



Process Transformation Suite for Collaborative Data-Driven Process Management

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Today's Reality

Companies need to transform...

53%

face unprecedented
rates of change¹⁾

30%

need to **transform business**
end-to-end¹⁾

29%

struggle with
new technologies¹⁾

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

55%

of all ERP projects had
over-budget issues²⁾

60-70%

of all ERP projects
fail to meet their objectives²⁾

Sources:

¹⁾ McKinsey Global Institute

²⁾ 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.”

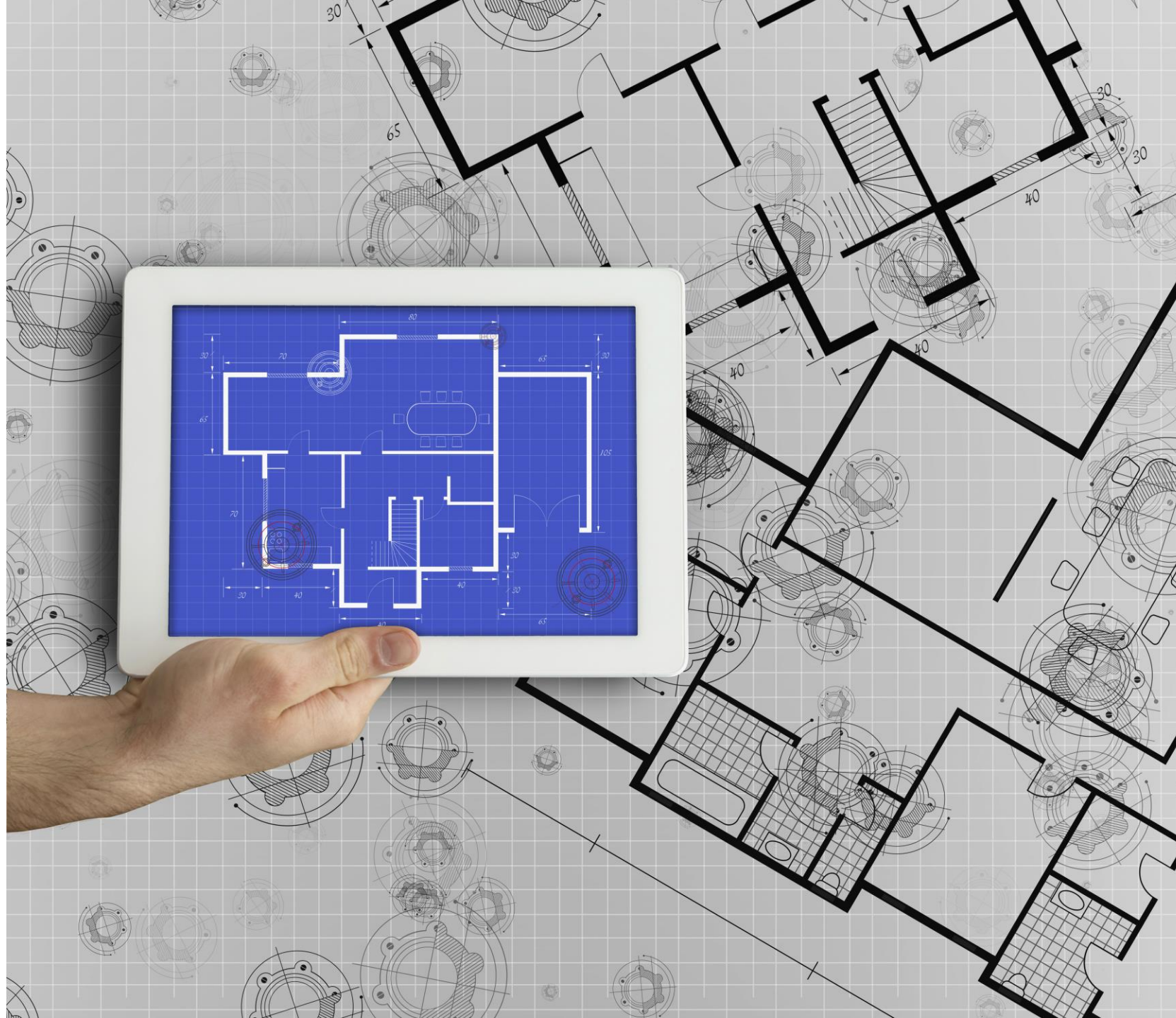
(W. E. Deming – Pioneer of modern BPM concepts and methods)



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Decisions are made with low confidence because data is typically outdated and not harmonized.

Business Proce

What ✓

Why ✓

How many of you are

**AIN'T
NOBODY
GOT
TIME
FOR THAT!**



The Total Economic Impact™ of SAP Signavio Business Transformation Suite

FORRESTER®



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

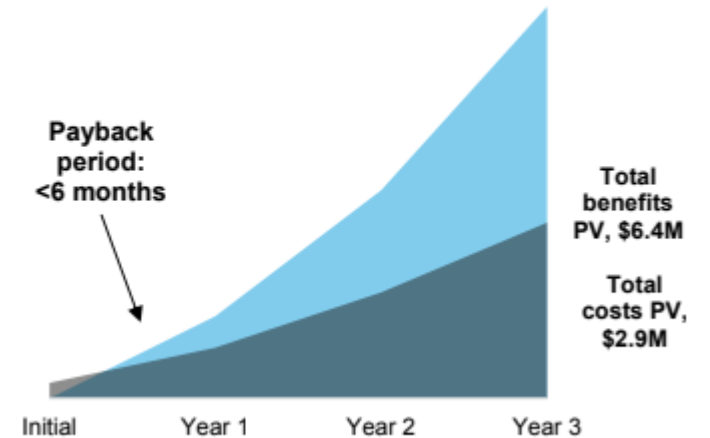


\$2.0M in process mapping and implementation costs



\$983K in alternative tools and related costs

Financial Summary

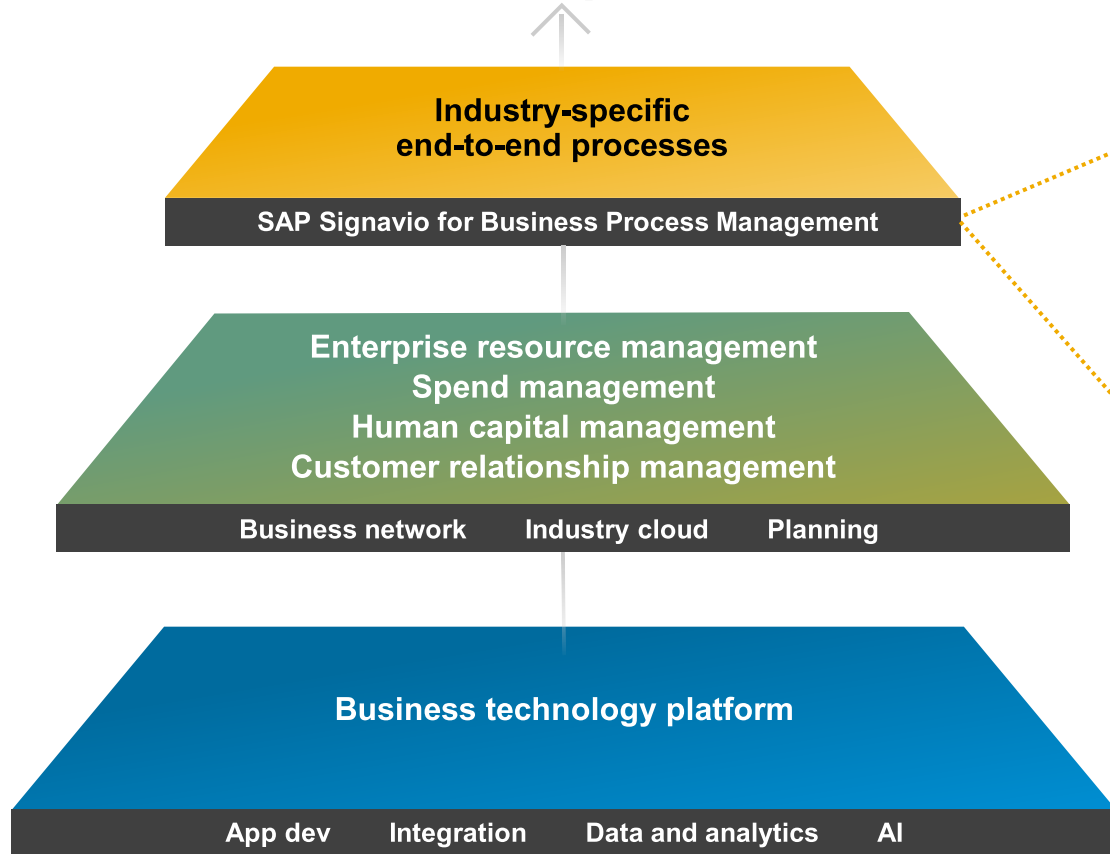


Key Finding: **SAP Signavio helps companies** Manage Complexity, Reduce Costs and Make Process Improvement More Efficient

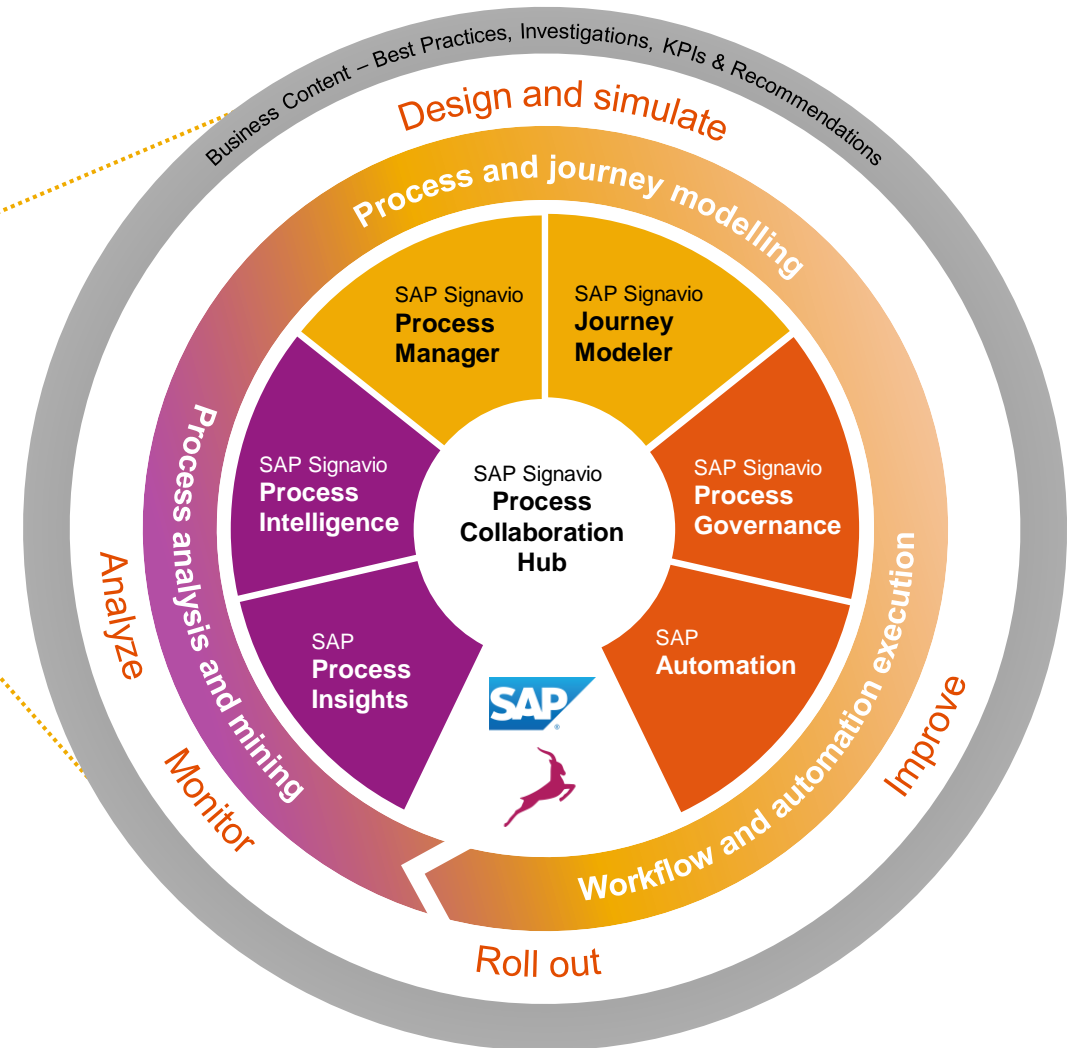
The **key** Component of the Intelligent Enterprise



Intelligent, sustainable enterprise



SAP Signavio Transformation Suite



for sustainable end to end transformations & process excellence



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

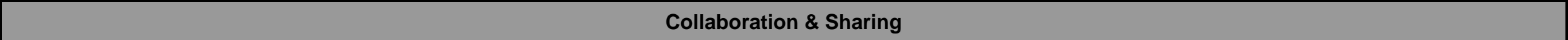
- Import SAP best practice models
- Document current & future state
- Compare
- Simulate changes

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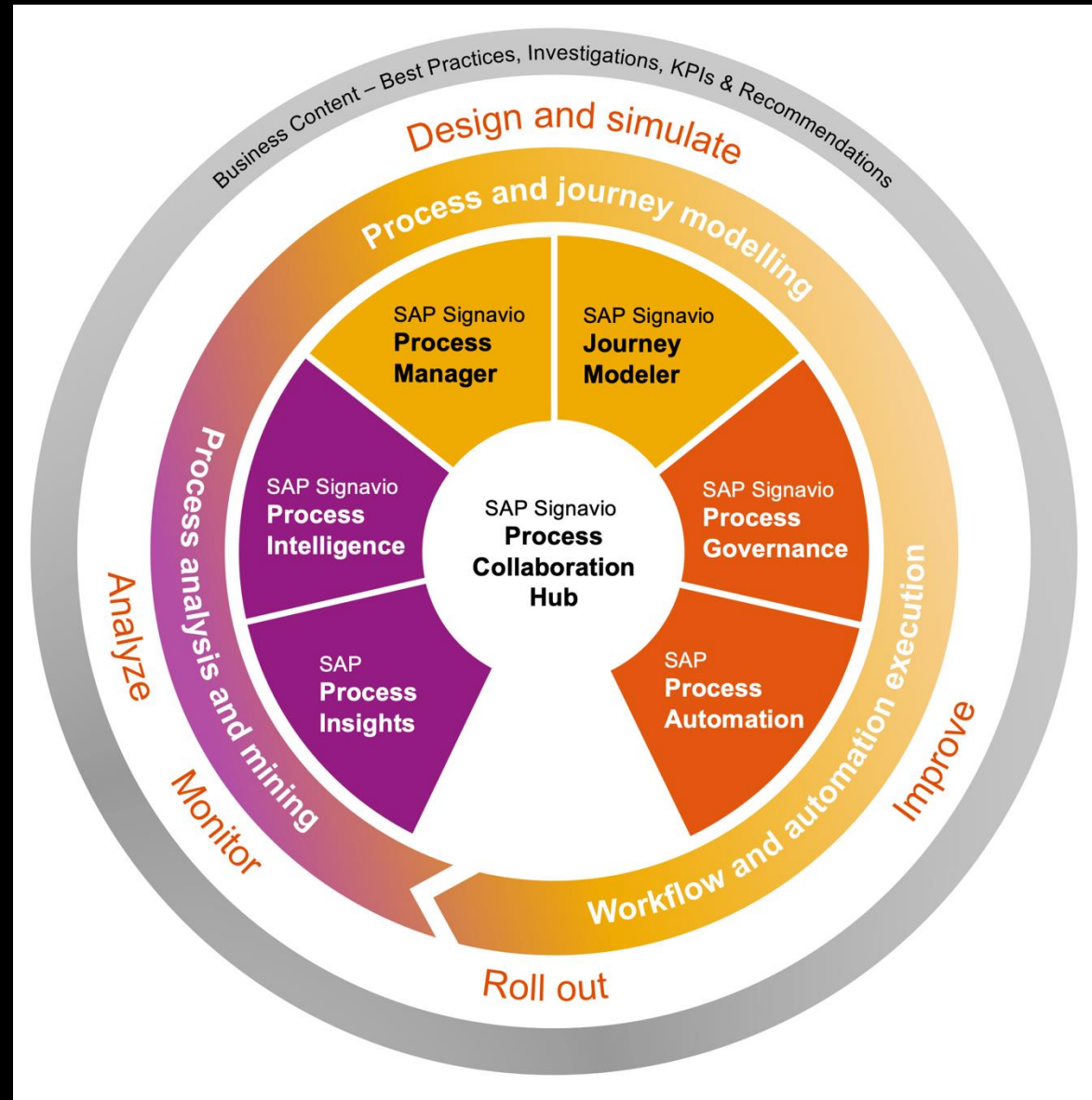
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Key Capabilities

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:

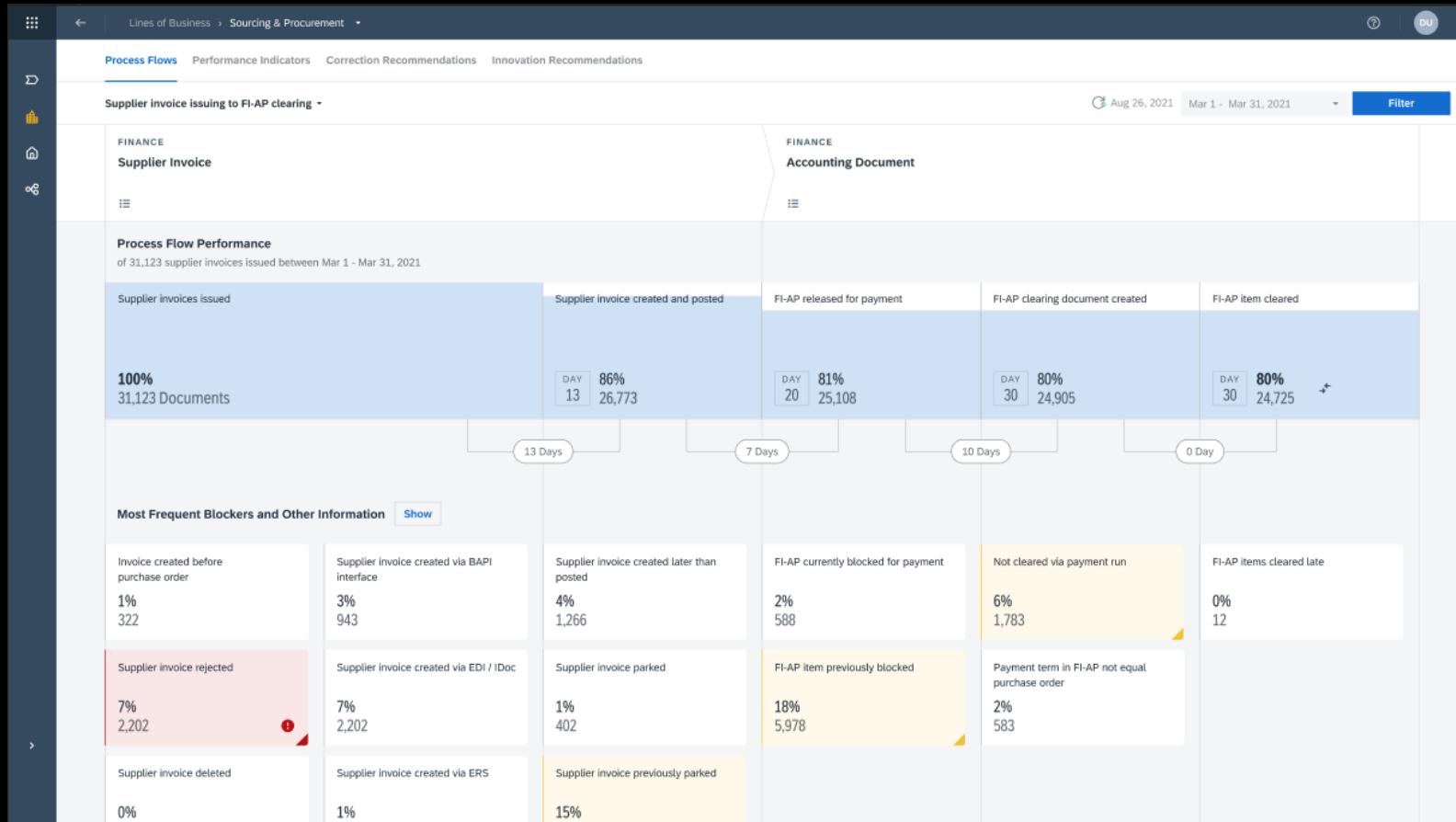
- Visibility into actual operations
- Inefficiencies in business processes (delays, long lead times)
- Process compliance
- Understanding where in the process is the root cause problem
- Visibility into areas of improvement

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



Using 40+ delivered process flows and 900+ typical issues and inefficiencies



B PREVIEW

Leverage data



Get insights fast



More is to come

Reducing time to insights and identifying levers to improve

The screenshot displays the SIGNAVIO Insights dashboard. The main view shows a list of findings under the heading "Insights". The findings are categorized into "All", "Automated", "Manual", and "Top insights". The "Latest automated findings" section shows three items:

- Trend:** Total number of returns with complaints in September 2021 increased by +17.52% MoM (at 1,799 events).
- Correlation:** Cases with low NPS score tend to have a longer cycle time than other cases (+42.3%).
- Correlation:** Avg. NPS in 2021 is highly correlated to Avg. Rework Rate.

Below this, "Insights captured by you and colleagues" shows three entries from different users, each with a brief description and a status (Open or Resolved).

An "Insights" modal window is open, showing a "Findings" tab. It displays a finding for "November 2021" with the text: "Metric 'Cycle time' is 1166.34% higher than mean where 'Variant' is 'Escalated'". Below this is a "Breakdown" section with a bar chart titled "Cycle time". The chart compares "Rework" and "Escalated" variants. The "Escalated" variant shows a significantly higher cycle time, reaching 11d 13h, while "Rework" is near 0ms.

Variant	Cycle time
Rework	~0ms
Escalated	11d 13h

At the bottom of the modal, there is an "Add to Insight" button.

LAB PREVIEW

Get full visibility into your process reality

Uncover opportunities with process mining



Blend process and experience analytics



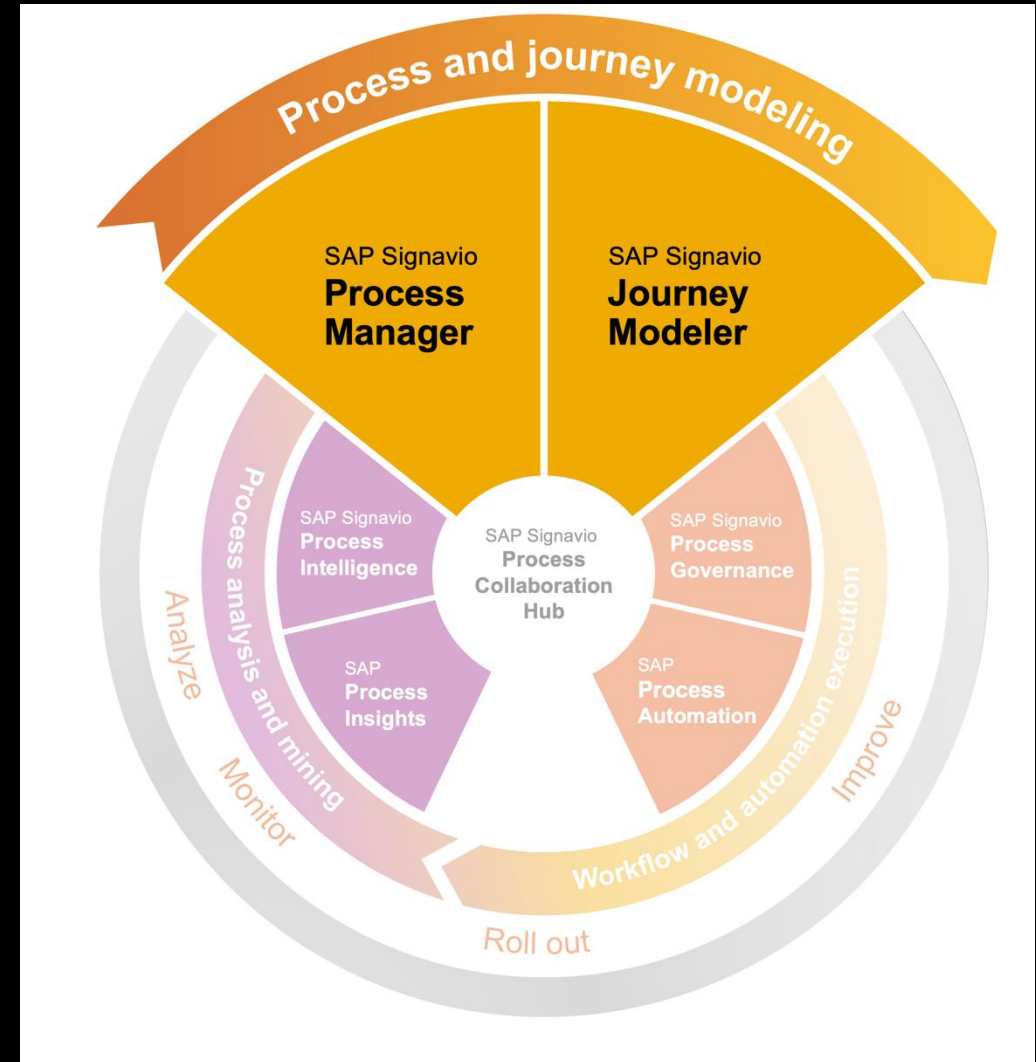
Process and journey modeling

Challenges:

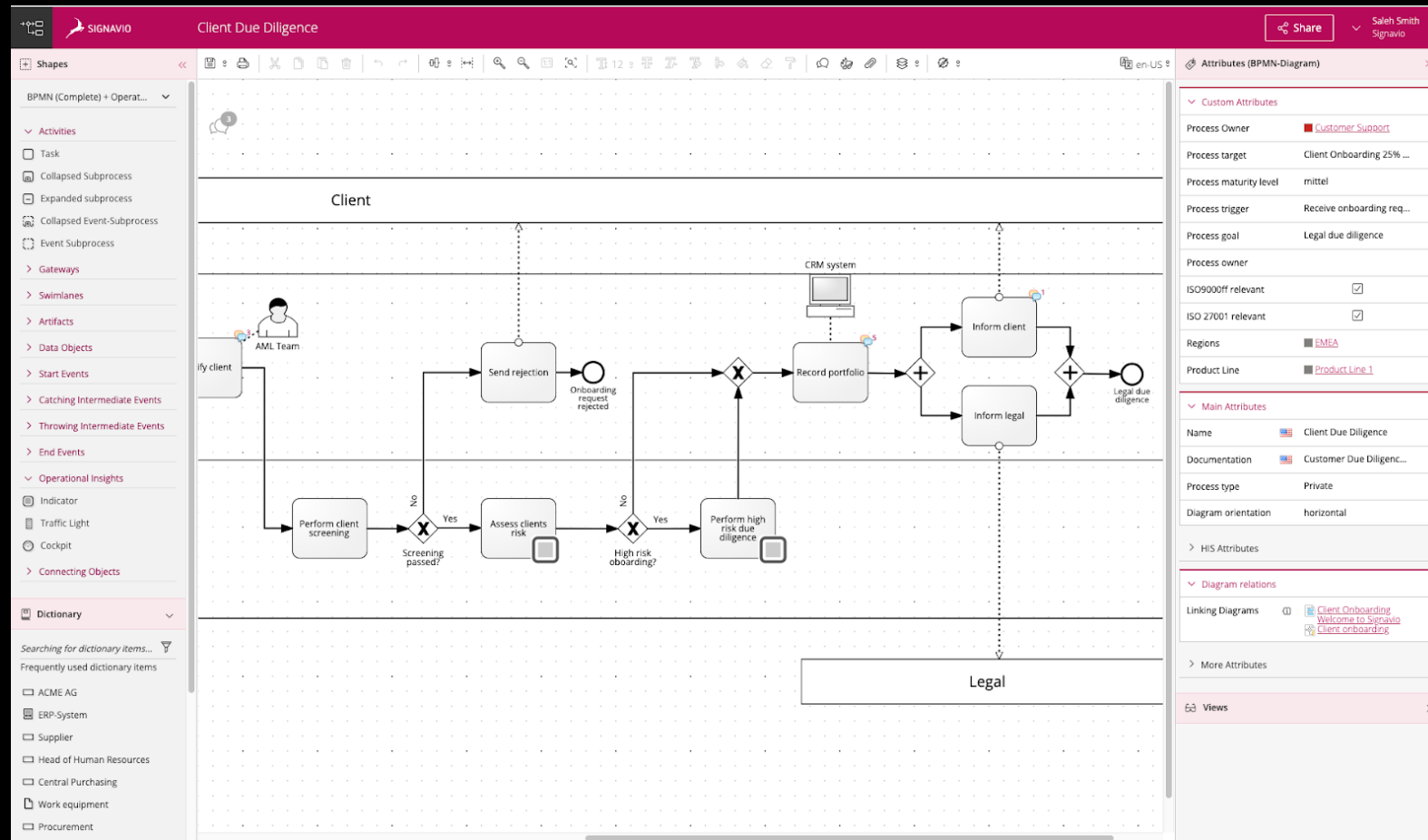
- Potential improvements to existing processes to be more efficient and achieve broader alignment across the organization
- Transparency into various stages of a customer journey and processes that are involved in the steps with least satisfaction
- Impact of change to the process landscape
- Confidence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



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



LAB PREVIEW

Process modeling

Analysis and simulation

Transparency

Connecting journeys and processes, metrics, systems, and roles

SIGNAVIO BETA Till Rafter
Product Leads (ONLY)

Stages: EXPLORATION → AWARENESS → CONSIDERATION → PURCHASE → DELIVERY

Storyboard	Steps	Customer Goals	Customer Thoughts
	Search for a product	Lower the stress	With this Covid-19 thing, I'm completely stressed. I find baking relaxing but I need new inspiration
	Know the product	Know about the product	I learned of this new product to create cakes with outstanding shapes while browsing Pinterest
	Compare	Research alternatives	I started searching the web for competitors and alternatives. Eventually I used some comparison sites
	Evaluate	Decide on the best option	To get more information I went to their websites. How many cake molds...and check the reviews!!!
	Add products to cart	Find and select products easily, get inspired	I added a couple of products to the shopping cart while browsing their catalog. I'm excited, I could buy everything
	Make an order	Order effortlessly	I checked out from my shopping cart with my preferred payment method. Everything went smooth
	Receive o	Receiv	I choosed and time. In four da package... _Not that

LAB PREVIEW

Connect processes with journeys

Design journey models

Comment and collaborate

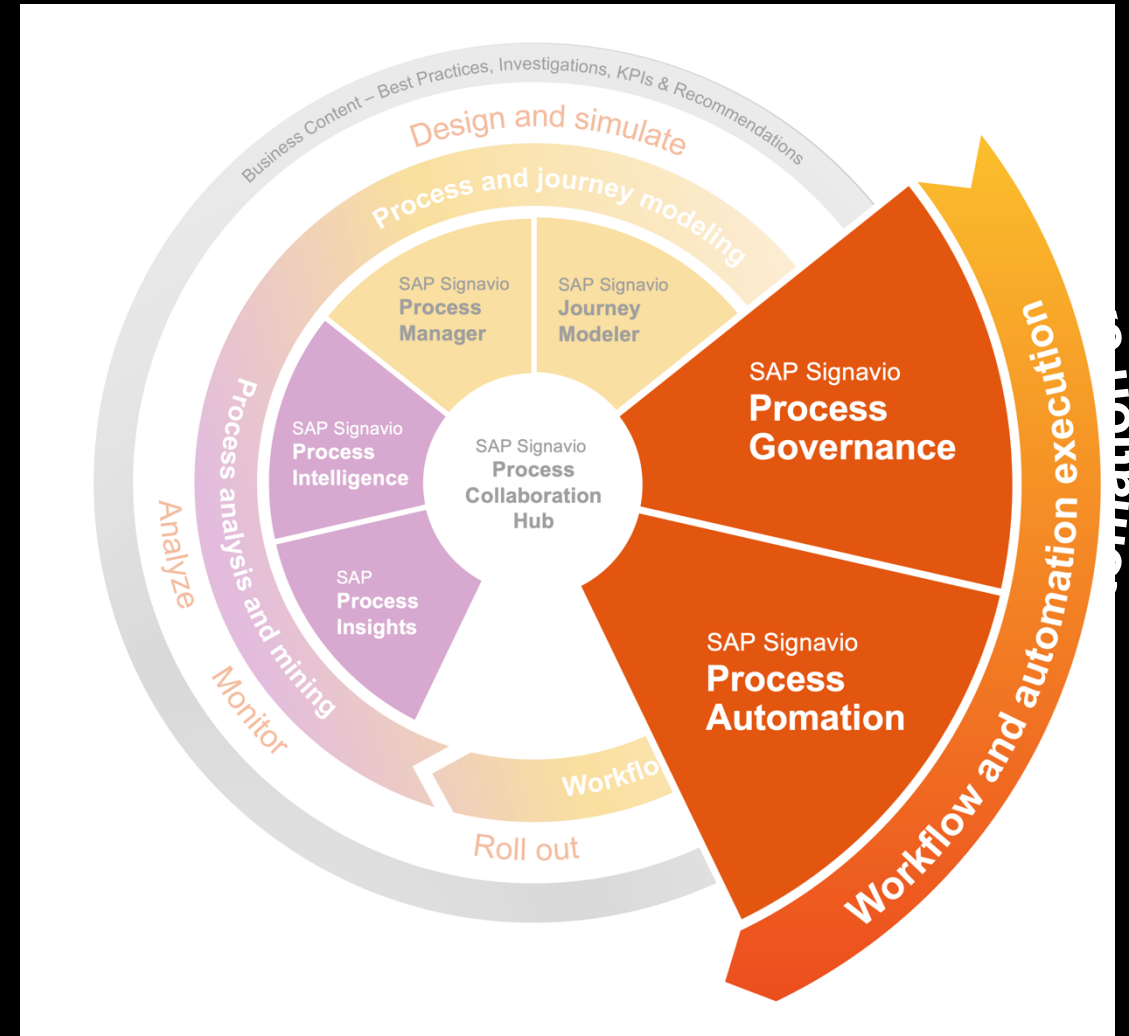
Process governance and automated execution

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



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

The screenshot displays the Signavio user interface. At the top, there is a navigation bar with a 'Create' button, search, and notification icons, and a user profile for 'Saleh Smith Velocity - New'. A left sidebar contains navigation options: Home, Newsfeed, Starred, Recent, Tasks, Processes, Investigations, Dictionary, and Settings. The main content area is titled 'Welcome to Signavio' and features a 'Monitoring' section with two charts: 'High Risk Onboardings' (a line chart with a 'Tolerance' threshold) and 'CDD Requests by Regions' (a bar chart). Both charts include an 'Open investigation' link. Below the charts is a 'Recently visited' section with thumbnails of process diagrams. A right sidebar lists user profile options, products, workspaces, and help resources.

Collaboartion



Sharing & communication



Monitoring



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

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

Coca-Cola
EUROPACIFIC
PARTNERS

“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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