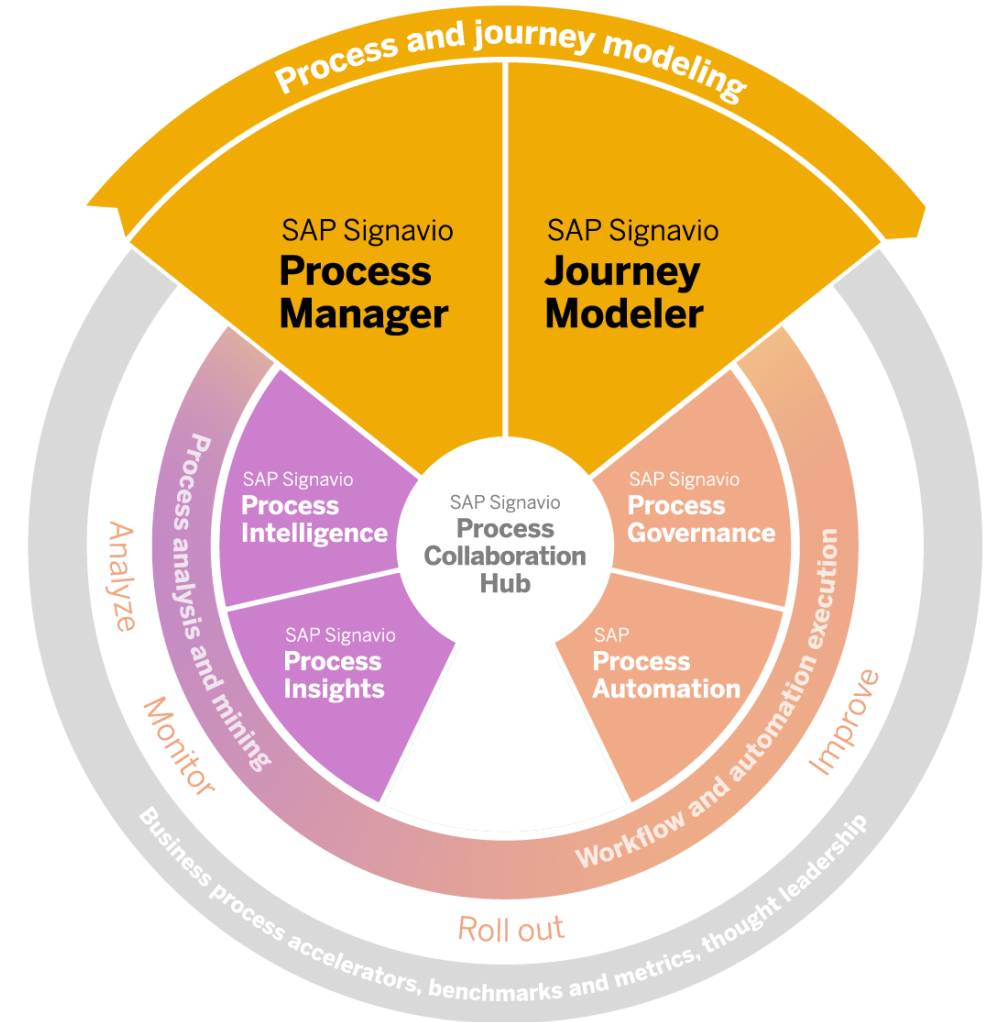


# Process and journey modeling

Combining *X* and *O* data

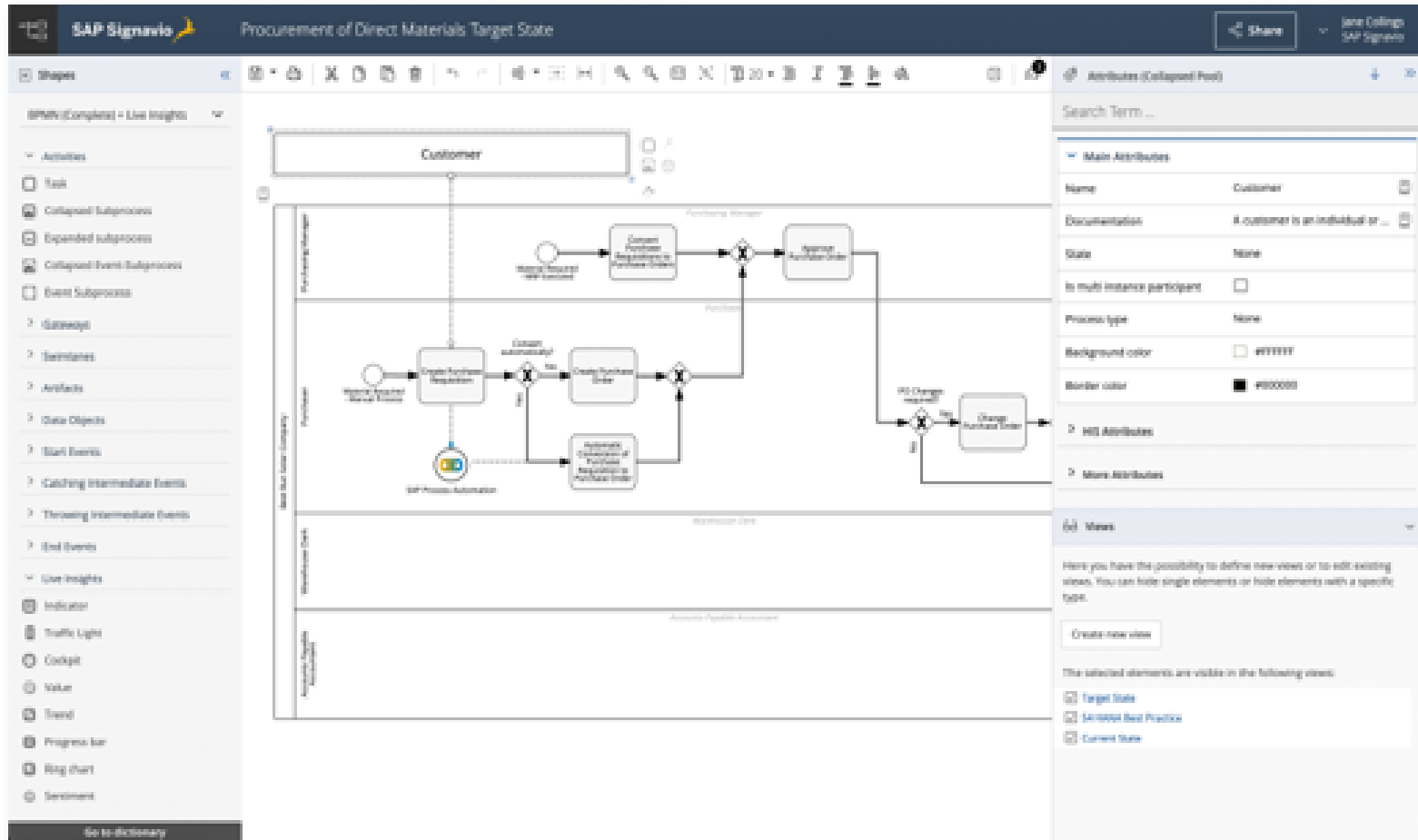
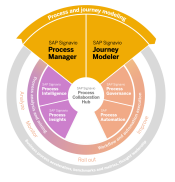
## Benefits

- 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 modeling standards, and educate your organization
- Leverage the knowledge of key stakeholders in the transformation process
- Conform to your 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 - Visualize, standardize & optimize your processes

## Using a cloud-native modeling and workflow 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.

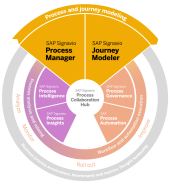


### Transparency

Provide a transparent overview of the process landscape

# SAP Signavio Journey Modeler - Operationalize human experiences

## Connect journeys with 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

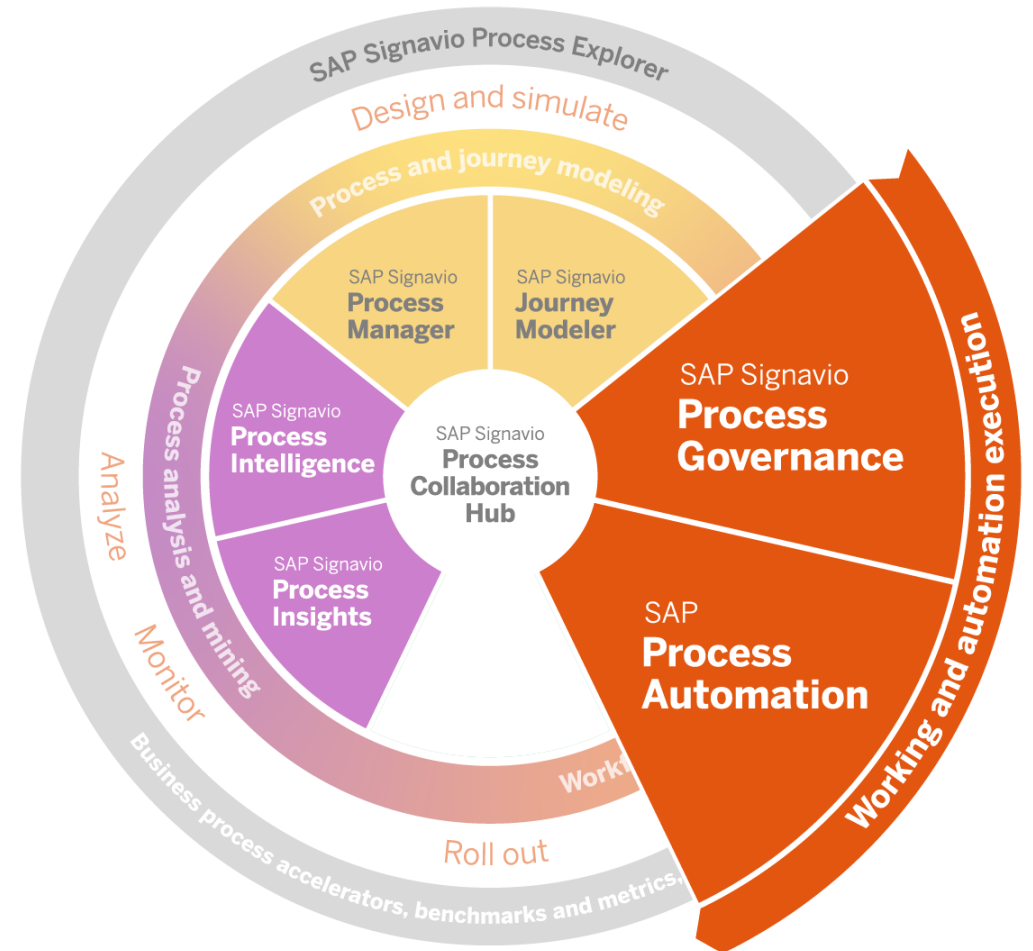
Collaborate on modeling journeys with direct feedback on a single step, a stage, or the whole journey.

# Process governance and automated execution

Apply your RACI structure to your governance model

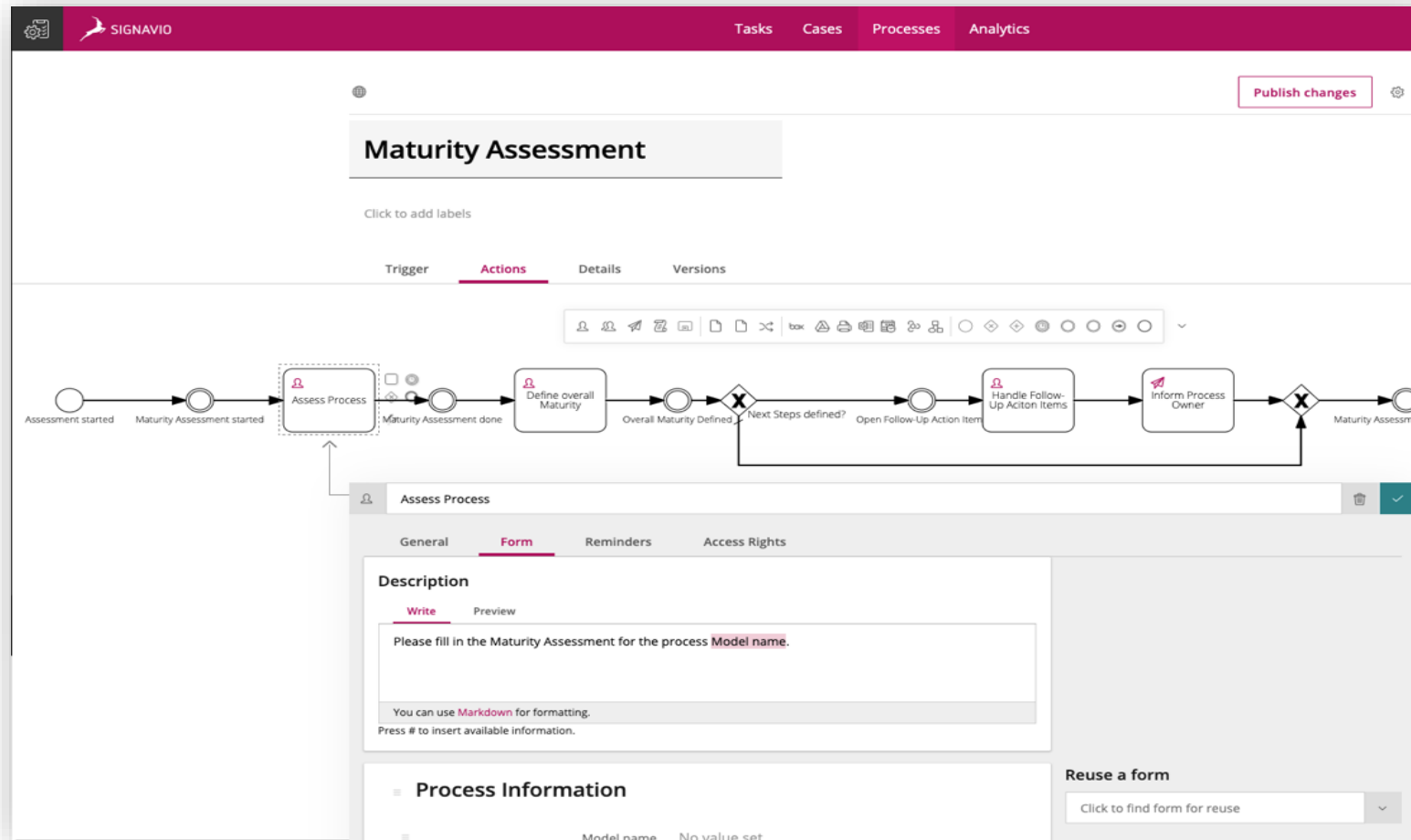
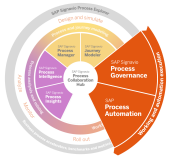
## Benefits

- 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 and ad hoc reviews
- Reduce error-prone and repetitive manual processes
- Evaluate the overall impact of manual vs. robotic process changes



# SAP Signavio Process Governance - Lower the cost of regulatory change

## Manage and govern compliant processes, approvals & associated content



### Process review

Review the critical processes for auditing and compliance.



### Maturity assessment

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



### Process release management

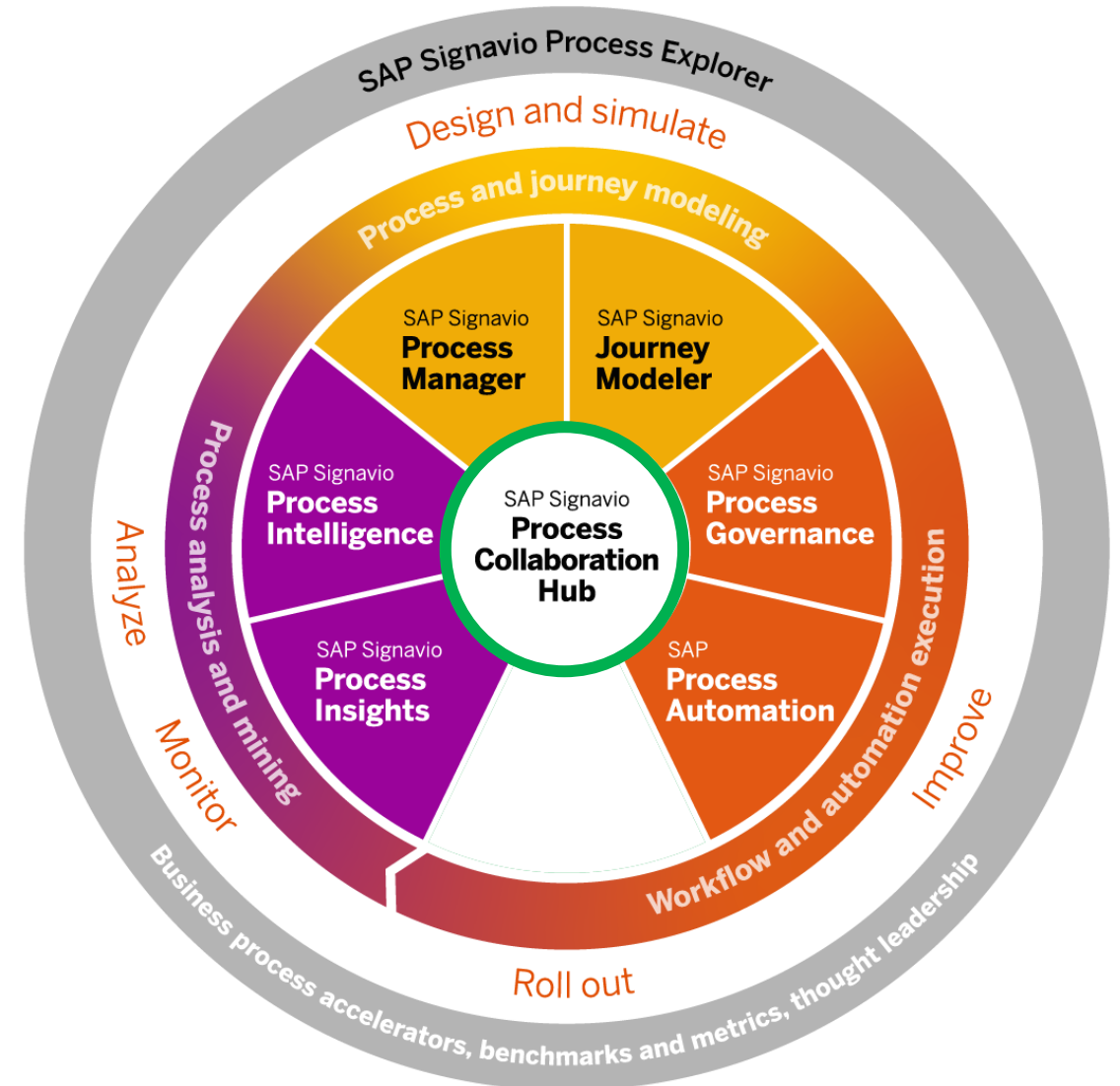
Maintain a compliant and approved process content repository.

# Process collaboration

## Your very own SAP Signavio dashboard

### 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 by functions and departments
- Gain full visibility on your entire process landscape
- Single source of truth for organizational process knowledge

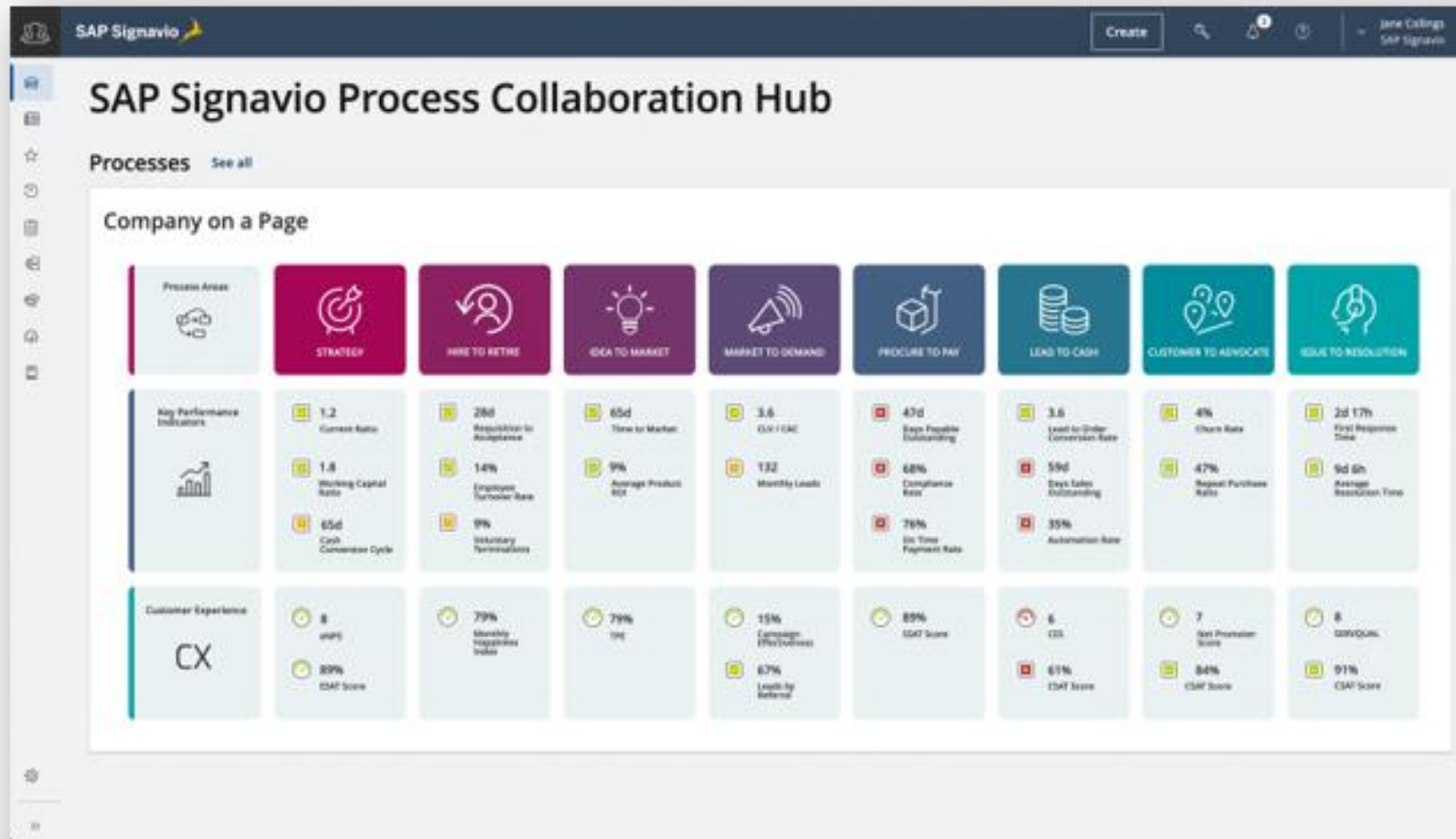






# SAP Signavio Process Collaboration Hub

Involve your entire organization in process transformation & optimization



## Collaboartion

Get a 360-degree view of your process landscape, related analysis and key metrics



## Sharing & communication

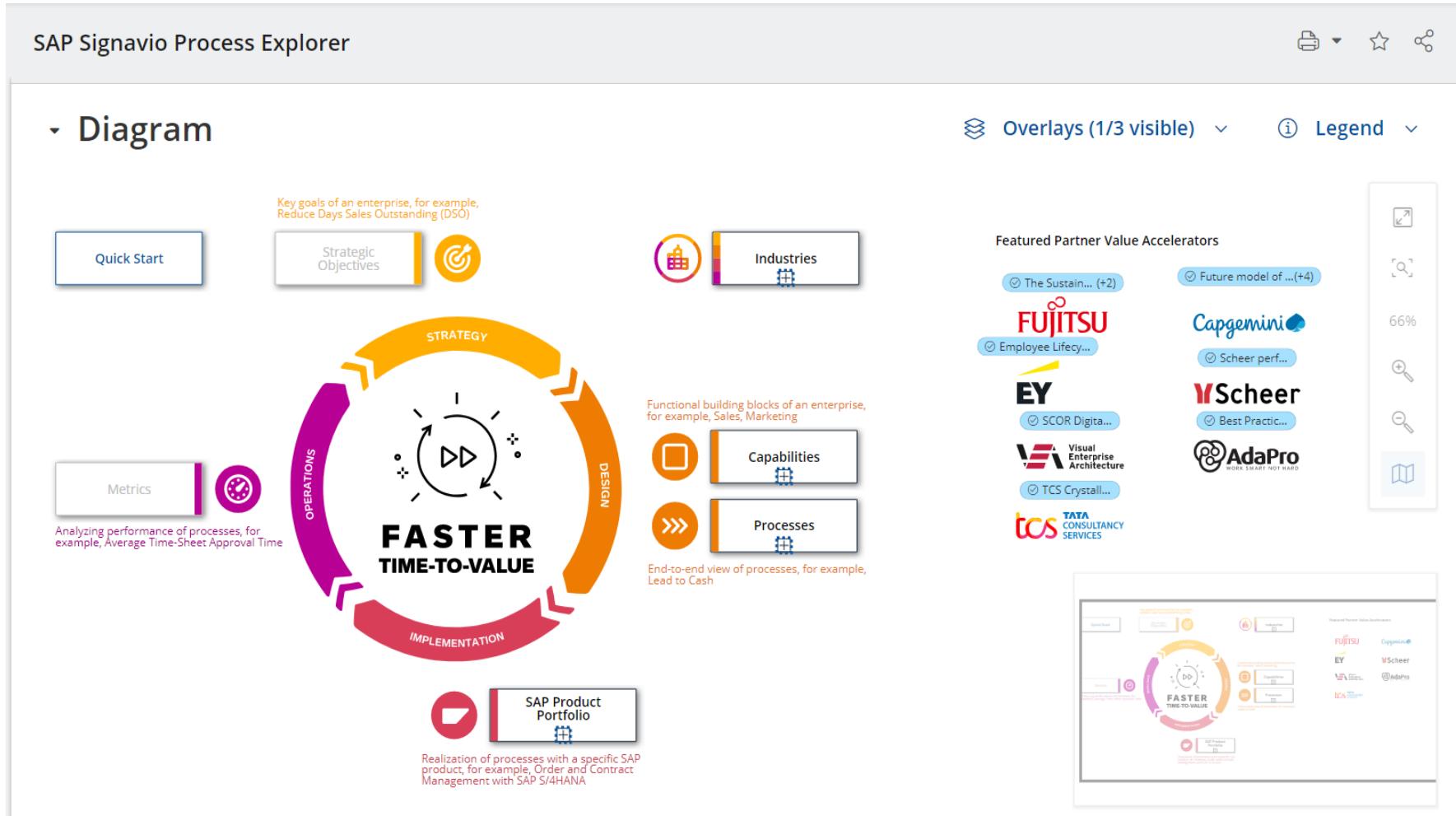
Review, publish, and share your process documentation with key stakeholders



## Monitoring

Provide feedback and propose improvements to relevant processes

# Process Transformation with SAP Signavio Process Explorer



SAP Signavio offers guidance and recommendations across the SAP solution and services ecosystem.

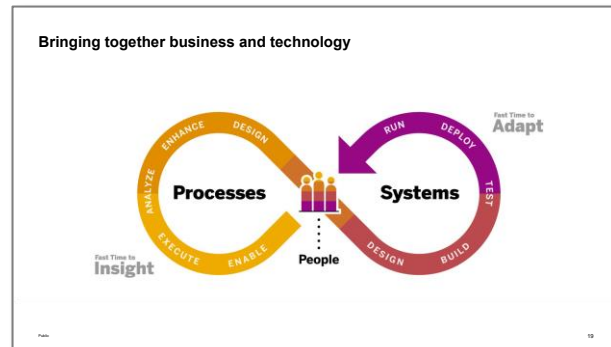


**Process Explorer** is a repository for collective knowledge from thousands of customer projects delivered across thousands of organizations throughout the world.

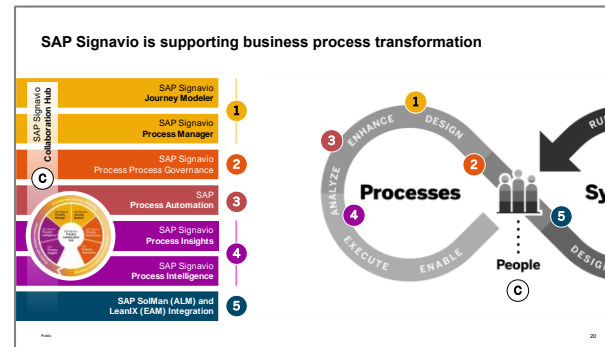


This knowledge includes industry-specific and LoB best practice models from SAP and partners.

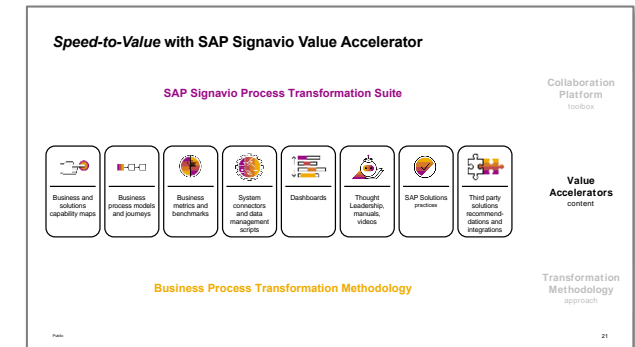
# The SAP Signavio Success Formula



+



+



=

**Transformation  
Methodology**  
approach

+

**Process  
Transformation Suite**  
toolbox

+

**Value  
Accelerators**  
content

**SAP Signavio**



# SAP Signavio Customers and Some Final Thoughts

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# 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)

SAP Signavio 

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

THE BEST RUN 



# SAP Signavio Customer Use Case Examples



 Use Case	 Description	 Business Value (Example Calculation)
Working Capital, Cash Flow Optimization	✓ Automatic Analysis & Monitoring of day payables outstanding (DPO), day sales outstanding (DSO), payment & discount management (AR/AP), payments in-time/on-time	• <b>5 Mio. €</b> annual saving through optimization of payment behaviour and discounts
Extended Warehouse Management Optimization	✓ Automatic Analysis & Monitoring of warehouse management, material availability, inventory management, days inventory outstanding (DIO), deployment in-time/on-time	• <b>23 %</b> reduction of order cancellations due to improvements on material availability
Supply Chain Management Optimization	✓ Automatic Analysis & Monitoring of throughput times, bottlenecks, delays and efficiency & resilience measures of the inbound, as well as the outbound supply chain, plus on-time-in-full (OTIF)	• <b>51 %</b> OTIF improvement
Product Lifecycle Management Optimization	✓ Automatic Analysis & Monitoring of the product lifecycle (including conception, design, development, production, as well as product change management) and the related costs and time-to-market	• <b>28 %</b> reduction on time-to-market
Talent Management Optimization	✓ Automatic Analysis & Monitoring of time-to-signature, time-to-hire, hiring quality measures, vacancy periods, critical vacancies, onboarding and further education, succession planning	• <b>&gt; 67 %</b> hiring right-first-time (no additional hiring cycles, shorter vacancies)
Performance Management Optimization	✓ Automatic Analysis & Monitoring of agile target setting, mentoring touchpoints, performance reviews and adoption of the performance management approach	• <b>&gt; 90 %</b> adoption of a new performance management and target setting process
Compliance & Risk Management Optimization	✓ Automatic Analysis & Monitoring of business risks, internal controls and compliance to external regulations and internal policies	• <b>38 Mio. €</b> sales risk mitigated, due to the analysis and monitoring of un-allocated cash
Ticketing (Shared Services, Customer Services, ITSM) Optimization	✓ Automatic Analysis & Monitoring of ticket resolution times, service level agreements, priority 1 ticket resolution, customer experience/ happiness and service efficiency	• <b>+ 26 pp NPS</b> increased customer happiness and delivery quality
IT Flow Measurements & IT Delivery Optimization	✓ Automatic Analysis & Monitoring of IT impact, cost and efficiency, prioritization, budget and timelines, delivered story points and created business value	• <b>+ 58 Mio €</b> added business value, due to smart incentivitation and prioritization of resources
Digital Process Management & Intelligent Automation	✓ Automatic Analysis and Monitoring of automation rates and automation potentials, plus AI driven process discovery for low-code automation (BPMS/WFA, RPA)	• <b>30 + FTE resource</b> savings through AP invoice automation
ERP/System Transition (S/4 HANA)	✓ Semi-Automatic process template evaluation and AI driven Monitoring of the system behaviour	• <b>1.2 years</b> time saving for a global S/4 Hana implementation due to automated testing, process behaviour monitoring and risk mitigation



# SAP Signavio Business Process Transformation Starter Pack

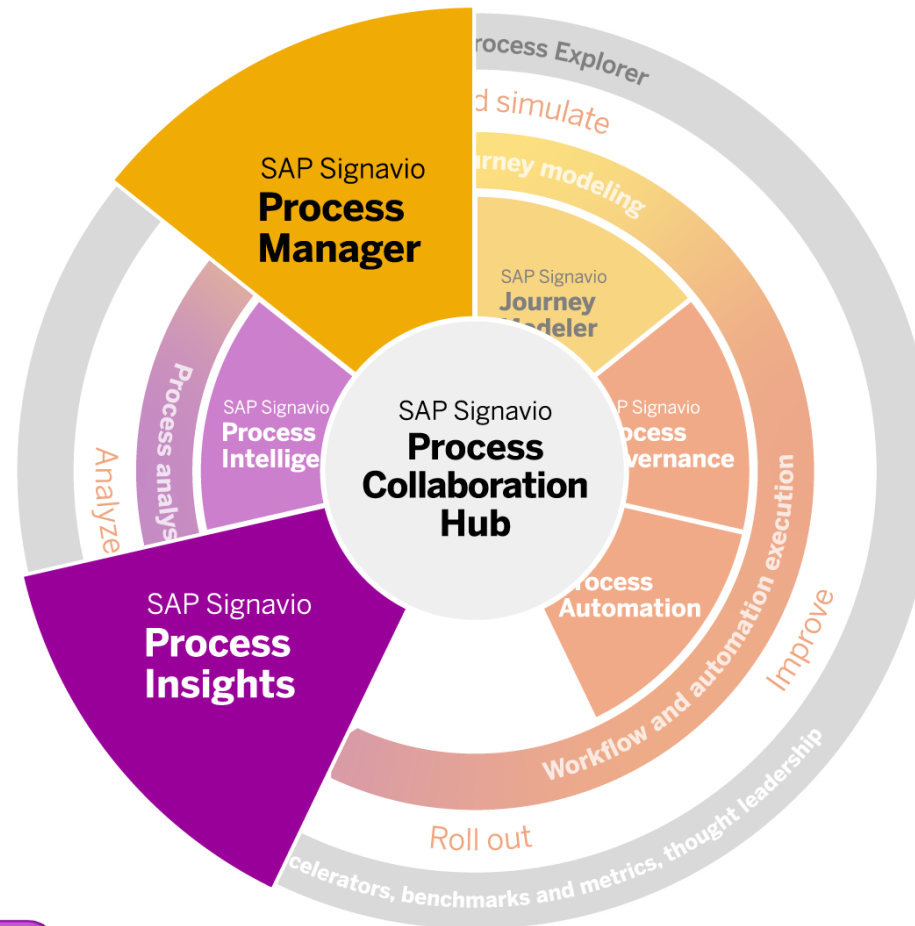
included in your RISE with SAP Subscription

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 for 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

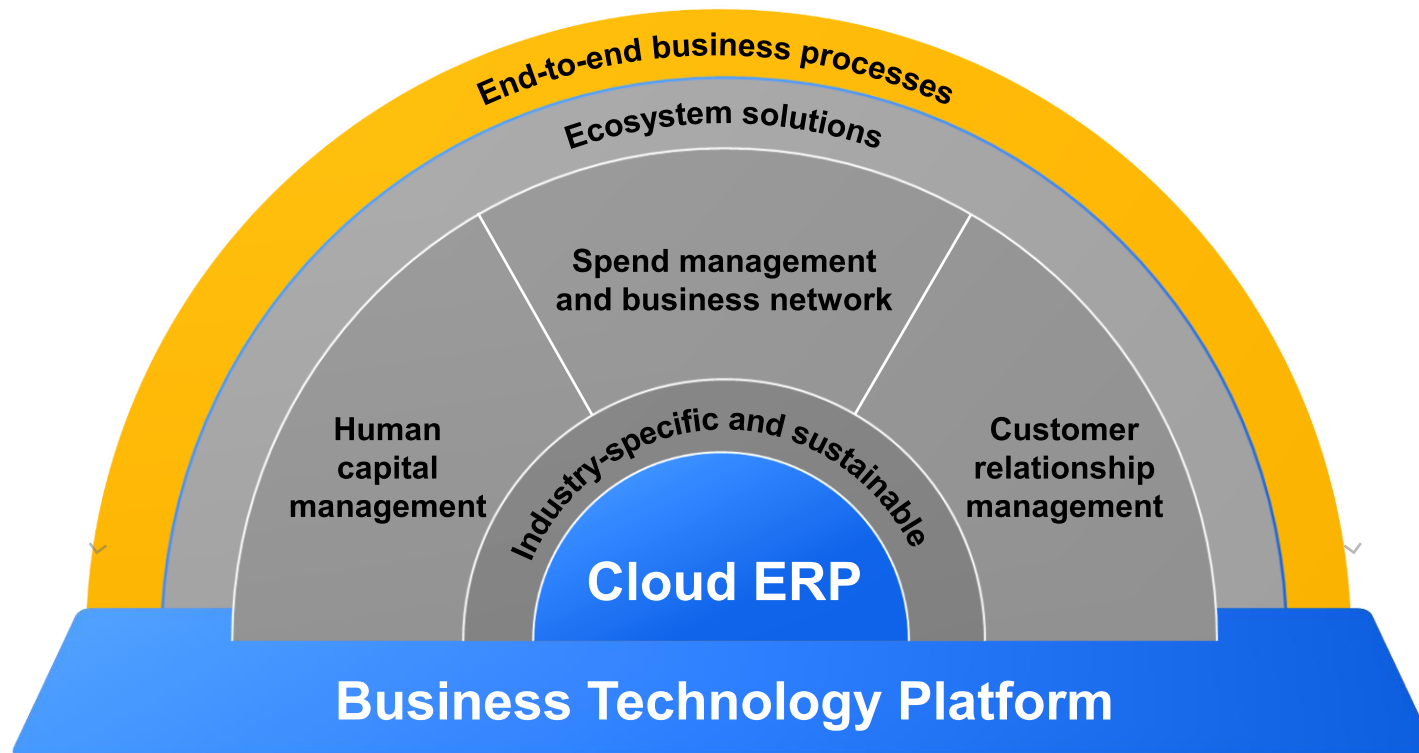
**Provide transparency and engage** all stakeholders to continuously improve processes together

**10 users**

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

# SAP Signavio helps optimize the SAP investment itself

Enabling every organization to become an intelligent, sustainable enterprise



**SAP Signavio** 

SAP's cloud-based process transformation suite gives organizations the ability to understand, improve, and transform their business processes *fast* and at *scale*

# Thank you!

For more information

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

## ASUG SAP Signavio Virtual Series

1. [SAP Signavio Foundations #1: Why Every Successful Business Transformation is Data-Driven and Continuous?](#)
2. [SAP Signavio Foundations #2: How to Ensure Your SAP S/4HANA Transformation Is an Investment That Adds Value](#)
3. [SAP Signavio Foundations #3: Move from Strategy to Execution by Aligning Enterprise Architecture with Business Process Management](#)
4. [SAP Signavio Foundations #4: Gain Visibility into Your Transformation: Drive Value, Uncover Opportunities and Improve Continuously with Process Data-Driven Insights](#)
5. [SAP Signavio Foundations #5: Why Does Every Organization Need a Business Process Center of Excellence?](#)

## ASUG News + Views

[SAP Signavio Data & Insights: It's All About Getting There Faster](#)

[Qorvo Counts on SAP Signavio for Thousands of Process Improvements](#)

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# Three Prize Questions!

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