Accelerate and de-risk enterprise transformations and process optimization initiatives with **SAP Signavio**

ASUG Kentucky Chapter Meeting – June 2023

Pattabhi Peddinti, SAP Signavio Solution Advisory
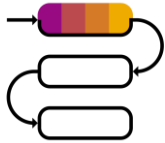June 2023

THE BEST RUN **SAP**

Agenda

- Challenges of Transformation and Innovation

- Introducing the SAP Signavio Process Transformation Suite

- SAP Signavio for Enterprise Transformation and Process Optimization

- How to get started?

"Change before you have to"

– Jack Welch

Corporate Initiatives to change and adapt to market conditions

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
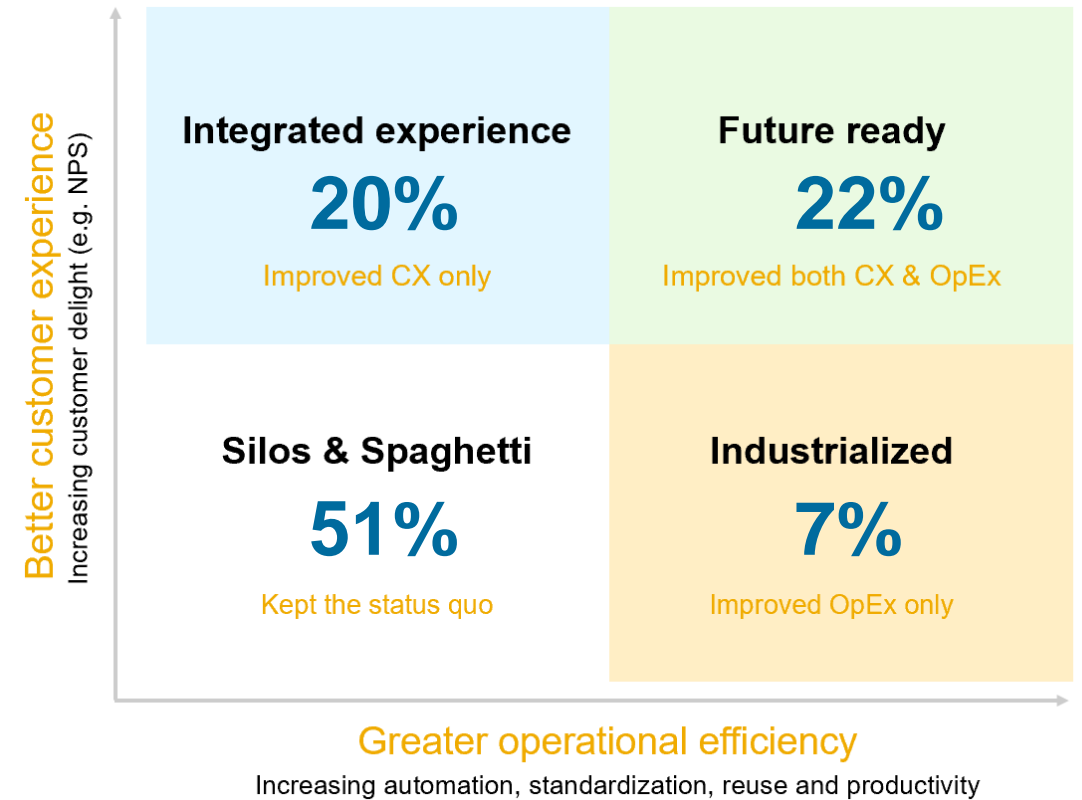
Enterprise Transformation

Business Transformation
- New business models
- Process harmonization and simplification
- Process consolidation inc. shared services
- Equip for mergers and acquisitions
- RISE with SAP transformation

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

MIT's framework for Digital Business Transformation*

Better customer experience
Increasing customer delight (e.g. NPS)

Integrated experience	**Future ready**
20%	22%
Improved CX only	Improved both CX & OpEx
Silos & Spaghetti	**Industrialized**
51%	7%
Kept the status quo	Improved OpEx only

Greater operational efficiency
Increasing automation, standardization, reuse and productivity

2019 % of firms, N=1,311

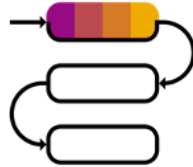*Source: https://cisr.mit.edu/publication/2021_0201_PathwaysUpdate_WoernerWeill

How do you ensure that your transformation initiative adds value?

Four dimensions to transform successfully

Business Strategy

Execute on the **company's business strategy to enable business outcomes** such as agility, resilience, transparency, collaboration and governance.

Processes

Ensure **efficient, reliable, scalable and customer value adding business operations** by driving optimization and harmonization in line with compliance and regulatory requirements.
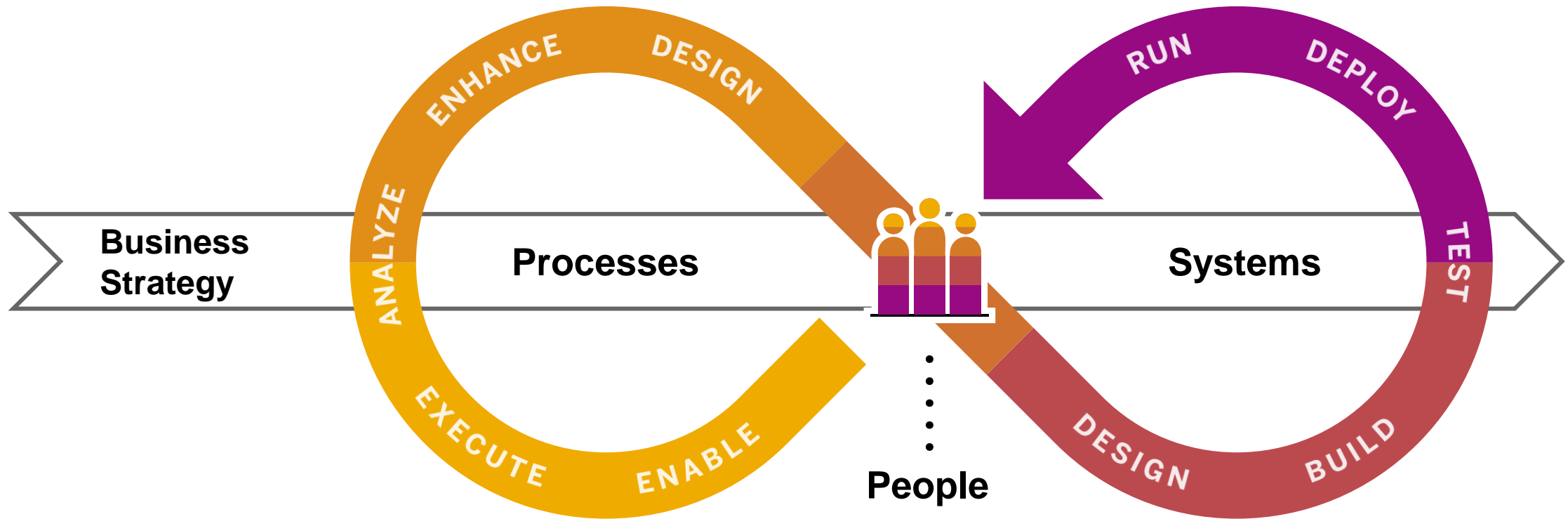
Systems

Leverage **technology innovation and automation capabilities** across core applications and extensibility platforms.

People

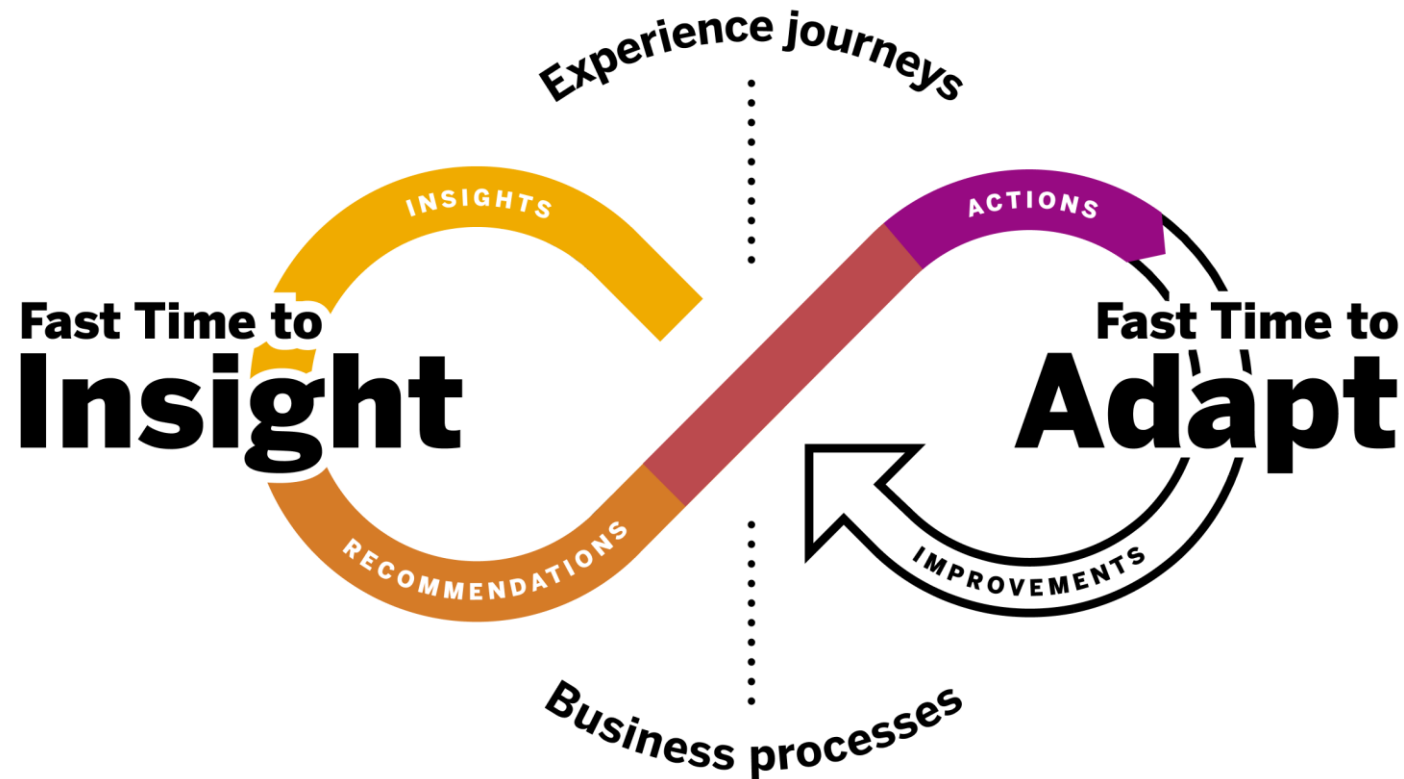**Collaboration** breaks down barriers and is the prerequisite for change

From strategy to execution: Transform successfully by connecting the four dimensions

Business Strategy

Processes

ANALYZE · ENHANCE · DESIGN · EXECUTE · ENABLE

People

Systems

RUN · DEPLOY · TEST · BUILD · DESIGN

SAP Signavio Process Transformation Suite
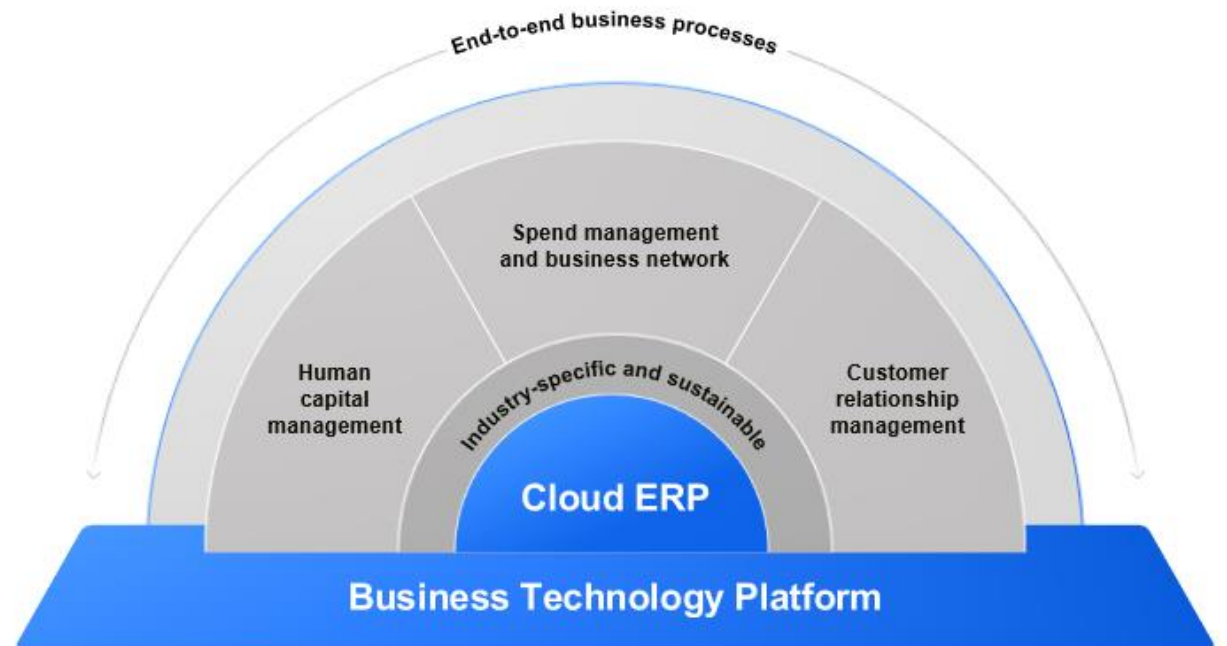## Our vision of business process management

Continuous process transformation becomes a source of sustained competitive advantage.
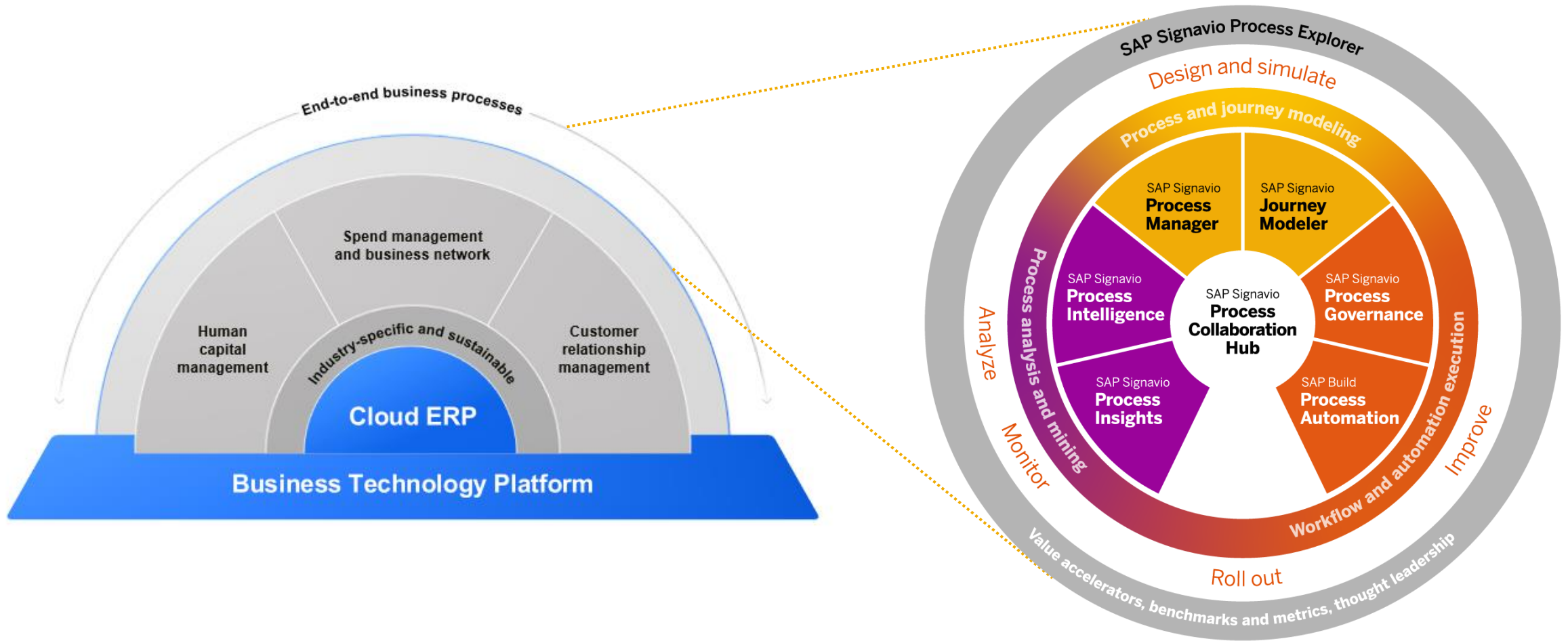
In this context, **time to insight and time to adapt** are key to becoming an intelligent, sustainable enterprise.

Enable every enterprise to become an intelligent, sustainable enterprise

Managing Business Processes is an Essential Component of the Intelligent Enterprise
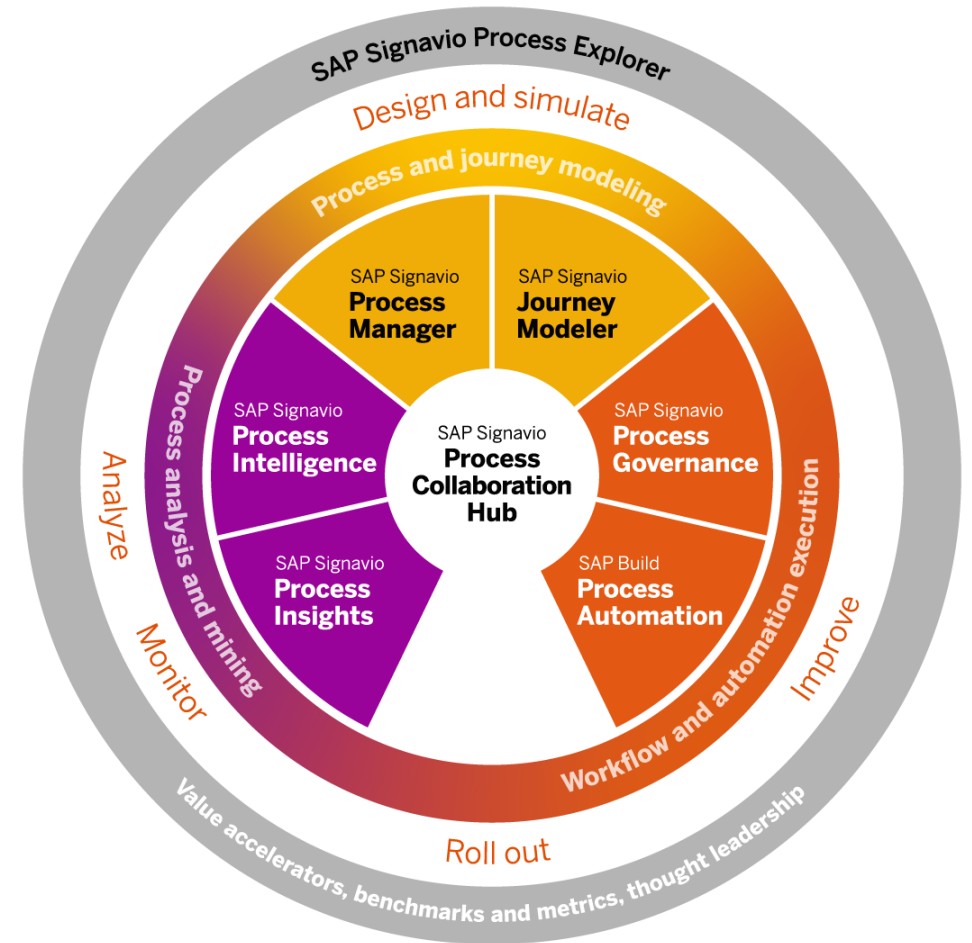
SAP Signavio Process Transformation Suite
Our offering

A cloud-based **process transformation platform** that gives companies the ability to **understand, improve and transform** all of their (end-to-end) **business processes**, fast and at scale (across SAP and non-SAP solutions)

SAP Signavio Process Transformation Suite
Core capabilities

1. **Collaboration**
   Stakeholder alignment and active collaboration across departments

2. **Process analysis and mining**
   Complete process analysis for enterprise transformations and operational excellence programs

3. **Process and journey modeling**
   Standardized process and journey management, simulation, and modeling

4. **Process governance and automated execution**
   Maintaining organizational and regulatory compliance of all documented processes

5. **Value accelerators**
   Speeding up time to value with pre-configured value accelerators and resources for business process owners
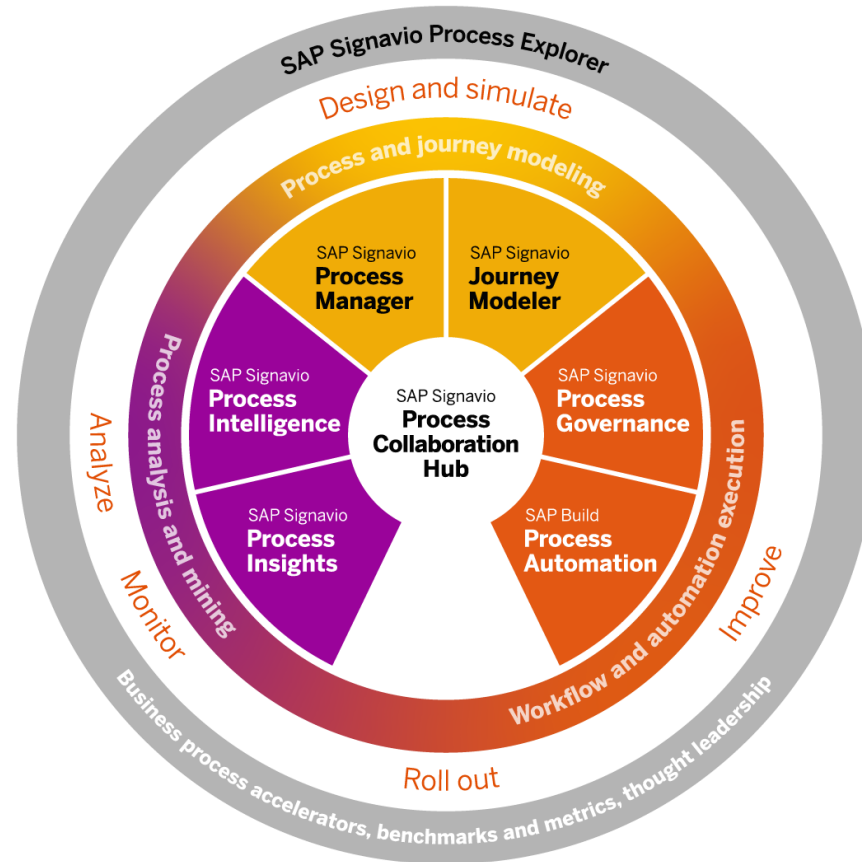
SAP Signavio Process Transformation Suite
Components

SAP Signavio Process Manager
Capture, document, compare, and simulate your process portfolio.

SAP Signavio Journey Modeler
Design customer journeys and connect with processes.

SAP Signavio Process Intelligence
Embrace a data-driven approach to discover, analyze, and mine your end-to-end processes.

SAP Signavio Process Insights
Locate and prioritize process improvement potential for specific SAP solutions.

SAP Signavio Process Explorer
Collective knowledge from thousands of transformation projects delivered can readily accessed and consumed

SAP Signavio Process Governance
Manage and drive process management related tasks and governance in a human-centric way.

SAP Build Process Automation
Automate and run processes with greater effectiveness, efficiency, and business user productivity.

SAP Signavio Process Collaboration Hub
Turn processes into a valuable asset, provide insight and enable enterprise collaboration.
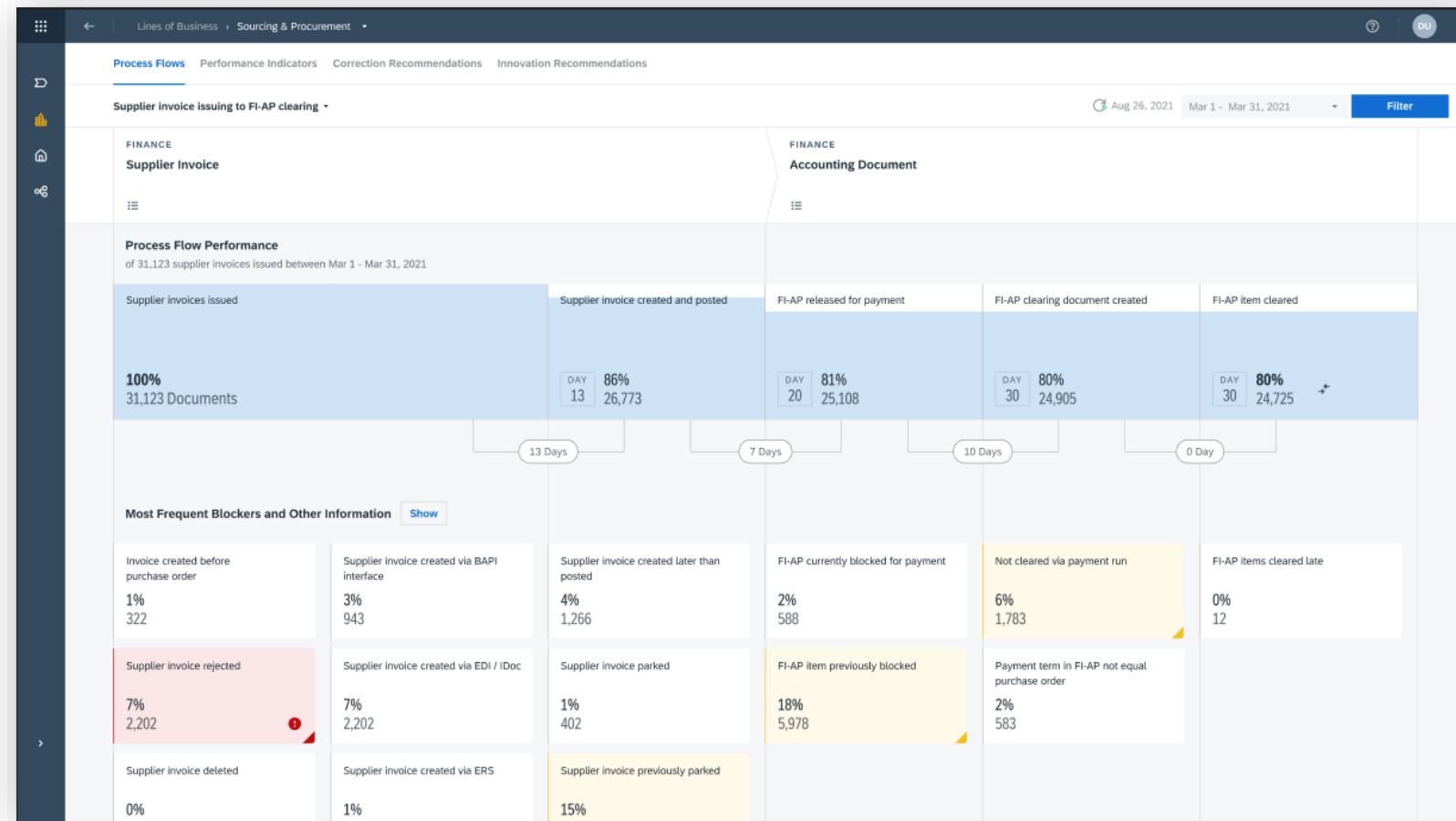
SAP Signavio Process Insights*

Understand your process performance and monitor
Using 60+ 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.
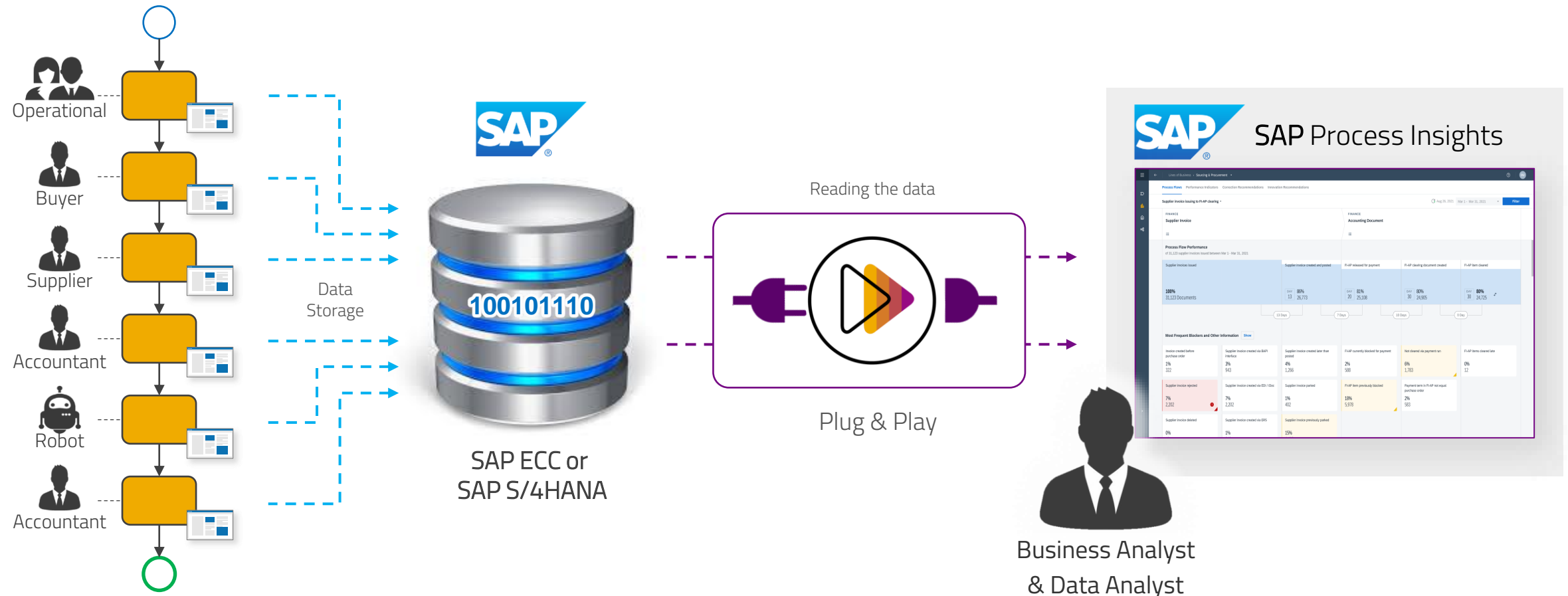
* Available for SAP customers only

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**, **recommendations** for improvement and **live data** for continuous monitoring.

SAP Signavio Process Intelligence
Understand your process execution and analyze performance, conformance

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.
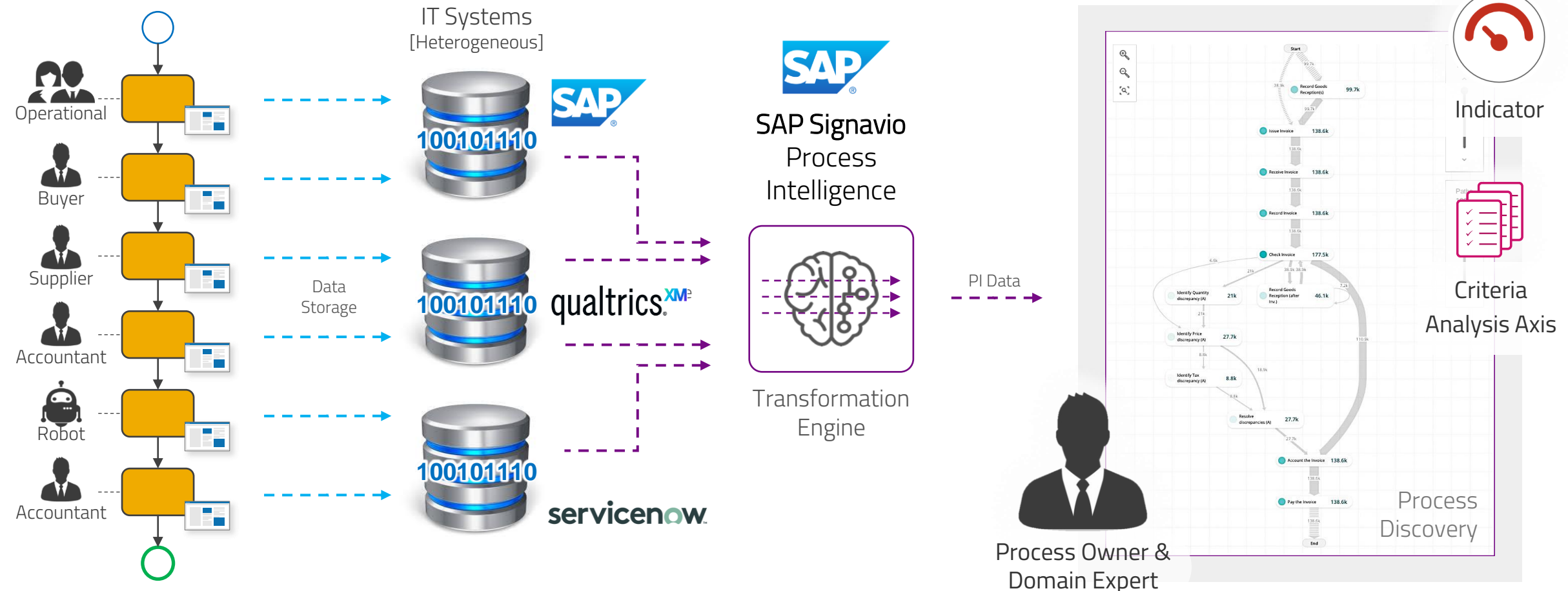
Process Analysis & Mining

Synergy between SAP Signavio Process Insights & SAP Signavio Process Intelligence
(for SAP customers)

End-to-end process analysis for enterprise transformations and operational excellence programs

SAP Signavio Process Insights
Locate and prioritize process improvement potential for specific SAP solutions.

SAP Signavio Process Intelligence
Embrace a data-driven approach to discover, analyze, and mine your end-to-end processes.
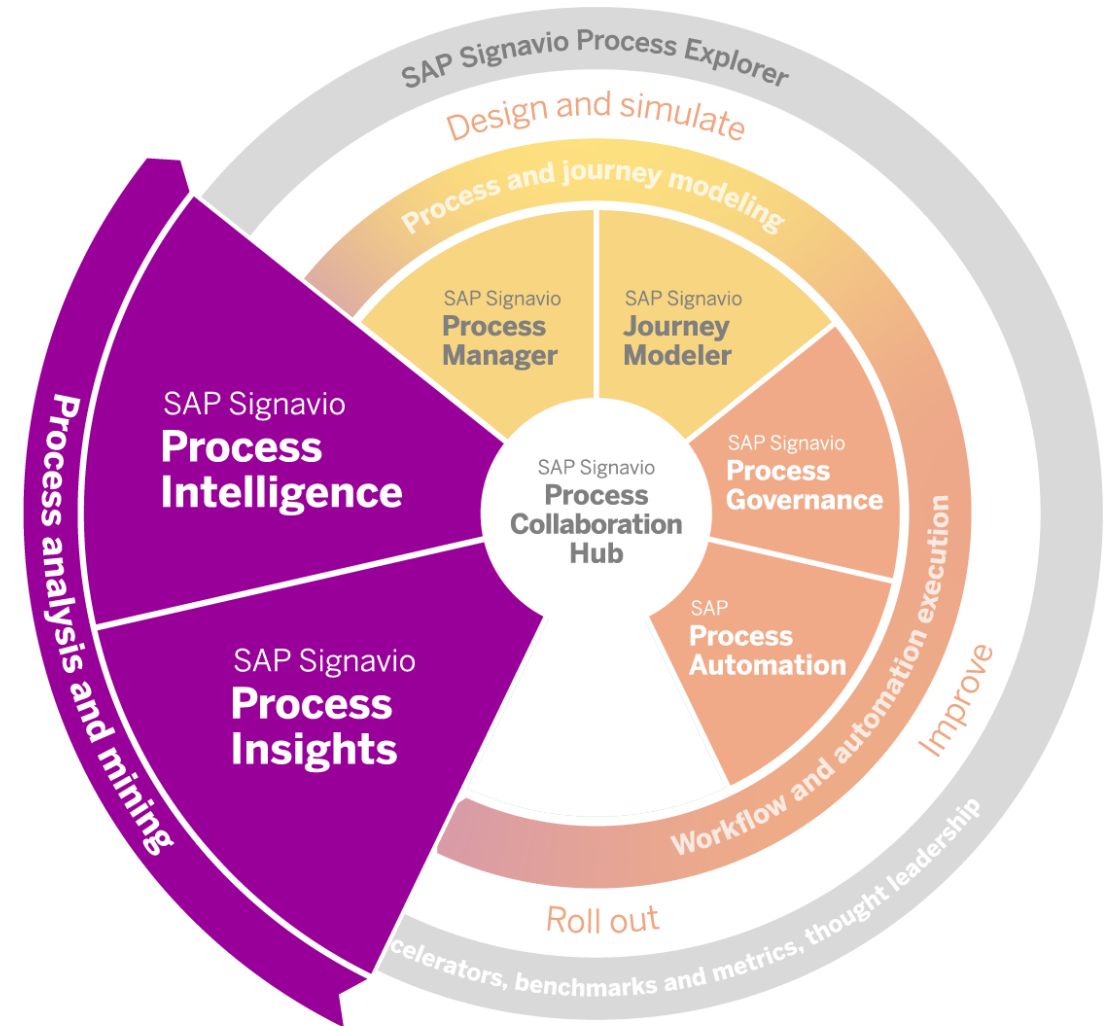
Process Analysis & Mining
SAP Signavio Process Insights with SAP Signavio Process Intelligence

SAP Signavio Process Insights

SAP Signavio Process Intelligence
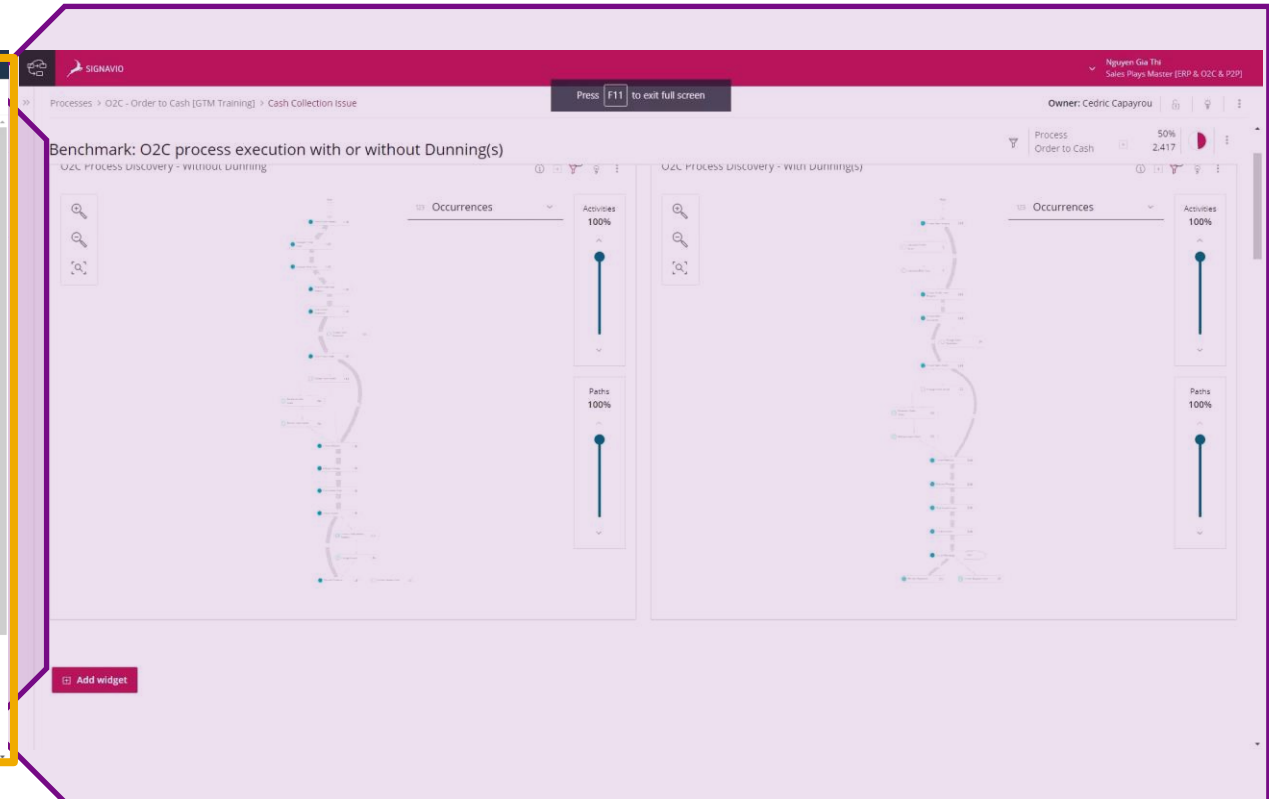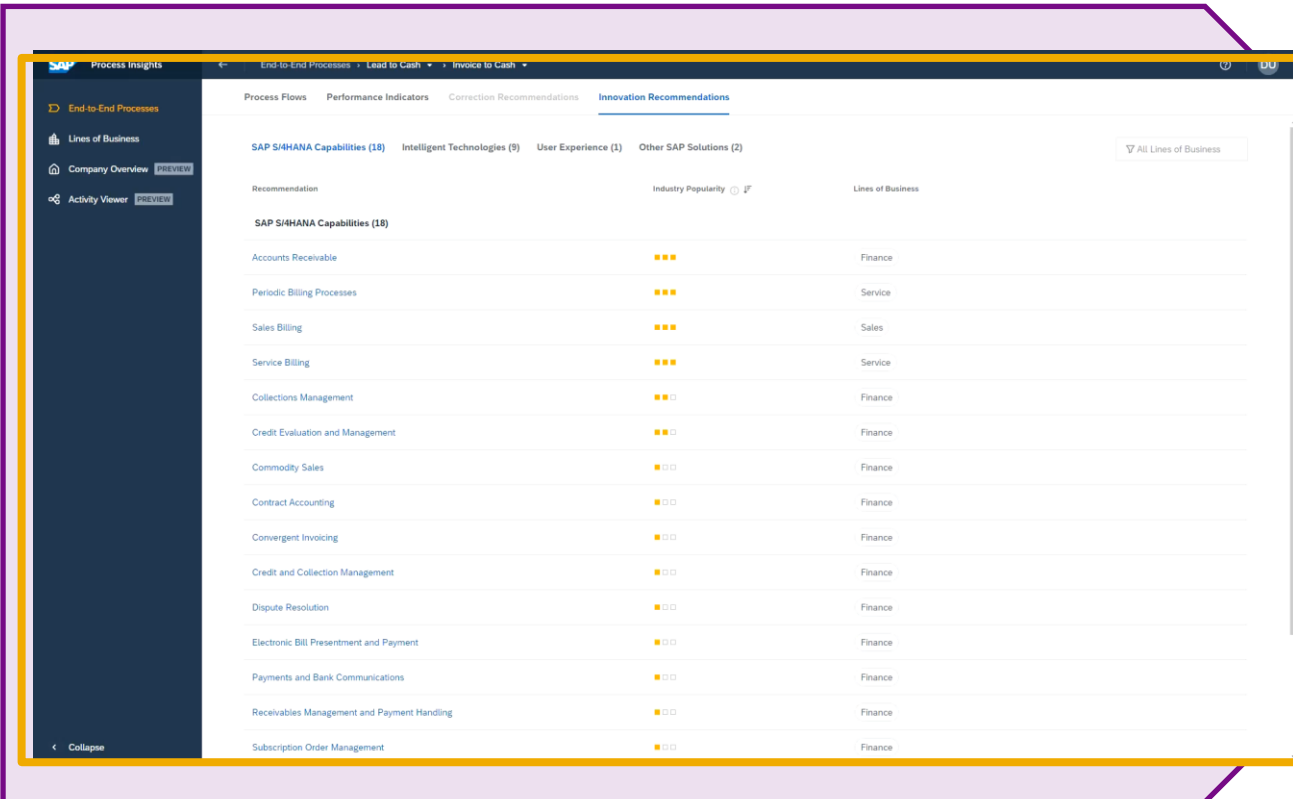
Identified that there are dunning activities

Received best practice recommendation

Found out that Dunning causes significant impact on Cycle Time

Non-conformance of own modeled process

SAP Signavio Process Manager
Discover, document, visualize, standardize, collaborate, and optimize your processes

- **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 journey-to-process experience

- **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.

SAP Signavio Process Governance
Lower the cost of change for regulatory compliance

- **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.

SAP Build Process Automation
Citizen automation and workflows for line-of-business builders

SAP Build Process Automation

SAP Build Apps

SAP Signavio

SAP & 3rd Party

Processes & Workflows	Forms & Multi-Step Approvals	Task Automation	SAP Build Work Zone
Business Rules & Decisions	Pre-Built Content	Document Understanding	Process Visibility & Flexibility

SAP Business Application Studio

SAP Build Work Zone
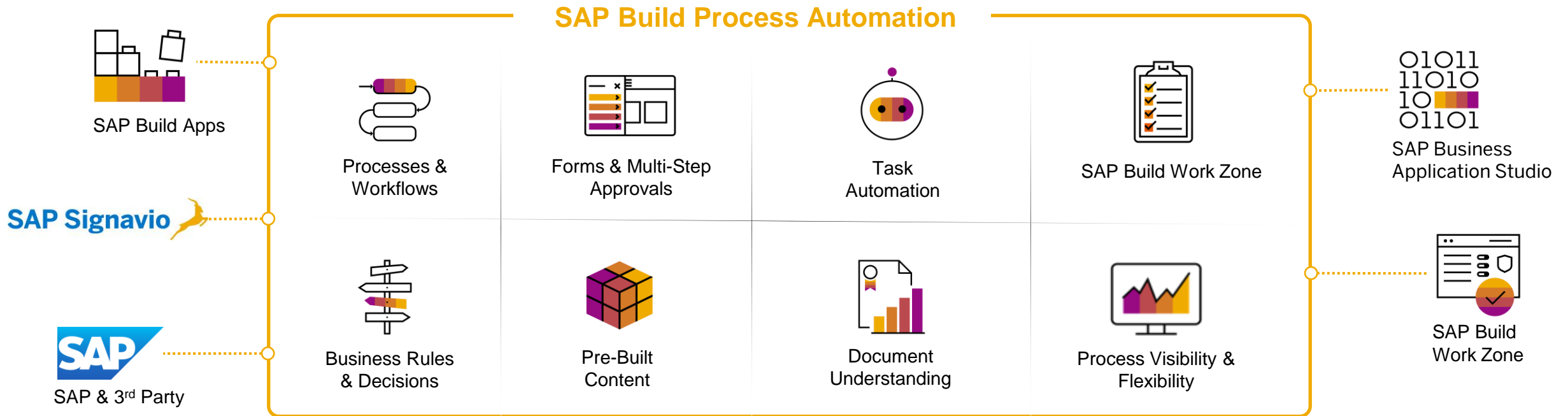
- New citizen automation user experience (process builder, forms builder)
- Workflow management capabilities available (business rules, process visibility, process flexibility)
- Embedded RPA capabilities to readily combine bot automations with workflows

Key News at TechEd 2022

New integration between SAP Signavio and SAP Build Process Automation: Enables over 135 tailored process improvement recommendations to be automatically triggered and executed helping customers continuously monitor their processes and automatically optimize them as needed.

SAP Signavio Process Collaboration Hub
Involve your entire organization in process optimization initiatives
Harnessing the wisdom of the crowd in a cloud-native collaboration environment

SAP Customer & Operations Lifecycle
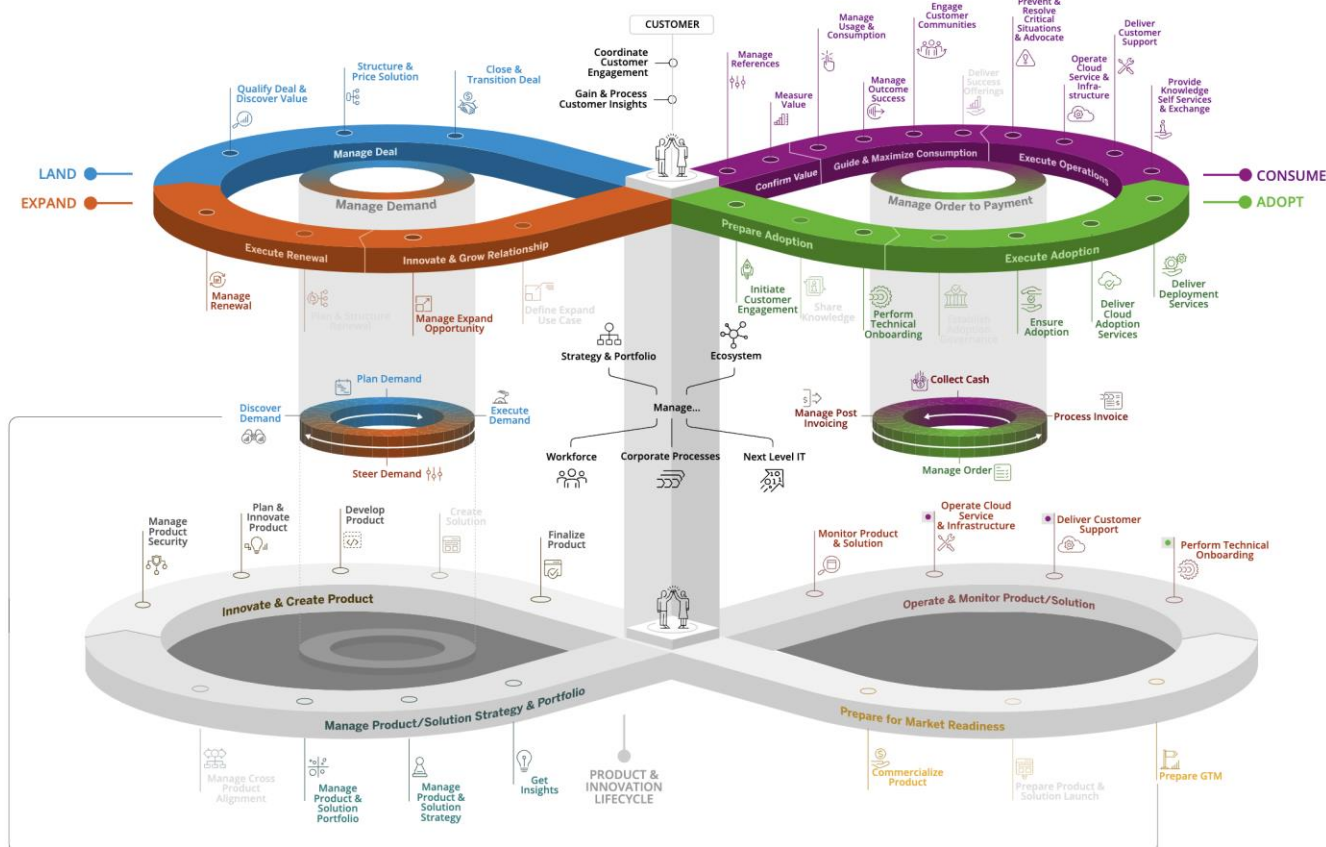
Collaboration
Get a 360 View of your process landscape – documented processes with related analysis and key metrics

Sharing & communication
Review, publish, and share your process documentation with key stakeholders

Monitoring
Provide feedback and propose improvements to relevant processes
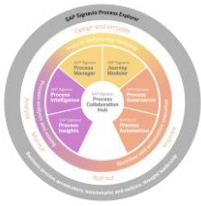
Content: Delivered through SAP Signavio Process Explorer
Your gateway to access and explore value accelerators

- **The value accelerators you need to transform all in one place**
  Avoid the complexity of accessing fragmented content frameworks or disconnected tools to find your answers

- **Comprehensive support to transformation**
  Value accelerators and all content available serve you throughout your transformation, from strategy to operations

- **Collective knowledge of thousands projects delivered by SAP and our partners**
  It's the combined knowledge that no single expert could have, all at your fingertips

SAP Signavio integrations and partnerships

Use Cases

- "Integrated via pre-built connectors, leveraging our SAP Signavio capabilities

Process analysis and mining

Connect to various systems like ERP, HR, Databases etc. to push process data into the SAP Signavio Business Transformation Suite

Process and journey modeling

Integrate with your existing solutions to synchronize process models and dictionary entries and foster direct collaboration

Workflow and automation execution

Link to other systems and technologies within governance, workflows and automate cross-system processes

Integration Technologies

- Millions of possibilities of integration provided through our technologies

APIs allows connections to partner customer extensions in SAP Signavio

Action triggers and **webhooks** help to automatically cause implemented interactions
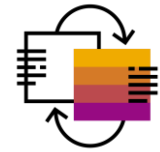
Data Exchange capabilities are integrated for import and export of data.

> 50

available Technology Partner Integrations for SAP Signavio

> 20

SAP Integrations connected with SAP Signavio Business Transformation Suite

50%

Of our customers using partner or SAP integrations or have individual solutions build

One

SAP® Endorsed App
Premium Certified

SAP Business Technology Platform   **SAP Solution Manager**   **SAP Cloud ALM**   **SAP Data Intelligence Cloud**   LeanIX

SAP Signavio Process Intelligence
Data integration options

SAP Signavio
Process Intelligence

SAP Data Intelligence Cloud

SAP Cloud Integration*

Standard connectors
to enterprise applications

HANA (DB only)

RFC HANA CDS

SAP SuccessFactors

SAP Ariba *

Jira Software

ServiceNow

Amazon S3 and Athena

Snowflake

ElasticSearch

Microsoft SQL Server

PostgreSQL

Google BigQuery

SAP Datasphere

[…]

SAP ABAP (advanced)

BW

SLT

Event Mesh

IQ

Data Services

SAP HANA & HANA Cloud (advanced)

Oracle	**Data Processing (Python, R, JS, Go)**
Amazon Redshift	**Data Quality**
Azure SQL Database, Azure Data Lake	**SAP Cloud Connector**
Alibaba OSS	**SAP open connectors**
IBM DB2, Teradata	**Build Your Own Connector**
Google Cloud Storage	**[…]**
Kafka, MQTT , NATS	
OpenAPI, SFTP	

Dynamics 365

SalesForce

Workday

Oracle Netsuite

API-based cloud applications

*Technical integration available. Pre-packaged templates for selected systems on roadmap

SAP Signavio Process Intelligence
Actionability and orchestration

MONITOR   ROLLOUT AND GOVERN

DATA

ANALYZE

FIX

FIX

SAP Signavio process analysis and mining

ANALYZE

IMPROVE

DESIGN AND SIMULATE

IMPROVE

AUTOMATE

FIX

Process quick fixes

Influence workflows and **business rules** based on process mining **insights**

POWERING SAP BTP — **SAP Build Process Automation**

Standard webhooks

IMPROVE

Better informed decisions

Infuse process mining **insights** to **human interaction** steps in workflow engines and systems of record

POWERING SAP BTP — **SAP Build Process Automation**

SAP S/4 HANA

RESTful APIs

AUTOMATE

Automation

Identify and q**uantify** candidate use case for **robotic process automation**

POWERING SAP BTP — **SAP Build Process Automation**

Other 3rd party automation tools

SAP Signavio positioned as a Leader for Process Mining

2023 Gartner® Magic Quadrant™ for Process Mining Tools

Figure 1: Magic Quadrant for Process Mining Tools

SAP Signavio was recognized as a Leader in Process Mining Tools by Gartner for its Completeness of Vision and Ability to Execute.

SAP Signavio believes this placement in the Leaders quadrant is a testament to its continued commitment to providing customers with innovative world-class process mining solutions.

Full Report | Newsbyte | Blog

Gartner, Magic Quadrant for Process Mining Tools, Marc Kerremans, Kimihiko Iijima, et al., 20 March 2023.

Methodology: SAP Activate enhanced with SAP Signavio

SAP
ACTIVATE

Discover

Prepare

Explore

Realize

Deploy

Run

Identify value drivers

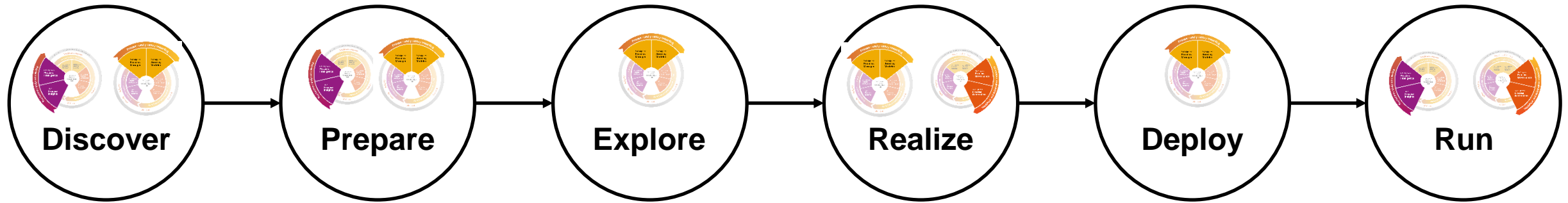Safeguard the transformation

Collaborate on future processes

Implement process improvements

Govern the rollout

Monitor and continuously improve

Use Process Insights to get tailored recommendations for value drivers and explore your As-Is Processes with Process Intelligence

Use Signavio Collaboration Hub to create your transformation journey with defined scope, timeline and milestones

Use Signavio Process Manager to define your future processes and simulate their impact on your business

Handover your process definitions to Solution Manager to start the implementation and testing processes

Use Signavio Collaboration Hub to provide the single source of truth for your processes to the end-users

Use Process Insights and Process Intelligence to monitor your process performance and process conformance

Successful Business Process Transformation requires
solutions, content, methodology, and organization

Business transformation

PROCESS

PEOPLE

SYSTEM

DATA

Business operations
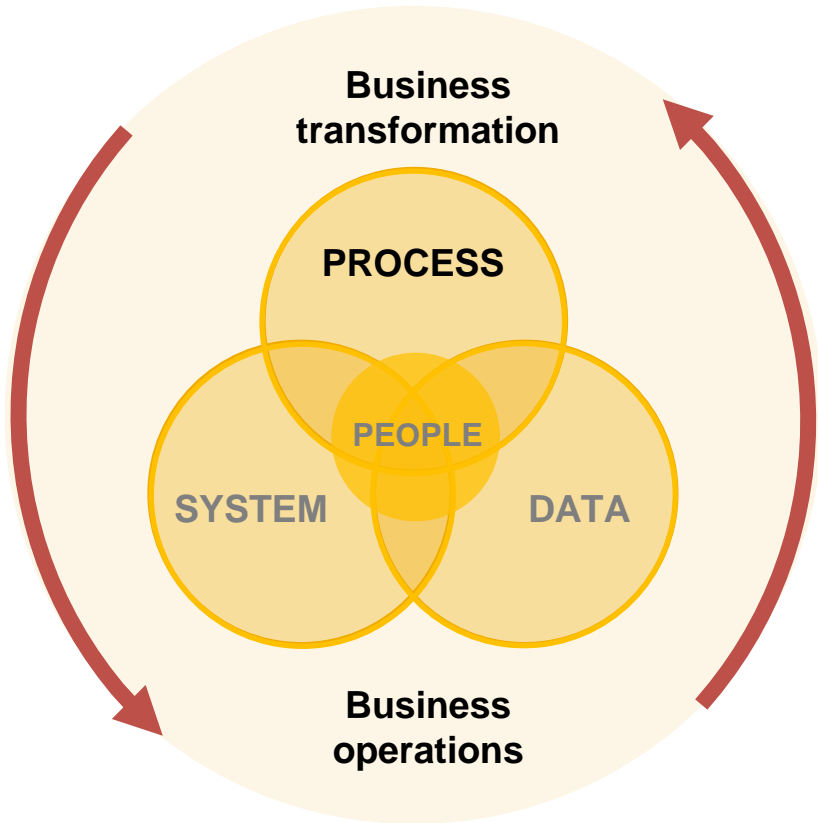
Solutions
A **complete suite** for business process transformation

Content
A collection of highly consumable best practices, accelerators, and metrics that will guide organizations all along the transformation journey

Methodology
An **end-to-end process-centric approach** to enable organizations to **understand, innovate**, and **transform** all their business processes **continuously**

Pillars of a successful business transformation

Business Process CoE with executive sponsorship as the foundation for process-centric initiatives across the enterprise

Organization

SAP Signavio Process Transformation Suite
for Enterprise Transformation and Process Excellence

SAP Signavio supports both
Enterprise Transformation & 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
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Enterprise Transformation

Process Excellence

Process focus
(to address a particular process area)

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Performance initiatives
(cross- or multi-functional)

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

SAP Signavio for Business Process Management
Before, During, and After Transformation

Getting Ready before Transformation

During Transformation project with SAP S/4HANA

Continuous Improvement after Transformation project

Decide on the Route to Take

Technical Migration and deliver SAP standard Processes

SAP Signavio for Business Process Management
Before Transformation

Getting Ready before Transformation

During Transformation project with SAP S/4HANA

Continuous Improvement after Transformation project
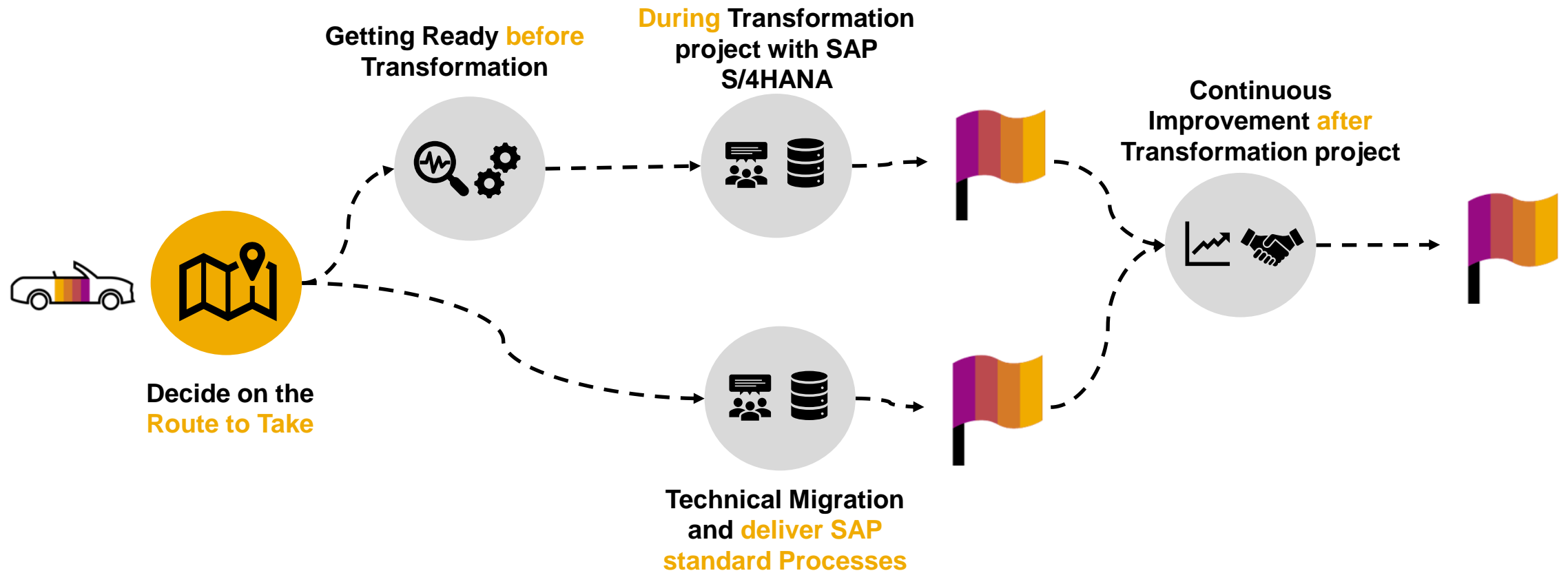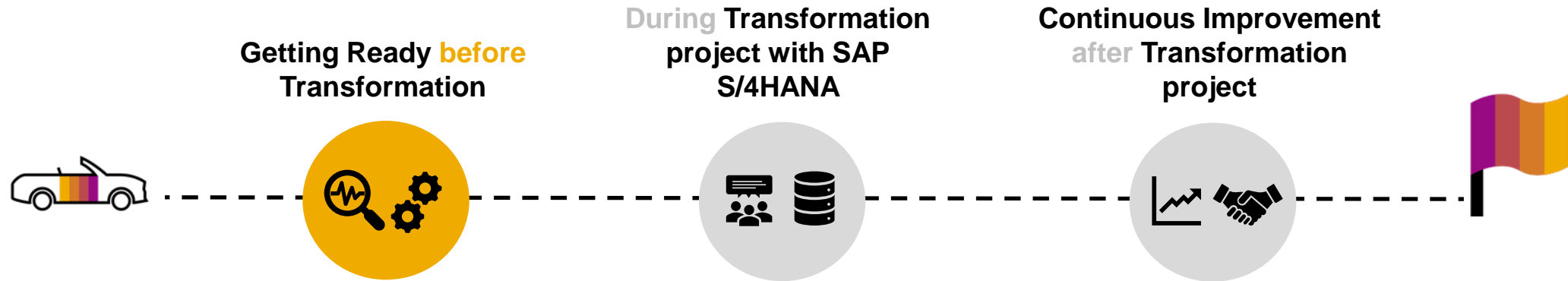
Set the right transformation focus
Assess your current process performance to identify where to improve and why

Understand how to improve with tailored recommendations, e.g. with innovative S/4HANA capabilities

Create transparency on your "process house"
Identify, document and store as-is processes in a central repository accessible to all stakeholders

Prepare the "perfect ground"
Gain insight where to clean-up data before migration
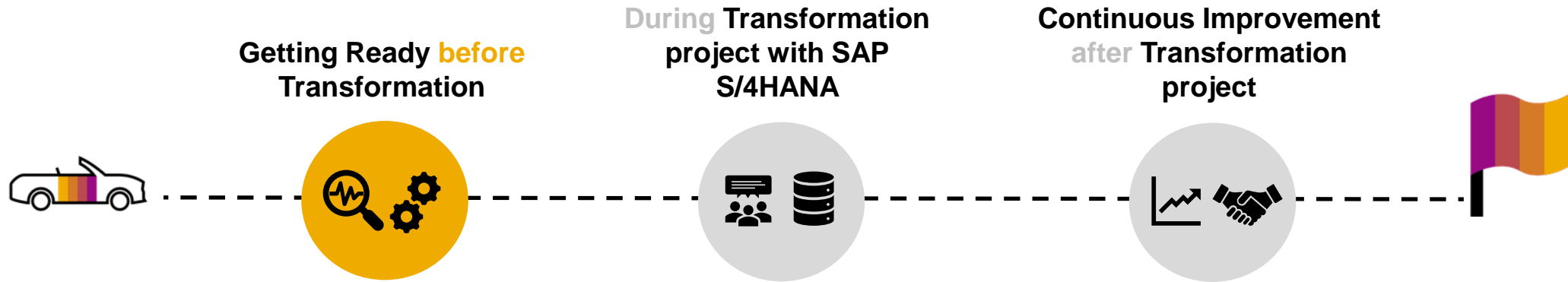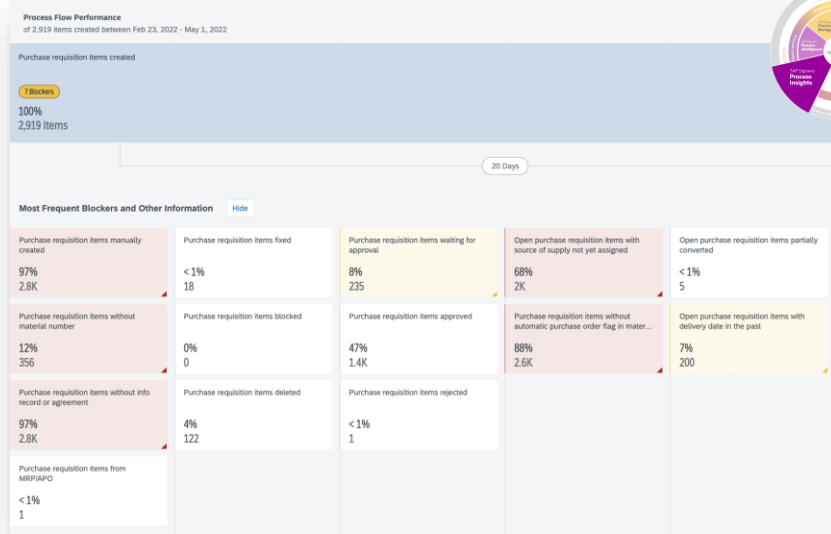
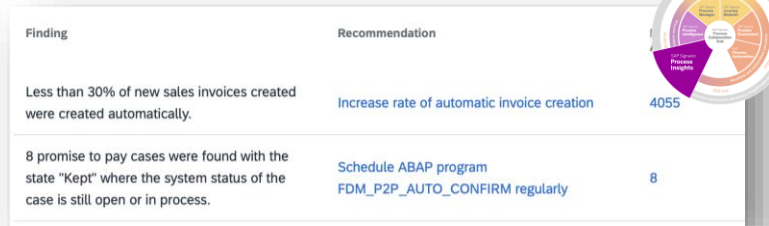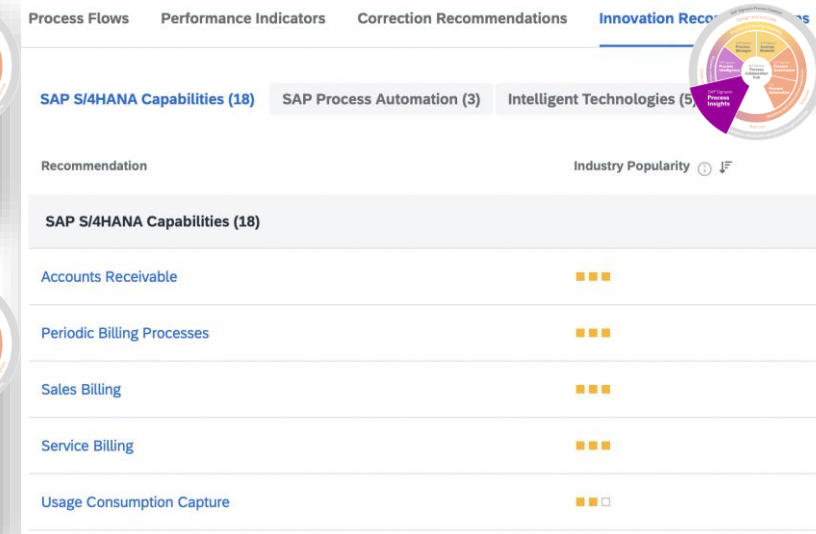# SAP Signavio for Business Process Management
Before Transformation

Getting Ready before Transformation

During Transformation project with SAP S/4HANA

Continuous Improvement after Transformation project

Quick insights to prioritize

Process Flow Performance
of 2,919 items created between Feb 23, 2022 - May 1, 2022

Purchase requisition items created

7 Blockers
100%
2,919 Items

20 Days

Most Frequent Blockers and Other Information   Hide

Purchase requisition items manually created	Purchase requisition items fixed	Purchase requisition items waiting for approval	Open purchase requisition items with source of supply not yet assigned	Open purchase requisition items partially converted
97% 2.8K	< 1% 18	8% 235	68% 2K	< 1% 5
Purchase requisition items without material number	Purchase requisition items blocked	Purchase requisition items approved	Purchase requisition items without automatic purchase order flag in mater...	Open purchase requisition items with delivery date in the past
12% 356	0% 0	47% 1.4K	88% 2.6K	7% 200
Purchase requisition items without info record or agreement	Purchase requisition items deleted	Purchase requisition items rejected		
97% 2.8K	4% 122	< 1% 1		
Purchase requisition items from MRP/APO				
< 1% 1				

Process Performance indicators

All Categories	Automation Rate (3)	Backlog (24)	Changes (2)	Exception (1)	Master Data (2)	Throughput (9)

Performance Indicator	Amou
Automation rate: Customer invoice clearing	61.2...
Financial documents created Automation Rate: 9%	5,205 Documents
Sales billing documents created Automation Rate: 24%	4,179 Documents

Correction Recommendations

Finding	Recommendation	
Less than 30% of new sales invoices created were created automatically.	Increase rate of automatic invoice creation	4055
8 promise to pay cases were found with the state "Kept" where the system status of the case is still open or in process.	Schedule ABAP program FDM_P2P_AUTO_CONFIRM regularly	8

Innovation Recommendations

Process Flows	Performance Indicators	Correction Recommendations	**Innovation Reco...**

SAP S/4HANA Capabilities (18)	SAP Process Automation (3)	Intelligent Technologies (5)

Recommendation	Industry Popularity
SAP S/4HANA Capabilities (18)	
Accounts Receivable	■■■
Periodic Billing Processes	■■■
Sales Billing	■■■
Service Billing	■■■
Usage Consumption Capture	■■□

SAP Signavio for Business Process Management
Before Transformation

Getting Ready before Transformation

During Transformation project with SAP S/4HANA
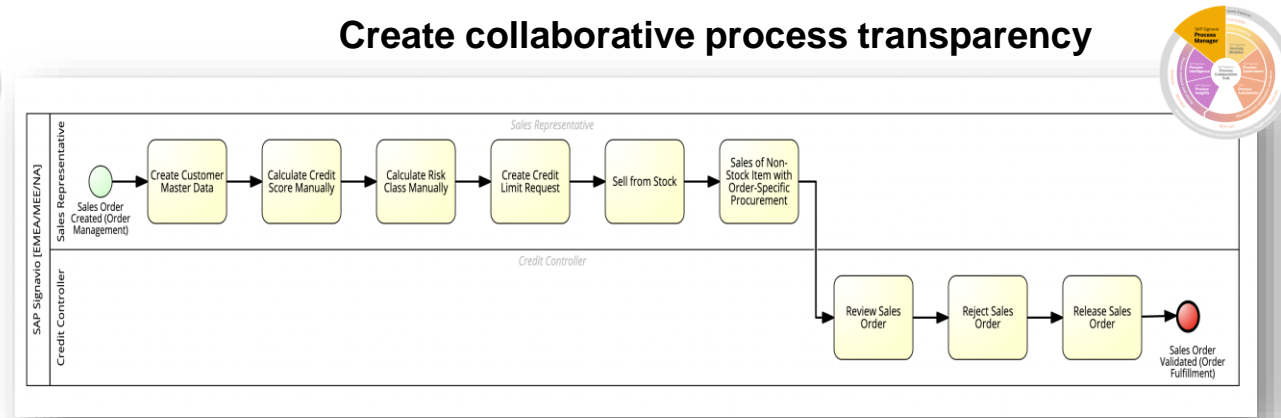
**Continuous Improvement after Transformation project**

Set the tone and share across organization

Create collaborative process transparency

SAP Signavio for Business Process Management
During Transformation

Getting Ready before **Transformation**

During Transformation project with SAP S/4HANA

Continuous Improvement after **Transformation project**

Leverage SAP Best practices
Compare as-is processes with SAP Best Practices to understand differences and manage the change

Model and simulate future processes with relevant stakeholders in a collaborative way

Technically implement your modeled processes in a seamless way
Handover process definitions to SAP Solution Manager to start implementation and testing

Manage change and enable end-users
Single platform to publish process documentation and connect SAP Enable Now enablement material

SAP Signavio for Business Process Management
During Transformation

Getting Ready before **Transformation**

During Transformation project with SAP S/4HANA

Continuous Improvement after **Transformation project**

Process Mining
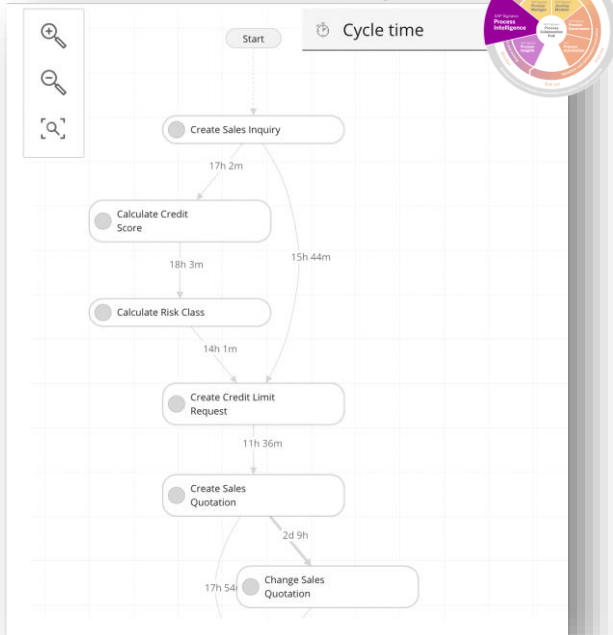
Expectation vs Reality
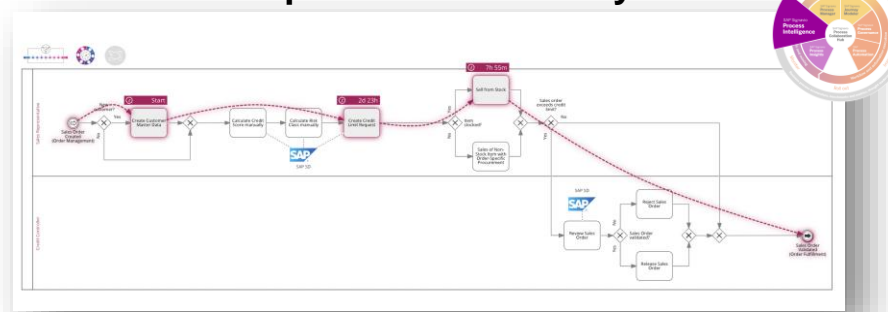
Best Practices repository
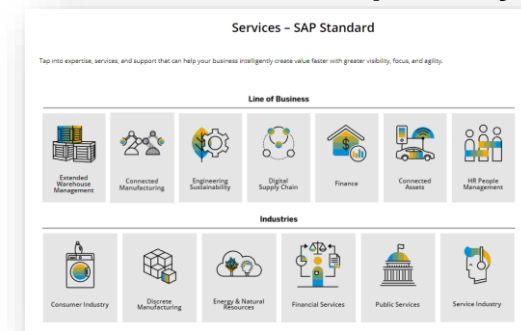
Compare to Best Practices, simulate and collaborate on target state

ECC
Manual Credit Score Calculation

With SAP S/4HANA
Automated credit rating through Rating Agency

Simulated process performance of S/4HANA credit management
Requires inputs and assumptions e.g. resource availability, execution times or cost per time

Automated credit rating through Rating Agency

Manual Credit Score Calculation

59

SAP Signavio for Business Process Management
## After Transformation towards Process Excellence

Getting Ready before Transformation

**During Transformation project with SAP S/4HANA**
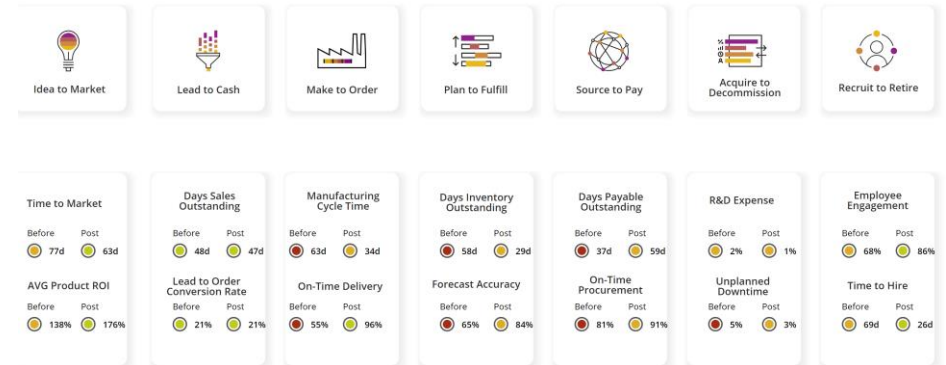
Continuous Improvement after Transformation project
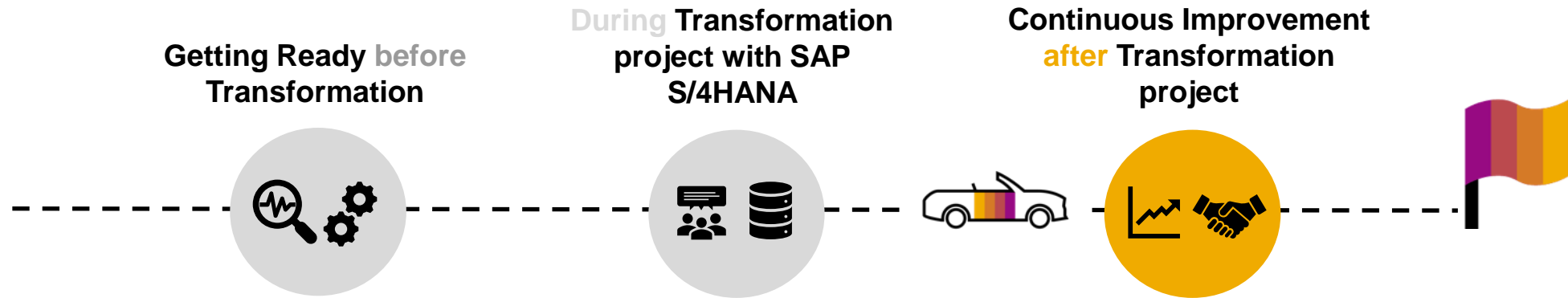
Monitor process performance to identify continuous improvement opportunities

Monitor process conformance to check if newly implemented processes are used as intended

SAP Signavio for Business Process Management
After Transformation towards Process Excellence

Getting Ready before **Transformation**
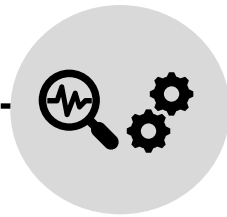
During Transformation project with SAP S/4HANA
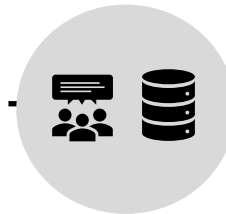
Continuous Improvement after Transformation project
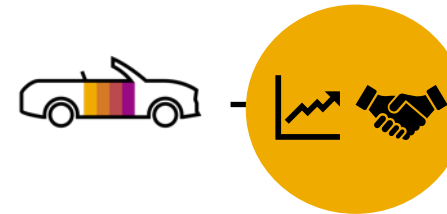
Performance

Conformance

Innovation Recommendations
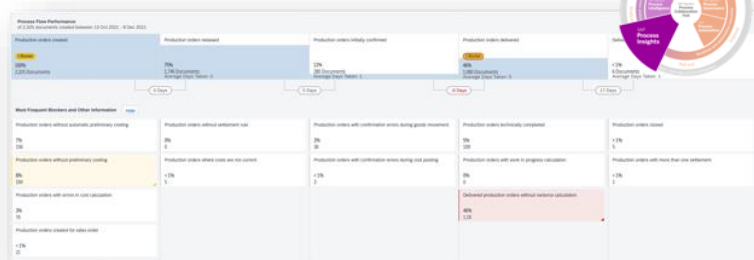
Best Practices and Accelerators
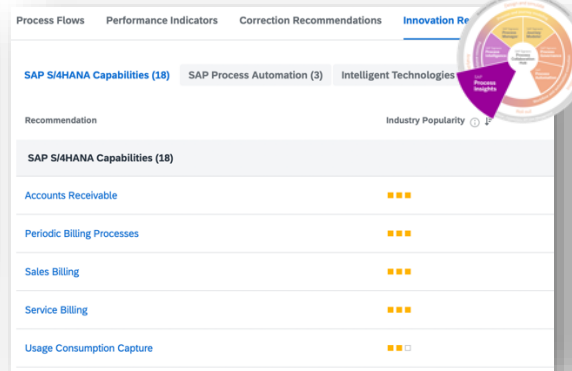
Company Process Dashboard
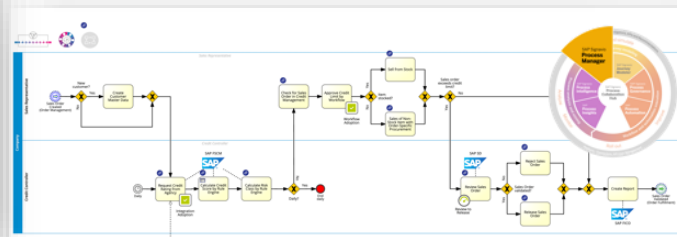
SAP Signavio for Business Process Management
Demo: Value Acceleration for SAP S/4HANA Transition
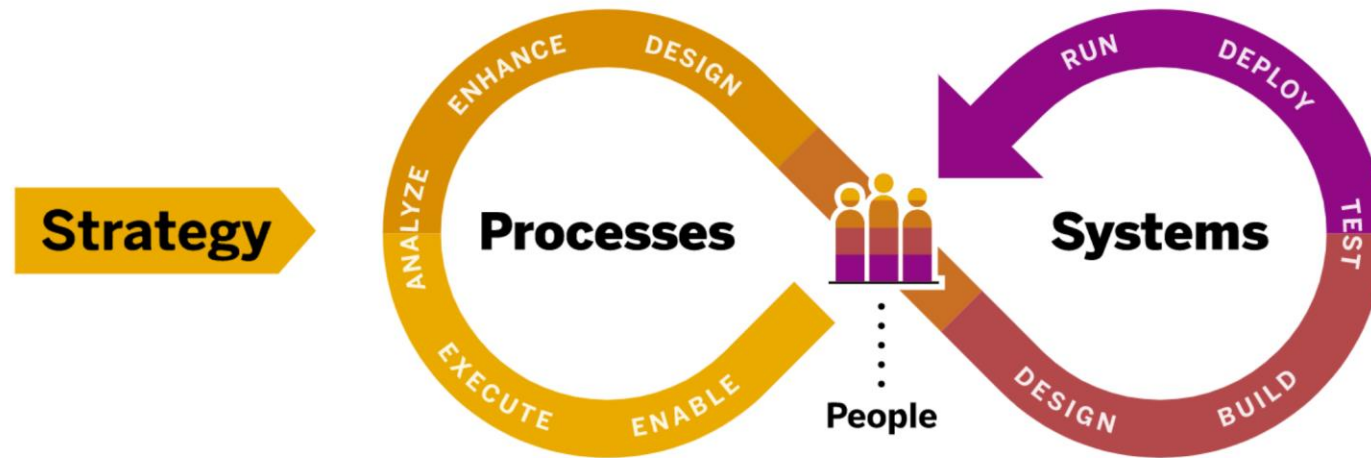
SAP Signavio Process Transformation Suite

Customer Success Stories

https://www.signavio.com/success-stories/

SAP Signavio Process Transformation Suite
How to get started?

Process excellence on
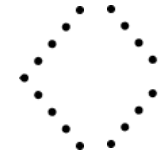## SAP ECC and SAP S/4HANA

Process Discovery
tool for SAP S/4HANA transformation (trial)

SAP Signavio Process Insights
solution for SAP ECC and SAP S/4HANA

Start with Process Discovery or SAP Innovation and Optimization Pathfinder*

Free of charge

A free tool to help executives get a high-level overview of process performance in the most important areas

Get started here:
www.s4hana.com
www.sap.com/pathfinder

SAP Signavio Process Insights for immediate value

Subscription

Continuous monitoring and improvement of your company's business processes

Preparing your processes for the transformation to SAP S/4HANA

Quick insights leading to quick results
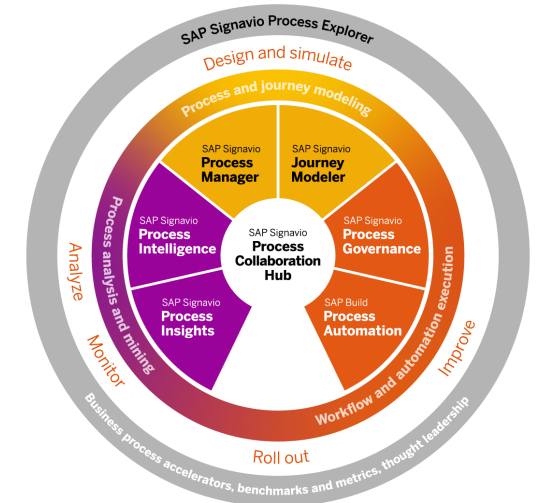
SAP Signavio Process Transformation Suite for full business transformation

Subscription

Process design, documentation, and governance

Process mining

Journey modeling

Collaborative business transformation

*The SAP Innovation and Optimization Pathfinder service is for customers of SAP S/4HANA. The Process Discovery tool is for customers of SAP ERP Central Component (SAP ECC).

Adapt *faster* to change

With the SAP Signavio Process Transformation Suite
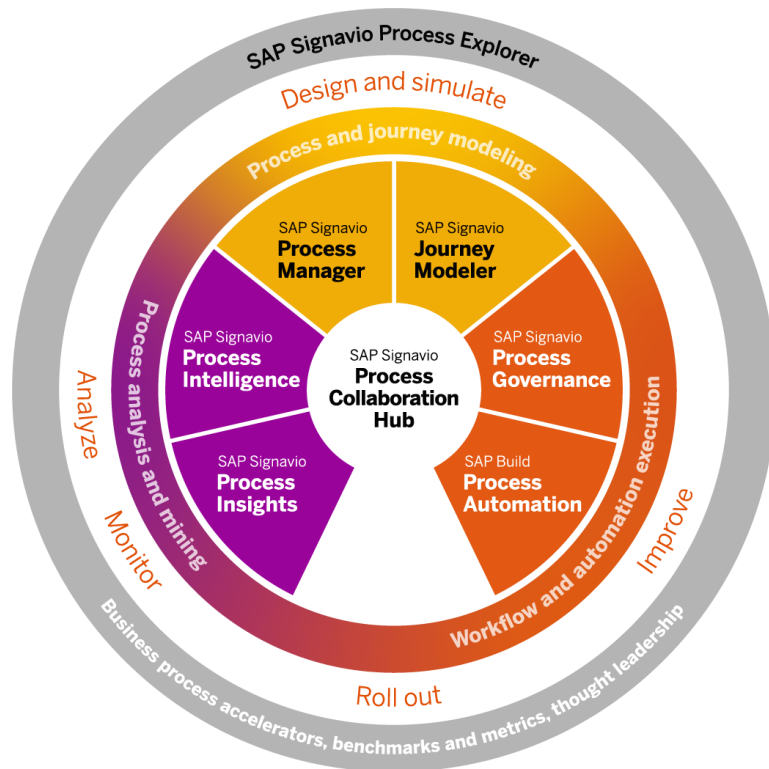
+ **Data-driven insights**
  to decide with confidence

+ **Powerful integrations**
  to turn ideas into action

+ **Single source of truth for *process***
  to keep everyone aligned

+ **Collaborative framework**
  to drive adoption of change

+ **Journey to process excellence**
  to bring experience and process together

+ **Establish a culture of continuous improvement**
  across the enterprise

SAP Signavio: A Leader for Digital Twin of an Organization (DTO)
2023 SPARK Matrix™ Digital Twin of an Organization by Quadrant Knowledge Solutions

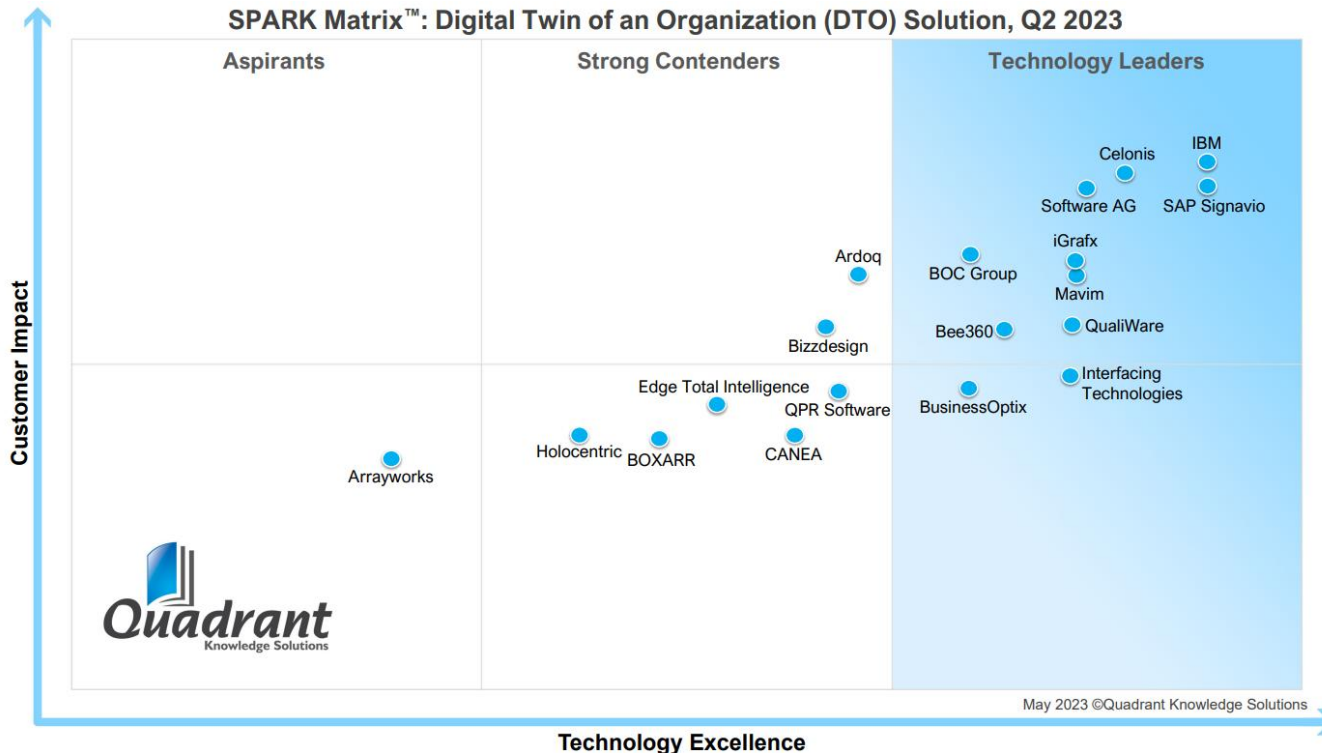SPARK Matrix™: Digital Twin of an Organization (DTO) Solution, Q2 2023

SAP Signavio has been named a Leader in the 2023 SPARK Matrix for DTO and rated the highest for Technology Excellence.

According to the report: "**SAP Signavio's approach to digital twins serves the concept of process observability allowing companies to visualize processes as they should happen, but also provides a visual of how processes are deployed and their impact on customers, employees, and suppliers' experiences.**"

Quadrant Knowledge Solutions, SPARK Matrix™ Digital Twin of an Organization, Q2 2023

Full Report | Blog

Corporate Initiatives to change and adapt to market conditions

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
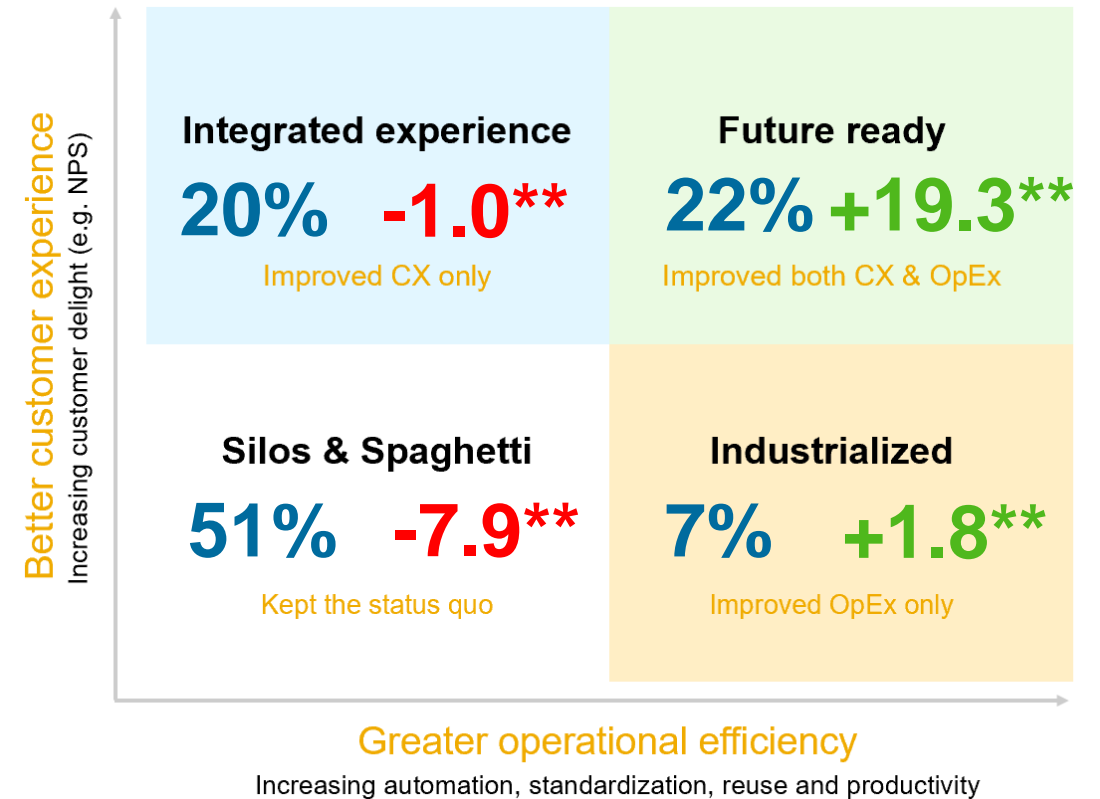
Enterprise Transformation

Business Transformation
- New business models
- Process harmonization and simplification
- Process consolidation inc. shared services
- Equip for mergers and acquisitions
- RISE with SAP transformation

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

MIT's framework for Digital Business Transformation*

Better customer experience — Increasing customer delight (e.g. NPS)

Integrated experience 20% **-1.0**** — Improved CX only	**Future ready** 22% **+19.3**** — Improved both CX & OpEx
Silos & Spaghetti 51% **-7.9**** — Kept the status quo	**Industrialized** 7% **+1.8**** — Improved OpEx only

Greater operational efficiency
Increasing automation, standardization, reuse and productivity

2019 % of firms, N=1,311   **Net margin pp Vs. industry average

*Source: https://cisr.mit.edu/publication/2021_0201_PathwaysUpdate_WoernerWeill

Q & A

Thank you.

For more information:
[Business Process Transformation](#)
[SAP Signavio](#)
[SAP Signavio Community](#)
[SAP Partner Portal](#)

openSAP course goes live on June 13th
[Drive SAP S/4HANA Transformations with SAP Signavio Solutions](#)

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pattabhi.peddinti@sap.com

Your feedback is very important to us. Please scan the QR code or use [link](#) to complete our online survey for the SAP Signavio session at the ASUG Kentucky Chapter Meeting – June 2023.

THE BEST RUN **SAP**