



SAP Signavio Process Transformation Suite **for Collaborative Data-Driven Performance Improvement**

Chet Harter

SAP Signavio Center of Excellence

April 2022

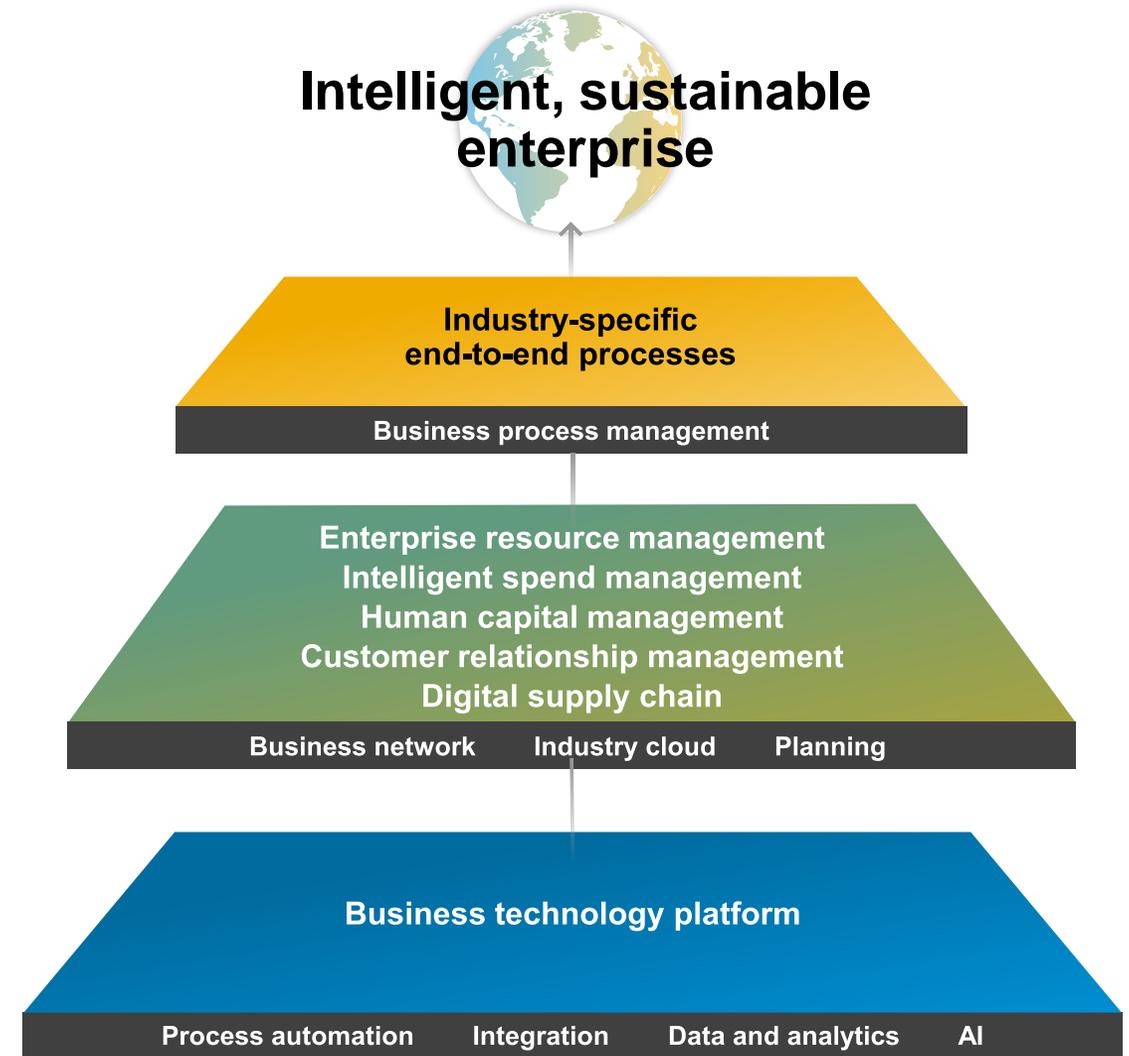
Business Process Management – So what, who cares?

Who is interested in business process management?

- Transformation leaders
- Process owners
- Operational leaders
- COO's / CFO's / CIO's
- Compliance officials / auditors

Company programs and initiatives

- ERP Implementations
- Continuous Improvement
- Process Excellence
- Six Sigma
- Total Quality Management (TQM)
- Etc.



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



Agenda

- The value and importance of **business process management**
- **SAP Signavio** for business process management
- SAP technology for **business process improvement**



High Tech cloud solutions deliver **differentiation with industry next practices and innovations**

-  **Adopting a consumption-based business model**
-  **Realizing an intelligent supply network**
-  **Providing digital smart products**
-  **Achieving customer intimacy**

Business capture and program delivery	Designing and building complex products	Responsive supply network	Customer service	Required business capabilities
Omnichannel solution selling	Customer collaboration and co-innovation	Flexible and responsive demand management	Profitable outcome business	
Multilevel inventory optimization to keep customer SLAs	Self-adapting production supply	Intelligent multitier collaboration	Asset orchestration across multiple data sources	
Collaborative definition of requirements and outcomes	Model-based systems engineering.	Advanced testing and quality management	Prescriptive modeling and optimization of services	
Harmonized configuration from customer to manufacturing	Industry 4.0	Intelligent resource orchestration	Digital twin across partners and lifecycle	

Industry cloud solutions



Agenda

- The value and importance of **business process management**
- **SAP Signavio** for business process management
- SAP technology for **business process improvement**



Business Process Management – Importance, Value

Structured BPM enables:

- ✓ Consistent and predictable performance
- ✓ Process standardization and simplification
- ✓ More effective improvement programs
- ✓ Ability to automate more effectively
- ✓ Foundation for “Process Excellence” and “Continuous Improvement” programs

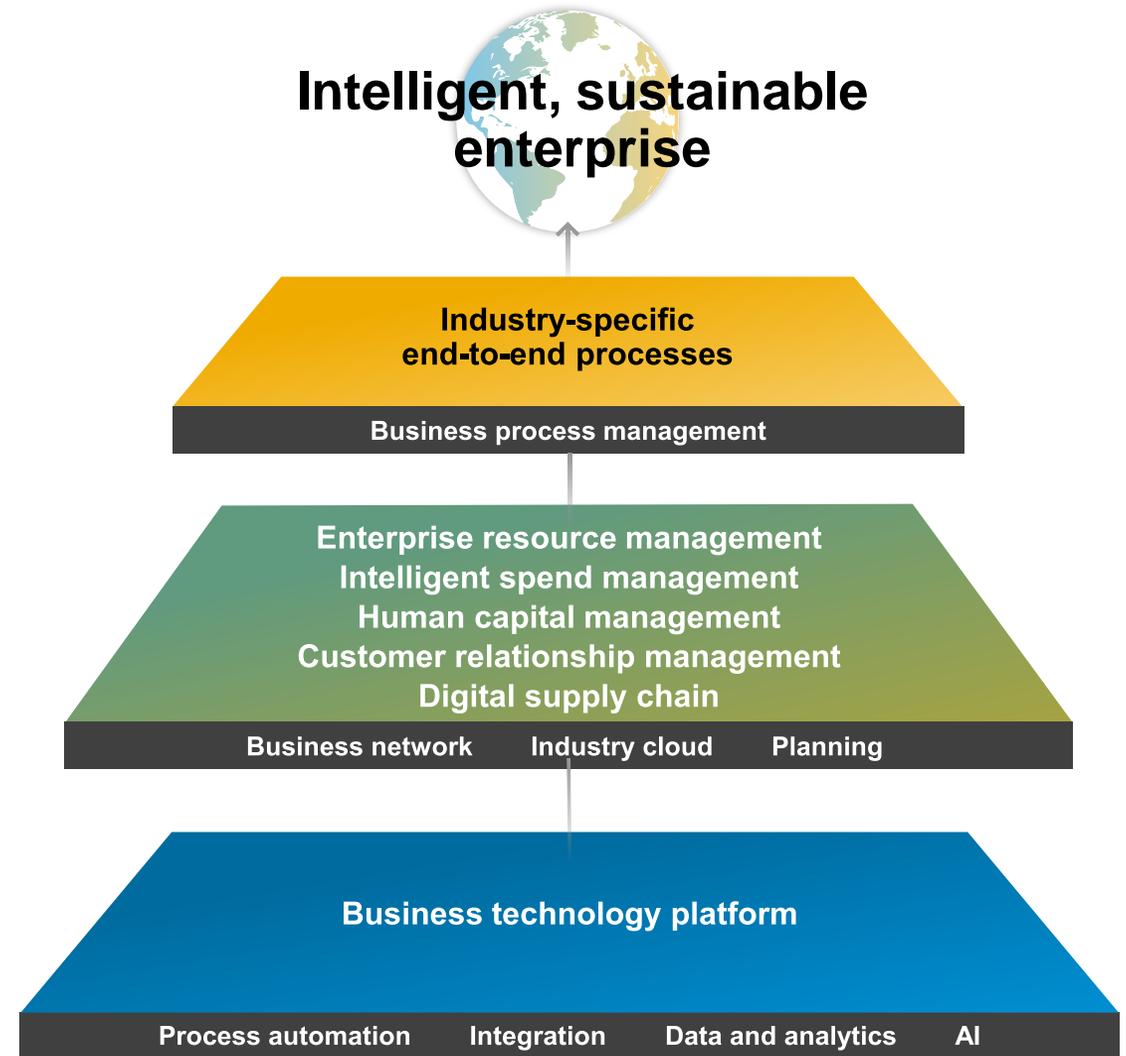


(W. E. Deming – Pioneer of modern BPM concepts and methods)

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

“Eighty-five percent of the reasons for failure are deficiencies in the systems and process rather than the employee. The role of management is to change the process rather than badgering individuals to do better.”

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

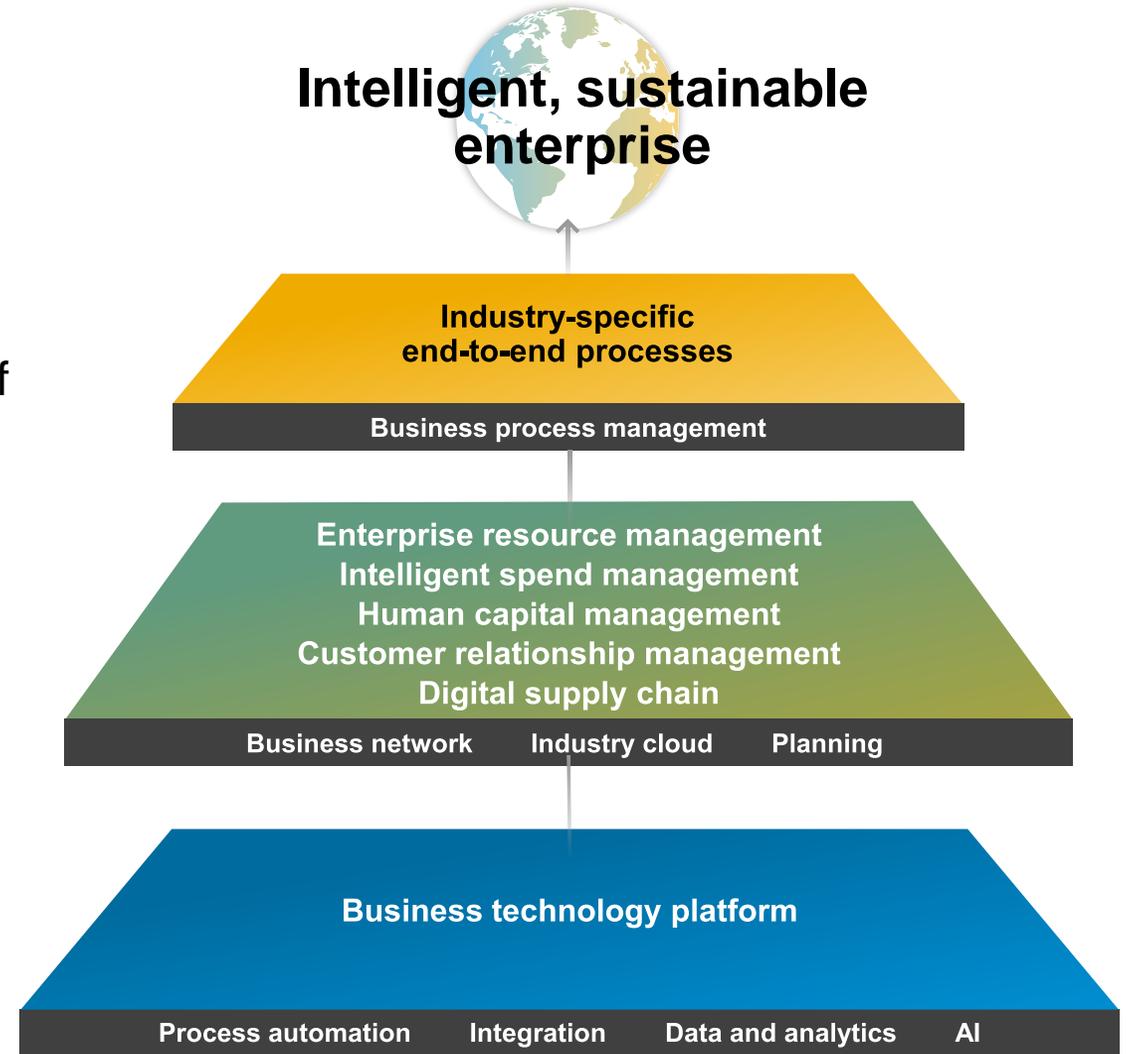


What is “business process management” and why is it important?

- ✓ **Company performance** is dependent on the design and execution of **business processes** capable of achieving company goals and objectives
- ✓ **Business processes** are comprised of a specific set of **applications and technology** (the green and blue layers)

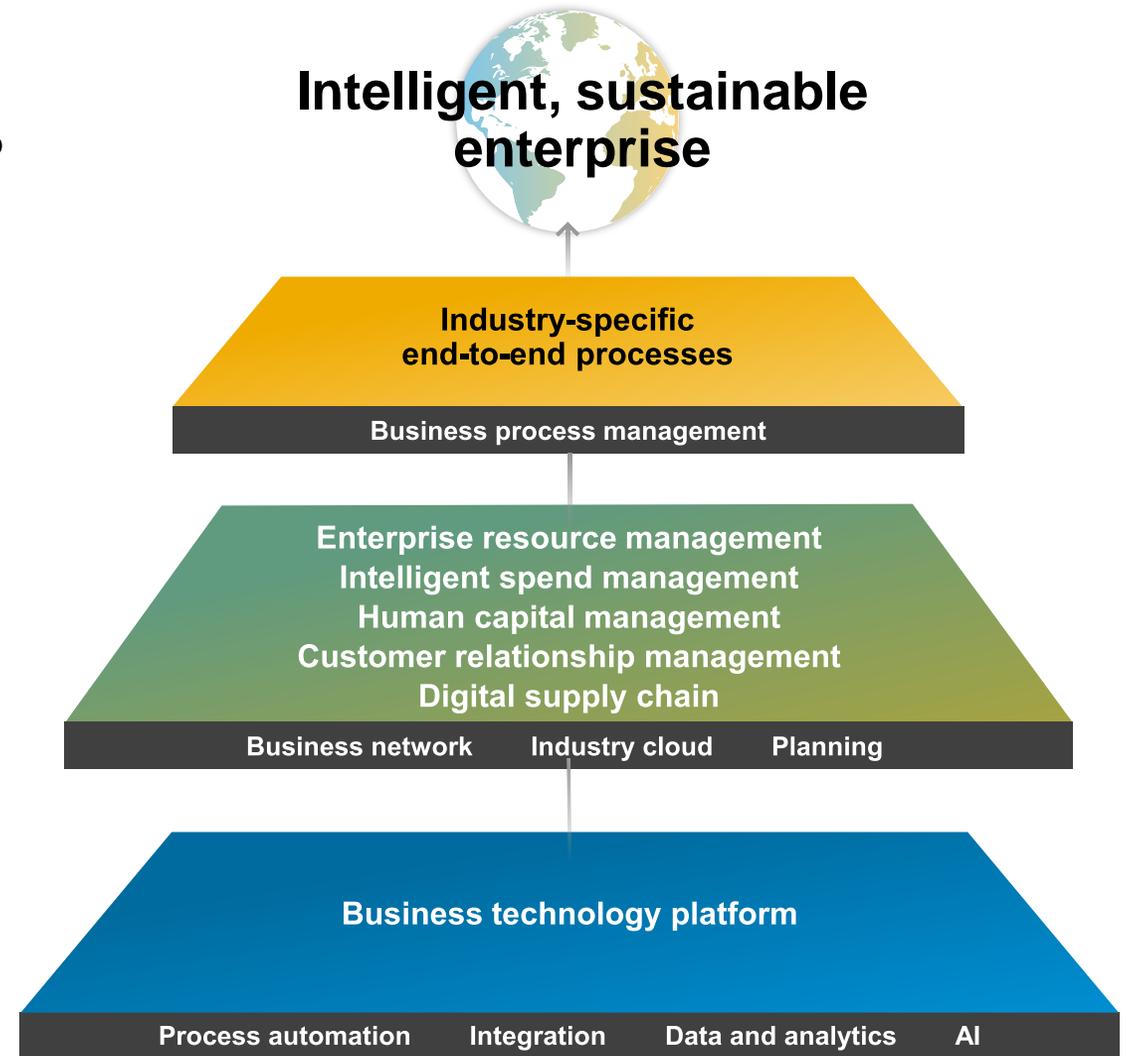
How is SAP Signavio relevant to the Intelligent Enterprise?

- ✓ **SAP Signavio** is SAP’s application suite for establishing, monitoring, and maintaining enterprise business processes
- ✓ Process (and performance) improvement is **continuous and ongoing**. Improvements are enabled by SAP applications and technology.



Examples of business processes

- A “sales order” process capable of achieving 99% order fill with a 2-day turnaround
- A “customer returns” process which achieves a NPS (Net Promoter Score) of 9/10
- A “supplier sourcing” process that is capable of achieving a 2% reduction in material costs
- A “purchase requisition” process with an automatic approval goal of 95%
- An “employee hiring” process with a goal of 50% of employment offers being accepted

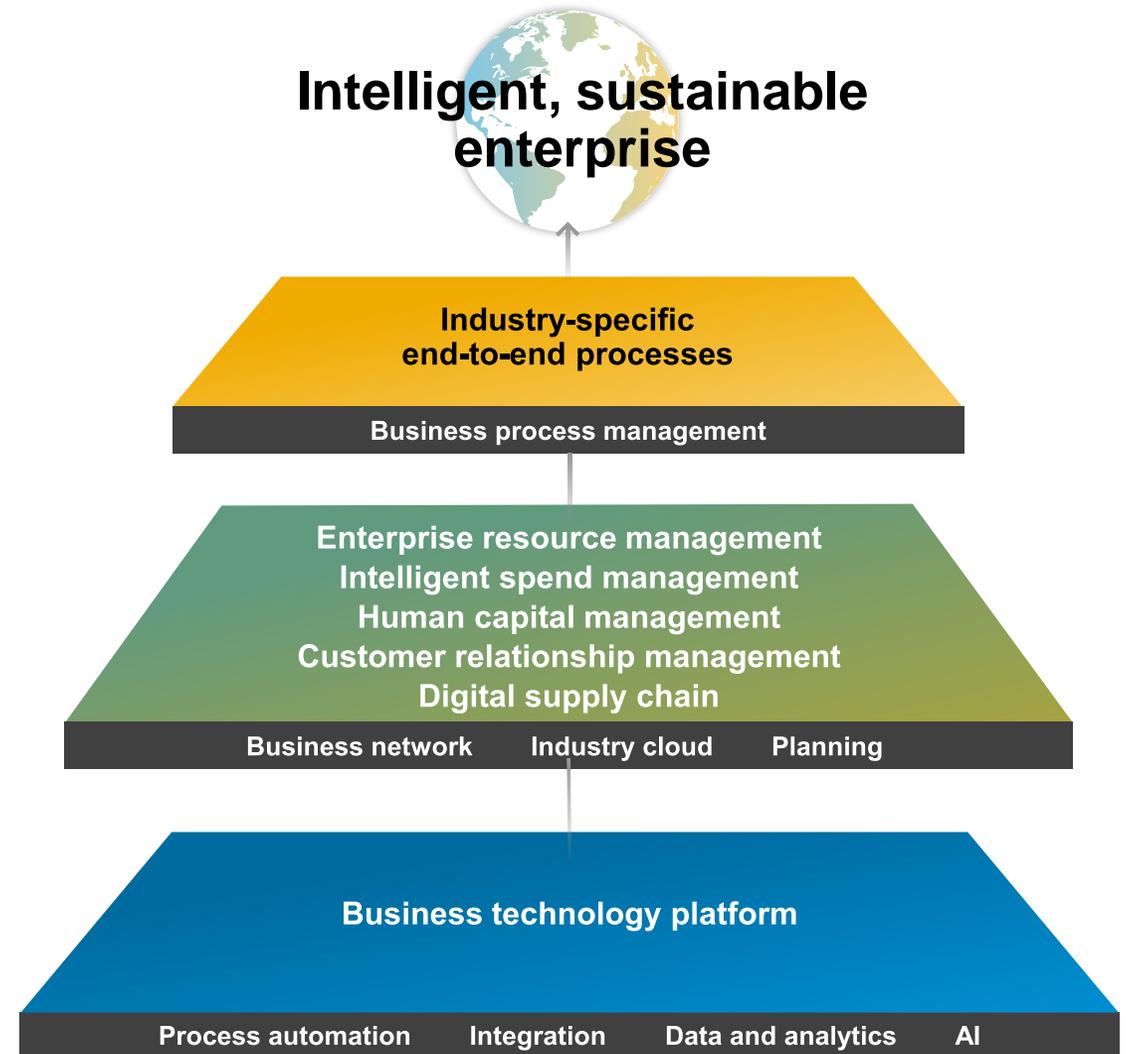


Who is interested in business process management?

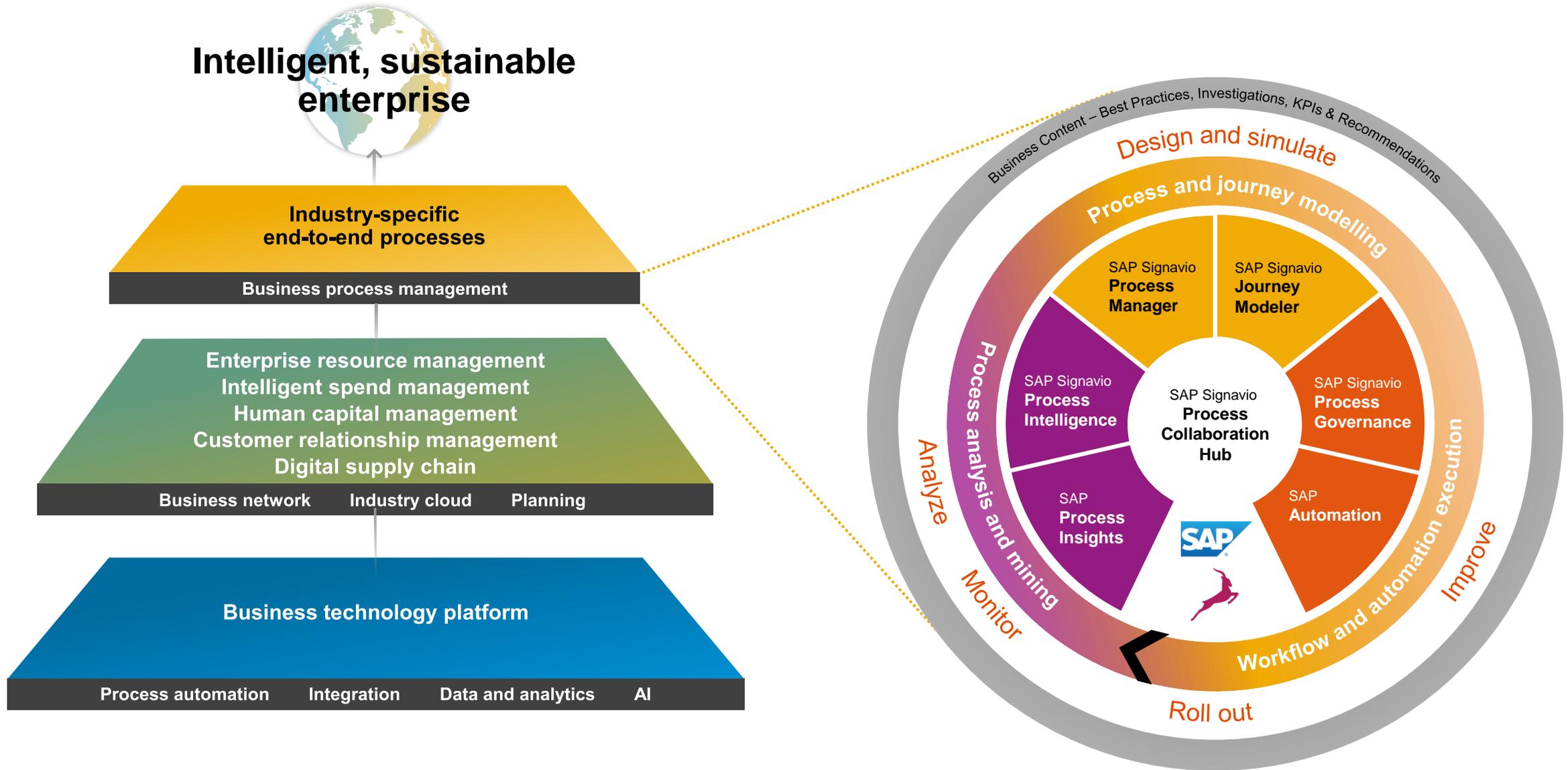
- Transformation leaders
- Process owners
- Operational leaders
- COO's / CFO's / CIO's
- Compliance officials / auditors

Company programs and initiatives

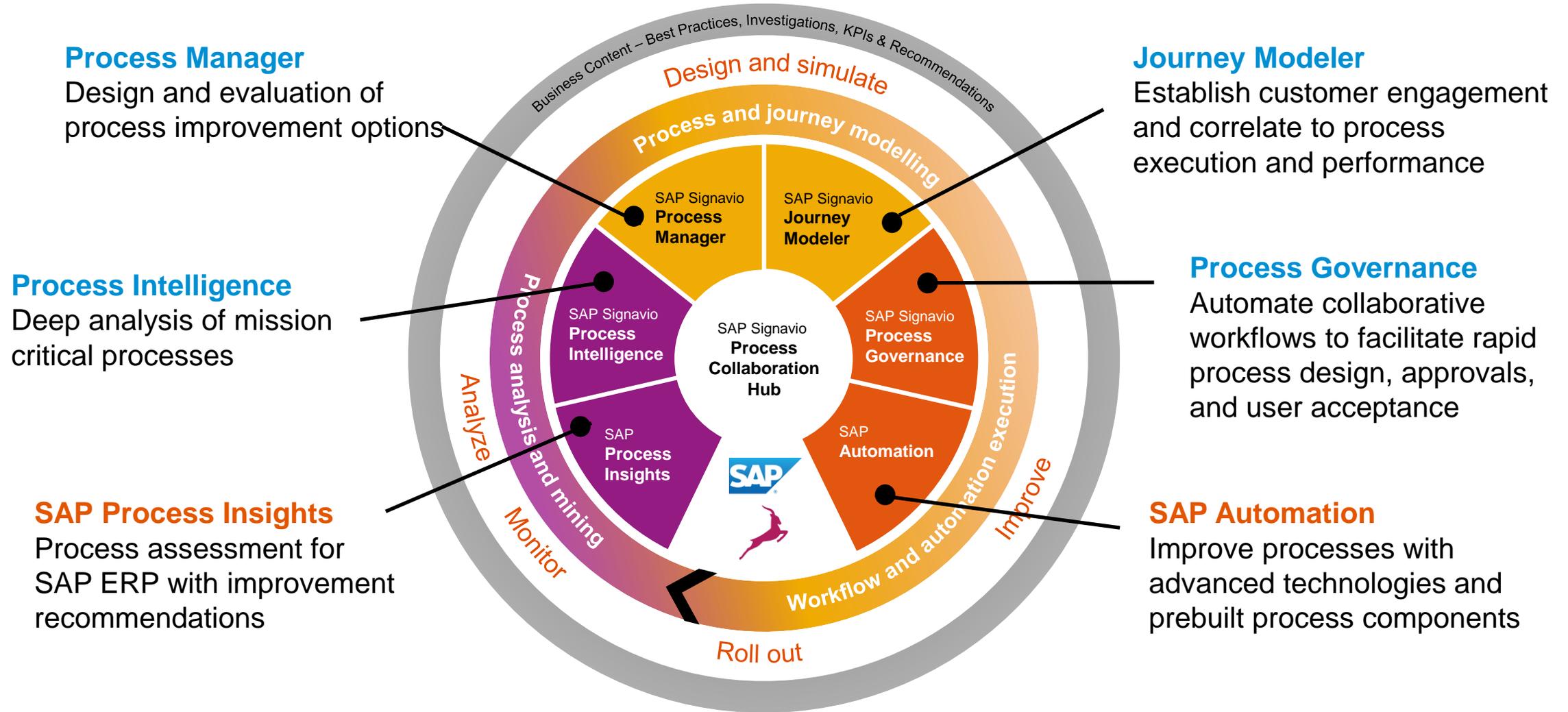
- Continuous Improvement
- Process Excellence
- Six Sigma
- Total Quality Management (TQM)
- Etc.



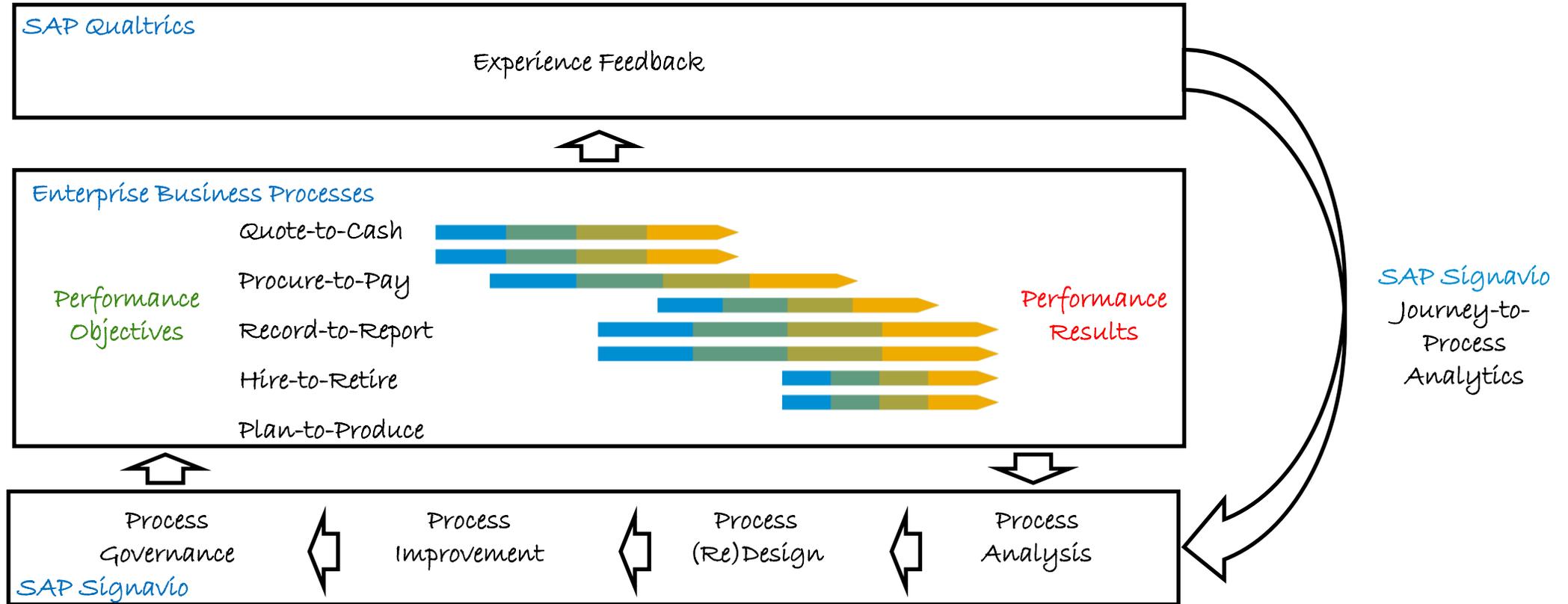
SAP Signavio is SAP's Application Suite for Business Process Management



SAP Signavio Process Transformation Suite – Suite Components



SAP for Business Process Management



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*

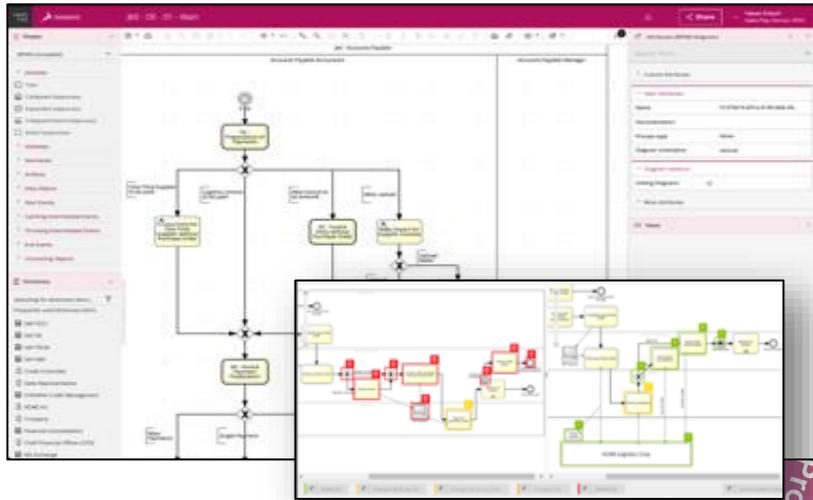
Process Design

- ✓ *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

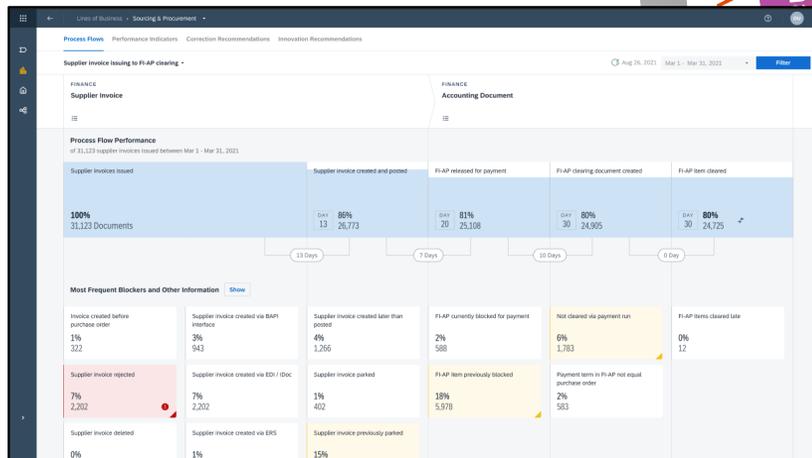
SAP Signavio Process Transformation Suite – Suite Components



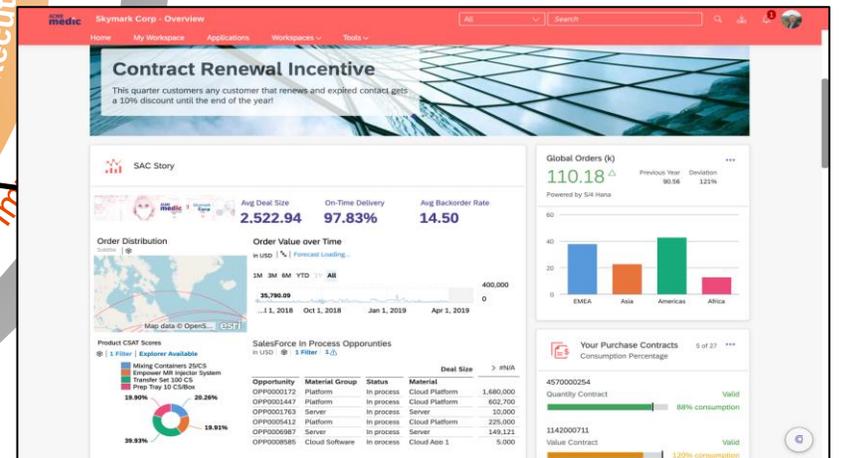
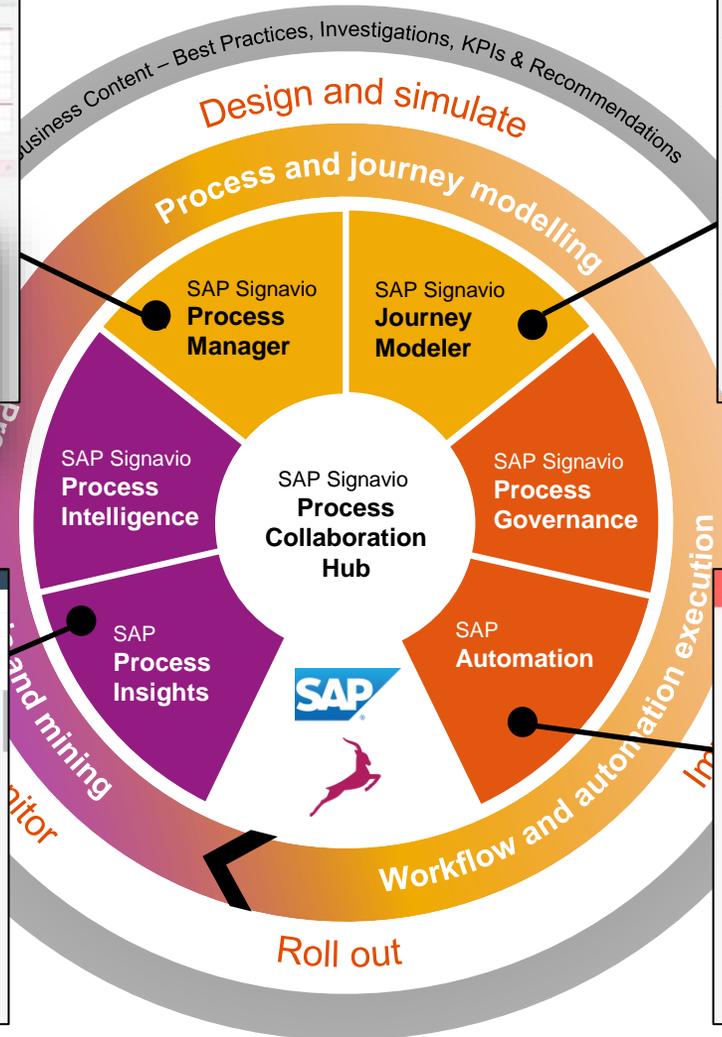
SAP Signavio Process Modeler



SAP Signavio Journey Modeler



SAP Process Insights



SAP Process Automation

SAP Signavio Process Transformation Suite – SAP Process Insights

The screenshot shows the SAP Process Insights interface for 'Supplier invoice issuing to FI-AP clearing'. The 'Correction Recommendations' tab is highlighted with a green box. A yellow callout box is overlaid on the screen, listing five types of recommendations:

- 1. Correction recommendations
- 2. Native S/4HANA functionality
- 3. SAP Process Automation (Workflow, RPA, LCNC)
- 4. Other BTP capabilities for process improvement and innovation
- 5. Other SAP applications

Supplier invoice deleted	Supplier invoice created via ERS	Supplier invoice previously parked	purchase order
0%	1%	15%	

SAP Process Insights

SAP Process Insights has an unrivaled and constantly growing delivered content coverage.¹

40+

Process flows

100+

Process performance indicators

40+

Correction recommendations

700+

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

Governance

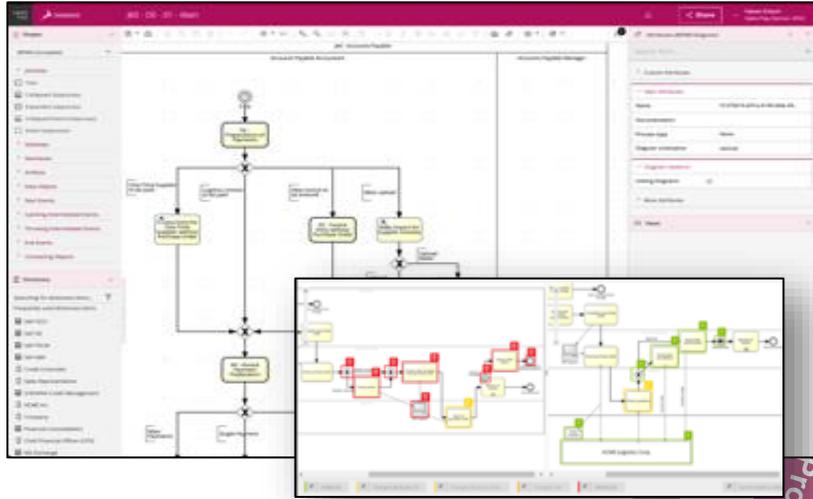
Finance

Acquire to decommission

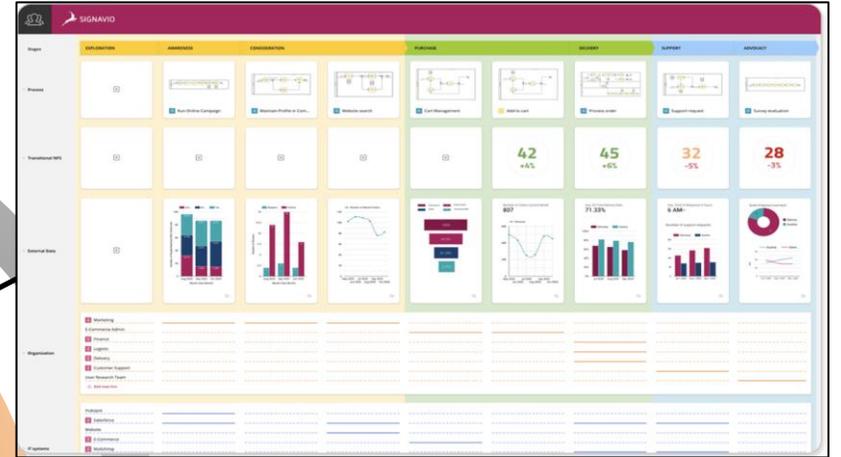
¹ Generally available for SAP ECC, SAP S/4HANA, and SAP S/4HANA Cloud, private edition.

This slide covers the scope at release 1.5 in April 2022 : more content is planned to come

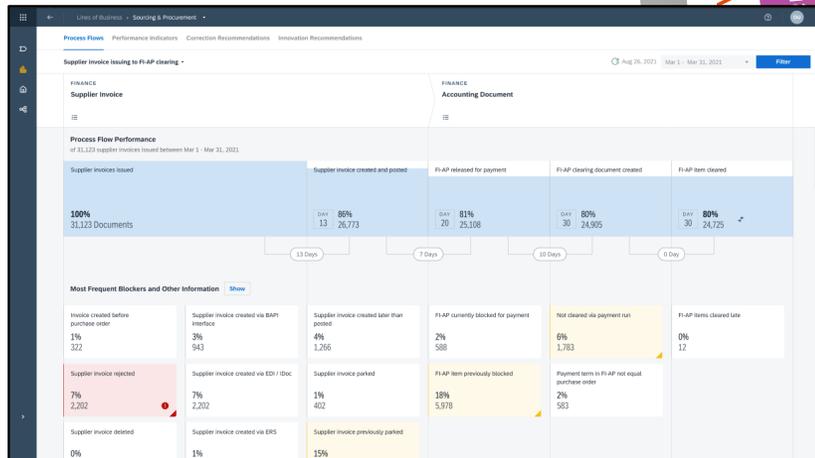
SAP Signavio Process Transformation Suite – Suite Components



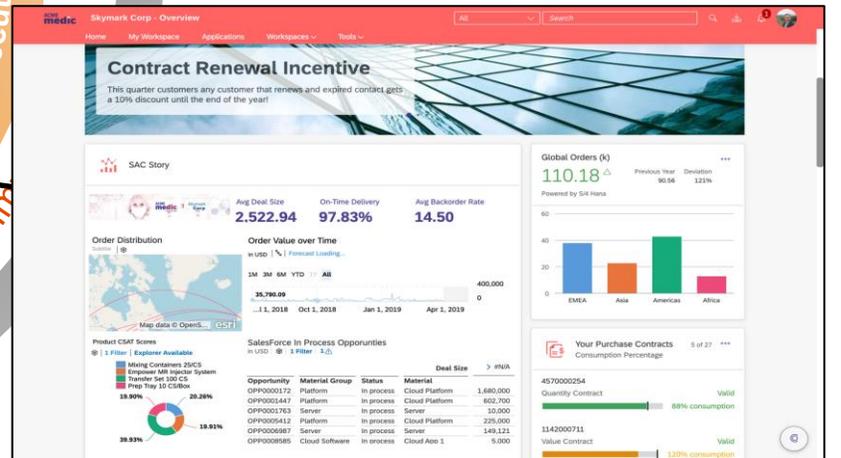
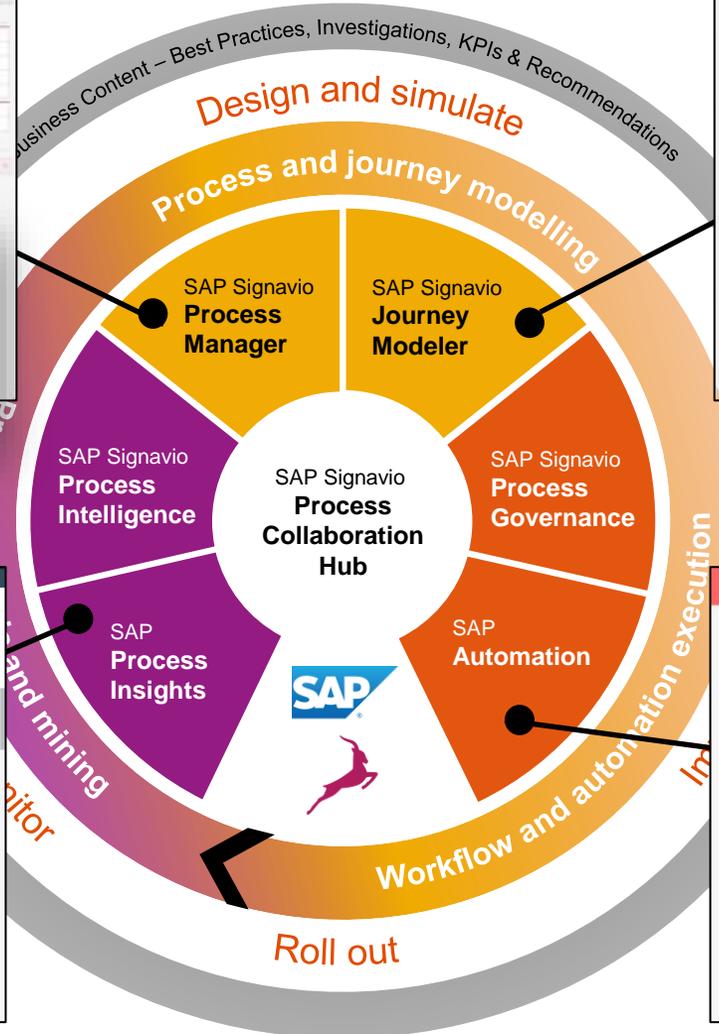
SAP Signavio Process Modeler



SAP Signavio Journey Modeler



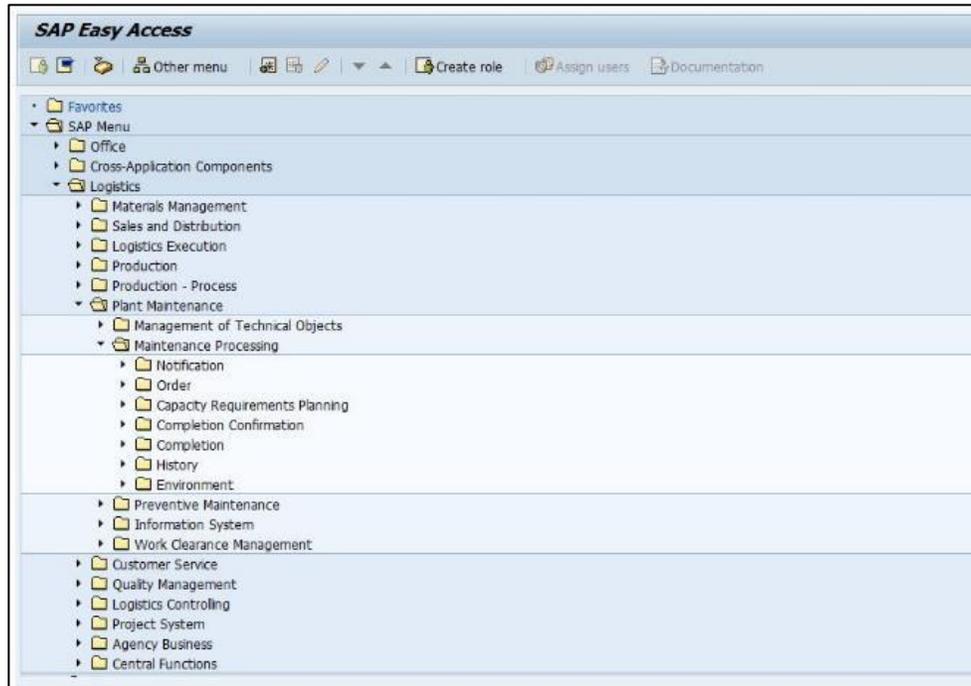
SAP Process Insights



SAP Process Automation

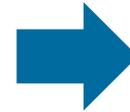
SAP Business Technology Platform (BTP)

Which would you prefer? Analog and Reactive? Or Digital and Proactive?



SAP ECC

- Access to tools



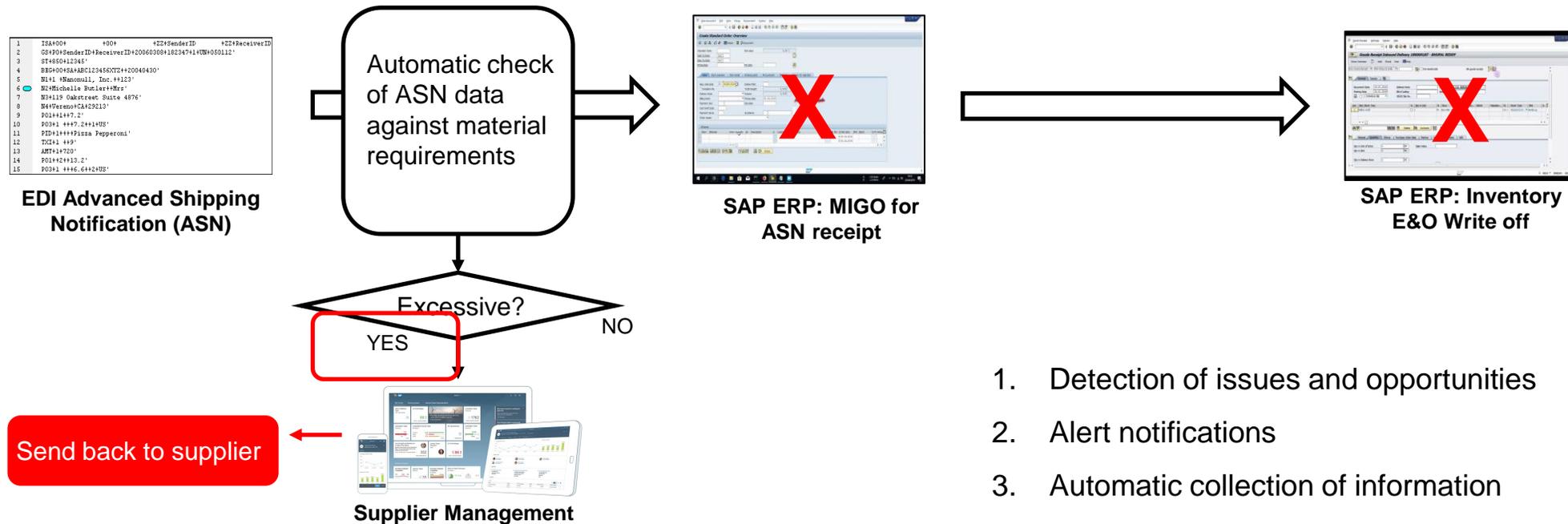
ECC enabled for user interaction with BTP

- Access to tools
- Awareness (alerts and analytics)
- Process automation
- Guided processes/procedures (in accordance with company objectives)
- Internal and external collaboration

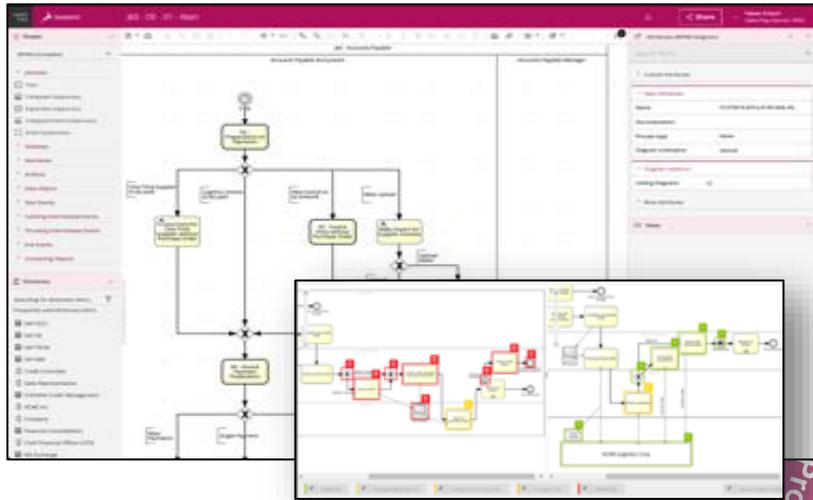
Business Technology Platform

Tailoring ERP to Your Specific Requirements

Problem: Unordered materials are received into inventory, and then written off a few months later. Current cost: \$14.5M/year across 18 plants.



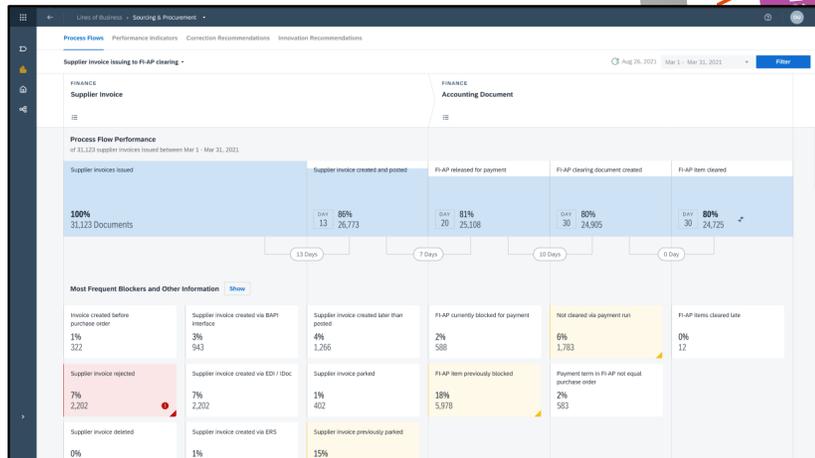
SAP Signavio Process Transformation Suite – Suite Components



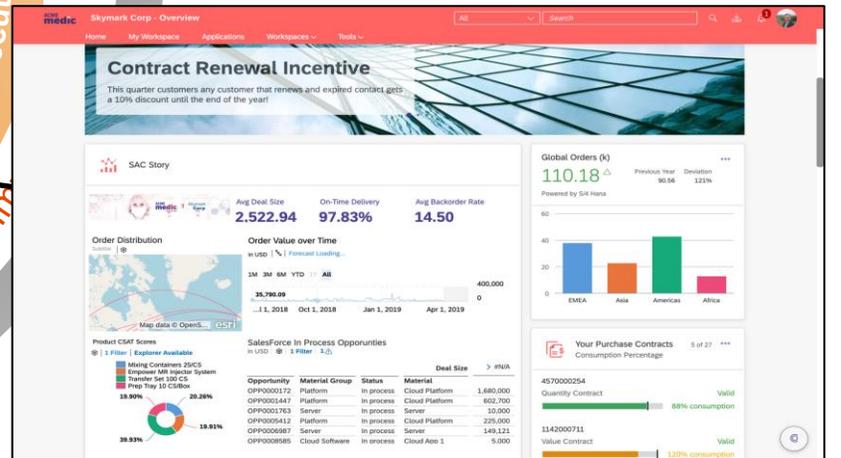
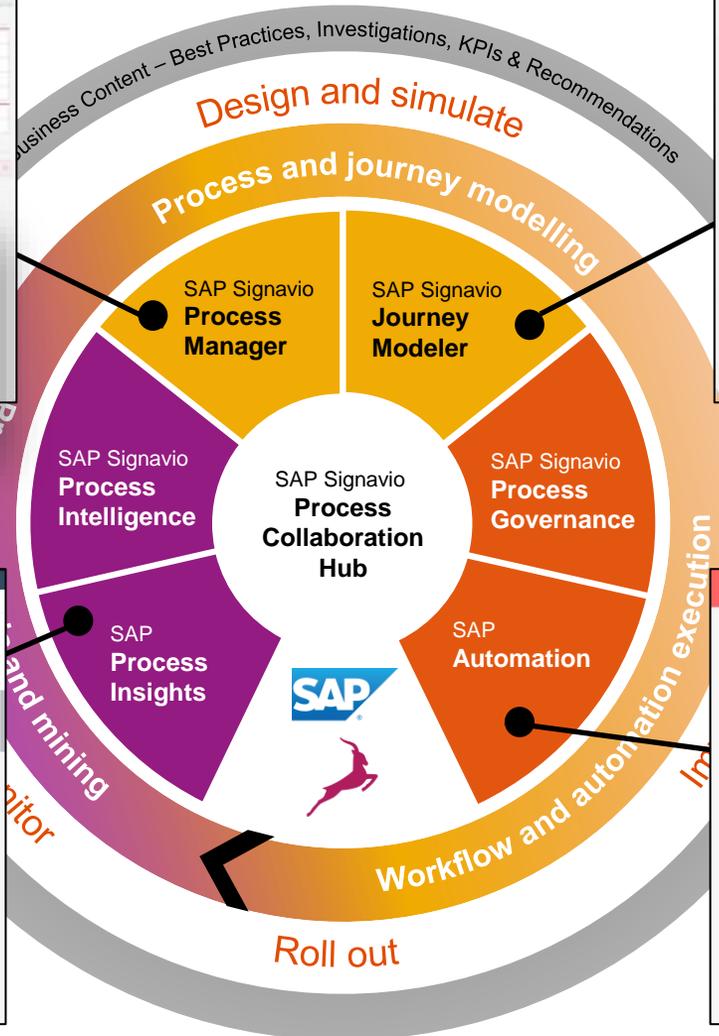
SAP Signavio Process Modeler



SAP Signavio Journey Modeler

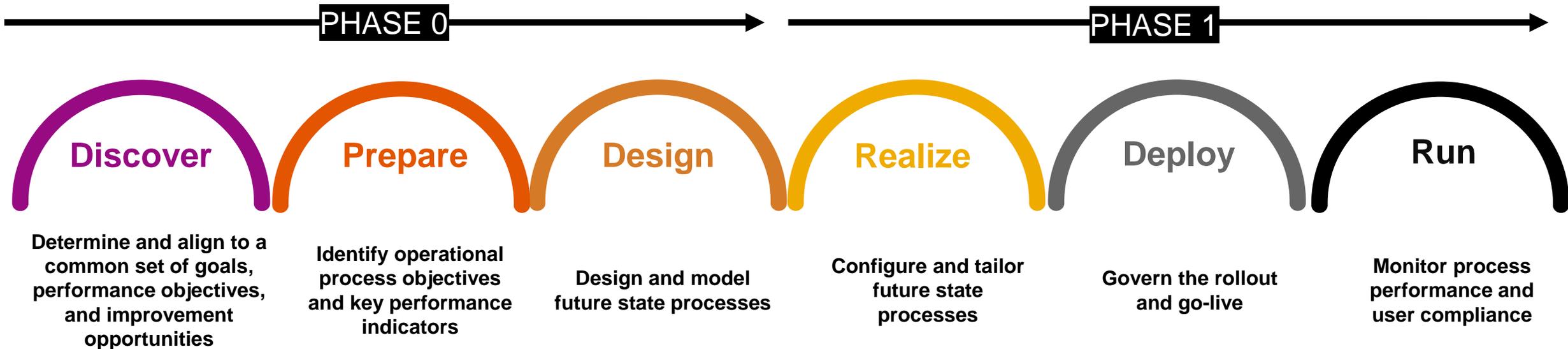


SAP Process Insights



SAP Process Automation

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 - Differentiators

End-to-End Business Process Management

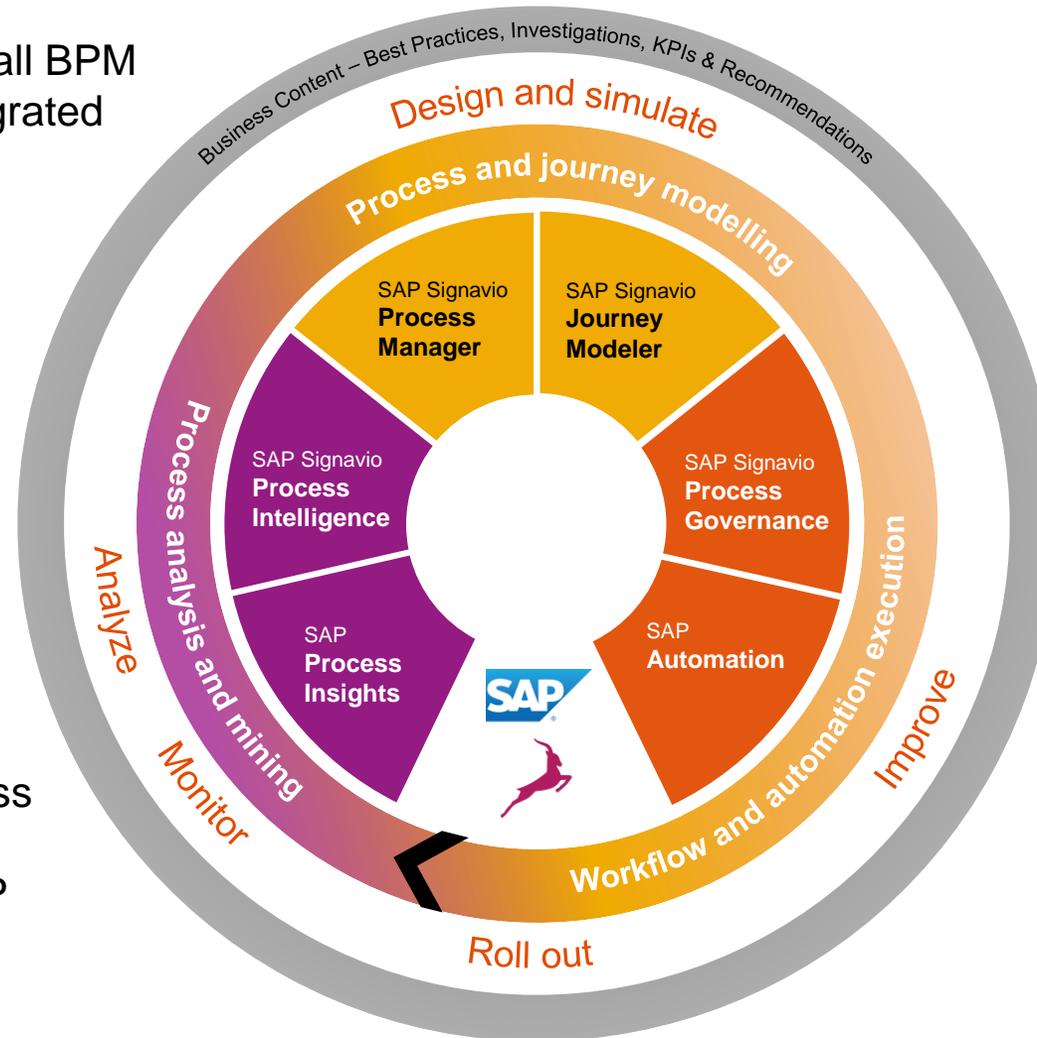
Includes capabilities for all BPM activities in a single integrated package

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

The Strategic Benefits of SAP Business Process Intelligence



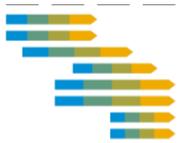
Company Culture of Continuous Improvement

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



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 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.

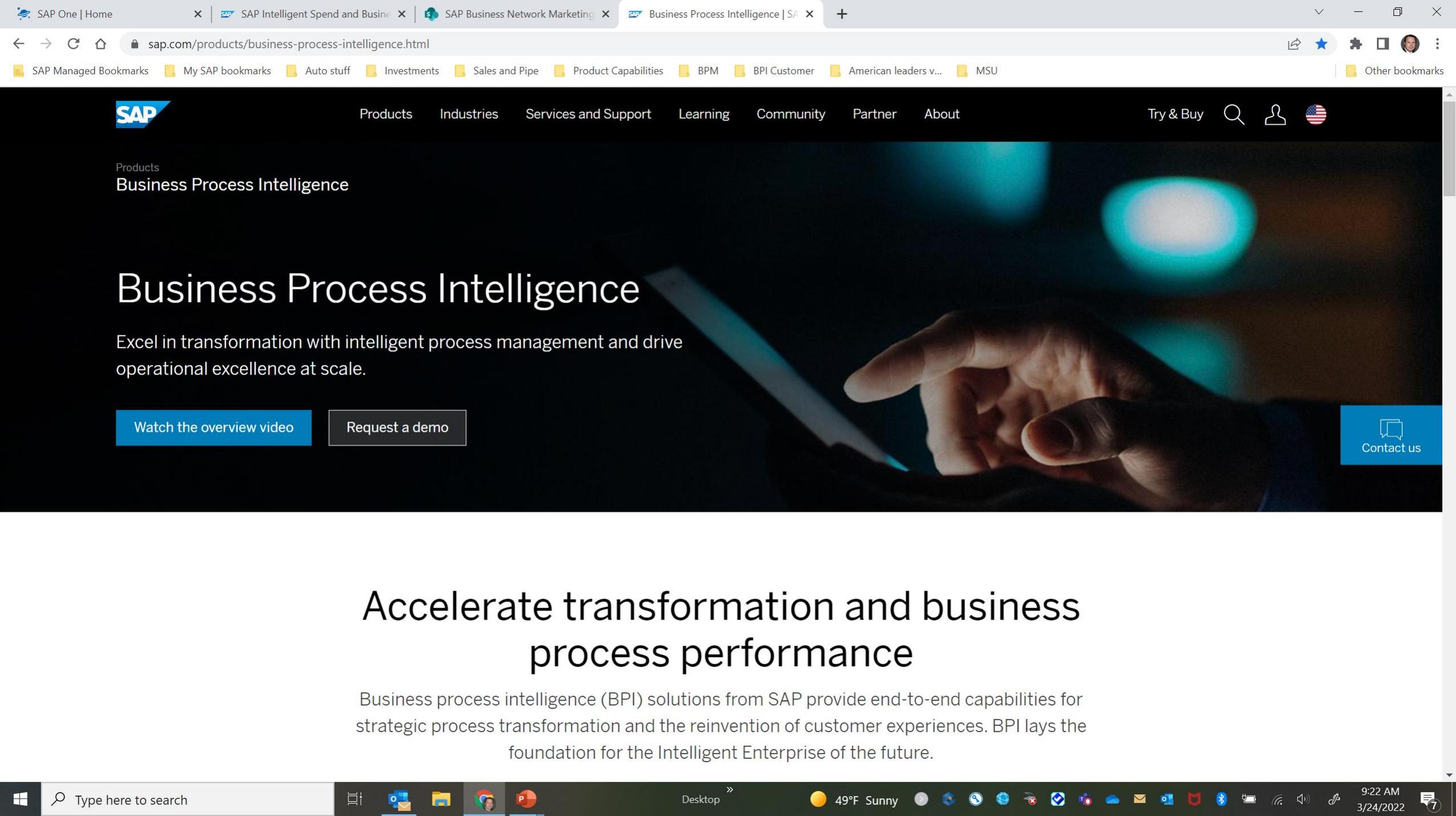


Getting More Value from Your SAP Investments

SAP is always creating new software for SAP customers. SAP Signavio is the best way to stay informed about new capabilities that specifically address a customer's process improvement opportunities.

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





Products
Business Process Intelligence

Business Process Intelligence

Excel in transformation with intelligent process management and drive operational excellence at scale.

Watch the overview video

Request a demo

Contact us

Accelerate transformation and business process performance

Business process intelligence (BPI) solutions from SAP provide end-to-end capabilities for strategic process transformation and the reinvention of customer experiences. BPI lays the foundation for the Intelligent Enterprise of the future.



SAP Signavio Process Transformation Suite **for Collaborative Data-Driven Performance Improvement**

Chet Harter

SAP Signavio Center of Excellence

April 2022