



# SAP Signavio Process Transformation Suite for Collaborative Data-Driven Process Management

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ASUG

## Today's Reality

### Companies need to transform...

**53%**

face unprecedented  
rates of change<sup>1)</sup>

**30%**

need to transform business  
end-to-end<sup>1)</sup>

**29%**

struggle with  
new technologies<sup>1)</sup>

### ...but most transformation projects fail to recognize their full value.

**55%**

of all ERP projects had  
over-budget issues<sup>2)</sup>

**60-70%**

of all ERP projects  
fail to meet their objectives<sup>2)</sup>

**Sources:**

<sup>1)</sup> McKinsey Global Institute

<sup>2)</sup> Vanson Bourne Survey; Gartner

## What is Business Process Management?

The practice of **discovering, analyzing, designing, monitoring, managing & optimizing processes** is called Business Process Management.

*“If you can’t describe what you are doing as a process, you don’t know what you’re doing.”*

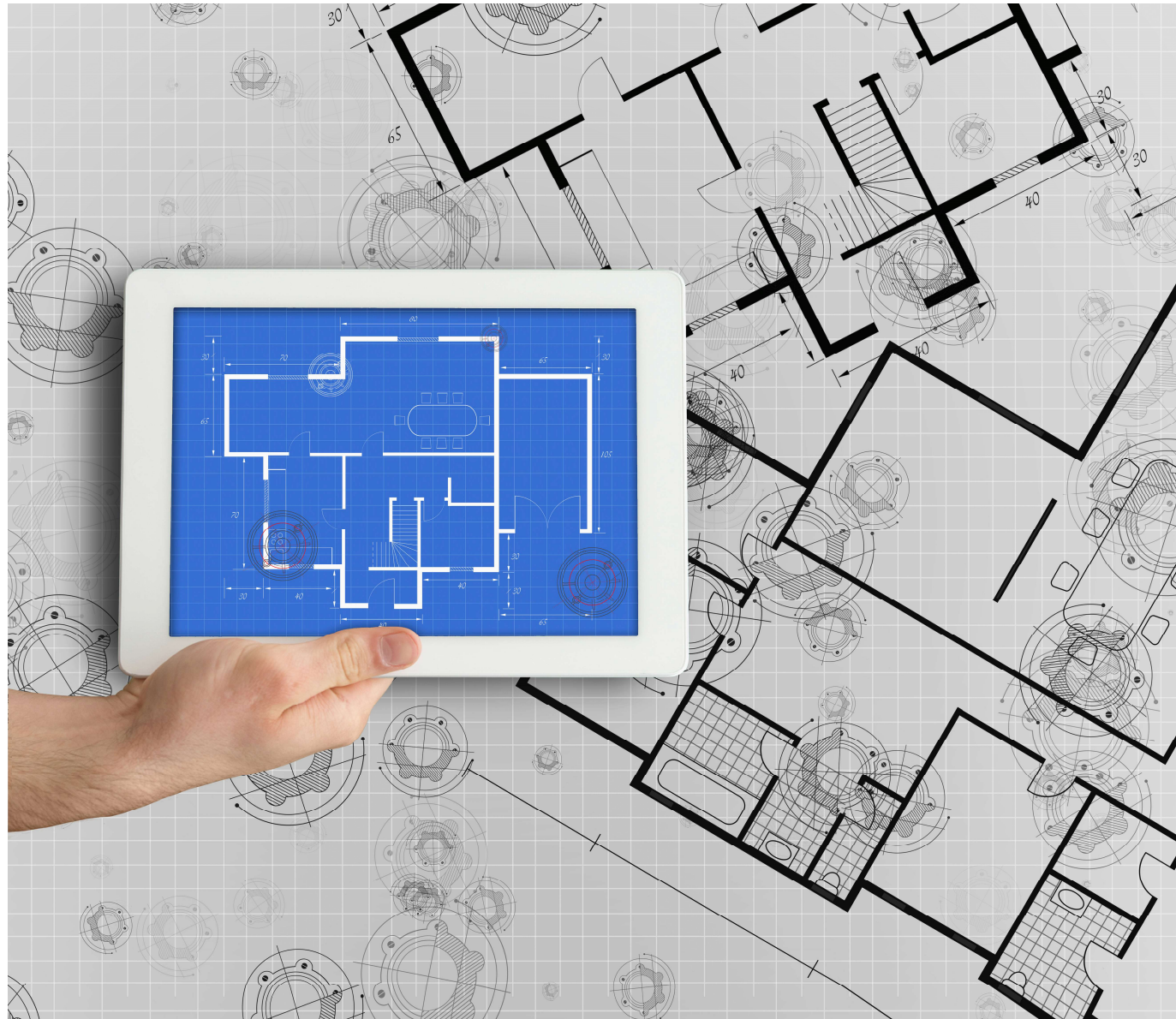
*(W. E. Deming – Pioneer of modern BPM concepts and methods)*



**Why is it important?**

Your Organization's  
**Operational Blueprint**

Connecting Processes  
Systems, Data & People



## The Results

### A lack of insights, collaboration, hard-to-adjust IT landscapes



**IT Execution Failures** technology that doesn't meet the business need or automating bad process



**Reacting quickly is difficult** real-time insights is painful or even impossible



**Tribal Knowledge** consultants and aging workforce leaving the organization.



**Decisions are made with low confidence** because data is typically outdated and not harmonized.

# The Total Economic Impact™ of SAP Signavio Business Transformation Suite

FORRESTER®



**\$3.4M in external resource costs through improved business transformation management**

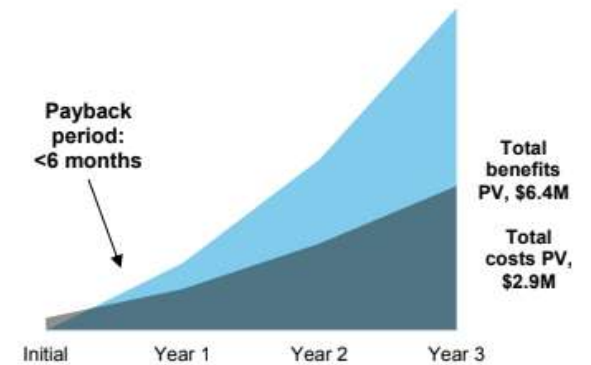


**\$2.0M in process mapping and implementation costs**



**\$983K in alternative tools and related costs**

Financial Summary



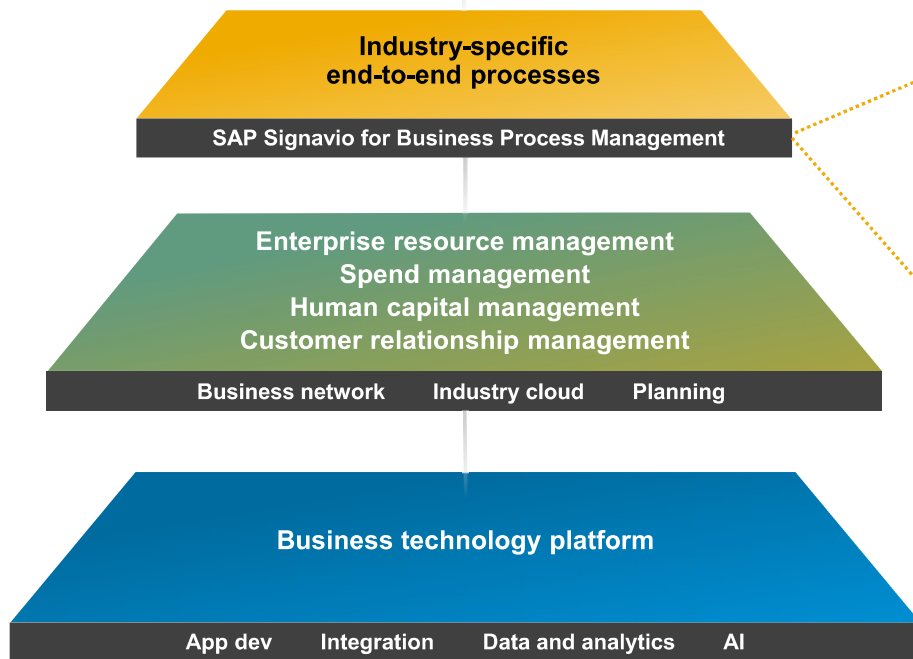
Key Finding: **SAP Signavio helps companies** Manage Complexity, Reduce Costs and Make Process Improvement More Efficient

Forrester Total Economic Impact™ Study  
Commissioned By Signavio October 2019

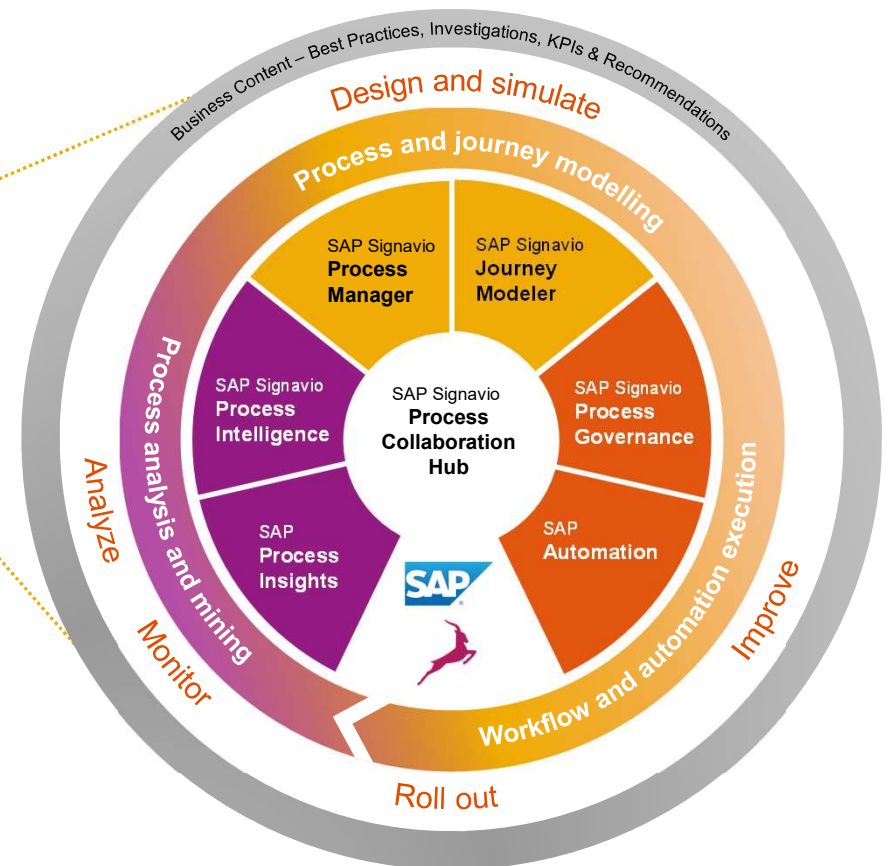
# The **key** Component of the Intelligent Enterprise



**Intelligent, sustainable enterprise**

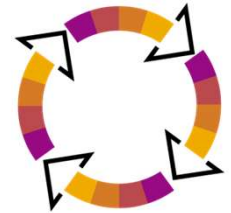


## SAP Signavio Transformation Suite



# SAP Signavio Process Transformation Suite

for sustainable end to end transformations & process excellence



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

**Prepare the process excellence initiative**

**Model and collaborate on future state**

**Implement process improvements**

**Govern the rollout**

**Monitor and continuously improve**

**Scoping and goal definition**

**Current process modelling**

**Target state definition**

**Implementation**

**Enablement**

**Execution**

- Capture transformation goals, value drivers & KPIs
- Analysis your current performance
- Identify improvement & automation opportunities

- Import SAP best practice models
- Document current & future state
- Compare
- Simulate changes

- Confirm future state
- Set up proper approval workflows
- Send to Solution Manager

- Automate using workflows and intelligent RPA

- Publish process updates
- Link to EnableNow
- Educate on the new state
- Govern processes

- Monitor process and business performance
- Check conformance

**Governance**

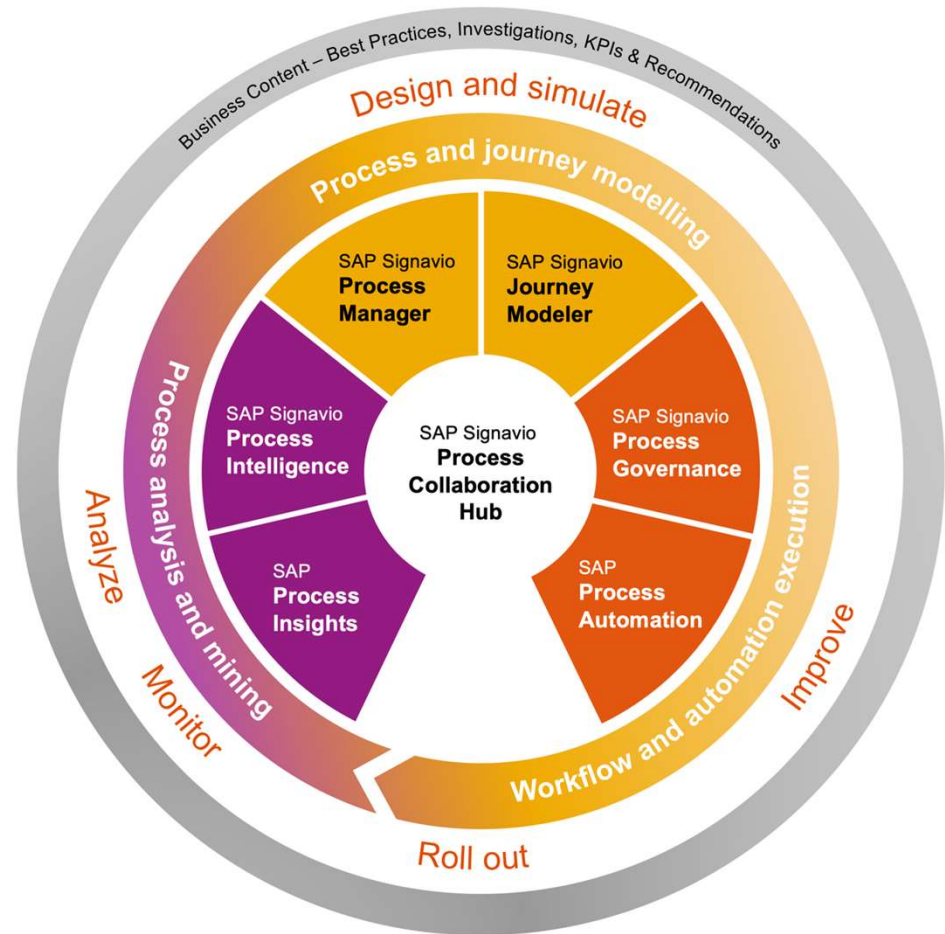
**Collaboration & Sharing**



# SAP Signavio Process Transformation Suite

## Key Capabilities

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



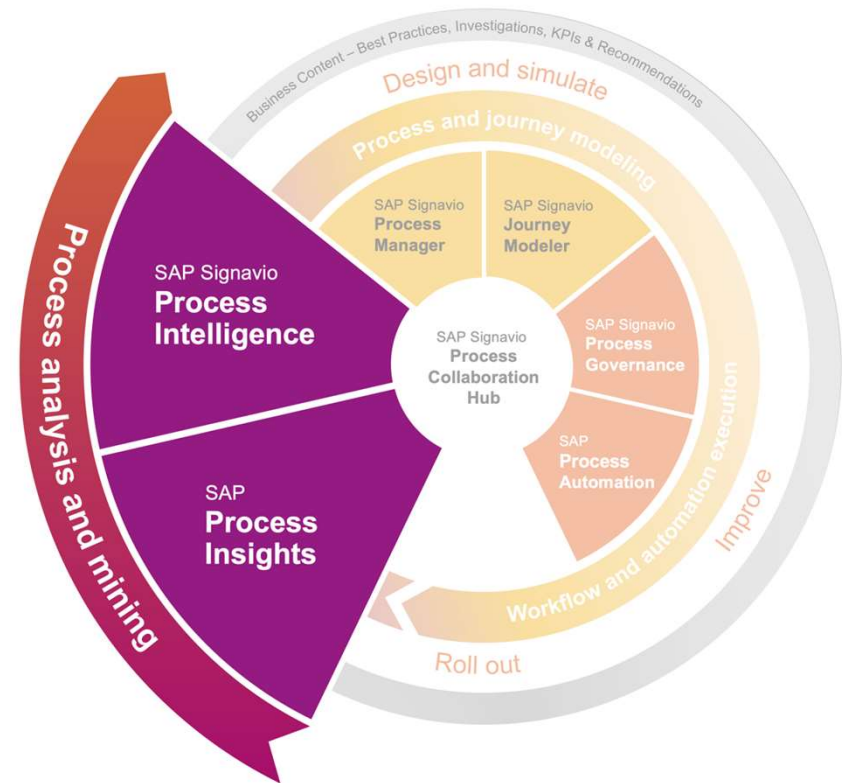
# Process analysis and mining

## Challenges:

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

## Benefits:

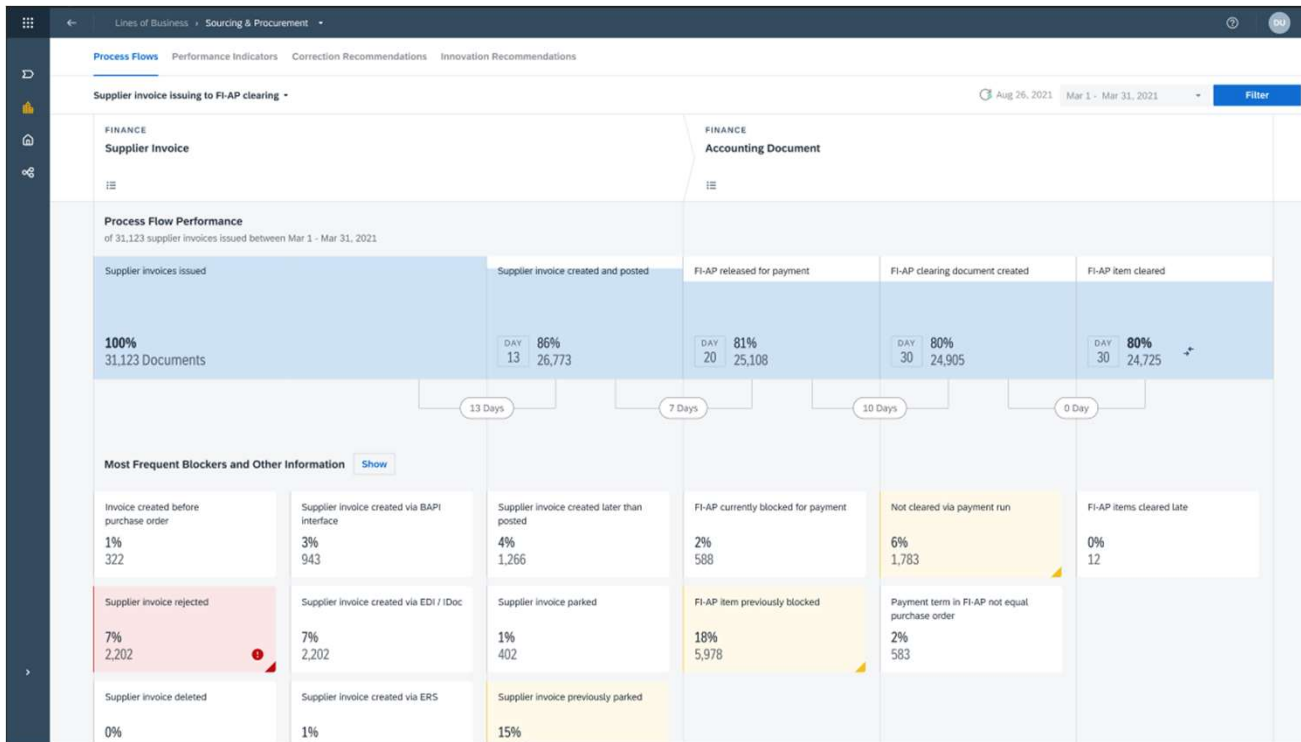
- Have visibility into the real process execution and process inefficiencies
- Get recommendations for improvements
- Pinpoint improvement potential and drive transformative changes
- Gain visibility into process paths that lead to cumbersome experiences



# SAP Process Insights\*

Understand your process performance

Using 40+ delivered process flows and 900+ 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

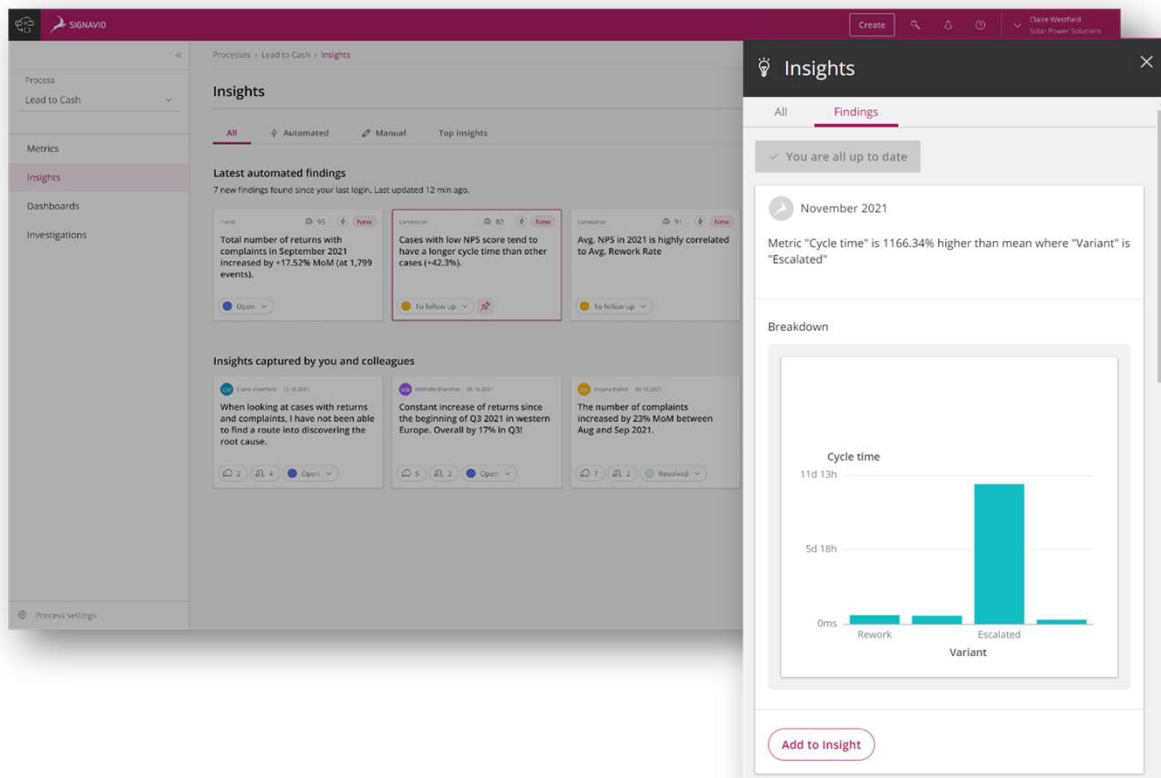
The number of available process flows increases with every release.

\* Available for SAP customers only

# SAP Signavio Process Intelligence

## Unleash the potential of your process data

### Reducing time to insights and identifying 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.

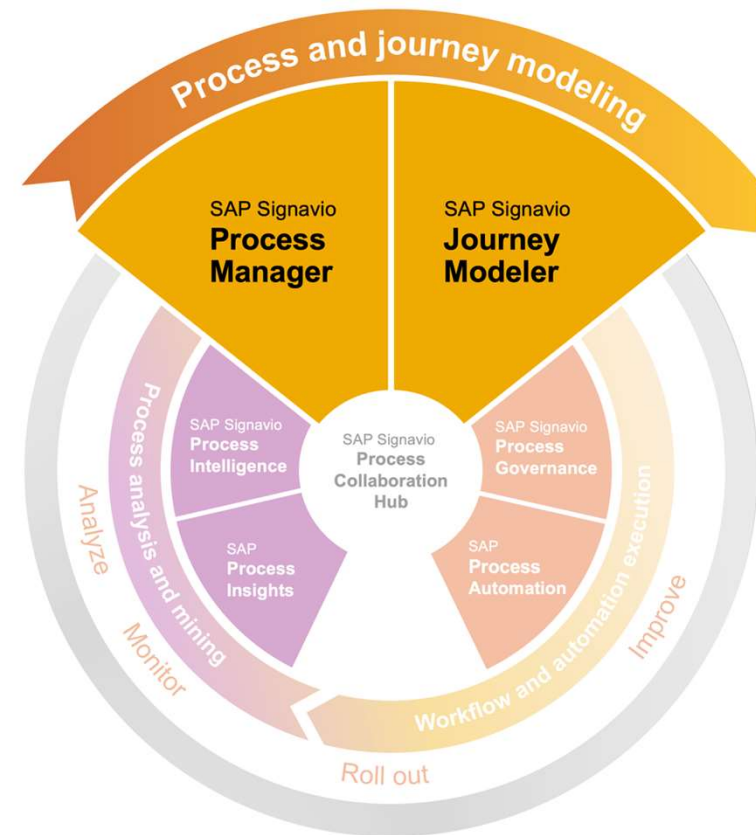
# Process and journey modeling

## Challenges:

- Potential improvements to existing processes to be more efficient and achieve broader alignment across the organization
- 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:

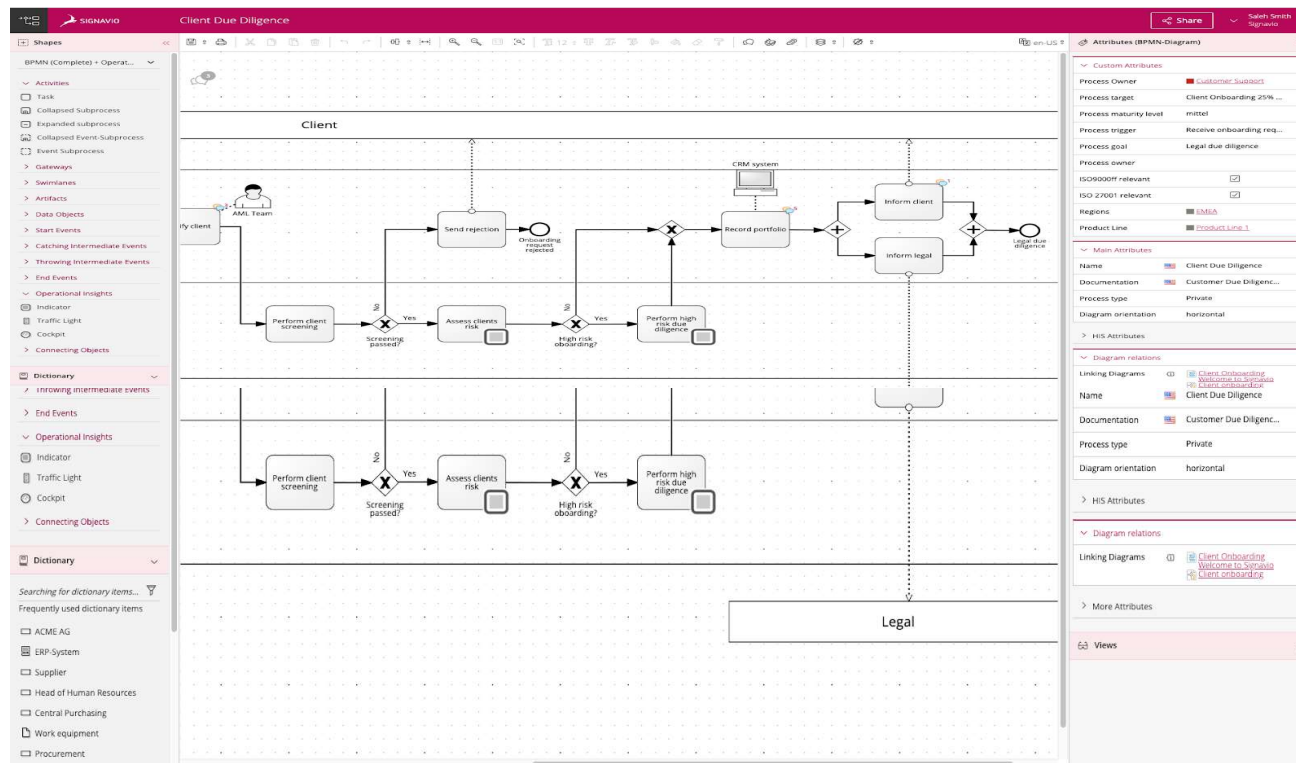
- Understand who does what, when and how within a process
- Identify the inputs and outputs of individual processes
- Standardize process practice, ensure high-quality of modeling standards, and educate your organization.
- Leverage the wisdom of the crowd and involve key stakeholders in the transformation 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.



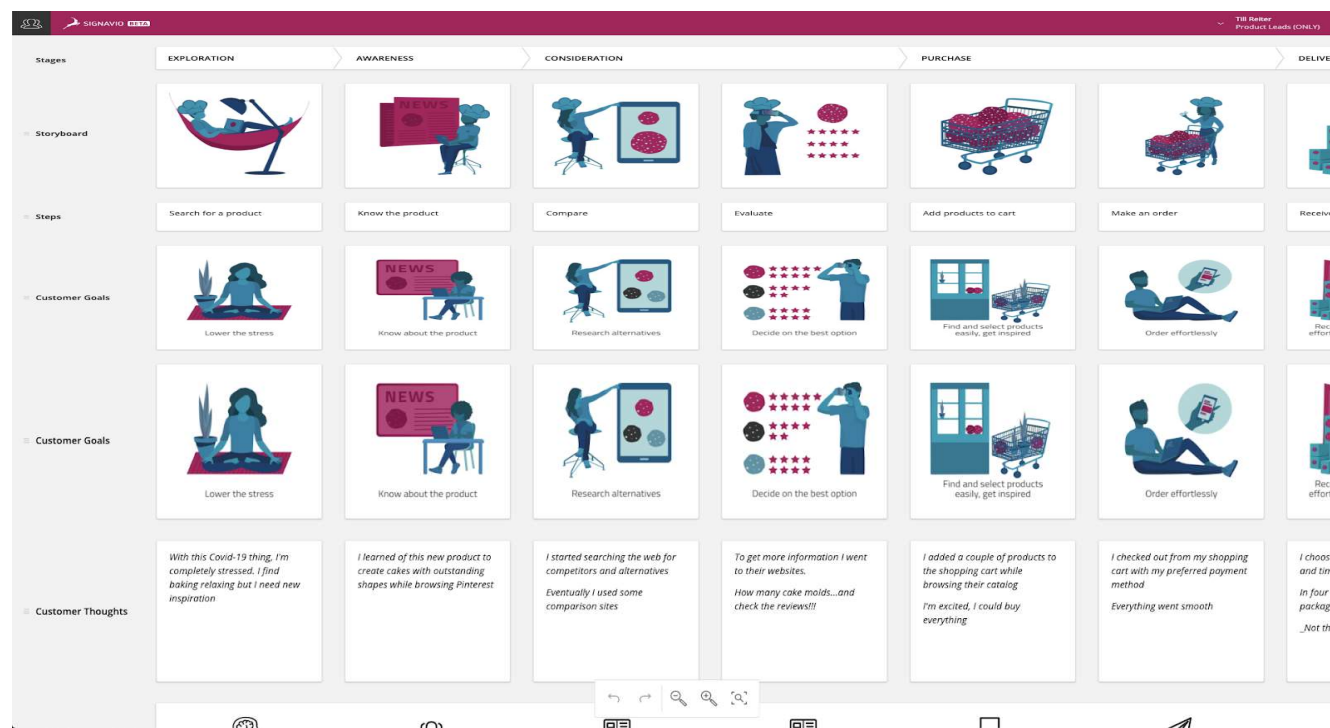
## Transparency

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.

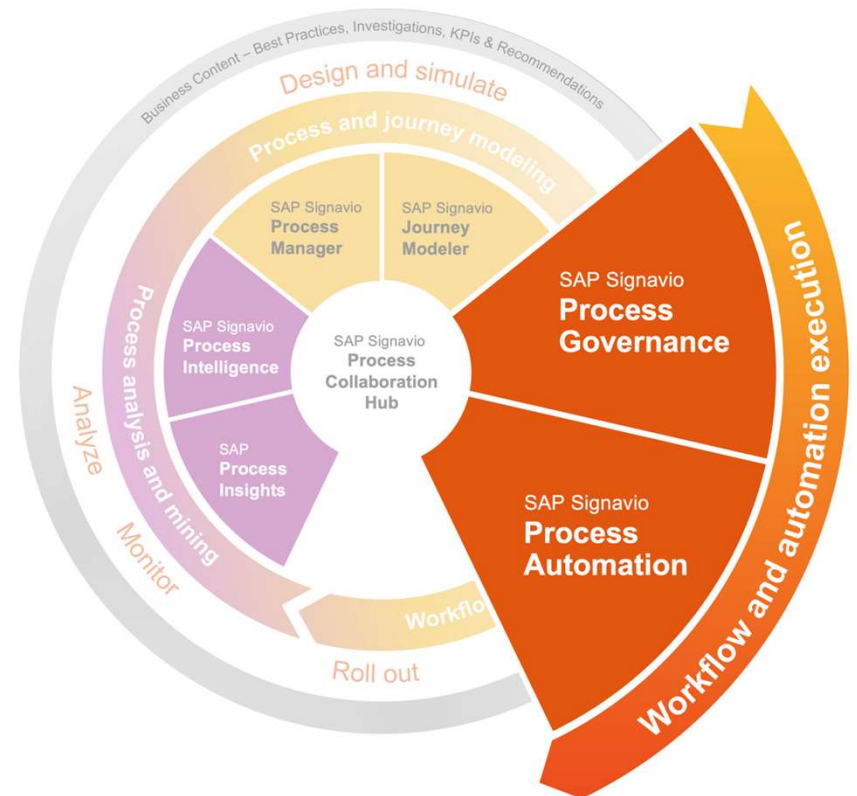
# Process governance and automated execution

## Challenges:

- Definition of overall guidelines of the process management and process control model
- Transparency into the maturity of a documented business process and the associated risks
- Error-prone and repetitive manually executed processes

## Benefits:

- Get approvals from key stakeholders on all documented processes.
- Maintain process relevance and maturity with regular process reviews.





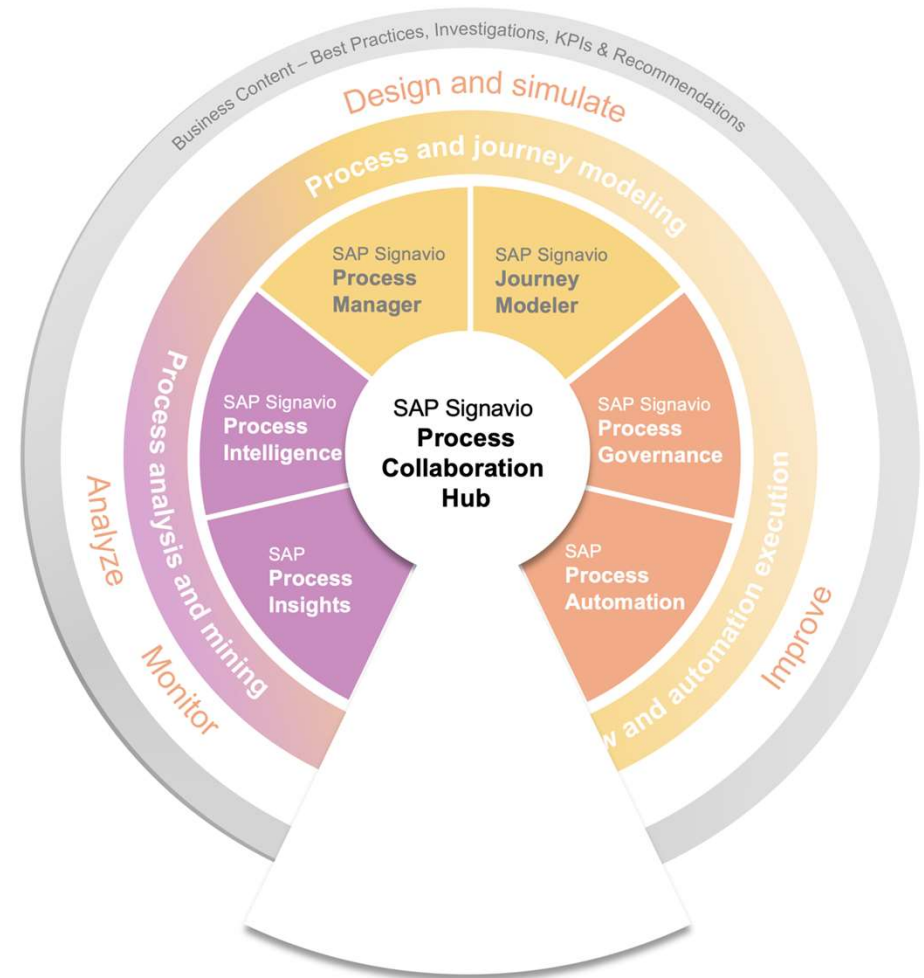
# Process collaboration

## 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:

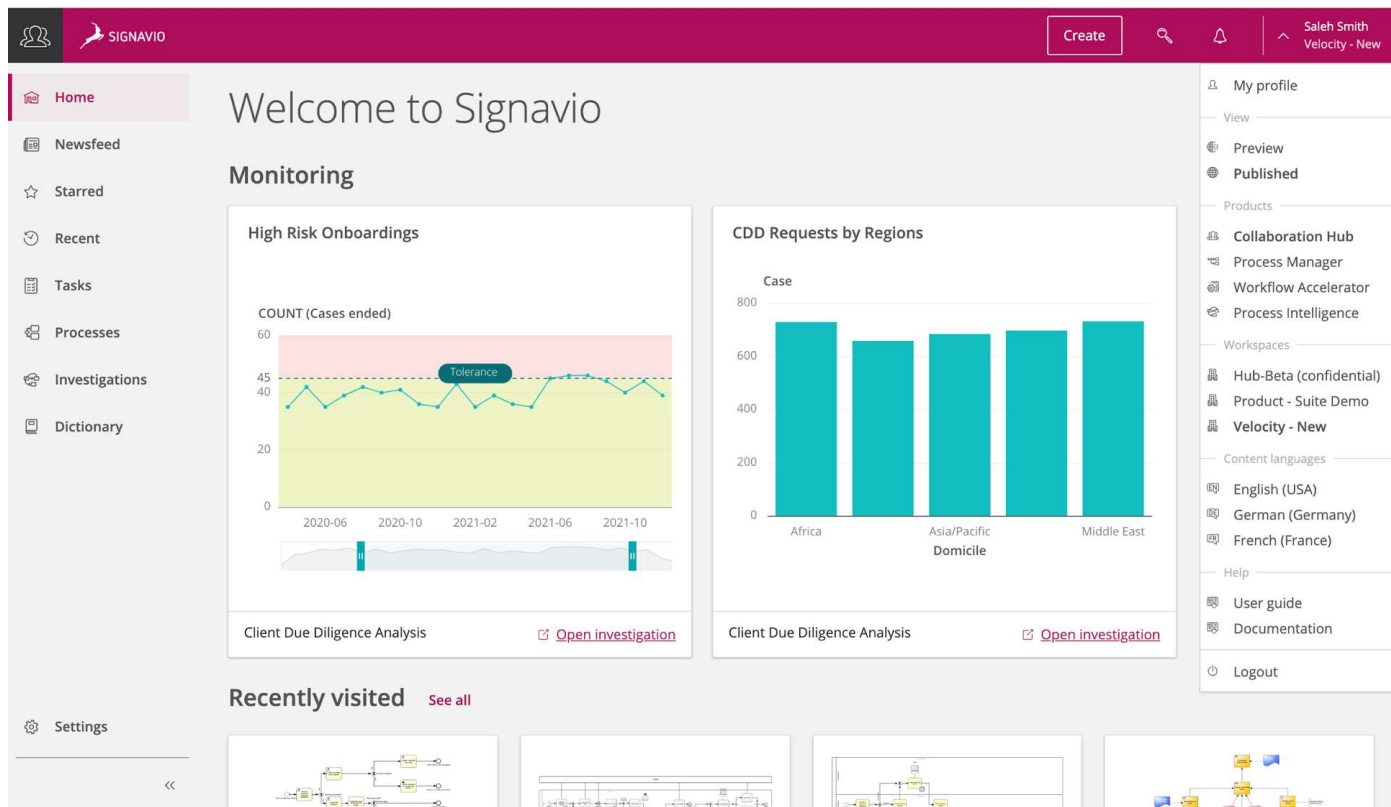
- Utilize published processes to inform and train employees on process execution
- Align with key stakeholders by sharing process changes and improvements.
- Curate process-related content for specific audiences – such as functions and departments.
- Have full visibility on your entire process landscape.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

# SAP Signavio supports both enterprise transformation and 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...



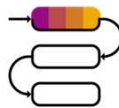
## IT Transformation

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

## Enterprise Transformation

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## Process Excellence



## Process focus

*(to address a particular process area)*

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

## Performance initiatives

*(cross- or multi-functional)*

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



Process optimization & standardization for better **customer experience**

## Veritas

- process governance for 7,500 employees across 58 countries
- Reduced 800+ process PDFs to just 75
- Improved NPS scores

**VERITAS**

“Signavio has been our program’s **lifesaver.**”  
- Brandon Gerig Process Design Team Manager



Driving **change management** at scale - turning ideas into action, fast

## Coca-Cola Europacific Partners

- Successful change management during a complex merger
- Fostering diversity and sustainability with a single knowledge source
- Continuous process improvement



“The result has been a Europe-wide, **high-level collaboration** between our teams. Today, this **process-oriented company culture** is a fully established, permanent component of our work.”  
- Gottfried Koch Director Business Process Management



## Placing Processes and Business Users at the Heart of a Successful Migration to **SAP S/4HANA®**

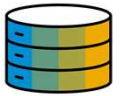
### Hochland

- Alignment of IT with global business objectives and the needs of individual business units
- Captured and mapped relevant processes to assign clear project roles and responsibilities until 2023
- Clear understanding of the status quo and a road map for future success
- Value through simultaneous process simplification and optimization
- Respond faster to customer needs
- Optimized core processes, such as insight-to-shelf processes



“SAP S/4HANA and SAP Signavio solutions created transparency across operational processes and systems, as well as their synergies. The solutions have shown that there is **plenty of optimization potential** not just in individual areas but also across departments.”  
- Alexander Neumaier, Project Manager BPM

# The Strategic Benefits of SAP Signavio Process Transformation Suite



## Data-Driven Business Process Management

SAP Signavio combines time-tested practices in business process management with digital technologies to provide business leaders with objective insights, focus improvement efforts and quantifiable results.



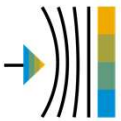
## Company Culture of Continuous Improvement

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



## Business Process Structure and Consistency

SAP Signavio provides the tools for establishing standardized 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 specifically address a customer's process improvement opportunities.

# Thank you

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